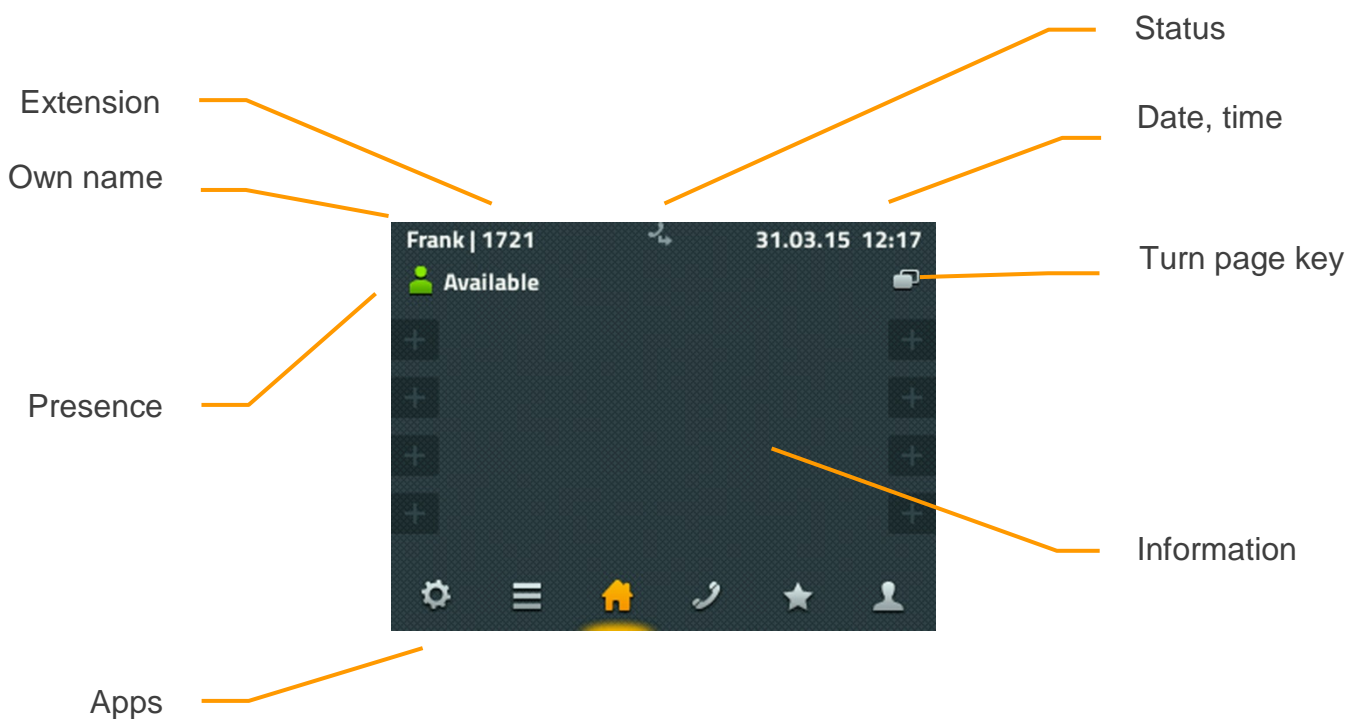


Operating manual



Display setup using the
innovaphone IP222 VoIP phone
as an example

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Operation







Although there is a basic difference when operating the IP111, IP112, IP222 and IP232 phones, these instructions describe the operation of all four phones in the same way:

While the IP111, IP112 and IP222 phones have 12 dynamically assigned function keys on the edge of the display, the IP232 phone has a touch display. Touching the display of the IP232 triggers the same function as the function key on the edge of the IP111's, IP112's and IP222's display.

Because all the essential functions are implemented in the same way on these phones, this manual only describes the operation via the touch screen. If the functions differ, this will be noted explicitly.

Overview

The user interfaces of the IP111, IP112, IP222 and IP232 IP phones are divided into applications that are shown and can be selected at the bottom of the display.

 Home	Presence Function keys Switching to second page with function keys In addition for IP232: Time and date or missed calls / messages
 Phone	Display current calls Call diversions and other call settings
 Call lists	All calls Inbound calls Outbound calls Active recalls
 Favourites	Favourites list Display Presence and related notes Call, send message and edit entry
 Settings	Accounts Account settings Phone setup Administration Favourites Local phone directory Information
 Contacts	Contact search in your own system, external databases and local contacts Number entered: call, send message, add to contacts, add as favourite Entry found: call, send message, add to favourites

More detailed information about the individual applications can be found in the capital entitled Applications in this document.

Key configuration

The functions of the keys on the numeric keypad are commonly used and correspond to their labelling. They are not described in more detail here.



Home: One step back in the menu. On the top level of an app, the key switches to the Home app. On phones with a hardware version that is older than 1212, this key was labelled with "ESC" and performed the same function.



Headset: Opens the call preparation for calls with a headset. When it rings, this key accepts the call on the headset. During a call, this key terminates a call. With hardware versions prior to 1212, the disconnect button was used to end a call.



Microphone: Turns on the "do not disturb" mode. The mode is configurable and, in the default setting, it switches off the ring tone for all inbound calls. During a call, this key will switch off the respective microphone (mute).



R key: Opens the list of inbound calls (in-bound call list). Double press this key to immediately call back the last inbound call. During the call, the active call is held with the key in order to start a further call for consultation, call forward or three-party conference.



Redial: Opens the list of previous outbound calls to redial the last number dialed. Double press this button to immediately select the last call. While the phone rings and during a call, this key is used to forward a call.



Speaker: Opens the Phone app for call preparation and turns on the speaker. While the phone rings, this key is used to accept a call in hands-free mode. During a call, the hands-free mode is turned on. As long as this button is pressed, the handset can be hooked on without ending the call.



Four way rocker key: Is used to scroll upwards and downwards in lists on the display. During a call, the volume can be adjusted to the left and the right. This volume always refers to the output device currently being used - either handset, speakers or headset.

The phone status icons

The status of the phone is shown as an icon in the middle of the top line of the screen. A maximum of three icons can be shown at the same time. In the case of icons that rule each other out, only the icon that is currently active will be shown.



Not registered

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



Second registration active

Please note: The connection to the PBX is not working. The phone has connected to the replacement system. Phone remains in full working order.



Microphone 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.



Do not disturb

Depending on the configuration, the ringing is switched off. Ringing is switched off for all calls in the default setting - but 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.



Call diversion unconditional

All calls are immediately redirected to the specified address. This call diversion overrides the other call diversions.



Call diversion on busy

If the own phone is busy, inbound calls are redirected to the specified address.



Call diversion on no reply.

Calls that are not answered during a set time, are redirected to the specified address. The time lapse is 15 seconds and can be changed by the administrator.

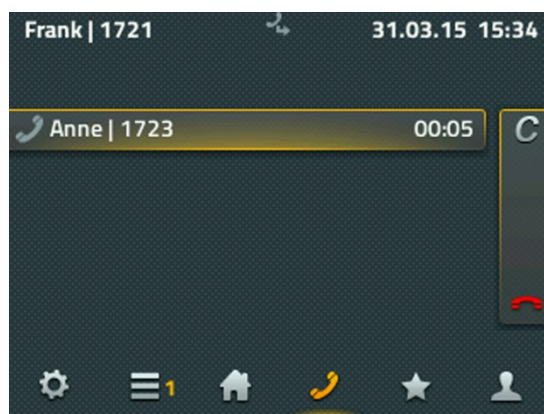
Phone calls

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

As soon as you pick up the receiver, the telephone display automatically changes to the "Dial" application. On the screen, you can see the numbers that have already been dialled. If the handset is on hook, the telephone switches to the Contacts application as soon as the first digit is typed on the keyboard (except if something is being edited). The search for a fitting entry is immediately started in all directories, the results are listed and can be selected.

The call can also take place from the following applications:

- from the phone by picking up the handset,
- from the call lists,
- using the function keys of the Home application,
- from Favourites and
- from the Contacts.

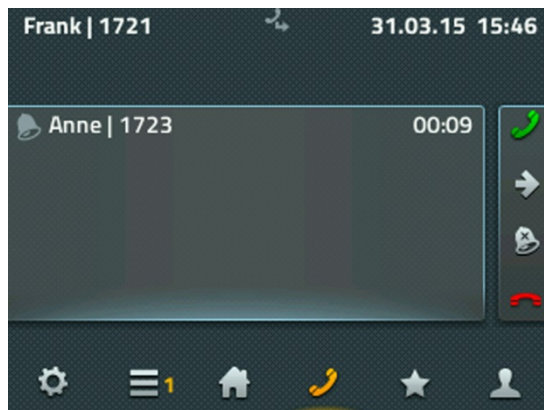


It is also possible to send a short message to the other party from the call preparation. However, this only works if the remote device is compatible, thus at least with one's own colleagues on the PBX.

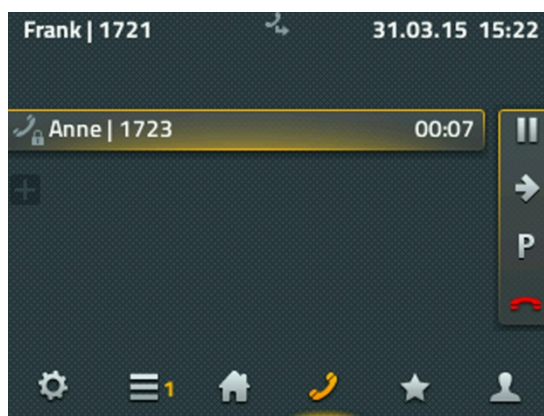
If the outbound call remains unanswered, the call can be ended via the c-icon (call completion) in a way that allows the following options for further actions to be available: callback, redial, and send message.

If an active recall is set, the phone informs the user as soon as the remote device is available once more. However, this only works if the remote device supports this function. Automatic redialing tries to dial the number again at regular intervals. This also works if the remote device is in another network. By selecting "Message", the window to send messages opens.

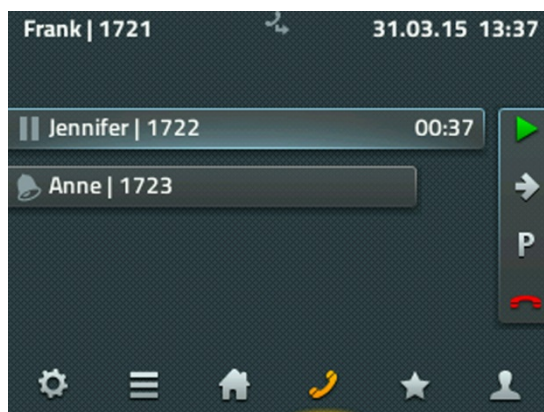
An inbound call will be shown on the information display - as well as further information such as “name and “phone number” of the caller, if available.



The handset or the handset icon is used to pick up an inbound call. If you accept a call by pressing the green handset, the call is picked up in hands-free mode or via a connected headset. The red handset is used to reject a call - the caller then hears the busy signal. Before picking up a call, you can forward it by using the arrow icon. A window opens automatically for you to enter the destination number for the call forward. Pressing the Bell icon turns off the ringing for this call.



As soon as a call has been accepted, the functions automatically change to call handling. To hang up, you can, of course, replace the handset or press the red handset icon. The call is parked on your phone with the P icon. (The parking function is described in more detail in a separate chapter.) The pause icon puts the current call on hold. Those participating in the call hear recorded music-on-hold and you can set up a second call. You can use the “Plus softkey” displayed under the active call to set up a second call.

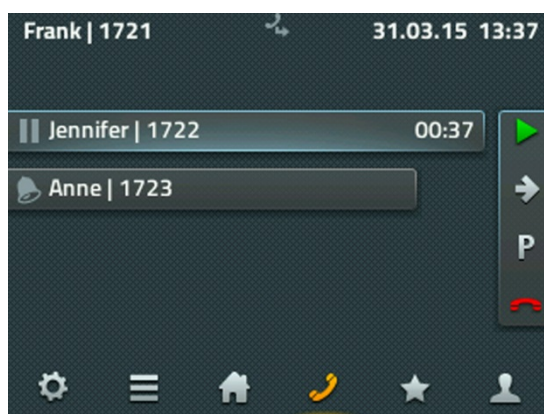


Call handling on the right-hand side always refers to the active call, which is depicted by the longest bar. The yellow shade indicates that you are connected to this party.

Once the second call is set up or has been accepted, you can connect the two parties by simply replacing the handset or end the call by pressing the red handset icon. You can separately forward both calls with the grey arrow icon. An input box appears for the destination number of the call forward.

An additional icon is provided in the Favourites task bar for connecting calls direct, this icon allows both parties to be connected immediately and your call to be ended automatically.

IP111, IP112 and IP222: You can enable a three-party conference between you and the other two parties on the call on hold – to do so, please press the left softkey on the call on hold. The Conference button is now displayed on the right-hand side. Pressing this button activates a three-party conference between you, the active call and the call on hold.

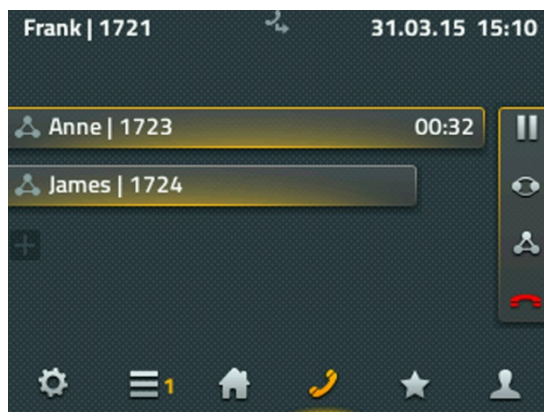


All buttons are always visible on the IP232. In this case, you also use the Conference button on the call on hold.

The conference can also be finished via the red handset icon. After terminating the first call, you are still connected to the other party until you also terminate this connection.

Please note: If you hang up, the other two parties stay connected.

An internal diverted call is shown with additional information. An angled arrow on the display of the IP111, IP112 and IP222 indicates who forwarded the call to you. Thus you can inform the caller that you are not actually the person the caller was trying to reach.



This information is immediately displayed on the screen of the IP232.

Parking and unparking a call

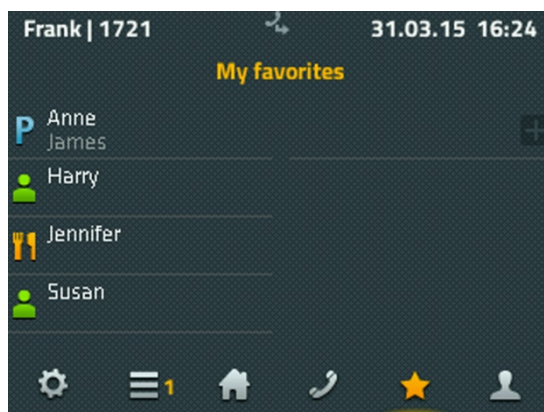
Parking a call is a convenient and flexible way of transferring a call. The fact that calls can be transferred from any phone on the PBX is a big advantage. Calls can be parked to any phone number (line) and marked with a parking position 0 through n. Any authorised subscriber from the same group can “unpark” (pick up) the call.

The scenario can be described as follows: The switchboard answers a call. If the switchboard does not know where the requested calling party is, the call is parked to his number. An announcement informs the person being called that a call has been parked at his number. The person being called over the tannoy goes to the nearest phone and can unpark the call.

Once a call is established, the P icon (parking) is shown on the connection screen. Thus, the call is parked to your own phone. The phone is no longer connected and goes back to the idle mode. The other party hears wait music.

The myPBX application can also be used to park and unpark. The functions are compatible; therefore, calls parked via myPBX can be parked/unparked on the phone and vice versa.

The Unpark function on the phone is realised via the favourites. The Favourite that is parked is clearly marked with a blue P.



In addition, information about the call that is parked there is listed. By pressing on the favourite, a detailed view is offered, which contains a pickup function. This enables the call to be retrieved to your own phone and accepted.

As you cannot assume that all Favourites are configured on every phone, a call can also be picked up manually from other phones. This is realised using special number codes.

To unpark a call to your own number, use the following syntax:

#16\$(1)

#16 is the number code for unparking. \$(1) is the parking position. The parking position is assigned automatically and always begins with the number 0, so that in most cases dialling #160 suffices to reach the parked call.

Unparking a call from someone else's phone number is realised by dialling #17. The syntax for this reads:

#17\$(1)\$#

whereby \$(1) again relates to the parking position and \$ is the phone number where the call is currently parked. The end of the phone number is marked with a final #. This number code unparks the call and connects it immediately.

The scenario described at the beginning can thus be solved easily if the switchboard picks up calls using myPBX and parks them to the correct destination phone numbers.

Subscribers who are then requested over the tannoy system to answer the call can then pick up the call from any end device by using the number code #170nnn#, nnn represents their own extension number.

Headset operation

The headset is activated once it is plugged into the USB port. Separate installation is not required. The headset option can be switched on under configuration, phone setup, device

settings. This means the first operating element for making calls is no longer the handset, but the headset.

From hardware version 1212, there is a headset key on the phone. This key can be used to accept and hang up calls when using the headset. 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 the wiki.innovaphone.com and is also accessible via the web page for IP111, IP112, IP222 and IP232 phones.

Extension module

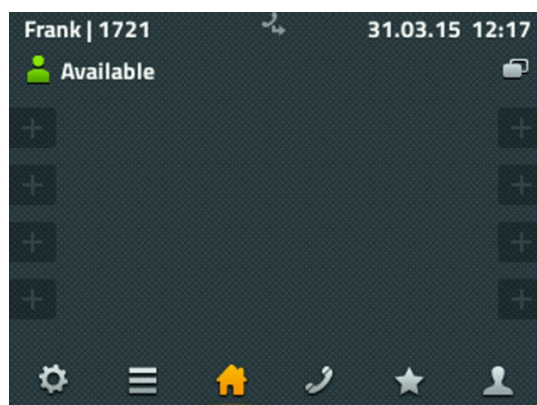
There is an additional extension module for the IP222 and IP232 phones. Up to two extension modules can be connected to one telephone. They are attached mechanically. A special cable for the power connection is supplied.



Separate installation is not necessary. Once plugged in, the extension module is ready for use immediately. Two apps are available on the extension module: the Home app with two pages and 16 freely programmable function keys as well as the Favourites app. Under settings, favourites, display, you can specify which favourite list should be displayed on which device. The functionality of the apps on the extension module corresponds with those of the apps on the phone.

Applications

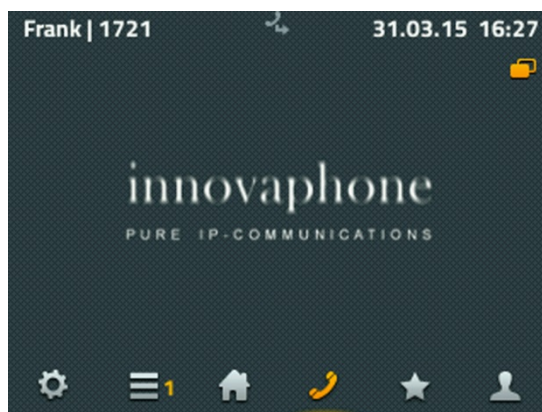
🏠 Home



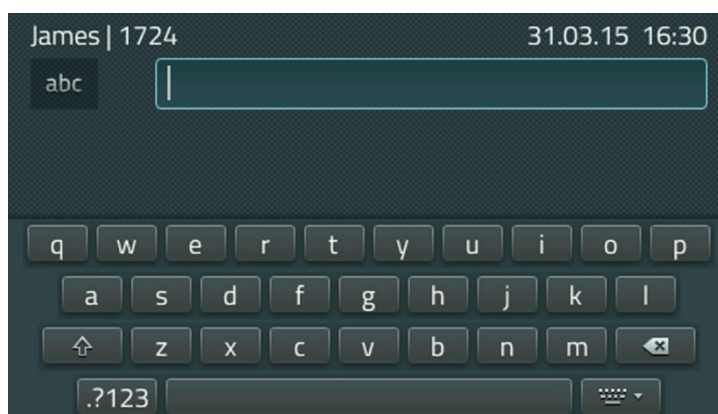
Your Presence is shown at the top left. Press the icon to see a selection of various possibilities. You can change your activity and add a note here. The option "Do not disturb" can also be set: this usually turns off the ringing. The exact function of "Do not disturb" is determined in the account settings.

The first 8 function keys are provided on the Home application. Their function depends on the specific configuration. Undefined function keys are displayed with a faded plus sign; long-press the key to create or configure the function. At the top right there is an icon to switch over to 8 other function keys.

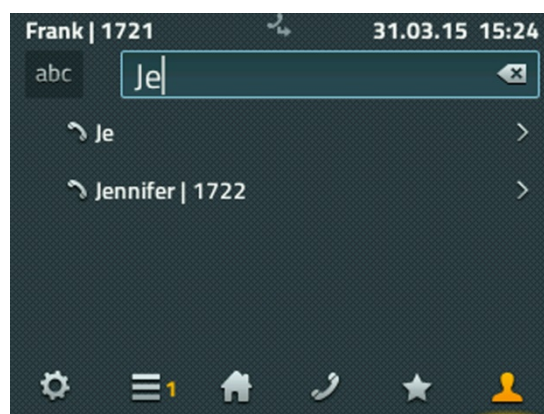
☎ Phone calls



There is a number dial option for outbound calls. The numeric keypad is used to enter the number. If the handset is unhooked, the number entered is dialled immediately. Dialling before unhooking activates the search in the directories.



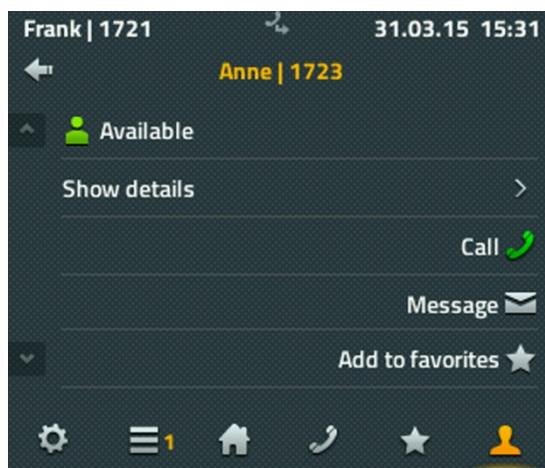
On the IP232 phone, the screen also displays an additional keyboard. Press on the input box to display the keyboard. Press the key at the bottom right-hand side next to the space bar for the keyboard to disappear.



When using the IP111, IP112 and IP222 phones, a shift key is at the top left to enter numbers and switch between capital/small letters. The backspace key on the right of the input box deletes the last character before the cursor.

The system searches for the name or number in all available directories whilst you type. All entries found are listed below the input box. The first name isn't resolved, it is shown exactly as entered. Select the person you which to call here.

The following screen shows all the information available on the subscriber you have selected. You may call the person directly, send a message or to add the person as a personal favorite.



If you would like to call the person, it suffices to pick up the handset to make the call. Another window will open for sending messages.

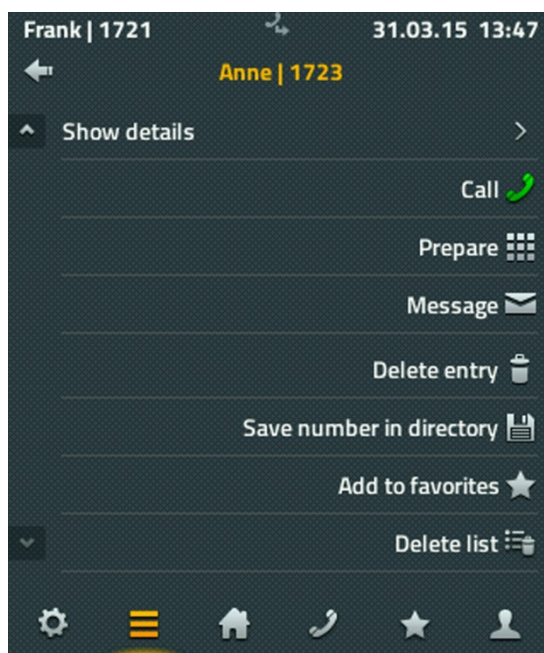


A full keyboard is also available for writing messages. Press the tick icon at the top right to send the message. A message appears briefly for about 2 seconds showing the send status - if successfully sent: a simple "OK" appears, if unsuccessful: "Operation failed". Most "operation failed" cases are due to the remote terminal not being capable of receiving messages.

☰ Call lists



There are the following versions on the call list: "All calls", "Inbound calls" and "Outbound calls" as well as a list of active "recalls" and "automatic redials". Use the arrow keys at the top to switch between lists.

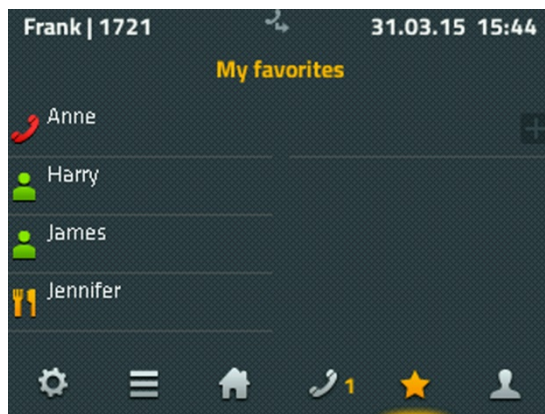


Having selected an entry in the list, you can:

- see the details of the call (from, for, start time and duration);
- call the party again;
- add the phone number to call preparation and change it;
- add the person as a new contact to the favourite lists; or
- delete the entry.

★ Favourites

The favourites are provided in parallel on the phone and in the myPBX UC application on the computer.

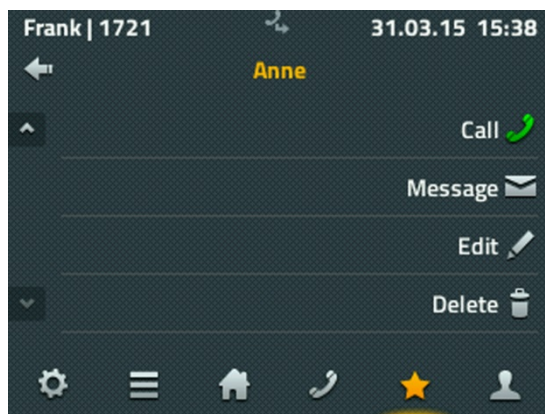


The most frequently used contacts are added to the Favourites list. Favourites are displayed with Presence information enabling the user to see whether, how and when the other subscriber can be reached.

Information displayed:

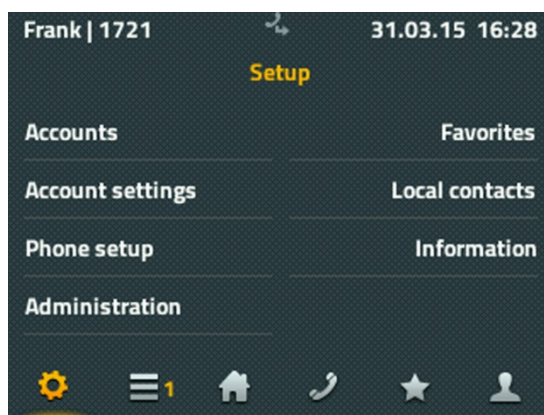
- The presence icon symbolizes: "Available", "Absent", "Busy", "Lunch", "Vacation" or "Do not disturb".
- A pale green icon symbolises that a myPBX application is available. If myPBX is currently not active, the respective icon on the display fades.
- The Note (here cantine) has either been dictated by the partner or taken from the appointment in Exchange.

By pressing the Favourite, the options "Call", "Send message", "Edit" and "Delete" are offered.



When the contact in the favourite list is being called, it is also possible to transfer the call to your own phone via the Pickup option.

Settings



Up to 6 users can be registered to a phone. Accounts correspond to all users who are registered on this phone. Selecting an account makes it possible to make this user the active user. In addition, the registration settings can be changed for this user.

The account settings include setting up privacy "Do not disturb", the ring tones, changing call waiting settings, changing language, as well as setting the time format. The settings relate to the active account and can be set differently for each account.

The phone settings include configuration of direct dial, locking the phone using a PIN, and device settings for headset and LCD brightness. These settings are independent of the active account.

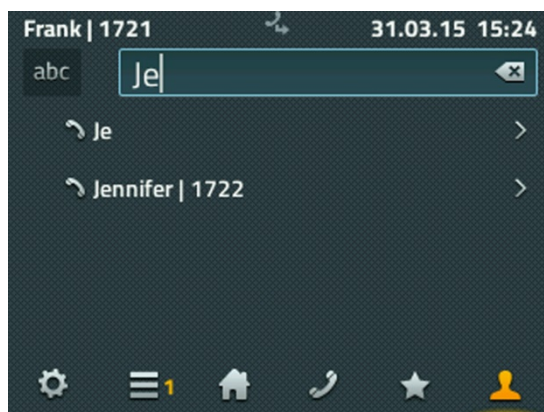
Administration provides technical information about the phone's network connection and allows the entire configuration to be reset to factory settings.

Favorites is used to set which favourite lists should be shown. When using extension modules, it is also possible to set where the favorites list shall be displayed - on the phone or extension module number one or two. Furthermore, new lists can be created that are then filled with the selected favourites in the application.

A contact list that is only available on this telephone can be created and managed in the local phone directory (local contacts). A search in the Contacts app also incorporates the entries on this phone.

Information that may be important for any support cases i.e. IP address, serial number and versions are shown under Information.

Contacts



Contacts include entries from local databases, all subscribers on the respective PBX and contacts from external databases provided they are incorporated by the administrator.

Searching through the contacts can either take place through all kinds of entries at the same time or separately according to local and central contacts or contacts in the external database.

The local entries can be recorded manually to transferred from the call lists.

About this document

This document refers to the IP111, IP112, IP222 and IP232 phones with the firmware:

Version 12 R1 [12.0.626]

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