

# RCA

## IP Phone



Please read this manual  
before operating product  
for the first time.

# IP120

## **Interference Information**

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. Privacy of communications may not be ensured when using this phone.

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 the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and Receiver.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems. This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

*Warning: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*

The RCA IP120 phone is designed for business environment use. It is a full-featured SIP solution, interoperable with most IP PBX and VoIP providers.

Please read through the instruction booklet before you get started to better understand the features of the IP120.

## **FCC RF Radiation Exposure Statement**

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter."

This is a class B device, in a domestic environment; this product may cause radio interference, in which case the user may be required to take adequate measures. To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

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# Getting Started

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## Packing List

The following components are included:

IP120

Handset & Handset Cord

AC Adaptor

Ethernet Cable

Instruction Booklet



Base



Handset



Network Cord



AC adaptor



Handset Cord

## Assembling the IP120

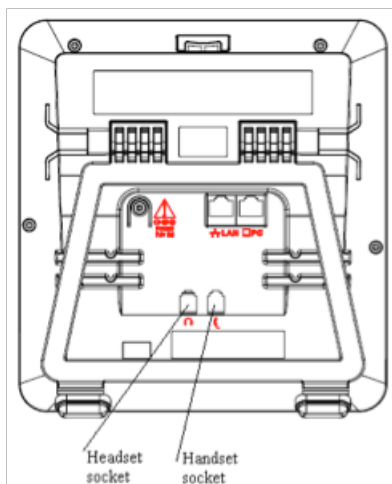
This section introduces how to assemble the phone with the components in the packing list.

Connecting the Handset;

Connecting Network and Power.

Connecting the Handset and Headset,  
as shown to the side:

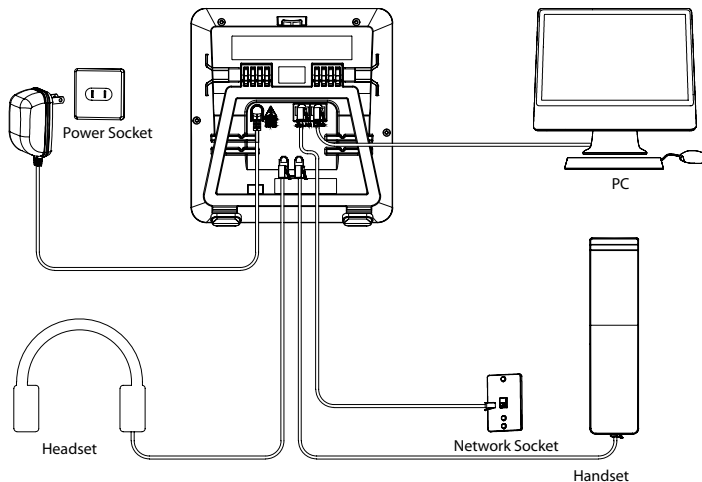
*Note: A headset is not provided.*



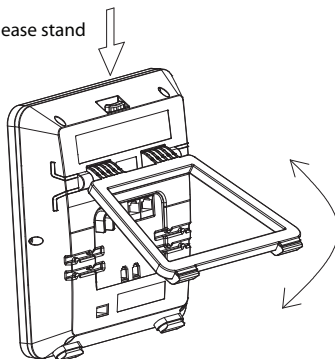
## Connect Network and Power

Plug the IP120 to the AC Power directly using the power adapter (included) and the phone will start up automatically.

The IP120 can also share the network connection with other network devices such as PCs. Connect the phone's PC port and computer's network port together using an Ethernet cable.



Press here to release stand



## Configuration and Registration

Some simple configurations are needed to get the phone ready for making calls. First, users must enter the network and account information into the phone.

Parts of the set up process may require knowledge of the local area network configuration. Please contact the network administrator or internet service provider for more details.

## Telephone Features and VoIP Service Providers

Not all phone features are available with all VoIP service providers. Please make sure all features are properly configured with the service provider before installing the IP120.

## Basic Configuration via Web Interface

The IP120 features an embedded web interface to help administrators and users configure, manage and use their phone in an intuitive and simple manner. The phone's web server can be accessed with any web browser.

Press the phone's OK button while it is idle to enter the status page and find out the IP address the IP120 is using. Enter it (for example <http://192.168.3.28>) into the address bar of a web browser. The default administrator's login name and password are **admin/admin**

*Note: The PC accessing the web interface must be operating on the same network segment as the IP120 to be able to access the web configuration page. Please consult the network administrator for help.*

## Network Settings

Choose NETWORK ⇨ INTERNET PORT (WAN) Settings.

**DHCP:** By default the phone attempts to contact a DHCP Server in the network in order to obtain its valid network settings, e.g. IP address, subnet mask, gateway, DNS server, etc.

**Static IP Address:** If the phone cannot contact a DHCP Server for any reason, the network settings must be entered manually via Static IP Address. Please contact the network administrator for more details.



**Status**  
[Hardware Status](#)

**Account**  
[Account Settings](#)

**Network**  
[Internet Port \(WAN\)](#)  
[Advanced](#)

**Phone**  
[Preference](#)  
[Features](#)  
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**Contact**  
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**Security**  
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**Internet Port (WAN)**

DHCP

Static IP address

IP address

Subnet mask

Default gateway

Primary DNS

Secondary DNS

*Note: Using the wrong network parameters may result in the phone failing to connect to the service provider and may also have an impact on network performance. Please contact the network administrator.*

## Account Settings

The phone will automatically register to the service provider's server using the account data provided by automatic or manual provisioning.

While using the web interface, choose ACCOUNT ⇨ ACCOUNT SETTINGS. Select Account to Account 1. Enter the following parameters:

<u>Field</u>	<u>Description</u>
Account Active	This will enable or disable the account.
Label	The name that shows on the screen.
Display Name	What the phone will display on the other phone's Caller ID. This may be overridden by data at the service provider.
Register Name	Register name, provided by the service provider.
User Name	User name, provided by the service provider.
User Password	User password provided by the service provider.
SIP Server	SIP server address provided by the service provider.
SIP Server Port	SIP server port provided by the service provider. The default is 5060.





<b>Status</b> <a href="#">Hardware Status</a>	<b>Account Settings</b>	
<b>Account</b> <a href="#">Account Settings</a>	<b>Account:</b>	Account: <input type="text" value="Account1"/>
<b>Network</b> <a href="#">Internet Port (WAN)</a> <a href="#">Advanced</a>	<b>Basic:</b>	Register Status: Not Registered
<b>Phone</b> <a href="#">Preference</a> <a href="#">Features</a> <a href="#">Function Keys</a> <a href="#">Dial Plans</a>	Account Active:	<input type="text" value="Enable"/>
<b>Contact</b> <a href="#">Local Phone Book</a> <a href="#">Black List</a> <a href="#">Phone Call Info</a>	Label:	<input type="text"/>
<b>Security</b> <a href="#">Password</a> <a href="#">Server Certificates</a>	Display Name:	<input type="text"/>
	Register Name:	<input type="text"/>
	User Name:	<input type="text"/>
	User Password:	<input type="password"/>
	SIP Server:	<input type="text"/>
	SIP Server Port:	<input type="text" value="5060"/>
	Enable Outbound Proxy Server:	<input type="text" value="Disable"/>
	Outbound Proxy Server:	<input type="text"/>
	Transport:	<input type="text" value="UDP"/>

Fill the fields and press the SAVE button.

The phone will try to register to the SIP service provider.

If no accounts are successfully registered, the phone will display "No Service" on the screen.

*Note: Should the IP PBX, SIP Server or Service Provider require an authentication, a correct password is needed. This must be entered via the web user interface.*

## Basic Configuration using phone keypad

There are three user types programmed into the phone, each one giving a different level of access to settings. These user types are "user", "var" and "admin." Admin privileges are needed to change certain configurations. By default the phone will be in user mode.

*Changing phone to admin mode:* Press MENU⇒7. Press the right navigation key until the user type reads "**admin**" on the screen. Then press the down key to be prompted for the password. The password is "**admin**" by default. Type this in using the dial pad and press OK or Save.

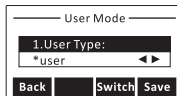
*Network Settings:* Press MENU⇒3. SETTINGS⇒2 .ADVANCED⇒OK. Enter the **admin** password, and choose 2. NETWORK⇒1.WAN PORT, 2.VLAN, 3.WEB TYPE or 4.802.1X Settings to change the network configurations.

*Account Settings:* Press MENU⇒3.SETTINGS⇒2.ADVANCED⇒OK. Enter the **admin** password, and choose 1. ACCOUNTS⇒OK to configure the account settings. From here, you can enter the following parameters:

Field	Description
Activation	This will enable or disable the account.
Label	The name showing on the screen.
Display Name	What the phone will display on the other phone's Caller ID. This may be overridden by data at the service provider.
Register Name	Register name provided by the service provider.
User Name	User name provided by the service provider.
Password	Account password provided by the service provider.
SIP Server	SIP server address provided by the service provider.

Press the UP and DOWN navigation keys to scroll through the parameter list and fill in proper information. Press the OK button or the **Save** soft key to confirm.

*Note: The active User Type is shown with an \* on the left of display when the user enters MENU⇒7. User Type menu, like this:*



Once finished with all admin related tasks, change back to User mode with the same procedure.

# Overview



## LEDs

*Table 1 Line Keys*








<b>LED Status</b>	<b>Description</b>
<b>Steady blue</b>	The account is active
<b>Blinking blue</b>	There is an incoming call to the account there is a call on hold
<b>Off</b>	The phone is in idle status or this account is not provisioned











*Table 2 Power Indication LED*

<b>LED Status</b>	<b>Description</b>
<b>Steady blue</b>	New messages or new missed calls
<b>Blinking orange</b>	When there is an incoming call, when a call is muted or when the network is not available
<b>Off</b>	In Idle mode

## Icons

The IP120 displays different kinds of icons on its LCD. Refer to the following table for their meanings:

<b>Icon</b>	<b>Description</b>
	Account registering
	Account registration succeeded
	Account registration failed
	In handset mode
	Handsfree mode activated
	In headset mode
	Call muted

Icon	Description
	New missed calls
	Incoming call
	Outgoing call
	Call forwarding activated
	Do not disturb function activated
	Auto answer activated
	Voicemail
	Call on hold
	Flashes when internet is disconnected
	Keypad Lock

## User Interface

There are two ways to customize specific options on the phone:

- Using the keypad and display on the phone.
- Using the web user interface in an internet browser. Please refer to the "Configuration and Registration" section for more information on the web interface. In many instances, it is possible to use either the phone user interface or the web interface to operate the phone and change settings. Some operations, however, are only possible via phone or web user interface. Please refer to the following table for differences:

PHONE OPTIONS	PHONE UI	WEB UI
<b>Status</b>		
IP	✓	✓
MAC	✓	✓
Firmware	✓	✓
Network	✓	✓
Phone	✓	
Accounts	✓	✓
<b>Call Features</b>		
Call Forward	✓	✓
Call Waiting	✓	✓
Function Keys	✓	✓
End of dialing key	✓	✓
Hot Line	✓	✓
Anonym Call	✓	✓
DND	✓	✓
Logs Setting	✓	✓
<b>Basic Phone Functions</b>		
Time & Date	✓	✓
Ring Tone	✓	✓
Phone Volume	✓	
<b>Advanced Phone Functions</b>		
Accounts	✓	✓
Network	✓	✓
Reset Factory	✓	
Keypad Lock	✓	✓
Set Password	✓	✓
Set AES Key	✓	✓
Auto Provision	✓	✓
<b>Other Features</b>		
Messages	✓	
History	✓	✓
Directory	✓	✓
User Mode	✓	

Note: 1) The table above indicates most of phone functions, but not all of them. Please refer to next sections for more details.

2) Some functions are password protected. In this case when prompted for a password make sure to use one in accordance with active User Type

The default administrator username is admin, the default password is **admin**.

## Maintenance Tasks

### User levels

The IP120 allows three modes to configure the phone:

- *User Mode* (username : user, password : **user**)
- *VAR mode* (username : var, password : **var**)
- *Administrator Mode* (username : admin, password : **admin**)

Administrator mode grants unlimited access to the phone configuration on both the web and phone interface. User Mode is not able to access the settings on the phone interface such as: Accounts, Network, Reset to Factory, and other advance phone settings. VAR mode grants access to subset of Administrator functions.

### Administrator Mode

The default administrator password is **admin**.

#### To change the administrator password via the phone interface:

- 1) Make sure active User Type is admin
- 2) Press the **Menu** soft key⇒3.SETTINGS⇒2.ADVANCED
- 3) The user will be prompted to enter the current password.
- 4) Scroll to the Set Password option, then press the OK button or the **Enter** soft key.
- 5) Enter the current password, press the DOWN navigation key, then the new password. Finally, press the DOWN navigation key to re-confirm the new password.
- 6) Press the OK button or the **Save** soft key to confirm the change, or the **Back** soft key to return to previous menu.

#### To change the administrator password via the web interface:

Go to SECURITY⇒PASSWORD

The default username: password for the web interface is **admin:admin**.

## Reboot

Users should reboot the phone when prompted. The phone may prompt a reboot after applying specific changes to phone configuration.

### To reboot via Web interface:

- 1) Go to SYSTEM⇒UPGRADE.
- 2) Click REBOOT button.

*Note: Please do not power off during reboot, or it may cause a flash memory error.*

## Customizing The Phone

### General Settings

#### Phone Status

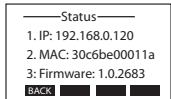
Users can view the status of the phone using the phone interface or the web interface. This option allows users to review:

- IP
- MAC (Machine Access Control) address
- Firmware
- Network: MAC, LAN, Netmask, Gateway, DNS, etc
- Phone: Model, Hardware, Firmware, Product ID and MAC
- Accounts: The status of the 3 SIP accounts

#### To check the Phone Status via phone interface:

Press the OK button to check the IP, MAC address and Firmware version.

Use the navigation keys to check the other information.



#### To view the Phone Status via web interface:

Open a web browser and input the IP Address of the phone. Enter login and password (default login and password are **admin** and **admin**).

Select STATUS ⇒ HARDWARE STATUS.

**RCM**

**Status**  
[Hardware Status](#)

**Account**  
[Account Settings](#)

**Network**  
[Internet Port \(WAN\)](#)  
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**Phone**  
[Preference](#)  
[Features](#)  
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[Dial Plans](#)

**Contact**  
[Local Phone Book](#)  
[Black List](#)  
[Phone Call Info](#)

**Hardware Status**

**Version:**  
Firmware Version 1.0.1446

**Network:**  
WAN Port Type DHCP  
WAN IP Address 192.168.1.158  
Subnet Mask 255.255.255.0  
MAC Address 30 C6 BE 00 00 50  
Link Status 00

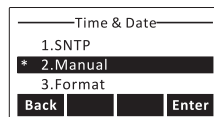


## Time and Date

Time and date are displayed on the IP120 idle screen. By default the date and time of the phone are configured manually, but users can set the phone to obtain them from a preconfigured SNTP server if desired. Please contact the network administrator if the time or date is incorrect.

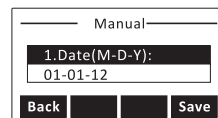
### To change Time and Date via the phone interface:

Press the **Menu** soft key ⇒ 3.SETTINGS ⇒  
1.BASIC ⇒ 1.TIME & DATE ⇒ OK.

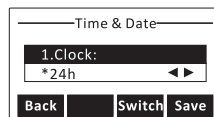


If SNTP is chosen, the phone will automatically get the time from an NTP Server. Use the UP and DOWN navigation keys to highlight the specific options and change parameters. Users can set Time Zone and NTP Server respectively. By default GMT-5 is configured.

If Manual is chosen, the time can be set manually. Use the UP and DOWN navigation keys to highlight the option and enter the specific date and time.



Press the OK button or the **Save** soft key to save the changes. Or press the **Back** soft key to return to the previous screen.



### To set time format via the phone interface:

Press the **Menu** soft key ⇒ 3.SETTINGS ⇒ 1.BASIC ⇒  
1.TIME & DATE ⇒ 3.FORMAT ⇒ OK.

Use the LEFT or RIGHT navigation keys to choose a preferred time format: 12 hour or 24 hour. Press the OK button or the **Save** soft key to save the changes and return to the previous screen.

*Note: By default date and time setting is set to "Manual".*

## Keypad Lock

Users can lock the menu key of their phone to protect it from unauthorized use. When the MENU Key is locked, a password will be required to access phone settings.


### To enable the lock via Phone interface:

Press **Menu** soft key ⇒ 3.SETTINGS ⇒ 2.ADVANCED, enter the password of current user type, and then press OK button.

Scroll down to Keypad Lock and press OK.

Use the left or right navigation keys to change to "Menu Key".

Press OK button to active the change, or **Back** soft key to return to the previous screen.

The icon  will be displayed on the top row of the idle screen.

To unlock the phone via Phone interface:

Press **Menu** soft key, enter the password of current user type, and then press OK button. This will disable the keylock and allow access to the phone menu.

### To enable keypad lock via Web interface:

Choose Phone Preference web page to change the Keyboard lock option.

## Audio Settings

### Volume

Handset, speaker, headset and ringer volumes can be adjusted independently.

#### To adjust the volume in idle mode:

Press MENU⇒3. SETTINGS⇒1. BASIC.

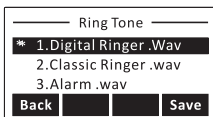
Scroll to 3.Phone Volume, and press the OK button or the **Enter** soft key. Select which item to adjust and use VOLUME UP and VOLUME DOWN or LEFT and RIGHT navigation keys to increase or decrease the volume.

Press the OK button to save the changes or press the **Back** soft key to cancel.

To adjust the ring volume users can also press VOLUME UP and VOLUME DOWN when the phone is in idle status.

To adjust the voice volume when on an active call press the VOLUME UP or VOLUME DOWN button during the call. This applies to Handset, Speaker and Headset modes.

*Note: The volume can only be adjusted via the phone interface.*



### Ring Tones

The IP120 has seven unique ring tones.

#### To select Ring Tone Type via the phone interface:

Press the **Menu** soft key⇒3. SETTINGS⇒1. BASIC⇒OK.

Scroll to 2. RING TONE, and press the OK button or **Enter** soft key.

Use the UP and DOWN navigation keys to highlight a selection. The ring tone will be played.

## Codec Selection

The IP120 supports the following voice codecs:

- PCM a-law, PCM u-law, G.729, G.722, G.726, iLBC, iLBD-20

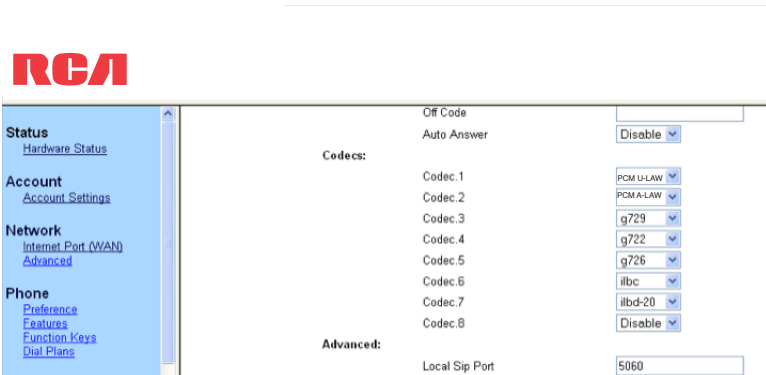
Users can enable/disable the desired codecs via the web interface. Please contact the Network Administrator for more details about the codecs.

**To enable or disable the codecs via the web interface:**

Choose ACCOUNT⇒ACCOUNT SETTINGS (ACCOUNT 1/ACCOUNT2/ACCOUNT3)

Select the desired codecs in the Codecs section.

Click the SAVE button to save the changes.



The screenshot shows the RCA web interface for configuring account settings. The left sidebar contains navigation links for Status, Account, Network, and Phone. The main content area is titled 'Codec Selection' and includes the following fields:

Off Code	<input type="text"/>
Auto Answer	Disable ▾
<b>Codecs:</b>	
Codec.1	PCMA-LAW ▾
Codec.2	PCMA-LAW ▾
Codec.3	g729 ▾
Codec.4	g722 ▾
Codec.5	g726 ▾
Codec.6	iLBC ▾
Codec.7	iLBD-20 ▾
Codec.8	Disable ▾
<b>Advanced:</b>	
Local Sip Port	5060 <input type="text"/>

*Note: Codec Selection can only be done via the web interface.*

## Contact Management

### Edit/Add/Delete Contacts

The IP120 features a 300-entry local phonebook and 11 additional speed dial keys.

**With the local directory users can:**

- *add,*
- *edit,*
- *delete,*
- *dial,*
- *search for a contact in this directory.*
- *create groups of contacts*

The Phonebook also includes a Directory and a Blacklist.

**To add a contact via the phone interface:**

Press the **Dir** soft key ⇒ 1. LOCAL DIRECTORY or

Press the **Menu** soft key ⇒ 6. DIRECTORY ⇒ 1. LOCAL DIRECTORY.

Press the OK button to enter into the Contacts list, press the **Add** soft key. From here, enter a Name, press the DOWN navigation key to enter the Office, Mobile, or Other phone number of the contact via the keypad.

Press the DOWN navigation key to set a special ring tone for the contact.

If users want to assign this contact to a group, use the DOWN navigation key to select the group.

Press the **Save** soft key to add the contact, or the **Back** soft key to cancel the change.



**To add a Group via the phone interface:**

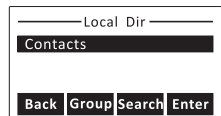
Press the **Dir** soft key ⇒ 1. LOCAL DIRECTORY or

Press the **Menu** soft key ⇒ 6. DIRECTORY ⇒ 1. LOCAL DIRECTORY.

Press the **Group** soft key to enter to the Add Group page.

Enter the group name and press the DOWN navigation key to choose an associated ring tone.

Press the OK button or the **Save** soft key to save.



**To configure the speed dial keys via the phone Interface:**

Press the **Menu** soft key ⇒ 2. FEATURES ⇒ 3. FUNCTION Keys ⇒ 2. MEMORY Keys

Use the UP and DOWN navigation keys to select the key on which to store a contact number, press the **Enter** soft key.

Use the RIGHT and LEFT navigation keys to select Speed Dial, then use the UP and DOWN navigation keys to select Account, use the LEFT or RIGHT navigation keys to assign this speed dial keys to a specific account  
Then use the UP and DOWN navigation keys to select Value, enter the desired number and press the **Save** soft key or the OK button to confirm.  
To use a Speed Dial button, press and hold the button for 2 seconds while in idle mode or during a conversation to initiate a multi-party call.

### To edit or delete a contact via the phone interface:

Press the **Dir** soft key ⇒ 1. LOCAL DIRECTORY or

Press the **Menu** soft key ⇒ 6. DIRECTORY ⇒ 1. LOCAL DIRECTORY

Use the UP or DOWN navigation keys to highlight the contact list (e.g. 1.Contacts) and press the **Enter** soft key or the OK button.

Use the UP or DOWN navigation keys to highlight the contact to edit or delete, then press the **Option** soft key, select the **Detail** or **Delete** soft key.



Make the desired changes, press the **Save** soft key or the OK button to confirm, or press the **Back** soft key to return to previous menu.

### To move a contact to the Blacklist via the phone interface:

If users add a contact to the blacklist the phone will automatically reject all calls from this contact.

Press the **Dir** soft key ⇒ 1. LOCAL DIRECTORY or

Press the **Menu** soft key ⇒ 6. DIRECTORY ⇒ 1. LOCAL DIRECTORY

Use the UP or DOWN navigation keys to highlight the contact list (e.g. 1.Contacts) and press the OK button or the **Save** soft key.

Use the UP and DOWN navigation keys to highlight the contact to move to blacklist, then press the OPTION soft key and then select 3. Move to Black List.



Press the **OK** soft key, or press the **Cancel** soft key to return to previous menu.

A warning message will ask for confirmation to move the contact.

Press the **OK** soft key to confirm the operation, or press the **Cancel** soft key to return to the directory.

## Manage Blacklist via the web interface

Choose CONTACT ⇒ BLACK LIST

## To move a contact from Call Log to Contacts via the phone interface:

Press the **Menu** soft key ⇒ 5. HISTORY

Use the navigation keys to highlight a record, then press the **Option** soft key.  
Select 2 .Add to Contacts.

## To add, delete or edit the Contact list via the web interface:

Choose CONTACT ⇒ LOCAL PHONE BOOK

## To search a contact via the phone interface:

Press the **Dir** soft key ⇒ 1. LOCAL DIRECTORY or

Press the **Menu** soft key ⇒ 6. DIRECTORY ⇒ 1. LOCAL DIRECTORY

Press the **Search** soft key

Enter the contact name to be searched and press the OK button or the **Save** soft key. Contact list will be searched for matching records, which will be displayed.

# Basic Call Functions

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## Outgoing calls

### Call Devices

You can make a phone call via the following devices:

Pick up the handset,  icon will be shown on the screen.

Press the SPEAKER button, and the  icon will be shown on the idle screen.

Press HEADSET button if the headset is connected to the Headset Port. The  icon will be shown on the idle screen. This is a toggle key. Pressing it again will unselect headset as the audio device.

*Note: There are two ways to begin a call*

- 1) Users can dial the number first, and then choose the device they wish to use for the call.*
- 2) Users can select the device first, and then enter the number to be called. If the dial plan feature is disabled, the call will start automatically after 5 seconds. Users can also press the OK button to start the call immediately.*
- 3) In headset mode, press a line key to get a dial tone.*

### Call Methods

#### From the phone interface:

There are several ways to initiate a call:

1. Press an available line button and dial the number to call, or
2. Dial a number and select the audio device, or
3. Go to the Local Directory and use the navigation keys to select the desired contact, or
4. Enter the call history interface, then use the navigation keys to make a selection, or
5. Press a Line key which has been set as speed dial button, or
6. Press and hold a number key on the keypad that has been set as a speed dial key.

#### To terminate a call:

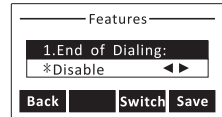
1. Press the **Cancel** soft key or
2. In handset mode, replace the handset on hook or
3. If in Speaker mode, press the SPEAKER button.

## End of dialing key configuration

Admin can set a specific button ("#" or "\*\*") as the send key. If this feature is enabled, once a number is dialed, users can press this send key to dial the number immediately.

### To set the send key via the phone interface:

- 1) Make sure active User Type is admin or var
- 2) Press **Menu** soft key ⇒ 2.FEATURES ⇒ 4. END OF DIALING Key to enter the configuration page.
- 3) Press the LEFT of RIGHT navigation keys to choose a button to use as the send key: "#", "\*\*", or disable this option.
- 4) Press the **Save** soft key or the OK button to save the changes, or the **Back** soft key to discard the changes.



### To set the send key via the web interface:

Go to PHONE ⇒ FEATURES (General Information)

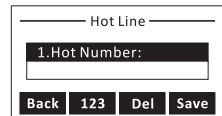
## Hot Line

The Hot Line feature allows the phone to dial a number automatically if it has been off hook for a specified time period and no keys have been pressed. Both destination number and timeout can be configured.

The service is enabled if a Hot Line Number has been configured.

### To set the Hot Line number via the phone interface:

- Press the **Menu** soft key ⇒ 2. FEATURES ⇒ 5. HOT LINE to enter the configuration page.  
( if the active user type is user , press **Menu** soft key ⇒ 2. FEATURES ⇒ 3. HOT LINE )



Enter the hot line number and press UP or DOWN navigation keys to select the Hot Line Delay. Set the Hot Line Delay (default is 4 seconds), then press the OK button or the **Save** soft key to save the changes.

### To set the Hot Line via the web interface:

Go to PHONE ⇒ FEATURES (General Information)



## Anonymous call

Anonymous call, also known as Caller ID restriction, allows callers to request the network to hide their Caller ID identity when outgoing calls are dialed. The IP120 supports Permanent Caller ID restriction, meaning that while enabled all calls will request to be anonymous and callers need to disable if they want their identity to be transmitted. This service can be performed locally, or by sending an activation code to the network. This feature may be overridden by the service provider. Additionally the IP120 allows users to automatically reject anonymous incoming calls. These services can be managed through both phone and web interfaces.

### To set Anonymous call via the phone interface:

(if the active user type is user , press

**Menu** soft key -> 2. Features -> 4. Anonym Call )

1) Press the **Menu** soft key ⇒ 2. FEATURES ⇒

6. ANONYM CALL to enter the configuration page.

2) Use the LEFT or RIGHT navigation keys to select the Line to be anonymous.

3) Press the DOWN navigation key to display Block CID, then press the LEFT or RIGHT navigation keys to enable or disable the anonymous call function.

4) To set this function locally, press the OK button or the **Save** soft key to save the changes.

5) If the active user type is admin, to activate this function in your service provider please press the DOWN key and enter the Anonym On Code and Anonym Off Code. Whenever users enable or disable the anonymous call function on their phone, it will automatically send these codes to the server.

6) Press the OK button or the **Save** soft key to save the changes, or the **Back** soft key to cancel.

### To set Anonymous call rejection using the phone interface:

1) Enter the Anonymous call menu as explained above

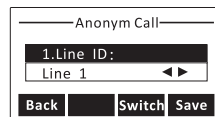
2) Press the UP or DOWN navigation keys to enter the 5. Rejection page

3) Press RIGHT or LEFT navigation keys to enable or disable Anonymous Call Rejection function.

4) If users would like to use the service provider to get this service, they must press the DOWN key and enter the Reject On Code and Reject Off Code. Whenever they enable or disable the Rejection option on their phone, it will automatically send these codes to the server.

5) Press the OK button or **Save** soft key to save the changes, or the **Back** soft key to cancel.

*Note: To manage Anonymous Calls and Rejection codes users need to have admin or var rights. Check active User Type before attempting to configure using the phone interface.*



## To set Anonymous Call Services using the web interface:

Go to ACCOUNT ⇒ ACCOUNT SETTINGS (Basic)

### Dial Plan

A dial plan establishes the expected number and pattern of digits for a telephone number. This includes country codes, access codes, area codes and all combinations of dialed digits.

Dial plans can be used for least-cost routing, dialing convenience or to prevent users from calling specific numbers or groups of numbers.

Dial plans require admin or var privilege.

**To configure the dial plans through the web interface, choose**  
PHONE ⇒ DIAL PLANS.

The entire dial plan is enclosed in brackets (). Each dial plan is pipe separated (|). The dial plan can include 0 to 9 inclusive, \* and #. x represents any digit from 0 to 9. Repetition (i.e. x.) represents any digit (x) repeated 0 or more times. Big letter T means to dial the numbers immediately after the dial plan sequence is matched (e.g. 1234T). Square brackets [] are for digit matching. For example, [578]xxx will match any four digit sequence starting with either 5, 7 or 8. [5-8]xxx will match any four digit sequence starting with 5, 6, 7 or 8.

## Here is a dial plan example:

(111T|[0-4] xxxxxxxxT)

### Explanation:

111T This will dial 111 immediately after you entering the third digit.

[0-4]xxxxxxxT Any 9-digit number starting with 0,1,2,3 or 4 will be dialed out immediately after entering the 9th digit.

To create a Dial Plan in the web interface, use the following fields:

- *Dial Plan: Enter the dial plan here.*
- *DP Enable: To enable or disable the dial plan.*
- *Dial Plan tmo: Timeout before the dial plan converts the calling number (if enabled).*
- *Dial End tmo: Timeout before the phone makes the call after the last digit of calling number is entered.*
- *Dial End tmo Enable: To enable or disable the Dial End Timeout.*
- *Hook Off tmo: Timeout for the phone to go back to idle mode after the handset is off the hook.*
- *Hook Off tmo Enable: To enable or disable the Hook Off Timeout.*

## Incoming calls

### Answering an incoming call

1) Lift the handset, or press the SPEAKER button to answer using the speaker-phone, or press the HEADSET button to answer using the headset.

2) When already talking on the phone, press the corresponding line key or the OK button to answer the new call.

During an active call, users can alternate between Headset, Handset and Speaker phone by pressing the corresponding buttons or picking up the handset.

### Rejecting an incoming call

Press the MUTE/CANCEL button to reject an incoming call.

## DND

When the DND function is enabled, the icon shows and all incoming calls will be rejected. Users can find a record of rejected calls in the incoming call record in the Call History.

When the **DND** soft key is pressed in idle mode, the DND function is activated or deactivated.

### To configure the DND function via Phone interface:

- 1) Press the **Menu** soft key ⇒ 2. FEATURES ⇒ 5. DND to enter the configuration interface.
- 2) Use the RIGHT or LEFT navigation keys to enable or disable the feature.
- 3) Press the OK button or the **Save** soft key to save the changes.
- 4) Choose DND option again or press the DND button to deactivate DND mode.

### Admin type users can also activate or deactivate DND function using DND Codes if the service provider has this function:

- 1) Press the **Menu** soft key ⇒ 2. FEATURES ⇒ 7. DND to enter the configuration interface.
- 2) Set the DND On Code and the DND Off Code by pressing the UP or DOWN navigation keys, then press the OK button or **Save** soft key to save the changes.
- 3) When users select to enable or disable the DND function on the phone, it will send these codes to the server, and the server will turn on/off the DND function. In this case, any calls addressed to the phone's extension will be rejected by the server automatically, and will not be included in the Call History.

*Note: When DND is locally enabled, the corresponding icon will be shown on the display.*

## CALL FORWARD

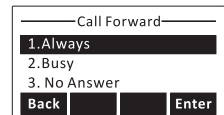
This feature allows users to divert an incoming call to another phone number, such as a cell phone or voice mailbox.

### The following call forwarding parameters can be configured:

- *Always: Incoming calls are immediately forwarded.*
- *Busy: Incoming calls are immediately forwarded when the phone is busy.*
- *No Answer: Incoming calls are forwarded when the phone is not answered after a specific time period.*

### To configure CALL FORWARD via Phone interface:

- 1) Press the **Menu** soft key ⇒ 2. FEATURES ⇒ 1. CALL FORWARD.



Users can also press the DOWN navigation button to enable or disable call forward when the phone is in idle mode.

2) There are 3 options: *Always, Busy and No Answer.*

3) Make a selection and press the OK button or **Enter** soft key. Choose to activate or deactivate the feature, then press the DOWN navigation key to enter the phone number to which calls will be forwarded. For the No Answer feature, users can also select the No Answer Timeout by pressing the DOWN navigation button.

4) To have the server perform this function, enter the On Code and Off Code options. When users choose to enable the call forward function via their phone, it will send the corresponding code to the server, which will take care of forwarding all calls. In this case, forwarded calls will not be stored in the Call History.

5) Press the OK button or the **Enter** soft key to save the changes.

*Notes: 1. If the FWD soft key is pressed during ringing, the call will be dynamically forwarded to the desired number.*

*2. Users can quickly enable or disable the Call Forward feature by pressing the DOWN navigation button from idle mode. This will activate or deactivate the Always Call Forward feature.*

*3. Only admin/var can set the On and Off codes. Make sure the correct User Type is active.*

*4. When call forwarding is enabled, the  icon will be shown on the display*

*5. The 3 Call Forward types have different priorities: Always > Busy > No Answer. If more than one type of call forward is enabled, only the enabled setting with highest priority is effective.*

*6. FWD TO... " message will be displayed on idle screen after an incoming call was forwarded. Pressing the OK button will clear this message. "*

### **To configure Call Forward via the web interface:**

Go to PHONE ⇨ FEATURES (Forward)

### **Auto Answer**

Auto answer allows an incoming call to be answered without requiring any action by the user. This function is set on a per account basis.

This function can only be enabled or disabled by admin.

### **To set Auto Answer via the phone interface:**

1) Make sure active User type is admin.

2) Press the **Menu** soft key⇨3. SETTINGS⇨2. ADVANCED, enter the password and press the OK button

3) Then choose 1. ACCOUNTS and then select an account, use the UP and DOWN navigation keys to choose 12. Auto Answer option.

4) Use the LEFT or RIGHT navigation keys to enable or disable the Auto Answer function. The default is disabled.

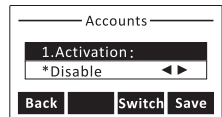
5) Press the OK button or **Save** soft key to save the changes.

### **To set Auto Answer via the web interface:**

1) Go to ACCOUNT⇨ACCOUNT SETTINGS page





2) Go to BASIC ⇨AUTO Answer option.

3) Select Enabled or Disabled in the pull-down menu. Click SAVE button to save the changes.



## Call Log

The IP120 can store up to 100 calls in the Call log. There are 5 different lists:

- All calls
- Forwarded calls 
- Missed calls 
- Received calls 
- Dialed calls 

The call logs can be accessed through the web interface (CONTACT ⇒PHONE CALL INFO).

## Accessing the Call log

Users can access the Call log by pressing the LEFT navigation button from idle mode. This is the "All calls" list, where calls are sorted sequentially, and each call is marked with the corresponding icon.

To change list use the RIGHT navigation key. Note the words at the top of the screen which indicate the list.

## Accessing the Missed Calls list

Users can access the Missed Calls list by pressing the LEFT navigation key from idle mode to reach Call log and then RIGHT navigation key twice.

The missed calls will appear at the top of the screen when in the Missed Calls list.

## Accessing Dial Calls list

User can access the Dialed calls list directly by pressing the UP navigation key from idle mode.

Users can also access this list by pressing the LEFT navigation key to enter the Call History, and then the LEFT navigation key again.

The dialed calls will appear at the top of the screen when in the Dialed Calls list.

## Call list items management

When in a call list, users can:


- 1) Dial the current entry by pressing the **Send** soft key, or
- 2) Store it in the Directory by pressing the **OPTION** soft key and select "Add to Contacts", or
- 3) Delete it pressing **Delete** soft key

## During an Active Call

### Mute

This function allows users to mute the microphone of the phone during a call. Users cannot be heard by the other party, but can still hear all other parties while mute is enabled.

#### **To mute or resume the conversation:**

Press MUTE/CANCEL button during a conversation to mute the current call, the icon  will be shown on the screen, and the indicator LED will blink. Press MUTE/CANCEL again to unmute the call.

### Call Hold

This call function allows users to place an active call on hold. In this case the service provider might play a melody or a message to the other party while they are waiting. Other calls can be received and made while a call is on hold.

#### **To hold/resume a call:**

Press the **Hold** soft key to put an active call on hold.

If there is only one call on hold, press the **Hold** soft key again to retrieve the call.

If there is more than one call on hold, press the UP or DOWN navigation keys to select the desired call, then press the **Resume** soft key to retrieve the call.

### Call Waiting

This call feature allows the phone to accept other incoming calls when there are other active calls.

#### **Handling a waiting call**

By default, Call Waiting is enabled and when an incoming call is received during another active call.

#### **In this situation, a user can:**

- 1) Accept the second call using the OK key. The first one will be put on hold automatically. Or
- 2) Reject the call using MUTE/CANCEL button

## Call Waiting Configuration

### To configure Call Waiting via the phone interface:

- 1) Make sure the active User Type is admin or var.
- 2) Press the **Menu** soft key ⇒ 2. FEATURES ⇒ 2. CALL WAITING.
- 3) Use the LEFT or RIGHT navigation keys to enable or disable the call waiting feature.
- 4) Use the navigation keys to enable the disable the Play Tone option. This option is used to determine whether to play an alert tone when there is an incoming call during an active call.
- 5) Press the OK button or the **Save** soft key to save the changes, or the **Back** soft key to return to the previous menu.

### To configure Call Waiting via the web interface:

Go to PHONE ⇒ FEATURES (General Information)

## Call Transfer

This call function allows the phone to transfer an active call to another phone. Blind Transfer, Attended Transfer and Semi-Attend Transfer are supported.

### To make a Blind Transfer (no prior announcement of the call) via the phone interface:

- 1) Press the **Tran** soft key during an active call and the call is put on hold.
- 2) Dial the second phone number and press **Tran** soft key to complete the transfer.

### To make an Attended Transfer (with prior announcement) via the phone interface:

- 1) Press the **Tran** soft key during an active call. The call is put on hold.
- 2) Dial the second phone number.
- 3) When the call is answered, press the **Tran** soft key to complete the transfer.

### To make a Semi-Attended Transfer (no prior announcement of the call) via the phone interface:

- 1) Press **Tran** soft key during an active call. The call is put on hold.
- 2) Dial the second phone number.
- 3) While third party's phone is ringing, press **Tran** soft key or hang up.

*Note: Make sure that the service provider supports this function.*



## 3-way Conference

The IP120 is able to establish a three-party conference by locally connecting the audio signals of two calls.

### To establish a conference via the phone interface:

- 1) Once the 1st call is active, press the **Conf** soft key and the 1st caller is put on hold.
- 2) Dial the 2nd call.
- 3) When with the 2nd call is active, press the **Conf** soft key to establish the conference.
- 4) Hang up to disconnect all calls.

### To split a conference :

Press the **Split** soft key and both lines will be put on hold. Using the line keys (or UP and DOWN navigation keys) to select a call and press the Resume soft key to select the line to talk to.

### To make new call during conference:

Press the line key button which is not in use. The call conference will be put on hold and a Call dial screen will show up . Enter the number to make new call.

## Voicemail

Voice mailbox messages, stored locally or hosted on a VoIP telephony system, can be accessed from the phone.

### New voice messages can be indicated both acoustically and visually as described below:

*The idle screen will show this icon  , indicating new voice messages.*

*The VOICEMAIL button backlight will be on.*

*The blue LED of the phone will be on solid.*

## Voicemail settings

### To configure the Voicemail code via the phone interface:

- 1) Press the **Menu** soft key⇒4. MESSAGES⇒ 2. SET VOICE MAIL.
- 2) Make sure the user type is admin or var , then enter the number to connect to the system voicemail.
- 3) Press the OK button or **SAVE** soft key to save the change, or press the BACK soft key to return to the previous menu.

*Note: 1. The service provider will supply the connecting code. Different systems have different codes.*

### To configure Voicemail settings using the web interface:

- 1) Go to ACCOUNT⇒ACCOUNT SETTINGS and set the Voicemail number.

## Retrieving Voicemail messages

### To check voicemail status via the phone interface:

- 1) Press the **Menu** soft key⇒4. MESSAGES⇒1. VIEW VOICE MAIL.
- 2) This screen will display each account. Press the **Enter** soft key to access the voicemails for this account.

## To listen to new messages via the phone interface:

- 1) Press the VOICEMAIL button.
- 2) The users will be prompted to enter the password which is needed to connect to the VoIP telephony system.
- 3) The voice mailbox is called and users are able to listen to their new and old voicemails.

*Note: 1. Before retrieving the voicemails, please make sure that the connecting code has been set on the phone.*

*2. If there is more than one account set on the phone, the active account mailbox will be called when the VOICEMAIL button is pressed.*

## Advanced Functions

### Account Setting

Please refer to the "Configuration and Registration" section for the basic account setting information. The following table lists the parameters in Advanced Account Setting section of the web interface.

Field Name	Description
Local SIP Port	Local SIP port. The default value is 5060.
DTMF Type	Select DTMF type.
Session Timer (seconds)	This document defines an extension to the Session Initiation Protocol (SIP). This extension allows for a periodic refresh of SIP sessions through a re-INVITE or UPDATE request. The refresh allows both user agents and proxies to determine if the SIP session is still active.
Voice Encryption (SRTP) ptime(ms)	Voice Encryption (SRTP) The time between two RTP packets of the current used codec
SIP Server Type	The type of SIP Server

**These parameters can only be configured via the web interface:**

- 1) Go to ACCOUNT ⇒ ACCOUNT SETTINGS.
- 2) Select desired account.
- 3) Set any desired parameters in the Advanced section.

Check with the network administrator or service provider for more information.

## **Network Settings**

Please refer to the "Configuration and Registration" section for the Basic Network WAN setting information. The next paragraphs will describe other Network related settings.

### **Advanced Network Settings**

#### **VLAN**

VLAN is a group of hosts with a common set of requirements that communicate as if they were attached to the Broadcast domain, regardless of their physical location.

The IP120 supports 802.1p and q packet tagging. VLAN ID and Priority can be set via the phone or web interface.

**To configure VLAN settings via Phone interface:**

- 1) Make sure the active User Type is admin or var
- 2) Press the **Menu** soft key ⇒ 3. SETTINGS ⇒ 2. ADVANCED.
- 3) Enter the password required, scroll to the 2.Network option, press the OK button and select 2.VLAN, then press the OK button or the **Enter** soft key to enter.
- 4) Choose WAN Port and press the OK button or the **Enter** soft key to enter.
- 5) Use the LEFT or RIGHT navigation keys to choose and set the VLAN Status; input the VID Number and Priority.
- 6) Press the OK button or **Save** soft key to save the settings, or the **Back** soft key to return to VLAN menu.

**To configure VLAN settings via the web interface:**

Choose NETWORK⇒ADVANCED. Perform necessary changes. Check with the network administrator for more information.

## HTTPS

The IP120 supports HTTPS (Hypertext Transfer Protocol over Secure Socket Layer). Adding an SSL layer under HTTP, in short, adds a security layer to HTTP. Administrators can set this transmission mode via the web interface.

### **To configure the HTTPS settings via the web interface:**

Go to NETWORK ⇒ ADVANCED, choose the Web Server option. In the pull-down menu of Type field, choose the transmission mode, then click the CONFIRM button to save the changes.

## 802.1X

IEEE 802.1X is an IEEE Standard for port-based Network Access Control (PNAC). It is part of the IEEE 802.1 group of networking protocols. It provides an authentication mechanism to devices wishing to attach to a LAN, either establishing a point-to-point connection or preventing it if authentication fails. It is used for securing wireless 802.1x access points and is based on the Extensible Authentication Protocol (EAP).

This phone supports 802.1X. For the details, please consult the network administrator or service provider.

## Reset to Factory Settings

Users should reset the phone only when the phone configuration has been changed and the phone is no longer functioning anymore. To maintain the configuration of the phone, please see the network administrator or service provider for assistance.

### **To reset to factory via the phone interface:**

- 1) Make sure active User Type is admin or var
- 2) Press the **Menu** soft key ⇒ 3. SETTINGS ⇒ 2. ADVANCED.
- 3) Users will be prompted to enter the required password.
- 4) Scroll to 4.Reset Factory option, then press the OK button or the **Enter** soft key.
- 5) Users will be prompted to confirm the change. Press the OK button to reset to factory settings, or the **Back** soft key to return to previous menu.

It will take a few minutes to reset, please do not power off during the resetting process, or it will cause a flash memory error.

*Note: When perform a factory reset, all current settings including contact list, call history, account settings, etc will be lost.  
The phone will have to be configured manually or reprovisioned.*

## **Firmware Update and Autoprovisioning**

The phone is delivered with pre-installed firmware. If users require updating the phone's firmware, please contact the system administrator. Updating the firmware can only be done via the web interface.

### **To update the firmware manually via the web interface:**

Choose SYSTEM ⇒ UPGRADE; select the firmware file in the local computer.

Click the upgrade button to update the new firmware.

Please do not power off during the updating.

To update the firmware and configuration automatically, auto provisioning can also be used.

*Note: Please check with the network administrator or the service provider for auto-provisioning.*

### **To launch Autoprovisioning using web interface:**

Go to SYSTEM⇒PROVISIONING Settings

### **Set Auto Provision via phone interface:**

1) Press the **Menu** soft key ⇒3. SETTINGS ⇒2.ADVANCED

2) Users will be prompted to enter the password

3) Scroll to 7. Auto Provision and press the OK button.

Enter the URL, User Name and Password (if needed).

Press the OK button or the **Save** soft key to save the changes and reboot the phone.

*Note: 1. Any power interruption during the subsequent process will most likely lead to a flash memory error. As a result the system may no longer be able to start properly. This procedure can be only conducted in Administrator Mode.*

*2. The upgrade priority is DHCP options then preconfigured URL .*

## **Decryption**

The IP120 supports configuration file encryption for provisioning. In case encryption is used, the AES key needs to be configured on the phone.

To set the AES key via the web interface:

Go to SYSTEM ⇒ PROVISIONING SETTINGS

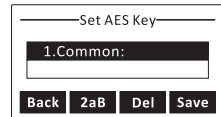
*Note: Ask the network administrator for the decrypt password.*

### To set the AES Key via the phone interface:

Press the **Menu** soft key ⇒ 3. SETTINGS ⇒ 2. ADVANCED ⇒ 6. Set AES Key.

Enter the Common AES and the MAC-oriented option.

Press the OK button or **Save** soft key to save the changes.



## System Log Export

This feature captures a record of the system log to track any errors that may occur.

To enable the system log capture via phone interface:

- 1) Make sure active User Type is admin
- 2) Press **Menu** soft key ⇒ 2.FEATURES ⇒ 8.LOGS SETTING
- 3) Use LEFT and RIGHT navigation keys to choose Enable
- 4) Press the OK button to save the changes
- 5) Reboot the phone

### To enable the system log capture via web interface:

- 1) Go to SYSTEM ⇒ LOG SETTINGS web page
- 2) Change the "Print Enable" to Enable
- 3) Press the Save button.
- 4) After the Log Settings is saved successfully, reboot the phone

### To export the system log via web interface:

- 1) Make sure the logs setting is enabled.
- 2) Perform the operation on phone that causes the issue or error
- 3) Go to SYSTEM ⇒ LOG SETTINGS web page of the phone
- 4) Press the "Export" button
- 5) After the log file is created successfully, press the link "Save it locally" to download the log file

## Keys configuration

### End of dialing key configuration

Admins can set a specific button ("#" or "\*\*") as the send key. If this feature is enabled, once a user has dialed the desired number, they can press this send key to dial the number immediately.

Please check END OF DIALING KEY configuration in the "Basic Calls" section for a complete description.

## Programmable keys

The keys from 0-9 ( memory keys ) and the Hot key on the keypad are editable. Users can customize specific features for these keys according to their needs. (The keys are only available when the phone is in idle mode).

**This function can only be set via the web interface:**

PHONE ⇔FUNCTION keys (Memory Key)

**Default configuration of function keys for idle mode is:**

- *Up key: access to dialed list*
- *Down key: access to call forward*
- *Left key: access to call log*
- *Right key: access to account switch*
- *OK key: access to status*

## Line keys Configuration

*The phone has 3 line keys to which functions can be assigned out of a list of functions. The following list shows the functions users can set on the Line keys. The next sections provide a description for each function. The default configuration for each key is Auto Select Line.*

- *Line*
- *Speed Dial*
- *Conference*
- *Transfer*
- *Hold*
- *DND*
- *Call Return*
- *Pick Up*
- *Call Park*
- *Voice Mail*
- *Prefix*
- *Redial*

*Note: Many of those features require an IP PBX or service provider support and must be configured in the server first in order to work on the phone. Contact the network administrator or service provider for more details.*

*In addition, please note that not all the servers support the above mentioned features.*

## Line

The most frequent usage for line keys is assigning them one of the three possible user accounts for call management.

### **To assign the key as Line via the web interface:**

Go to PHONE ⇨ FUNCTION Keys (Line Key)

## Speed Dial

Users can configure the line keys as a simplified speed dial key. This function allows users to easily access the most frequently dialed numbers.

### **To assign the key as Speed Dial via the web interface:**

Go to PHONE ⇨ FUNCTION Keys (Line Key)

## Conference

Users can configure the Line keys to be used as a conference key while remaining in the current call. This allows a user on a call to conference another party while remaining in the conference.

### **To assign the key as Conference via the web interface:**

Go to PHONE ⇨ FUNCTION Keys (Line Key)



## Transfer

Users are able to configure a line key as a transfer key to perform the Blind/Attended/Semi-Attended Transfer. The main difference with Transfer hard key is in this case users can pre-configure the number to which transfer will be performed. This is very useful when there is a limited number of numbers to which users will transfer their calls.

### **To assign the line key as Transfer via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## Hold

The line key can be configured as a hold key. Users can use this key to hold and retrieve a call during the conversation.

### **To assign the key as Hold via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## DND

If the line key is configured as DND key, it will work as a toggle key to enable or disable this service.

Please check the "DND" section in the Incoming calls section of Basic Call Functions chapter for more information about this function.

### **To assign DND to a key via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## Call Return

The Call Return function dials out the last number from which the user received a call. If there is already an active call, when pressing Call Return key the first call will be put on hold and a new one will be sent to the Call Return number.

### **To assign Call Return to a key via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## Pick Up

The Pickup key allows users to perform call capture from another ringing station with a single key press. This feature is not supported by all service providers. Please check with the service provider or IP PBX vendor for more details.

### **To assign Pick Up to a key via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## Call Park

Call Park is a feature that allows a user to put a call on hold at one telephone set and continue the conversation from any other telephone set. Not all service providers support this feature. Please check with the service provider or IP PBX vendor for more details.

The "call park" feature is activated by pressing a preprogrammed button or a special sequence of buttons. When the conversation which is monitored was transferred to an unused extension number, users can press this key to retrieve the call.

### **To assign the key as Call Park via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## Voice Mail

When the line key is configured as Voicemail key users can access voicemail quickly by pressing this key.

### **To assign the key as Voice Mail via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## Prefix

When users press a key in which prefix function has been set up, the phone will automatically dial the prefix and they will only have to dial the rest of the correspondent number to call out. Prefix can only be assigned to the line keys.

### **To assign the key as Prefix via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## Redial

If a key is configured as a Redial key:

- *If users press this key in idle status, it will enter the Dialed Calls interface.*
- *If users press this key in off hook mode, last dialed number will be dialed immediately.*
- *If users press this key when there is an active call, the call will be put on hold and a new call sent to the last dialed number.*

### **To assign Redial to a key via the web interface:**

Go to PHONE⇒FUNCTION Keys (Line Key)

## **Trouble shooting**

### **The phone cannot register to the server**

*Check the IP address (press the OK key for status).*

*Check the gateway.*

*Check the DNS server.*

*Make sure all account information is verified correct as received from the service provider.*

*Check whether the SIP server is on.*

*Check the SIP register port, the default value is 5060.*

### **The phone can't get an IP address**

*Make sure the Ethernet cable is plugged into the WAN port.*

*Make sure there is an available DHCP server on, and there are available IP addresses in the server.*

*Try to set the WAN port to static IP client mode.*

### **During a call, users cannot hear any voice**

*Make sure the handset is tightly connected with the phone.*

*Check whether the conversation is muted or not.*

*Consult the outbound server details with the service provider.*

### **The phone cannot send DTMF digits during calls**

*Check which kind of DTMF the phone is using, and whether it is compatible with the server.*

*Consult the payload value with the service provider.*

### **Time and date are not correct**

*Select the right time zone or enter the time information manually on the phone.*

### **How can a user answer an incoming call during a call?**

*If a call comes in when a user is on an active call, press the OK button to answer the incoming call.*

### **How can a user refuse incoming calls during a call?**

*To refuse current incoming call press the MUTE/CANCEL button.*

*To refuse all incoming calls that may arrive when users are in on active calls, they can turn on the DND feature.*

### **How to update the firmware?**

*Enter the webpage of the phone, go to SYSTEM ⇒ UPGRADE.*

*1) Select the file to update, and then click the upgrade button.*

*Note: Make sure the firmware chosen is provided by the service provider, or the device may crash after the update.*

### **How can users autoprovision?**

*Consult the auto provision server address with the service provider.*

# Appendix A.

## Line Key configuration menu

1.Type: Speed dial →	1.Type: Line	1.Type: Key Event						
↓	↓	↓						
2.Account ID	2.Account ID	2.Key type: Call Return →	2.Key type: Pickup →	2.Key type: Call Park →	2.Key type: Voicemail →			
↓	↓		↓	↓	↓		↓	
3.Value	3.User (R/O)		3.Account	3.Account	3.Account			
	↓		↓	↓	↓		↓	
	4.Server (R/O)		4.Value	4.Value	4.Value		4.Value	

2.Key type: Prefix →	2.Key type: Conf →	2.Key type: Forward →	2.Key type: Transfer →	2.Key type: Hold →	2.Key type: DND →	2.Key type: Redial →			
↓		↓	↓						
3.Value		3.Value	3.Value						

## Memory Key configuration menu

1.Type: Speed dial →	→	N/A	→	1.Type: Key Event		
↓				↓		
2.Account				2.Key type: Call Return →	2.Key type: Redial	
↓						
3.Value						

## Service

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-800-511-3180. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by Telefield NA Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at 1-800-511-3180.

Or refer inquires to:

**Telefield NA Inc.**  
**Manager, Consumer Relations**  
**4915 SW Griffith Dr. #205**  
**Beaverton, Or 97005**

Attach your sales receipt to the boOKlet for future reference or jot DOWN the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase date \_\_\_\_\_

Name of store, installer or dealer \_\_\_\_\_

## Warranty

### Limited Warranty

What your warranty covers:

- Defects in materials or workmanship

For how long after your purchase:

- Two years, from date of purchase

What we will do:

- Provide you with a replacement unit. The exchange unit is under warranty for the remainder of

the original product's warranty period.

How you get service:

- Locate your proof of purchase in the form of a bill of sale or receipted invoice which is evidence

that the product is within the warranty period. Proof of warranty eligibility is required and must be presented to obtain warranty service.

- Contact RCA Customer Care at (800) 511-3180. Our representatives will help you troubleshoot and diagnose the problem. As you may be asked to disconnect your RCA telephone from its power source, you must call from another telephone. If the issue cannot be resolved by our Customer Care Team, you will be issued an RMA (Return Merchandise Authorization) number and be given instructions on how to submit your proof-of-purchase paperwork and where to send your defective merchandise.

- You will be responsible for shipping the defective unit back to our warranty fulfillment center at your own expense. You are responsible for damage or loss during shipment so insuring the product during return shipping is highly recommended.

- We will ship a replacement to you freight pre-paid.

What your warranty does not cover:

- Customer instruction. (Your Instruction BoOK provides information regarding operating instructions and user controls. Additionally, our Customer Care Center is staffed 24x7 with product experts that can assist you with any questions that may arise during setup and use of your RCA telephone.
- Installation and setup service adjustments
- Batteries, if applicable
- Damage from misuse or neglect
- Products that have been modified or serviced outside the USA
- Products purchased from non-authorized retailers, dealers or resellers

- Products purchased or serviced outside the USA
- Acts of nature, such as, but not limited to lightning damage
- 3rd party products, such as headsets

## **Product Registration:**

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

## **Limitation of Warranty:**

- THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY TELEFIELD NA INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.
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## **How state law relates to this warranty:**

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA, Mexico or Canada:

This warranty does not apply. Contact your dealer for warranty information.



**Visit the RCA web site at [www.rca4business.com](http://www.rca4business.com)**

Please do not send any products to the Oregon address listed in this manual or on the carton. This will only add delays in service for your product.

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