



# HP 4110 IP Phone

Quick Start Guide

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## Applicable Products

HP 4110 IP Phone (J9765A)

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## Warranty

The Hewlett-Packard Limited Warranty Statement for this product and the HP Software License Terms which apply to any software accompanying this product are available on the HP networking web site at [www.hp.com/networking/warranty](http://www.hp.com/networking/warranty).

The customer warranty support and services information are available on the HP networking web site at [www.hp.com/networking/support](http://www.hp.com/networking/support). Additionally, your HP authorized network reseller can provide you with assistance, both with services that they offer and with services offered by HP.

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This quick start guide describes the installation, setup, and operation of the HP 4110. For further information, please refer to the Work Smart guides on the phone or refer to the User Guide at <http://hp.com/networking>. Click Support and search for J9765A.

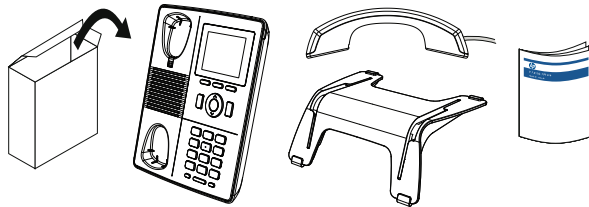
## Important Information

Please read the instructions on safety and disposal and on how to set up and use the device before actually using it (Page 18). Also, give these instructions to other users to read or inform those users of their contents. Save this manual and do not give the device to third parties without it.

## First Steps

### Delivery Contents

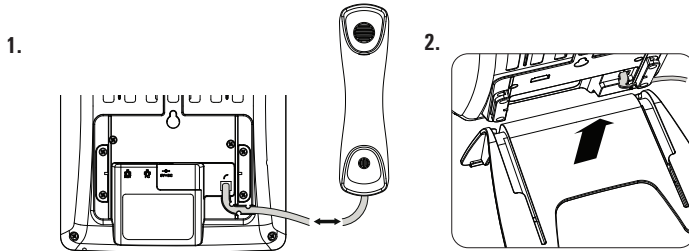
The equipment/supplies included with the HP 4110 IP Phone are shown here.



**Note:** The phone is a PoE phone. If you are not using PoE in your network configuration, an external power supply is required. The only power supply covered under the HP warranty is the HP 5V external power supply (J9767A). See your HP sales representative for more details. **Caution: A 48V supply, as used by other IP phone vendors, will permanently disable this phone.**

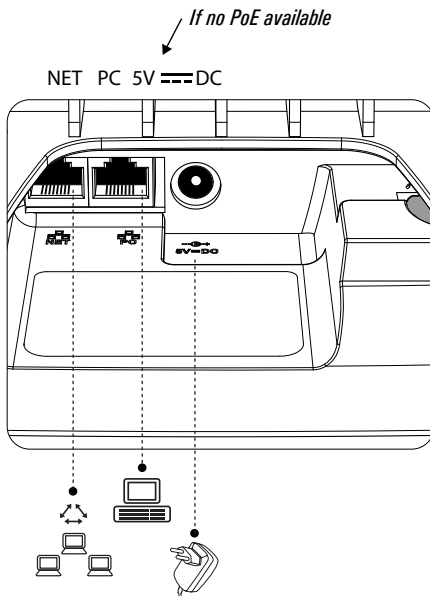
## Connecting (Desktop Use)

1. Attach the phone cord (Step 1), then slide the phone into the phone stand (Step 2).



2. Connect the Ethernet cable into the NET port (left-most port).

**Note:** The phone is a PoE phone. If you are not using PoE, also connect an HP 5V power supply. **Caution:** A 48V supply, as used by other IP phone vendors, will permanently disable this phone. Use only a Hewlett-Packard (HP) 5V external power supply (J9767A).



## Mounting to Wall

### Before You Begin

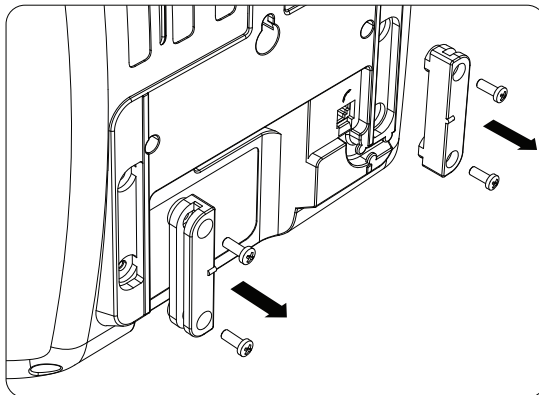
The following tools are needed during this procedure:

- Phillips head screwdriver
- Ruler or measuring tape

If an Ethernet jack for the telephone does not currently exist in the desired location, you must install an Ethernet jack before continuing. This jack must be wired appropriately for an Ethernet connection. A regular telephone jack cannot be used.

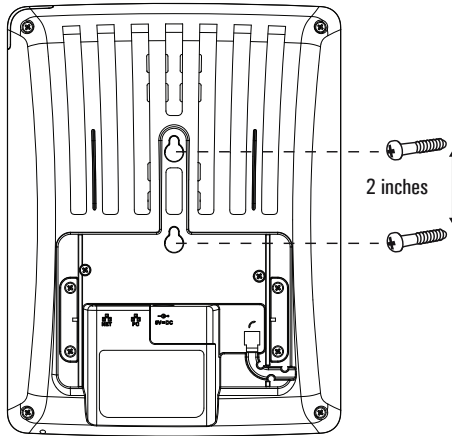
### Dismount Slide Rail from Footstand

Remove screws from slide rail.



### Prepare the Wall and Install Screws

1. Using a pencil, mark the location for mounting screws on wall. Screws should be 2 inches apart, in line with the top of the mounting holes on back of phone.

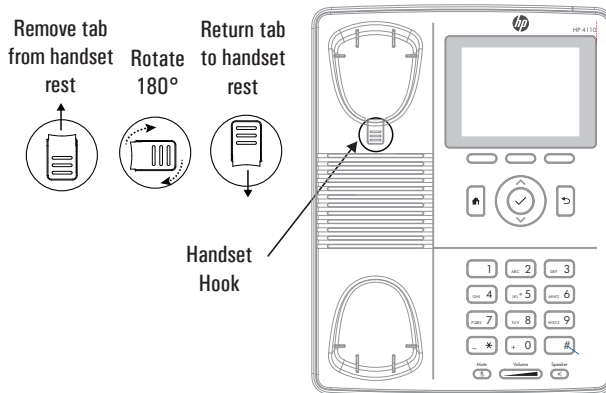


2. Using a Phillips head screwdriver, install two screws into wall.

**Prepare the Handset Hook**

1. Remove the handset hook from the handset rest.
2. Rotate the hook 180 degrees.
3. Reinsert the hook.

The hook should have a lip on which the handset catches when the phone is positioned vertically.

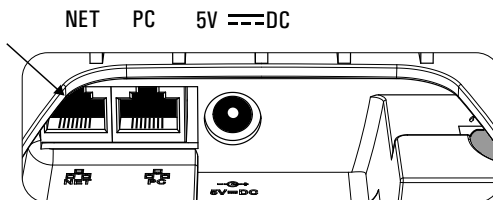


## Connect the Ethernet Cable

1. Connect the Ethernet cable to the NET port (left-most port).

**Note:** The phone is a PoE phone. If you are not using PoE, also connect an HP 5V power supply. **Caution: A 48V supply, as used by other IP phone vendors, will permanently disable this phone. Use only a Hewlett-Packard (HP) 5V external power supply (J9767A).**

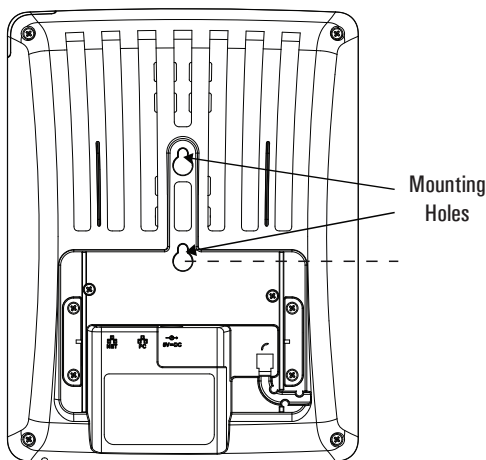
*If no PoE available*



2. Attach the Ethernet cable to the wall jack.

## Attach the Phone to the Wall

1. Attach the phone to the wall by placing the larger portion of the mounting holes over the screws on the wall.
2. Once in place, pull the phone down so that the narrow area of the mounting holes are resting against the screws.



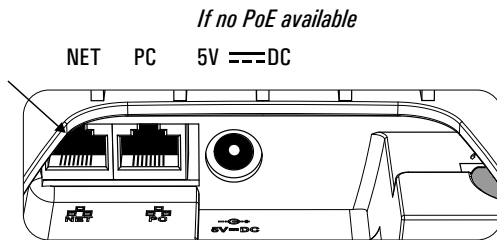


## Signing In

### Sign in Using a PIN

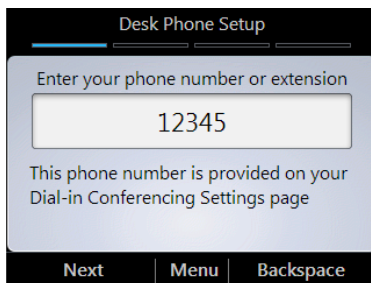
You can sign in to Lync Phone Edition by using a sign-in personal identification number (PIN).

1. Connect an Ethernet cable to the NET port on the phone.



If you are not using PoE, also connect a Hewlett-Packard (HP) 5V external power supply (J9767A) to the phone. This is the only power supply covered under the HP warranty. See your HP representative for more details. **Caution: A 48V supply, as used by other IP phone vendors, will permanently disable this phone. Use only a Hewlett-Packard (HP) 5V external power supply (J9767A).**

2. Enter your phone number or extension, then select **Next**.



3. Enter your PIN, then select **Sign In**.

## Create/Reset Your Sign-in PIN

To create or reset your sign-in PIN, do one of the following:

On your computer:

1. Open Microsoft® Outlook®, and click **Online Meeting** from the Home page.  
**Note:** In many Outlook clients, **Online Meeting** is listed in the **New Items** dropdown.
2. From the meeting invitation, click **Online Meeting**.
3. Click **Forgot your dial-in PIN?**
4. From the PIN settings page, click **Sign In**, then create or reset your PIN.

From a web browser:

1. In the address bar of your web browser, type the address of the Dial-in Conferencing Settings page that was provided to you by your support team (e.g., <https://im.contoso.com/dialin>).
2. Once the webservice has opened, reset your PIN.

If you have trouble with both options, please contact your support team.

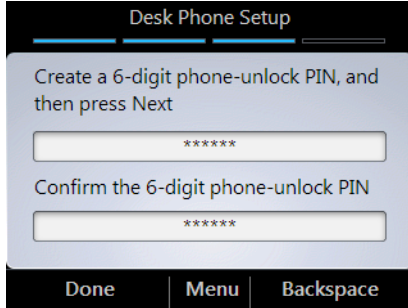
## Configure Your PIN to Unlock Phone

The PIN auto-lock feature is enabled by default in Lync Server, so if the administrator has not disabled it, you will be prompted to create a PIN upon registering your phone. Once the auto-lock PIN has been set, your phone will lock when left unattended for a specified period of time (determined by your support team). You also have the option to manually lock/unlock your phone.

To configure the auto-lock PIN:

1. On the **Desk Phone Setup** screen, enter a PIN.

**Note:** By default, common patterns are not permitted in the PIN field; however, your administrator may have changed the defaults.



2. Enter the PIN again.
3. Click **Done**.

To change your PIN once it has been set:

1. Click the **Menu** key, and select **Settings**.
2. Press the ✓ key.
3. Select **Change PIN**.

## Customizing Your Phone

To complete the Desk Phone Setup process, you will be prompted to customize your phone settings, such as the time zone, date, and time format.

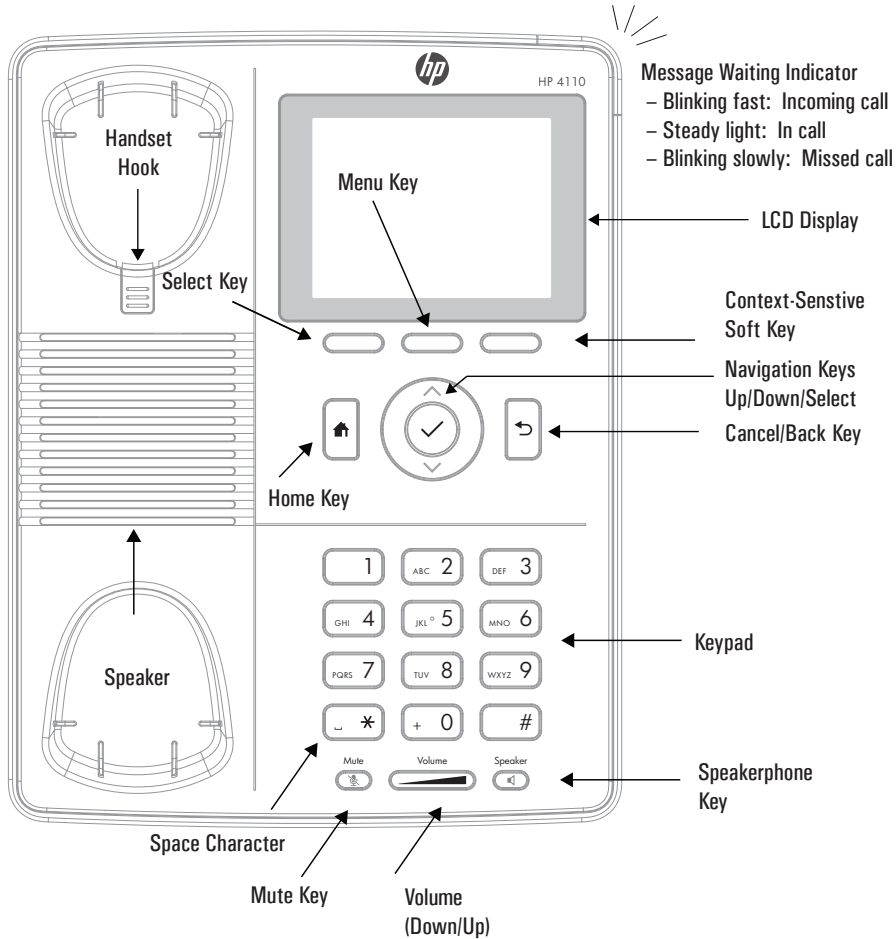
1. On the Desk Phone Setup screen, click **Next**.



2. Select your time zone, date, and time format, then click **Next**.
3. Click **Done** to begin using your phone, or click **Settings** for more options.

**Note:** After your phone has been set up, you can access the **Settings** menu at any time by clicking the **Menu** button, and then selecting **Settings**.




## At a Glance



**Home key**—Returns you to the home screen.

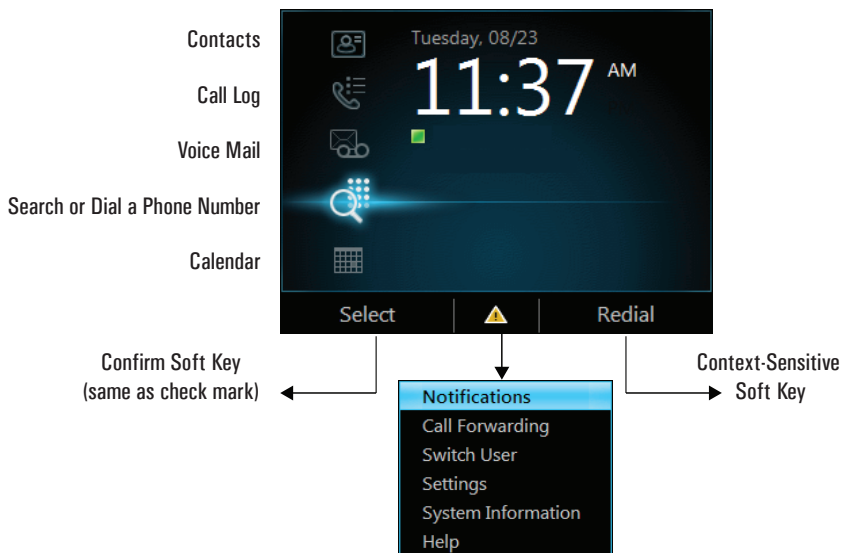


**Navigation keys**—For navigating within the display menus. Press ^ to go up, press v to go down, and use the ✓ to confirm your selection.

-  **Cancel/back key**—Cancels actions or input.
-  **Mute key:** Turns microphone on/off.
-  **Speakerphone key:** Turns speakerphone on/off.

## Phone User Interface

The home page of the phone user interface is shown below. To see additional options, press **Menu**. See next page for an expanded view.



Press **Menu** from the home page of the phone.

Call Forwarding 5:00 PM

**Call Forwarding Off**

- Do not forward calls
- Forward to Voice Mail
- Forward to a contact or any phone number
- Simultaneously ring a phone number

Menu

Switch User 5:10 PM

Do you want to sign out the current user and sign in a different user?

Yes      Menu      No

Settings 10:20 AM

- Volume ▶
- Brightness ▶
- Logging ▶
- Desk Phone Location ▶
- Make Test Call ▶
- Ringtones ▶
- Time Zone ▶
- Date Format ▶
- Time Format ▶
- Language ▶
- High Contrast ▶
- Text Telephony (TTY) ▶
- Unit Tests ▶

Select      Menu

System Information 4:54 PM

Version: 4.0.7577.340  
 MAC: 00:04:13:72:00:7F  
 IP Address: 192.169.0.46  
 Subnet Mask: 255.255.255.0  
 Gateway Address: 192.168.0.1  
 DNS Server: 192.168.0.1  
 VLAN ID: 1  
 Part Number: HP\_4110\_A1  
 Serial Number: 0M08400000  
 Last Update: N/A  
 Last Update Request: 08/12/2011, 9:58  
 Last Update Status: (0x0/200)

Menu      Send Logs

Help Topics 4:54 PM

- Sign in Using Lync 2010
- Sign in Using a PIN
- Configure Your Unlock PIN to Unlock Y ...
- View a Contact Card
- Use Search
- Use Contact Groups
- Check Voice Mail
- Use Call Logs
- Call Controls
- Notifications
- Conferences Options
- Make a Call
- Forward a Call
- (Additional topics continue)*

Select

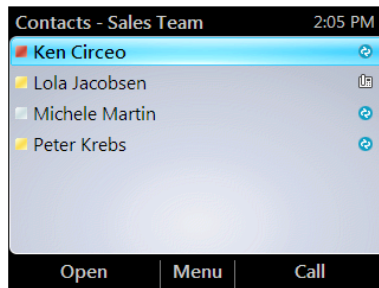
## Using the Phone

### Make a Call

Pick up the handset and dial, or do any the following.

#### Use a Contacts List

1. From the Home screen, select the Contacts icon.
2. Select the contact group the user is in.
3. Select the contact's name, then press **Call**.





#### Search for a Contact

1. Press the numbers on the keypad that correspond to the contact name or the phone extension. For example, to find "Tony Smith," begin pressing 8669\*76484, where "\*" is the space between the first and last name.
2. Select the contact's name, then press **Call**.

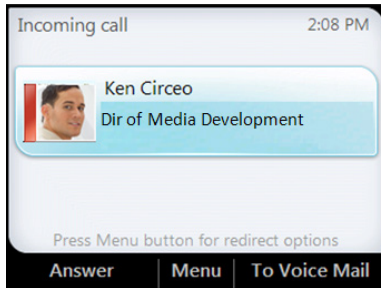
### Receive a Call

From the Incoming Call screen, do one of the following:

- To receive the call, select **Answer** or pick up the handset.
- To receive a call with a headset, press .
- To receive a call using the speakerphone, press .



To send the caller directly to your voice mail, select **To Voice Mail**.



## Control the Volume

From the phone, press .

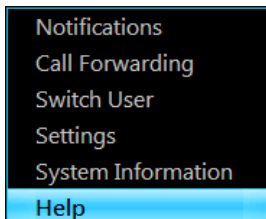
## Mute a Call

- To mute yourself when in a call, press the **Mute** key on the phone, or select **Hold**. To unmute, press the **Mute** key again.
- To mute everyone except yourself during a conference call, select **Mute All But Me**.

## Access Help Topics

To access help topics from the phone:

1. Press **Menu** from the home page.
2. Select **Help**.



## Cleaning

To clean the HP 4110 IP phone, use an anti-static cloth. Please avoid cleaning liquids, as they might damage the surface or the internal electronics of the phone.

## Where to Go Next

- For information to help get you started with Microsoft Lync 2010 Devices, go to [technet.microsoft.com/en-us/library/gg398926.aspx](http://technet.microsoft.com/en-us/library/gg398926.aspx).
- For information about managing devices, go to [technet.microsoft.com/en-us/library/gg398307.aspx](http://technet.microsoft.com/en-us/library/gg398307.aspx).
- For the most up-to-date planning information for Microsoft Lync 2010 Devices, go to [go.microsoft.com/fwlink/?LinkId=204935](http://go.microsoft.com/fwlink/?LinkId=204935).
- For the most up-to-date deployment information for Microsoft Lync 2010 Devices, go to [go.microsoft.com/fwlink/?LinkId=204936](http://go.microsoft.com/fwlink/?LinkId=204936).
- For the most up-to-date troubleshooting information for Microsoft Lync 2010 Devices, go to [go.microsoft.com/fwlink/?LinkId=204933](http://go.microsoft.com/fwlink/?LinkId=204933).
- For the complete set of the Microsoft Lync 2010 online server and client documentation, go to [technet.microsoft.com/en-us/library/gg398616.aspx](http://technet.microsoft.com/en-us/library/gg398616.aspx).

## Safety Instructions

**Note:** This device does not have a power switch. It powers on when the external power adapter is plugged in, or alternatively, when the LAN cable is connected to a PoE source.

Follow the instructions in this manual and other applicable documentation of the device.

## Grounding

If your LAN covers an area served by more than one power distribution system, be sure the associated safety grounds are securely interconnected.

**Caution!** LAN cables may occasionally be subject to hazardous transient voltages (such as lightning or disturbances in the electrical utilities power grid). Handle exposed metal components of the network with caution.

## Servicing

No user-serviceable parts are inside this product. Any servicing, adjustment, maintenance, or repair must be performed by service-trained personnel only.

## Power Adapter

The phone is a PoE phone. If the phone is not supplied with power via an Ethernet cable, an external power adapter must be used. Use only the power adapter expressly recommended by Hewlett-Packard (HP 5V external power supply, J9767A). **Caution: A 48V supply, as used by other IP phone vendors, will permanently disable this phone.**

## Magnetic Earpiece

**Caution:** The earpiece of the HP 4110 has a strong magnetic field that can attract ferromagnetic objects, such as pins, paperclips, staples, thumbtacks, and other metallic items. Be careful when the earpiece is near these objects. Sharp objects that adhere to the magnets in the earpiece may result in cuts or injury to the ear, face, and/or hands.

## Miscellaneous

- Avoid placing the cables where people may trip over them or where they may be exposed to mechanical pressure, as this may damage them.

- **Caution:** This device is for indoor use only! NOT FOR OUTDOOR USE!
- Do not install the device in rooms with high humidity (for example, in bathrooms, laundry rooms, damp basements). Do not immerse the device in water and do not spill or pour liquids of any kind onto or into the device.
- Do not install the device in surroundings at risk for explosions (paint shops, for example). Do not use the device if you smell gas or other potentially explosive fumes.
- Do not use the device during thunderstorms. Lightning striking the power grid may cause electric shocks.

## **SELV (Safety Extra Low Voltage) Compliance**

Safety status of input/output connections comply with SELV requirements.

**Warning:** DO NOT CONNECT DIRECTLY TO PHONES LINES! This device has been designed only for connection to Ethernet ports. LAN ports contain SELV circuits, and PSTN ports contain TNV circuits. Some LAN and PSTN ports both use RJ-45 (8P8C) connectors. Use caution when connecting cables.

## **Regulatory/Certifications**

### **U. S. A.**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or

television reception, which can be determined by turning Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this device that are not expressly approved by Hewlett-Packard could void the user's authority to operate this equipment.

## Canada

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Japan

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

## Korea

## New Zealand

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connecting to its network (the item cannot connect directly to phone lines; the connection is made indirectly). It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

**Russia/Belarus/Kazakhstan****Russia/Belarus/Kazakhstan/CEE Safety:****Product overview:**

The HP 4110 IP Phone is a Microsoft® Lync optimized common area telephone. HP 4110 IP Phones are standalone, cost-effective, and mainstream phones that are ideal for deployments in common areas such as lobbies. It provides Power over Ethernet (PoE) connectivity as well as an optional power adapter.

## Standards Conformance

- **Safety:** UL 60950-1; CAN/CSA 22.2 No. 60950-1; EN 60950-1
- **EMC:** CISPR 22 Class B; EN 55022 Class B; EN 55024; ICES-003 Class B; VCCI Class B; FCC Part 15, Class B; KCC Class B
- **Power consumption:** 2.5-7 watts (without USB peripherals)
- **Power:** 5 V DC (also has PoE 802.3af support)
- **Ports:** 2 RJ-45 auto-negotiating 10/100/1000 PoE ports (IEEE 802.3 Type 10BASE-T, IEEE 802.3u Type 100BASE-TX, IEEE 802.3ab Type 1000BASE-T, IEEE 802.3af PoE)
- **Power over Ethernet:** IEEE 802.3af, Class 2

# Declaration of Conformity



**DECLARATION OF CONFORMITY**  
according to ISO/IEC 17050-1 and EN 17050-1

**DoC #: RSVLC-1101-01**

**Supplier's Name:** Hewlett-Packard Company  
**Manufacturer's Address:** 8000 Foothills Blvd., Roseville, CA 95747 U.S.A.

**declares, that the product**

**Product Name:** HP 4110 IP Phone  
**Product Number(s):** J9765A  
**Regulatory Model No:** RSVLC-1101  
**Product Options:** J9767A

**conforms to the following Product Specifications:**

**Safety:** IEC 60950-1:2005 / EN 60950-1:2006 +A11:2009  
EN 62479:2010  
**EMC:** EN 55022:2006 +A1:2007, Class B  
EN 55024:1998 +A1:2001 +A2:2003  
**Telecom:** FCC 47 CFR 68.316, Hearing Aid Compatibility for products with handsets  
**Energy Use:** Regulation (EC) No. 1275/2008

**Supplementary Information:**

The product herewith complies with the requirements of the Low Voltage Directive 2006/95/EC and the EMC Directive 2004/108/EC and carries the CE marking accordingly.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

For regulatory identification purposes, this product has been assigned a Regulatory Model Number (RMN). The RMN is the main product identifier listed in the regulatory documentation and test reports for this product. The RMN should not be confused with the marketing name or product number.

Roseville, September 7, 2011

  
Michael E. Avery, Regulatory Engineering Mgr  
HP Networking

**Local contact for regulatory information:**

EU: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Straße 140, D-71034 Böblingen, Germany  
[www.hp.eu/certificates](http://www.hp.eu/certificates)

U.S.: Hewlett-Packard, 3000 Hanover St., Palo Alto, CA 94304, U.S.A. 650-857-1501



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