



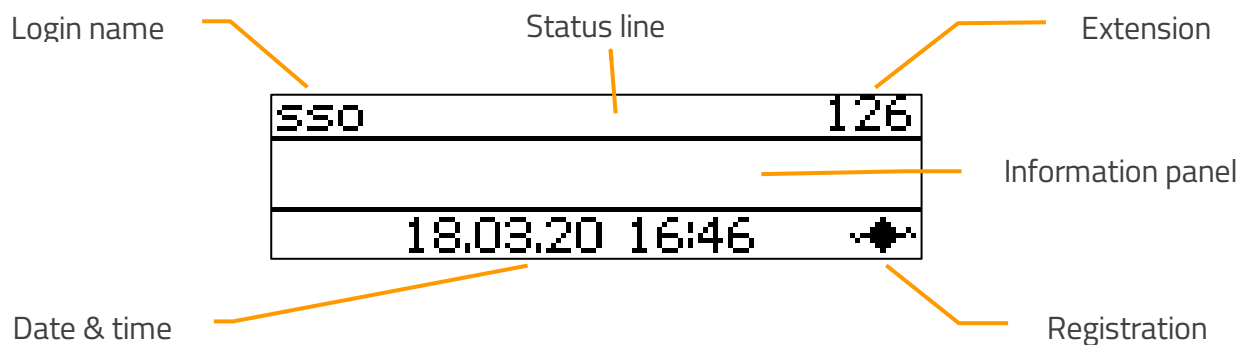
innovaphone

communicate. connect. collaborate.



innovaphone IP101/102

User Guide



Display



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Key Functions

The keys of the numeric keypad have the commonly known functions and correspond to their respective labelling. They will not be further described here.



Headset: Opens the call preparation for calls with the headset. Incoming calls are accepted on the headset with this key. During a call, this key is used to end the call. (This function is only available for IP102 since IP101 does not have a headset connector)



Microphone: Sets the phone into the mode "do not disturb". The mode can be configured and in its default setting, the ring tone for all incoming calls is switched off. During a call, pressing this key will switch off the own microphone (mute).



Speaker: Prepares a call using the hands-free mode. When answering a call with this key, the phone will switch into hands-free mode. During a call, listen-in is turned on with this key. As long as this key is being pressed, the handset can be placed back on the cradle without ending the call to switch from listen-in mode to hands-free mode.



Redial: Opens the list of outbound calls to redial the last dialled number. Pressing this key twice will immediately dial the last number. This key is used to start call forwarding with incoming or active calls.



R key: Displays the list of inbound calls (callback list). Pressing this key twice will immediately call back the last incoming call. During an active call, this key is used to hold the call, and to establish a consultation call or call forwarding. A callback can also be initiated with this key.



Arrow keys left / right: Used to scroll in lists on the display. During a call, these keys regulate the volume of the audio output used (handset, headset or hands-free).



Correction: Deletes the character to the left of the cursor



Symbols on the Phone Display

The status of the phone is shown on left side of the display with a corresponding symbol. In the case of symbols that rule each other out, only the symbol that is currently active will be shown.



Not registered

Error: The phone is not connected to the telephone system (PBX) and does not work!



Registration active

The phone is connected to the telephone system (PBX).



Speaker

The speaker is turned on.



Handsfree

Microphone and speaker symbol both symbolize hands-free function.



Symbol is flashing
Microphone is turned off

The microphone is switched off on the audio device that is currently in use (handset, hands-free, headset). Other audio devices are not active. The other party cannot hear you.



Missed calls

There are missed calls. The number of missed calls is indicated.



Do not disturb

Depending on the configuration, the ringing is turned off. In the default setting, ringing is switched off for all calls. The setting can be changed to be limited to one call, answered with busy or completely ignored. In addition, the setting can be limited to internal or external calls.

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Handset active

The handset is off the hook.



Headset

A headset has been connected to the USB port (only with IP102).



Call diversion

A call diversion has been set.



Phone connection encrypted

The current phone call is taking place via an encrypted connection.



Phone locked

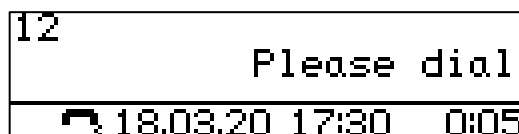
The phone has been locked by the user and can only be unlocked with a PIN.



Making & Answering Calls

Making calls is possible in any mode, as to be expected: You pick up the handset, dial a number and hear the ring tone until someone has answered the call.

When you pick up the handset, the telephone display will automatically show "Please dial". On the screen, you can see the numbers that have already been dialled.



If the handset is on hook, the telephone display shows "Indirect dialling".



If the outbound call remains unanswered (free or engaged), the call can be ended by pressing the button **R** to initiate a callback. The display shows following information:



The callback must be confirmed by pressing the right arrow key **→**. After 2 seconds, the display returns to the idle state. If an active callback is set, the phone will inform the user as soon as the other party is available again. However, this only works if the device of the other party supports this function.



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An inbound call will be indicated on the display with a ringing symbol, as well as additional information such as “name” and “phone number” of the caller, if available.



An incoming call can be answered via the handset or the loudspeaker key. If the call is accepted via the loudspeaker key, the call is answered in hands-free mode or via a connected headset.



A call can be transferred before answering by pressing the redial key . An input field for the forwarding destination number appears automatically.



By pressing the microphone key  the ringtone will be muted.



Press the button **R** and a destination number or name to make a consultation call. The first subscriber will be placed on hold and hear recorded music.

Tyler Carter	225
[Redacted]	
[Redacted]	
☎ 18.03.20 17:03	0:07

Pressing the button **R** a second time will let you toggle between the two parties. The consultation call can be ended by pressing **R** and number key 1 (press in succession) and you return to the first connection.

If you want to set up a conference call with both participants, this can be done by pressing the **R** + 3 keys.

Emma Holden	120
Tyler Carter	225
[Redacted]	
☎ 18.03.20 17:43	0:26



By pressing **R** again, the conference can be ended. The first participant will be placed on hold and recorded music will be played. The other party will be connected to you. You are now in the same state as before the conference.

Attention: If you end the connection on your telephone by hanging up, you have connected the other two parties.



Further Functions:

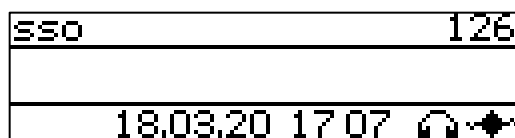
Quick transfer: Press **R** and dial the destination number. On hanging up, the call is transferred to the destination number and the caller hears the ringing tone until the destination accepts the call.


Blind transfer: Press redial key  and dial the destination number. By pressing the redial button  again, both calls are connected without the caller being on hold.

To end a call, you can either put the handset back or tap with your finger on the capacitive sensor on the hook switch (upper part of the handset rest).

Using a Headset

The headset becomes active when it is plugged into the USB port. This is indicated on the display with the headset symbol (IP102 only). A special installation is not necessary. This means that the first control element for telephoning is no longer the handset, but the headset.



There is a headset key  on the phone. This key can be used to accept and hang up calls when using the headset (IP102 only). Accepting calls on the appropriate operating element on the headset can only be guaranteed if the headset is listed with this function in the innovaphone compatibility list. The list can be found on wiki.innovaphone.com and is also available via the web page for innovaphone IP101 and IP102 IP phones.

The IP101 and IP102 IP phones are identical in construction, so there is a headset key on both devices. In order to connect special headsets instead of the handset on the IP101 and to operate a headset using the headset key, the headset key on the IP101 can be activated by the administrator.




Call Lists


There are the following versions of call lists: "Inbound calls" and "Outbound calls".


Calls (inbound) can be displayed by pressing the **R** key.

```
01 18.03.20 16:50
Tyler Carter 225
< Calls (inbound) ▾
```


Calls (outbound) can be displayed by pressing the redial key .


```
01 18.03.20 17:19
Emma Holden 120
< Calls (outbound) ▾
```

You can scroll through the lists with the arrow keys . To call an entry from a call list, simply lift the handset (or press the loudspeaker or headset key) when the entry appears on the display.

By pressing the correction key , the displayed number can be transferred to the dial preparation and then be modified if necessary.

Additional Settings

By pressing the right arrow key  in the home screen, additional information or settings will be displayed:

Displaying the own phone number at the called party can be switched on or off by pressing the correction key .


```
Active: On
display phone no.
```

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The language at the phone can be selected by pressing the correction key . The following languages are available: German, Thai, Hungarian, Slovak, Russian, Polish, Croatian, Latvian, Portuguese, Estonian, Czech, Finnish, Norwegian, Danish, Swedish, Spanish, Italian, Dutch, French, English

```
Language: English
Preferences
```

IP address and serial number (MAC address) are displayed at information.


```
IP      192.168.2.122
Ser     0090334e01b1
Information
```

The currently used software version is displayed with the version. This is important should support cases occur.

```
Version 13r1 sr11
[13.2291/131744/500]
Information
```



Resetting the Phone

To restore the phone to its factory default settings, you first need to disconnect the power. If you are using a power supply unit, you have to disconnect the power supply from the "POWER" socket on the back of the device. If you are using a LAN (PoE) power supply, unplug the network connector from the "LAN" port on the back of the device. Now, the respective plug on the back is plugged in again, while simultaneously pressing and holding down the correction key  on the telephone keyboard. Continue pressing the key down until the LED of the telephone first flickers in very short intervals and then changes to a flashing mode after the end of the flickering. The entire process takes about 30 seconds.

If you now disconnect the phone from the power supply again and then reconnect it, the device is in its factory default state and you will be asked to enter a provisioning code:

Provisioning Code:
<

This code can be obtained from the administrator. After entering the code, press the "hash key" **#** to confirm the code.

About this Document

This document refers to the IP101 and IP102 phones with the firmware:

Version 13 R1 SR11 [13.2291 / 131744]

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