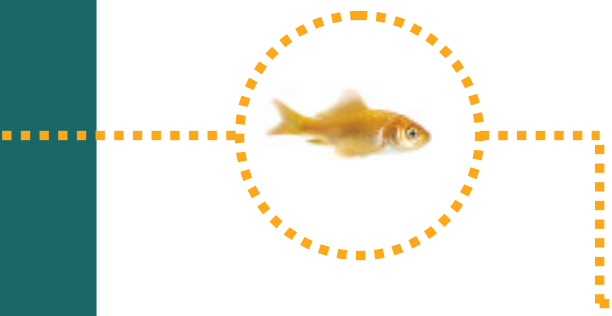
Operating Manual

IP200



innovaphone

PURE IP - TELEPHONY

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Copyright © 2009 innovaphone® AG
Böblinger Str. 76, 71065 Sindelfingen
Tel: +49 7031 73009 – 0 Fax: +49 7031 73009 – 99
http://www.innovaphone.com

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Declaration of conformity

innovaphone AG declares that the telephone IP200 meets all basic requirements of the 1999/5/EC European guideline.

The original declaration of conformity is available in the download area of the innovaphone Web site at www.innovaphone.com.

1. About this manual

This manual describes how to operate the innovaphone telephone IP200.

Please refer to the innovaphone Wiki at wiki.innovaphone.com if you require information on configuration and connection of the IP200.

Please check for new versions in the download area on our website at www.innovaphone.com.

Always comply with the safety instructions!

1.1. Overview of the chapters

This manual provides comprehensive information on the telephone IP200. Besides the general basic principles of the telephone, it also provides the entire operating instructions, including instructions for the administrator.

These instructions supplement the brief guide supplied with the telephone. This telephone-specific brief guide is also available as a printable PDF on the innovaphone web page.
The easiest way to configure the telephones, particularly the function keys, is via the telephone's web interface. You can read more on this in the administration manual for innovaphone terminals.

Always comply with the safety instructions!

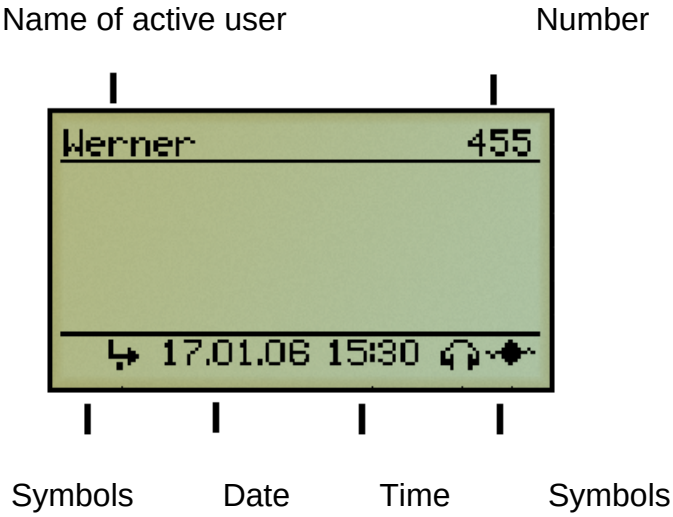
1.2. Operating instructions

This manual describes how to operate and administer the IP200 telephone. See the overview below for information on which keys to use to operate your innovaphone IP telephone.

Description	Explanation	Key
Menu key	The Menu key is used to open the main menu or to save changed form contents in the idle state. During a connection, it is used to initiate conferences.	
Confirmation key	Enter key for confirmation of a selection or entry.	
Volume	Keys for volume control. The volume can only be adjusted during a connection.	
Clearing key	The Clearing key is used to terminate a connection. In the menu, pressing the Clearing key takes you back a level. In entry mode, the Clearing key deletes the character to the left.	
Delete key	Deletes the character to the left.	
Consultation key	The Consultation key enables use of the "Hold" and "Hold and retrieve" functions. In the idle state, the Consultation key is used to call up the list of missed calls.	
Back key	Takes you back in the menu without applying the setting (in idle state). During a connection, the key is used to terminate a call.	
Redial key	The Redial key is used to access the list of phone numbers last dialled. In the menu, the Redial key confirms the current selection.	
Loudspeaker key	The Loudspeaker key is used to switch the hands-free system on/off. In addition, you can use this key to accept an incoming call or to end an existing call without using the handset.	
Function keys	Function keys next to the keypad are used to perform assigned functions such as quick dialling, transfer calls, call hold and muting.	

Mute key	During a call, a long press switches the microphone off or on. In the idle state, the call signal is switched off.	
Arrow keys	For navigation in the menu.	

1.3. Display



The symbols on your display show which state your telephone is in. The following symbols can be displayed:

Symbol	Explanation
	The handset symbol is displayed during an active call using the handset.
	The loudspeaker symbol displays that the device's loudspeaker is active for listening-in. This can be switched on or off by pressing the loudspeaker key.
	The microphone symbol shows that the device's microphone is active. A flashing microphone symbol indicates that both microphones are switched off.
	These symbols are displayed during an active call in hands-free mode. Loudspeaker and microphone are both active.
	This symbol shows that the headset is connected. See chapter (7.1.).
	This symbol appears if the active lock is set up for your keypad. Unlock by pressing any key and entering your PIN. See chapter (7.3.).
	This symbol appears if a conditional call diversion is set up. See chapter (6.1.).

	This symbol shows that there is no connection to the telephone system.
	This symbol shows that there is a connection to the telephone system.
	This symbol appears if secure connections are set up. The data transmitted is encrypted. See chapter (2.11.).
	This symbol displays missed calls. The number on the left indicates the number of missed calls. Press the (R) key to open the list of possible return calls.
	This symbol appears if there are any unread messages in your message inbox. The number on the left indicates the number of unread messages. See chapter (3.).
	This symbol shows that ringing is switched off. Whether you can still answer the phone or not depends on the settings - see chapter (6.2.).

Symbols are used in the calling lists in addition to symbols on the standard display.

Symbol	Explanation
	The handset symbol shows that a call has been established. If the connection has not been established, then the symbol will be missing in the list.
	This symbol shows that the call has been forwarded manually. Press the arrow pointing to the right to go to the menu with more details on the call.
	This symbol shows that the call was forwarded automatically. Press the arrow pointing to the right to go to the menu with more details on the call.

2. Call functions

Conventional calling and picking up calls with the IP telephone IP200 is no different to other telephones. It is simple and intuitive. This chapter deals with using additional features.

2.1. Setting up two connections

The possibilities for setting up two connections are as follows:

1. There is a call on hold. You can make a call to another subscriber.
2. Someone tries to call you whilst you are on the phone. You can accept a waiting call.

2.1.1 Administering a waiting call

Someone tries to call you whilst you are on the phone. The waiting call is not accepted automatically. You can accept a waiting call using the keys or the key sequence R and “2”.

2.1.2 Dialling a new number

Whilst connected with an active call partner, you can set up a new connection by calling another subscriber. You have the possibility to transfer an active call or initiate a conference.

Key	Effect
R	1. Press the Consultation key R during a call. The active call partner is put on hold and you can hear a dial tone. The active connection is indicated against a dark background on your display. 2. A connection is set up to the call number dialled. If the subscriber answers, you can make a consultation before the transfer. Tip: The connection set up is deleted again if you press the R key and 1 once more before the consultation connection is set up. 3. Replace the handset or, if you are in hands-free mode, press the Loudspeaker key. The caller will be connected. 4. If, after the consultation, you no longer want to transfer the call there, you can end this active connection by pressing the Clearing key. You are then connected with the call that was previously on hold. You can use the Menu function key to set up a conference (see chapter 2.2.)

During an active call, press the key to initiate a second call. The call is automatically transferred as soon as the phone rings or there is a call-waiting indication at the selected destination. You have the possibility to set up a conference.

> Tip:
> When transferring a call, you do not have to wait until the subscriber answers. After dialling the phone number, you can hang up immediately (without consultation).

2.2. Three-party conference

You can set up a conference between yourself and two other connections. Set up two connections (see chapter 2.1). Once two connections have been set up, a conference can be initiated.

- Press the Menu key .
- By pressing the Menu key again, you can end the conference. The call put on hold before initiating the conference is now on hold again.
- To terminate the active connection, you must press the Clearing key . The connection to the active call partner is terminated. The call on hold now becomes the active call.

> Note:
> If you replace the handset during the conference, the two call partners remain connected together.

2.3. Hold and retrieve

You can switch between two connections using the hold and retrieve function.

1. Set up an active connection and a connection on hold (see chapter 2.1).
2. Press the Consultation key during a call with an active connection and a connection on hold. The active connection is put on hold and the connection on hold is activated.
3. To terminate the active connection, you must press the Clearing key . The connection to the active call partner is terminated. The call on hold automatically becomes the active call.

> Note:
> The hold and retrieve function described in this chapter relates only to two connections. See chapter 2.9 for details on how to manage several connections.

2.4. Call back

An automatic call back or automatic redialling can be initiated if no-one answers the call or if you hear the busy tone.

2.4.1 Call back on busy

Automatic call back can be initiated if the other party is engaged. As soon as the called party has ended their call, the IP telephone signals that the line is free again. As soon as you pick up the handset, the call is initiated and the other telephone rings.

> Note:
> The call partner's telephone network must support this feature.

1. Press the Menu key if you hear the busy tone.
2. Press the function key beside the call back line on the display and hang up to activate the automatic return call. Wait for the call back signal.
3. When the call back is signalled on your IP telephone:

- Pick up the handset or press the Loudspeaker key to initiate the return call. The call is set up.
- Alternatively, press the Clearing key to reject the return call. The call is not set up and is deleted from the list of active return calls.

2.4.2 Call back on no reply

Automatic call back can be initiated if the called party does not answer your call.
As soon as the called party has used the telephone, the IP telephone rings to indicate that the subscriber is now available. As soon as you pick up your telephone's handset, the call is initiated and the other telephone rings.

1. Press the Menu key if you hear the distant dial tone.
2. Resume the procedure as described in chapter 2.4.1.

> Note:
> The call partner's telephone network must support this feature.

2.4.3 Automatic redialling

Automatic redialling can be initiated if no-one answers the call at the other terminal or if you hear the busy tone.

If another call is made at the terminal which was called, your IP telephone rings to indicate the possibility of making a return call.

1. Press the Menu key if you hear the distant dial tone or busy tone.
2. Press the function key beside the Redialling line on the display and hang up. Automatic redialling is activated.
3. The IP telephone tries to connect to the other terminal at intervals of roughly 30 seconds. The outgoing call signal tone can be heard as soon as the automatic redialling has reached other terminal. Redialling is restricted to 20 minutes.

Tip:
Press the following keys in the order given if you wish to terminate the redialling procedure earlier:
- Menu key
- Function key beside “Call Lists”
- Function key beside “Active Recalls”
- Function key beside the entry
- Function key beside “Delete”
  The call is deleted from the list of active return calls.

2.5. Announcement function

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.10.).

The Announcement function enables you to address other subscribers directly without the subscriber having to pick up the handset. The other party's telephone automatically switches to hands-free mode. The microphone is not activated, so that an announcement is only possible at on one end.

> Tip:
> The administrator can activate the microphone for return answers if necessary.

A short tone announces you to the other party, and you can then be heard over the loudspeaker.

> Tip:
> The administrator can block the Announcement function.

If the other party's telephone is engaged, the call will go into hold mode whilst the Announcement function is active. Once the announcement is finished, the call on hold will automatically be set up again. The other party's call on hold will become the active call again.

> Note:
> You must have been granted administrator rights in order to use the Announcement function. The person you wish to contact must also be using an innovaphone IP telephone.

2.6. Partner function

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.10.).

The Partner function offers three possibilities:

Partner status “Engaged”	If your partner is connected, you can take a look at their connections.
Partner status “Ringing”	A call to the configured partner’s telephone is signalled on your telephone. The symbol and the caller’s telephone number appear next to the name of the partner. The call can be picked up by pressing the adjacent function key .
Partner status “Free”	The key can be used like an abbreviated dialling key if the partner’s line is free. The partner is called by pressing the key.

2.7. Pickup List function

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.10.).

The Pickup List function is used to display all group telephones that are currently ringing and the number of the first caller. This function allows a call to a partner telephone to be picked via a diversion.

1. If there is only one call that needs answering, it can be picked up by pressing the function key beside the Pickup List entry.

2. If several calls need answering, all of these calls can be displayed in a menu by pressing the Pickup List key. To select a call from the list for answering, proceed as follows:

- Open the Pickup List menu by pressing the function key beside the Pickup List entry.
- Select the desired entry in the list with the arrow keys or .
- Press the arrow key or the function key beside the entry and the selected call is picked up.

2.8. Park

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.10.).

You can use this function to park calls and retrieve them again. The parked calls are linked to an existing object in the same group. The object can for example be a telephone, the exchange line or the queue.

- You can park a call onto your own IP telephone or take a call parked on your telephone.
- Furthermore, you can park a call onto an external object (not your own telephone) or take the parked call from an external object.

2.9. Operating with more than two calls

Your IP telephone is perfect for use as a small exchange. It is able to hold more than two calls at the same time.

2.9.1 Active calls, calls waiting and calls on hold

Handling multiple calls is simplified by displaying the different types of call in different ways on your IP telephone. Call types are differentiated as follows:

Type of call	Description
Active call	You are actively connected to another party. An active call is displayed against a dark background. Your name appears in the first line, the bottom line shows the name or number of the party you are calling.
Call waiting	You receive another call during an active call. „1 call waiting“ appears on the telephone (or „x calls waiting“, depending on the number of calls waiting). You hear a call waiting tone. Waiting calls are not automatically connected. Incoming calls are put in a waiting queue in sequential order. The name or calling number of the first caller in the waiting list is shown on the display.
Call on hold	This is a call which was already an active call and which has been put on hold using the hold and retrieve function (see chapter 2.3). The caller on hold hears music-on-hold. As in the case of an active call, your name is displayed in the first line and the calling party in the bottom line. A waiting call is not displayed against a dark background.

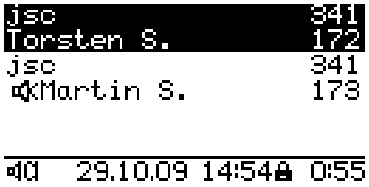
2.9.2 The two operating modes

There are two different operating modes for using your IP telephone with multiple calls. The differences are described below:

Operating mode 1

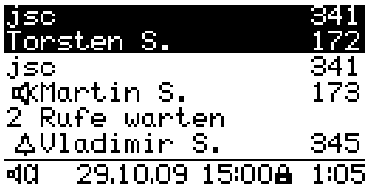
An active call and a call on hold are shown on the display. There **could be** calls waiting.

e.g.1



- active call
- Call on hold

e.g.2

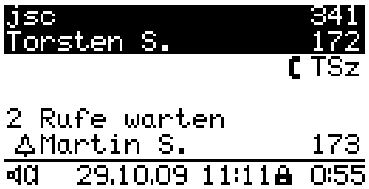


- active call
- call on hold
- calls waiting

Operating mode 2

There is an active call and **no** call on hold is shown on the display. There is at least one call waiting.

E.g.:



- active call
- calls waiting

2.9.3 Managing the wait lists

The most important key sequences for handling multiple calls are described below:

Key	Effect
↑	Switching from operating mode 2 to operating mode 1: Press this key to bring the call waiting to the top part of the display (where active calls are shown) without immediately accepting the call. This enables you to get more information about the call waiting.
↑	The next call on the wait list then moves up to be the **waiting call** on the display and the previous **call on hold/call waiting** which was in the top part of the display moves down to the end of the wait list. Repeated pressing of the key enables you to go through the entire wait list. Note: A call which has been accepted once and then put back onto the wait list is shown on the display as a call on hold with the symbol "x calls waiting".
↓	Changing from operating mode 2 to operating mode 1: Press this key to return a **waiting/held call** to the **waiting** calls. This call is then put at the top of the wait list. Repeated pressing of this key has no effect.
R R in mode 1	Hold and retrieve: It is possible for a call previously **on hold** to be made an **active** call. The active call is then **on hold**.
R 2 in mode 2	The call **waiting** can be **picked up** directly by pressing the key sequence. The previous **active** call is then put **on hold**.

Note:
The number of calls which can be managed is configured under Administration. Incoming calls are signalled with a call waiting tone as long as the limit set in the configuration has not been reached. If the incoming call limit has been reached then further incoming calls are rejected with a busy signal.

Key	Effect
R	If you have at least 2 calls in the wait list, it is possible to use this key sequence to display all **waiting** calls in the wait list one after the other and to select at will which call you will pick up. This does not change the **active** call (and if applicable the **waiting/held** call).

2.9.4 Dialling a new number

Whilst connected with an **active** call partner, you can set up a new connection by calling another subscriber.

Key	Effect
R R in mode 2	Press the keys in sequence during an **active** call. The call is put **on hold.** You will hear a dial tone. Dial the desired telephone number and a further connection will be set up immediately.
	Call transfer: During an **active** call press the key to transfer the **active** call to another subscriber. Enter the number to whom you would like to transfer the call in the box which is now open. Pressing the key again will initiate the phone to ring or there will be a call waiting indication at the selected destination. In operating mode 1 the call **on hold** automatically becomes the **active** call after transfer. It rings in operating mode 2. If you pick up the call manually then you are connected to the first caller in the wait list.

2.9.5 Terminate

Press the Clearing key to end the call with the **active** calling party on the display.

Mode 1	If the active call is terminated, you are subsequently automatically **connected with the call on hold**. The call on hold becomes the new **active** call.
Mode 2	When you have ended the active call in this mode, the first call **waiting** in the wait list will call you. You can pick up the call manually. If you do not want to pick up the call, then press the clear key to reject it.

Key	Effect
R 0	Press these keys in sequence to delete the waiting call displayed from the wait list.

> However, this is only possible if the call to be deleted in the wait list has not already been picked up. Thus it must be a call waiting ( ) and not a call-on-hold in the wait list( )
> In order to terminate a call-on-hold the call must be active.

2.9.6 Connecting calls

You can initiate a three-party conference or connect calls from an existing wait list.

Conference with active newly initiated call in mode 2

Press in sequence the keys R R to make a connection as described in chapter 2.1.

Press the menu key once as described for a conference connection with the call on hold and the newly initiated call.

Connecting a conference from the wait list in mode 1

Press the menu key in mode 1 to set up a three party conference.

You can set up a conference between the active call and the call on hold.

Ending a conference

There are two options to end the conference:

Leave conference	If you want to leave the conference without interrupting the connection between the two other existing calls, replace the handset, or press the Loudspeaker key if you are using hands-free, or the space key if you are using a headset.
End conference	If you want to end the conference, press the key , the menu key or the clearing key . The calls then return to their previous position.

> Note 1:
> If there are no other calls in the wait list, then “conference” and “conference finished” are displayed on the screen.

Note 2:
Instead of menu key , it is also possible to press the keys R and 3.

Connecting calls	You can connect the **active** call with the **call on hold** by replacing the handset, pressing the Loudspeaker key or the Space key . If you have connected calls and there are no further calls in the wait list, your telephone goes into idle state. If, on the other hand, there are further calls in the wait list, the first **call waiting** will call you once you have replaced the handset. Your telephone rings and you can manually pick up or reject the call.

2.9.7 Overview of the short cuts

Shortcut key	Description (Mode 1)	Description (Mode 2)
R R	Switch between the active call and the call on hold	Dial a new number
R 0	Reject displayed call waiting	Reject displayed call waiting
R 1	Terminate active call; call on hold becomes active call	
R 2	switch between active call and call on hold	Accept waiting call
R 3 /	Conference mode	
R 4	Connect active and waiting call	

2.10. Function keys

Functions may be applied after going through several menu steps. Another way - sometimes the only way - to execute functions is to use function keys to which functions can be assigned. This assignment allows the functions to be operated faster.

Press the following keys in the order given in order to assign the desired functions to the function keys:

1. Menu key
2. Function key next to User List
3. Function key next to the active user
   (active user is indicated on the right by an asterisk)
4. Function key next to Function Keys

More detailed information may be found in the innovaphone Wiki at wiki.innovaphone.com.

2.11. Secure connections

It is possible to make encrypted phone calls with the IP200. This hinders interception by third-parties. An encrypted call is indicated by the symbol in the status line on your display.

> Please contact your administrator should you wish to use encryption.

3. Messaging

The Messaging function enables you to send text messages from your IP telephone to other subscribers and to receive messages from other subscribers.

> The function can only be used if all subscribers are using innovaphone IP telephones. All telephones must be registered to an innovaphone PBX.

3.1. Send messages

The message content appears as a direct message on the recipient's display.

3.1.1 Sending a message using the menu

Proceed as follows in order to send a message:

- Press the Menu key ,
- Function key next to menu item Messages,
- Function key next to menu item New Message.
- After "For:" enter the number or the name of the message recipient.
- Press the arrow key or a function key next to the text field and enter the message text (see chapter 5.).
- Your message will be sent as soon as you press the menu key . You will see OK on the display when the message has been sent successfully.

3.1.2 Send message using Indirect dialling

It is faster to send messages using indirect dialling than by using the menu. Proceed as follows from idle state:

- First enter the name or number of the message recipient.
- Press the menu key to reach the special menu Indirect dialling (see chapter 9.).
- Select the menu item Send message with the adjacent function key .
- Enter your text message; the recipient's number has already been selected.
- Send the message by pressing the menu key. OK on the display shows you the message has been sent successfully.

3.2. Receiving messages

It is also possible to receive messages on the IP200. It depends what mode your telephone is in, as to how you receive a message from another subscriber. The following chart explains which modes allow you to receive messages and how they are displayed.

In idle state	The message is shown directly on the display in this mode. A special message tone is heard. This tone is stopped by pressing any key. Press the speaker key or just pick up the handset to immediately place a call back to the sender of the message. The call is initiated automatically. When away from your telephone: After a few seconds, the message is closed on the display and the symbol unread message is shown on the display. The missed message can be opened by pressing the R key and the top function key next to the missed message. Press the bottom function key next to the message to dial the number of the person who sent the message.
Whilst on the telephone	If you receive a message whilst you are on the telephone, then the number of the sender is shown on the display. A special message waiting tone can be heard. Every other message received is shown on the display by increasing the number of messages missed.
Whilst ringing or dialling	Should you receive a message whilst your telephone is ringing or whilst you are dialling, then the message signal does not sound. Every other message received is shown on the display by increasing the number of messages missed.

3.3. Managing messages received

You must enter the list of incoming messages in order to open messages received and to reply to them. Proceed as follows from idle state:

- Press the Menu key ,
- Function key next to menu item Messages,
- Function key next to Menu item Messages (incoming),

Note:
Once you have entered this menu, the missed messages display disappears when the telephone is in idle state.

- Use the arrow keys to navigate through the list of messages in chronological order and select the desired message by pressing the adjacent function key to display the content.

Pick up the handset or press the speaker key to automatically call back the sender of the message. You also have other possibilities to react to messages received.

Once the message has been opened, select the menu item Action with the adjacent function key . You now have the following possibilities:

Indirect dialling	Selecting this option initiates a call to the sender of the message.
Reply Message	Selecting this option opens the form in order for you to reply to the sender of this message. Enter your answer here.
Delete Entry	This option deletes the selected message from your list of incoming messages.
Delete List	This option deletes all messages in your list of incoming messages.

3.4. Managing sent messages

You can call up and manage messages sent at any time. To do this you must enter the list of outgoing messages. Proceed as follows from idle state:

- Press the Menu key ,
- Function key next to menu item Messages,
- Function key in the menu item Messages (outgoing).

> Note:
> Once you have entered this menu, the missed messages display disappears when the telephone is in idle state.

- Use the arrow keys to navigate through the list of messages in chronological order and select the desired message by pressing the adjacent function key to display the content.

Pick up the handset or press the speaker key to automatically call back the message recipient. You also have other possibilities to react to messages received. Once the message has been opened, select the menu item Action with the adjacent function key . You now have the following possibilities:

Indirect dialling	Selecting this option initiates a call to the message recipient.
Send Message (Template)	Selecting this option opens the form in which you can either resend the same message to the recipient or make changes to the message and resend. It is also possible to change the number or the name behind “For”. This enables you to send the message to someone else.
Delete Entry	This option deletes the selected message from your list of outgoing messages.
Delete List	This option deletes all messages in your list of outgoing messages.

3.5. Setting the message tone

- Press the Menu key ,
- the function key next to the menu item User List
- the function key next to the desired user,
- the function key next to Ring Melody.
- You can set the desired message tone with the function key next to the menu item Melody. Confirm your selection by pressing the menu key twice and the function key next to “yes”.

3.6. Leaving a message

There are various options for actions should you or the recipient be on the telephone:

- Recall
- Automatic redial
- Send message

Should you decide to send a message, then the number dialled will be assumed to be the recipient of the message. Send the message as described in chapter 3.1.

3.7. Do not disturb message

This setting provides you with the possibility to automatically send a pre-defined text message to a caller should you be away from your phone. Proceed as follows to set this function:

1. Press the Menu key ,
2. the function key at the menu item User Setup,
3. the function key at the menu item Do not disturb.
4. You can switch “Do not disturb” on or off by pressing the function key .
5. Then under the menu item Action, select the option “Out of Office” with the appropriate function key .
6. When this option has been set, then the new item “Out of Office Msg.” appears in the lower line. Enter your desired text for the Out of Office Message here.
7. You can also select which calls should receive the message. Choose between: Any Call, Internal Calls and External Calls.
8. Press the menu key until OK appears. Your settings have thus been completed.

4. Telephone directory

The telephone directory is your personal phone book in which the names and telephone numbers of your call partners are managed.

In the initial mode, press the following keys:

- Menu
- the function key ▬ next to Directories

Depending on the configuration, it may be possible to access the directory of the telephone system (exchange) or of an external LDAP server.

Entries in the local telephone directory consist of the name (= search term), the telephone number and, if desired, further settings and notes. The number of possible entries depends on the amount of notes additionally entered etc. Notes can be addresses or birthdays, for example. Without notes, about 2,000 entries can be managed. All entries are sorted alphabetically.

The entire telephone directory can be backed up on a PC and reloaded for further use and as an additional data backup. You can also import external address books from the PC. To do so, please consult your administrator.

5. Alphanumeric characters

This chapter is intended to give an overview of how you can use the alphanumeric and the special characters. You can enter any Western European characters in accordance with ISO 8859-1 using the keypad.

The IP200 has a numeric keypad and an alphanumeric keypad. Characters with no key of their own may be accessed by first pressing Alt or Alt+⇧ and then the relevant letter key.

By briefly pressing the letter key repeatedly in succession, you can select various characters.

The following special characters are available, and can be entered by pressing the relevant key sequence from the respective character:

! “ # $ % & ´ ( ) * + , - . / : ; < = > ? @ [ ] \ ^ _ ‘ { | } ~ £ § ¿ ÷

Key	Alt+key	Alt+⇧+key	Key	Alt+key	Alt+⇧+key
Q	@ [ ] \ ...	´ ( ) * ...	F	& ´ ( ) ...	~ £ § ¿ ...
W	§ ¿ | ...	£ § ¿ ...	G	( ) * + ...	{ | } ~ ...
E	è é ê ë	È É Ê Ë	H	) * + , ...	} ~ £ § ...
R	$ % & ...	% & ´ ...	J	- . / : ; ...	[ ] \ ^ ...
T	ð ¥	ð ¥.	K	+ , - . / ...	] \ ^ _ ..
Z	/ : ; < ...	? @ [ ] ...	L	_‘ { | } ...	^ _ ‘ { ...
U	ü ù ú û	Ü Ù Ú Û	Y	Ý ý ÿ	Ý ý ÿ
I	ì í î ï i	Ì Í Î Ï	X	. / : ; ...	; < = > ...
O	ö ø ò ó ô õ	Ö Ø Ò Ó Ô Õ	C	ç ¢	Ç
P	= > ? ...	| } ~ £ ...	V	, - . / : ...	+ , - . / ...
A	ä å æ à á â ã	Ä Å Æ À Á Â Ã	B	Þ	þ
S	ß	ß	N	ñ	Ñ
D	Ð	Ð	M	µ	µ

6. User Setup menu

6.1. Call diversion

The Call Diversion menu allows you to be available even whilst absent.

6.1.1 Diversion options

The IP telephone supports three different types of call diversion:

Permanent diversion (**Unconditional**)	In this case, calls are always diverted to another subscriber. Note: This diversion setting cancels the other diversion types. This setting diverts calls immediately. The party being called is therefore unable to answer the calls.
Diversion if busy (**Busy**)	Calls are diverted if there is already an active call.
Delayed diversion (**No reply**)	Calls are diverted if they are not answered within a certain time limit. Note: Unlike permanent call diversion, the latter two types allow you to accept calls within a pre-defined time period before they are diverted.

Note:
In the IP telephone's initial state, an active call diversion is indicated by the symbol in the status line. For a permanent diversion, the diversion destination is also displayed.

6.1.2 Setting up call diversion

Proceed as follows to activate call diversion,:

> Tip:
> Operation is faster if you assign a call diversion to a function key .

1. In the initial state, press the following keys: Menu ,
   User Setup and Call Diversion .
2. With the relevant function key , select the desired setting: “Unconditional”, “Busy” and/or “No reply”.

> Tip:
> Pressing the function key once more cancels the previous diversion setting.

3. Then press the key.
   Enter the desired diversion destination (name or number).
4. Save the entry by pressing the Menu key twice.

6.2. Do not disturb

This function allows you to respond in a particular way to incoming calls.

The incoming calls are categorised as:

- Internal Calls, External Calls , Any Call

For defined incoming calls, you can choose between three possible responses (**Action**):

Ringing off	Your telephone will not ring for incoming calls. The setting is indicated on the display by the symbol. The call is still shown on the display, however, and you can take the call at any time.
Silence	In the “Silence” state, the ringing of your IP telephone is suspended for incoming calls. The setting is indicated on the display by the symbol. Unlike with the "Ringing off" function, it is not possible to take the call. A dial tone is nonetheless forwarded to the caller. You will see the missed call on the display.
Busy	With this option, the call is blocked. The caller receives a busy signal.
Out of Office	See chapter 3.7.

6.3. Call waiting

1. This function allows you to control call waiting while engaged in a telephone call.

2. In the initial state, press the following keys: Menu ,
   the function key next to User Setup.

Use the function key next to Call waiting, to choose between the following call waiting states:

Off	The call waiting function is switched off. The caller receives a busy signal and the called party receives no call-waiting signal.
On - once	A call-waiting tone sounds once.
On - mute	No call-waiting tone; you only receive visual notification of a new call.
On - def.	Call waiting duration and signal are in accordance with the country-specific standard.

> Note:
> You can determine the country-specific standard as described. In the initial state, press the following keys:
> - Menu
> - Function key next to Administration
> - Function key next to Registration
> - Function key next to Option
>
> Use the function key next to Tones to configure the country-specific standard for your IP telephone as desired.

6.4. Calling line identification presentation (CLIP)

This function is used to switch the calling line identification presentation feature for outgoing calls on or off. The setting applies for all subsequent calls, in so far as settings are not made for individual calls.

1. In the initial state, press the following keys: Menu , function key next to User Setup.

2. Use the function key next to Number Present to switch this feature on or off.

> Tip:
> Operation is faster if you assign calling line identification presentation to a function key .

7. Phone Setup menu

The Phone Setup menu relates to the IP telephone hardware, irrespective of the user.

In the initial state, press the following keys: Menu, Phone Setup.

7.1. Headset

1. Press the following keys in the initial state to switch a connected headset of the IP200 on or off:

- Menu
- Function key next to Phone Setup
- Function key next to Headset

> The display switches between "on" and "off".
> The symbol appears in the status line.

2. Press the Space key or OK key. The dialling preparations are activated.

3. Press the Space key or OK key again and the call is terminated.

> Tip:
> The call can be transferred to the handset by picking up the handset. The call is passed from the handset to the headset with the Space key or OK key.
> A call over the headset can also be followed on the telephone by pressing the Loudspeaker key. If the Space key or OK key is pressed after the Loudspeaker key, the call is transferred from the headset to the hands-free system.
> It is also possible to transfer the call from the handset or hands-free system back to the headset. To do this, you simply have to press the Space key or OK key.

7.2. Direct dialling

If direct dialling is switched on, a direct dialling number is dialled after picking up the handset or pressing the Loudspeaker key.

> Note:
> All keys on the IP telephone with the exception of the Menu key are then locked.

1. In the initial state, press the following keys:

- Menu
- Function key next to Phone Setup
- Function key beside Direct dial switches between "On" and "Off".

2. If you now press the function key next to Number, you can directly enter the call number or name to be dialled.

> Note:
> When entering a name, remember that upper case and lower case letters are considered to be different.

3. If you press the function key next to Delay, the number or name is dialled after a pre-defined time interval.

> Note:
> This function is only available if “Direct dial” is switched on.

4. To set the function, press the Menu key twice, the “OK” message appears and the telephone returns to initial state.

7.3. Lock

1. In the initial state you can lock your IP telephone with the following keys:

- Menu
- Function key next to Phone Setup
- Function key next to Lock Phone

You are prompted to enter your **PIN** before you can lock your IP telephone**.**

- Enter the PIN and press the Menu key.

The message “Attention no emergency calls possible!” appears and the telephone returns to its initial state. The active lock is indicated on the display by the symbol.

2. The way to **unlock** your IP telephone is as follows:

- Press the Menu key.
- Then enter the PIN.
- Finally press the Menu key.

7.4. Change PIN

The PIN is used to prevent unauthorised access. You can use this function to activate the protection and specify the PIN. Proceed as follows to set the PIN:

- Press the Menu key.
- Press the function key next to Phone Setup.
- Press the function key next to Change PIN and enter the current PIN.
- To enter the new PIN, press the function key next to the New PIN field (upper field).
- The new PIN must be re-entered for security reasons. This time, however, press the function key next to the lower New PIN field and re-enter your PIN.
- If you now press the Menu key twice, the “Changes activated” message appears and the telephone returns to its initial state.

> Note:
> There is no default PIN setting.

7.5. LCD contrast

Proceed as follows from the idle state to set the contrast on your display:

- Press the Menu key.
- Press the function key next to Phone Setup.
- With the arrow keys and you can determinate the contrast on a 15-stage scale.
- Press the Menu key to save the setting.

8. User list / multiple registration

Multiple registration allows use of a telephone with multiple identities (users). Up to six users can be **registered at the same time**.
The possibilities of this feature are varied. It is possible, for example, for an employee working at various locations to log on to the telephone at a different work station. It is also possible to implement a telephone exchange or hotline function, whereby employees can log on as co-users of this group. Temporary standing in for a colleague (their call number) is also possible via multiple registration.

> Note:
> This feature can only be used if registration of the telephone number is permitted on several telephones in the PBX component.

8.1. Register co-users

A co-user can be registered with your IP telephone as follows:

1. In the initial state, press the Menu key followed by the function key next to User List.
2. Press the function key next to a free line in the list (1-6).
3. To register a co-user, press the function key next to Registration and then the function key next to Setup.
4. Now press the function key next to

- Name:" to enter the name of the co-user.
- "Number:" to enter the number.
- "Passw." to enter the co-user's password.
- "VoIP Gatekeeper". Specify the following desired values as described:

Gatekeeper IP	If several gatekeepers are to be active at one address, a particular gatekeeper is identified amongst them using the name entered here.
Gatekeeper IP Address	Here, you specify the IP address at which the first responsible gatekeeper can be reached.
Gatekeeper IP Address	There should be a further gatekeeper in the network in case the first gatekeeper is unavailable. You enter the IP address of this gatekeeper here.

- "Options", Tones: Here, you set the country-specific tone standard.

8.2. Unregister or delete co-user

To unregister the active user or even delete them from the list, press the function key next to the desired co-user. Then select the function key next to Registration and confirm the Unregister or Delete function with the relevant function key .

8.3. Switch user

If several users are registered with your telephone, incoming calls are signalled for all users with specification of the called identity on the display. Outgoing calls are set up with the data of the active user.

To switch the active user, press the function key next to the required entry and confirm the new user with the function key next to Activate.

9. Indirect dialling (Special menu)

The menu Indirect dialling enables quick access to various functions concerning the following connection.

> Attention:
> Do not pick up the handset!

Dial the number of the subscriber in order to open the menu Indirect dialling and then press the menu key . The following options, explained in the chart below, will appear on the display. Choose the desired option each with the adjacent function key :

Menu	Explanation
Call as User	By choosing this option, the User List is displayed and you are able to change the telephone's active user.
Save no. in Directory	The number dialled can be directly added to the Telephone Directory.
Send Message	By choosing this option you are able to send a text message to the number dialled. The message appears as a direct message on the message recipient's display.
Dial (hands-free mode)	Select this option to start the call in hands-free mode. Picking up the handset switches off the hands-free mode.
Number Presentation:	Choose between "On" and "Off". This setting is only for the following call.

10. Administration

This menu contains the administrative details for the network and for the registration of the IP telephone.

10.1. Information

In this menu, you will find the serial number, the firmware version number and the boot code version number. To access the menu, press the following keys (in the order given) in the idle state:

1. The Menu key
2. The function key next to Administration
3. The function key next to Information

10.2. IP Settings

The menu contains information on integration in the IP network. This information is of interest to the administrator only and must not be changed by the user. To access the menu, press the following keys (in the order given) in the idle state:

1. The Menu key
2. The function key next to Administration
3. The function key next to IP Settings

The following IP properties can be set using this menu:

Menu option	Possible settings
DHCP Mode	➢ Client ➢ Server ➢ Off
IP Addresses	➢ Interface IP Address ➢ IP Address Mask ➢ Standard IP Gateway
VLAN	➢ VLAN Header: Off ➢ VLAN Header: On • VLAN Priority • VLAN Identifier

10.3. Registration

The menu Registration contains information on registration with the gatekeeper. This information is of interest to the administrator only and must not be changed by the user. To access the menu, press the following keys in the idle state:

1. The Menu key
2. The function key next to Administration
3. The function key next to Registration

You will find the following information:

- Protocol
- Name
- Number
- Password
- VoIP Gatekeeper (Gatekeeper ID, Gatekeeper IP Address)
- Options (Tones)

> Note:
> Please refer to the innovaphone Wiki at wiki.innovaphone.com for further information on country-specific standard calling tones.

10.4. Reset configuration

It is possible to reset the device to factory default configuration. All settings made on the device are then lost. To access the menu, press the following keys in the idle state:

1. The Menu key
2. The function key next to Administration
3. The function key next to Reset Configuration

You are then asked whether the device is to be reset to factory default configuration “Do you want to reset the device to the factory defaults?”. With the function key , you can restore the factory default configuration (“Yes”), in which case all changes made to the settings are lost. Alternatively, you can leave the menu with the function key (“No”).

> Note:
> Once you have restored the device to its factory default configuration, restart is performed and all data and settings are lost.

Safety instructions

The manufacturer assumes no responsibility for any personal injury, damage to property or subsequent damage that can be attributed to improper use of the device.

innovaphone® AG declares that the device meets all basic requirements of the 1999/5/EC European guideline.

The innovaphone Wiki at wiki.innovaphone.com should also be observed for configuration of the IP telephones. All instructions specified there should be followed carefully and the devices should only be used in accordance with these instructions.

> Note:
> Please note the following instructions for your own safety:

➢ Power supply

The external power supply is designed for operation with a 100-240 V, 50 Hz AC mains network. Never try to connect the equipment to other mains systems!

The equipment cannot be operated during a mains failure. The equipment settings however are retained.

The power socket must be near to the equipment and easy to access. The power supply to the device can be interrupted by pulling the mains adapters out of the power socket or, if the power is supplied via a network cable (Power over LAN), by removing the network cable.

➢ Installation and connection

Lay the connection cables carefully so that no one can trip over them. Connected cables must not be bent excessively, pulled or subjected to mechanical strain.

The equipment is intended for use in dry rooms only.

The equipment must not be installed and operated under the following conditions:

- In damp, dusty rooms or in rooms where an explosion may occur
- At temperatures over 40°C or under 0°C
- Where it is subject to impact stress or vibrations
- At places subject to direct sunlight

Some types of furniture varnish or cleaning products can damage the plastic feet of the telephone IP200 and leave marks. In these cases, make sure you put the equipment on a stable, non-slip surface.

- Cleaning

Use a soft, slightly damp cloth to clean the surface of the equipment housing.

Do not use any chemicals or abrasives. The equipment does not require any maintenance.

- Malfunctions

There is no need to open the device if it is operated and serviced as intended.

Do not open or reconnect faulty equipment. In this case, return the equipment to your dealer or service centre. Keep the original packaging in case you need to return the equipment, since it provides ideal protection.

Back up all entries (for example, on a PC) to avoid losing data.

- Disposal

When due for disposal, the device should be disposed of as electronic scrap, in accordance with local regulations.

- Environmental sustainability

There is no contact with hazardous materials if the telephone is used as intended. The plastics used for this device are of partially recycled granulate. We do not use any plastic material for our packaging. We only use part recycled cardboard and paper.

- Warranty

Your IP terminal is a sophisticated, modern device which has been produced using state-of-the-art production equipment in order to meet high quality requirements. Only high quality components, which ensure a maximum of reliability, are used for their production.

A warranty seal has been applied to the bottom of the IP terminal (on a screw of the housing). Please make sure it is not damaged, since otherwise no warranty claims can be made.