MOCET

IP3072 Smart Office IP Deskphone
User Guide

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Ver: C D/C: 102-0830

FCC Statement

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

Modifications not expressly approved by the manufacturer could void the user's authority to operated the equipment under FCC rules.

CE Declaration of Conformity

This equipment complies with the requirements relating to electromagnetic compatibility, EN55022 class B for ITE and EN 50082-1. This meets the essential protection requirements of the European Council Directive 89/336/EEC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

Environment

The phone you have purchased, as well as any used batteries must not be disposed of with household waste. You should return these to your distributor if they are to replaced or dispose of them in an approved recycling center.

Trademarks

All company, brand and product names, like Metaswitch™, Broadsoft™, Freeswitch™ and Asterisk™ are registered trademarks of their respective owners.

WARNING!

1. Read these installation instructions carefully before connecting the IP phone to its power.
2. To reduce the risk of electric shock, do not remove the cover from the IP phone or attempt to dismantle it. Opening or removing covers may expose you to dangerous voltage levels. Equally, incorrect reassembly could cause electric shock on re-use of the appliance.
3. Do not expose the IP Phone to Fire, direct sunlight or excessive heat.
4. Do not expose the IP Phone to rain or moisture and do not allow it to come into contact with water.
5. Do not install the IP phone in an environment likely to present a THREAT OF IMPACT.
6. You may clean the IP phone using a fine damp cloth. Never use solvents (such as trichloroethylene or acetone), which may damage the phone’s plastic surface and LCD screen. Never spray the phone with any cleaning product whatsoever.
7. Take care not to scratch the LCD screen.
8. The IP phone is designed to work in temperatures from 5 ℃ to 40 ℃.
9. The IP phone must be installed at least 1 meter from radio frequency equipment, such as TVs, radios, hi-fi or video equipment (which radiate electromagnetic fields).

10. Do not connect the LAN port to any network other than an Ethernet network.
11. Do not attempt to upgrade your IP phone in an unstable power environment. This could cause unexpected issues.
12. Do not work on the system or connect or disconnect cables during lightning storms.
13. Children don't recognize the risks of electrical appliances. Therefore use or keep the phone only under supervision of adults or out of the reach from children.
14. No repair can be performed by the end user, if you experience trouble with this equipment, for repair or warranty information, please contact your supplier.

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About this Guide

This guide explains how to use the basic features of your new IP3072 phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system.

Your System Administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, administrators should refer to the IP3072 Smart Office IP Deskphone Administrators' Guide.

1. Introduction

The MOCET IP3072 Smart Office IP Deskphone is an Internet telephony phone that connects to an Ethernet network rather than a traditional PSTN line. Basically, it can be used as an extension phone in an office or stand alone phone at home. To function, it must be registered to an IP PBX, VoIP Server or ISP/ITSP Soft switch and can deliver high quality voice quality and perform many advanced telephony functions and PBX-equivalent call features.

After connecting the phone to the network and successful registration to a supported SIP server whether local or remote, you can make, receive and transfer calls over the IP network. The IP3072 contains multiple processors to allowing it to perform multiple phone calls and advanced music and video playback*, monitor IP surveillance cameras*, send and receive instant messages and emails, and access and display XML-based apps and more. The power of the IP3072 improves the productivity of your workers and increases communication efficiency and flexibility, while delivering an excellent touch based user experience for business communications.

The IP3072 Smart Office IP Deskphone is an easy-to-use but sophisticated desk phone with many advanced features including support for secure calling with trusted layer security (TLS) and Secure Real-time Transfer Protocol (SRTP), a built-in IP Security (IPSEC) virtual private network (VPN) client. Furthermore, its audio system has been improved not only for wide band HD(High Definition) voice call, but also with the super wide band music play quality.

The IP3072 supports six lines and 12 call appearances to satisfy even the busiest users. Utilizing a next generation resistive touch 4.3” LCD screen and capacitive sensitivity control panel design, the touch-based user interface simplifies even the most complicated calling features. The IP3072, it can be positioned with multiple tilt angles with a wall mount option as well, has a built-in two port Gigabit Ethernet switch with Class 2 and 3 power over Ethernet (PoE) support, and eight programmable keys. The IP3072 supports local programming through a web browser as well as local and remote auto configuration through the MOCET auto-provisioning system and management protocols,

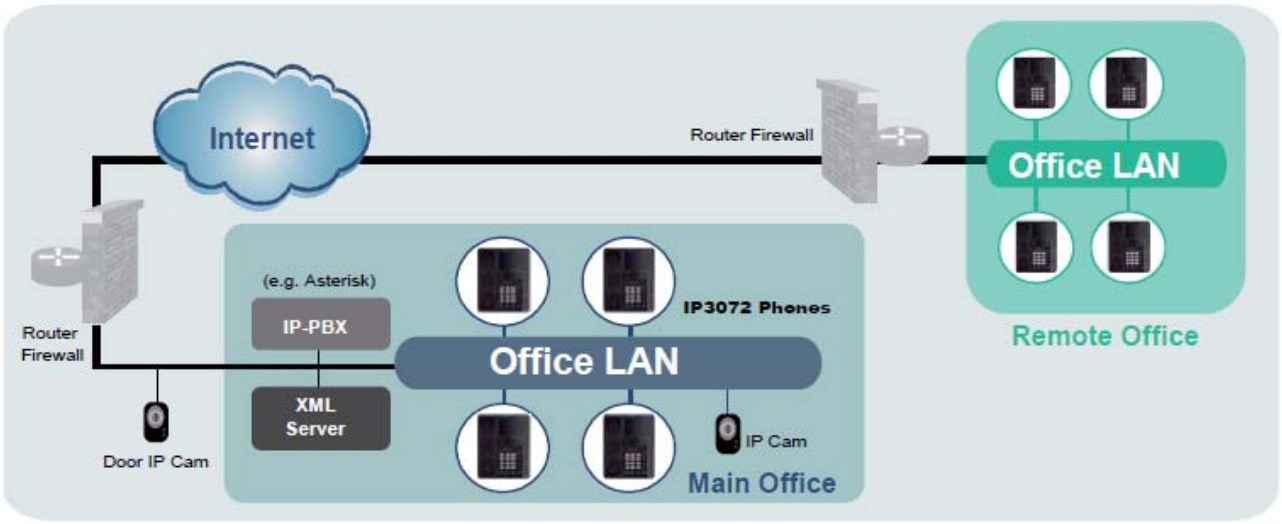
The IP3072 supports many supplementary features including call hold, transfer, forwarding, 3-way conferencing, WMI, CWI, music-on-hold (MOH), do not disturb (DND), and auto-answer and is compliant with industry-standard SIP protocols and many servers including those based on Metaswitch™, Broadsoft™, Freeswitch™ and Asterisk™. Therefore, the IP3072 can be deployed and used worldwide.

The IP3072 supports HD audio quality on both the handset, headset and speakerphone along with support for wideband codecs including G.722. Connectivity options for the IP3072 include, a dedicated external headset port, USB 2.0 type A port, Micro SD card slot, and an Extended Dial Module (EDM). Up to two EDMs can be connected for a total of 56 programmable buttons on the IP3072.

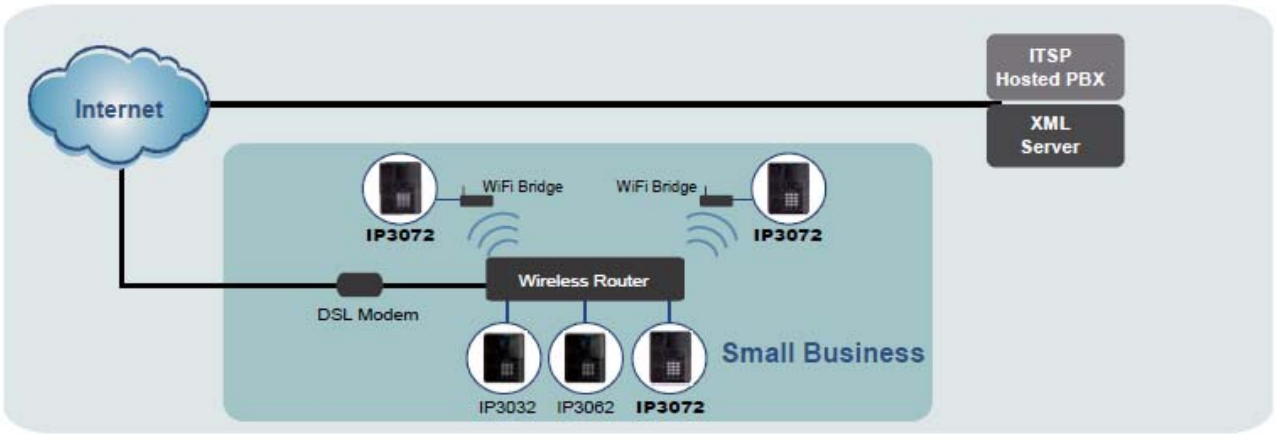
* For advanced music playback, IP3072 supports MIDI format only. To play MP3 format, your IP Phone must have MP3 decoder. Please contact with your service provider for more information.

* To use advanced video playback, your IP Phone must have MP4 decoder. Please contact with your service provider for more information.

* To monitor IP surveillance cameras, your IP Phone must have MP4 decoder and you must use the specified IP camera from MOCET.



General IP-PBX Configuration



Hosted ITSP Configuration

1.1 Phone Features and Specifications

- Elegant innovative design with the latest technologies

- Complete VoIP and networking protocol support
- Rich supplementary call services and phone features
- 4.3” color LCD 480 x 272 pixels with resistive touch screen
- Support wideband handset, headset and speakerphone
- HD audio chamber design in handset and speakerphone
- G.722 wideband audio codec support
- 6 SIP lines with support up to 24 call appearances
- 3-way on-phone conferencing
- 8 programmable keys with LEDs
- USB host port and MicroSD card slot support
- Sensitivity touch navigator and soft keys
- 3 tilt angles of stand
- Built-in two port 10/100/1000M Ethernet switch Class 2 / 3 selectable for Power over Ethernet (PoE)
- Multimedia coprocessor for music, video, and picture applications
- Extensive IP networking support including VLAN, VPN, and IPv6
- Supports up to 2 IP-EDMX programmable button modules
- Auto-provisioning and mobility option support
- Web management and LCD configuration
- Asterisk, 3CX, Freeswitch, Metaswitch and Broadsoft interoperability
- Optional items: power adaptor, wall-mount kit, and 802.11n Wi-Fi Ethernet bridge

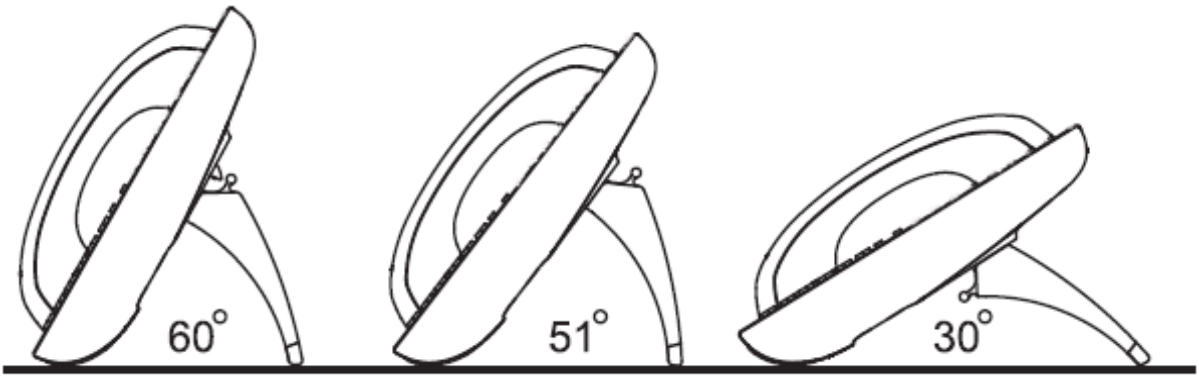
1.2 Requirements

The IP3072 IP Phone requires the following environments:

- Compatible SIP-based IP PBX system or Internet-based hosted SIP service account
- Ethernet/ Fast Ethernet LAN (10/100/1000 Base-T)

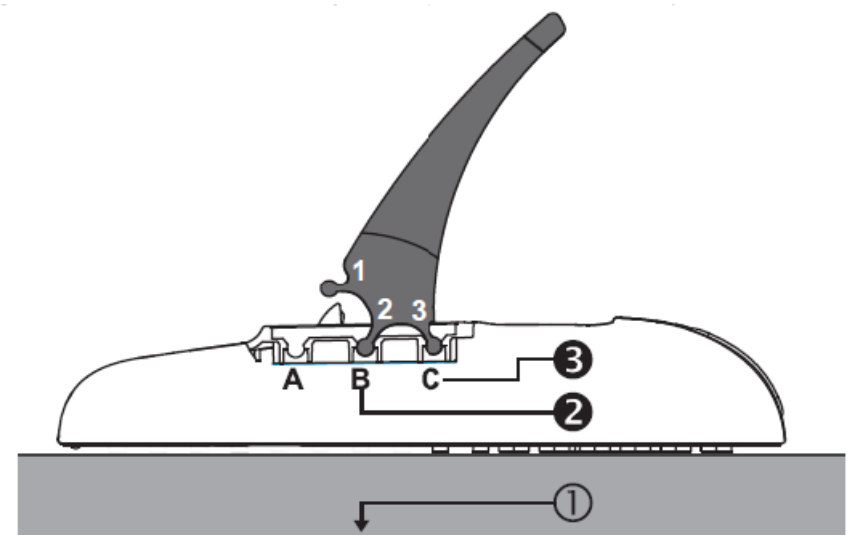
1.3 Installation and Setup

The IP3072 can support three different tilt angles of 60°, 51°, and 30° (see below).



1.3.1 Attaching the Stand to the Phone

After unpacking the box, install the stand on the IP3072 phone first. Here we illustrate an example below of 60° angle installation with the stand. There are three sets of “antlers” on the top of the stand (named 1, 2 and 3) and there are three sets of mounting slots on the back of the phone (named A, B and C). See the illustration below.



The procedures for installation are as follows:

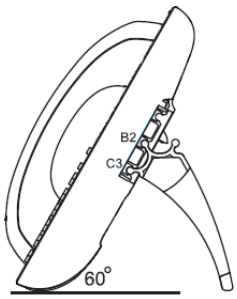
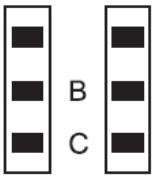
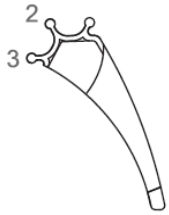
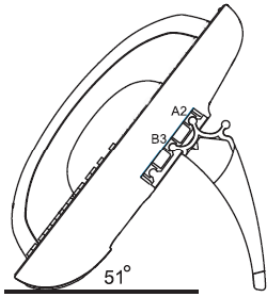
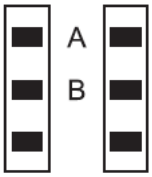
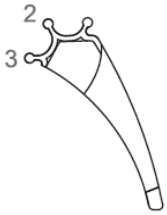
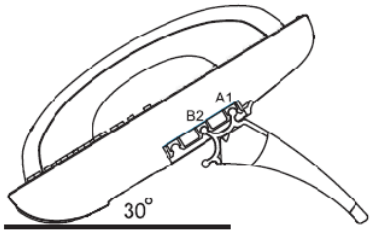
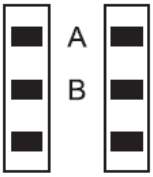
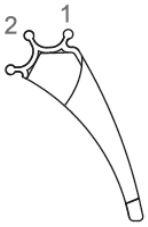
Step ①: Place the main body of the IP3072 phone face down on your lap or a firm sofa;

Step ❷: First snap the “2nd” antler into the slot “B” hole;

Step ❸: Then snap the “3rd” antler into the slot “C” hole (it may take a bit of pressure, but when it locks in place, you will hear a click and the stand will not wiggle on the phone.)

For other angle installation, such as 51° and 30°, please refer below to find correct slots and correct antlers.

Installation Combination Table

Different Tilt Angle Installation	*Slot Holes on the Back Shell*	*Antlers of Stand*
		
B		**2**
C		**3**
		
B		**3**
A		**2**
		
B		**2**
A		**1**

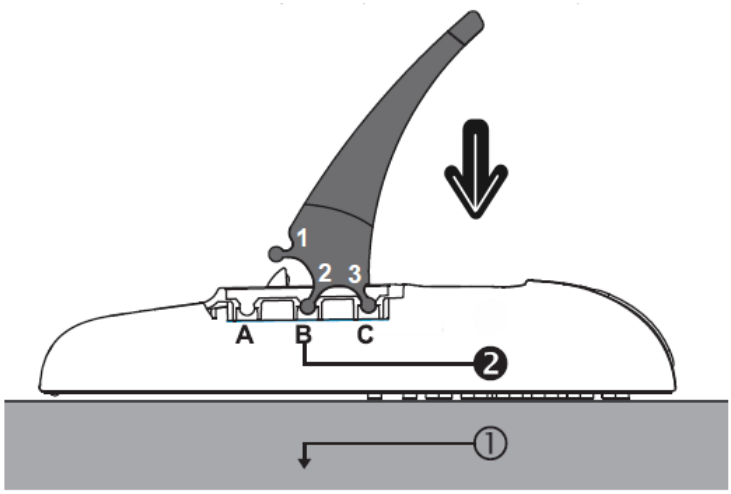
CAUTION

Snapping the slot “B” hole with the antler of stand first is the most important step for a smooth installation. The product sticker on stand should be facing inward towards the phone. When a stand is installed at 60° or 30°, you can rotate the stand between 30° and 60° quickly without pulling the antler in the slot B out.

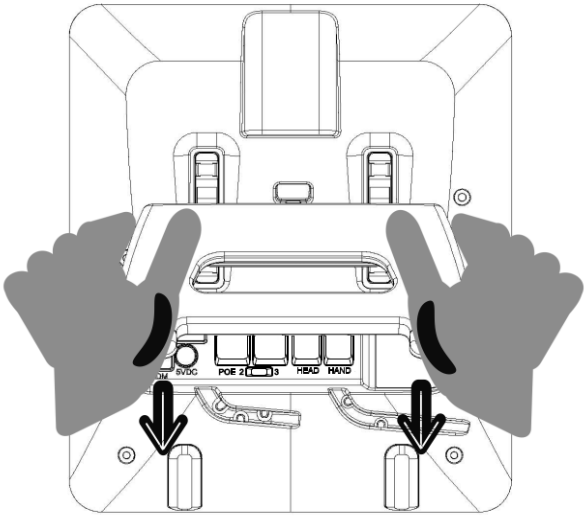
1.3.2 Detaching the Stand from the Phone

To remove the stand from IP3072 phone, follow the procedures below (we are using a 60° stand as an example):

Step ①: Place the main body of the IP3072 phone face down in your lap or a firm sofa;



Step ❷: Place with two hands on the stand of the IP3072 phone and firmly press down the stand, the "2nd" antler will be pulled straight out of the slot "B" hole; Keep pressing down the stand, the "3rd" antler will be pulled straight out of the slot "C" hole.



CAUTION Please do not pull up the stand. It will make the stand broken.

1.3.3 Connecting the Handset and Ethernet Cable to the Phone

Connecting the Handset to the Phone

After unpacking the box, connect the handset to the curly handset cord and then connect the other end of the curly handset cord to the port marked HAND with the handset icon on the bottom of the IP3072.

Connecting the Ethernet Cables

Using a general CAT-5 Ethernet cable, follow the installation steps below:

(1) If your Ethernet Switch supports PoE:
- Please connect an Ethernet cable to the Switch port from the LAN port of the IP3072. Then you will see the phone LEDs and buttons light up momentarily and the phone will boot.

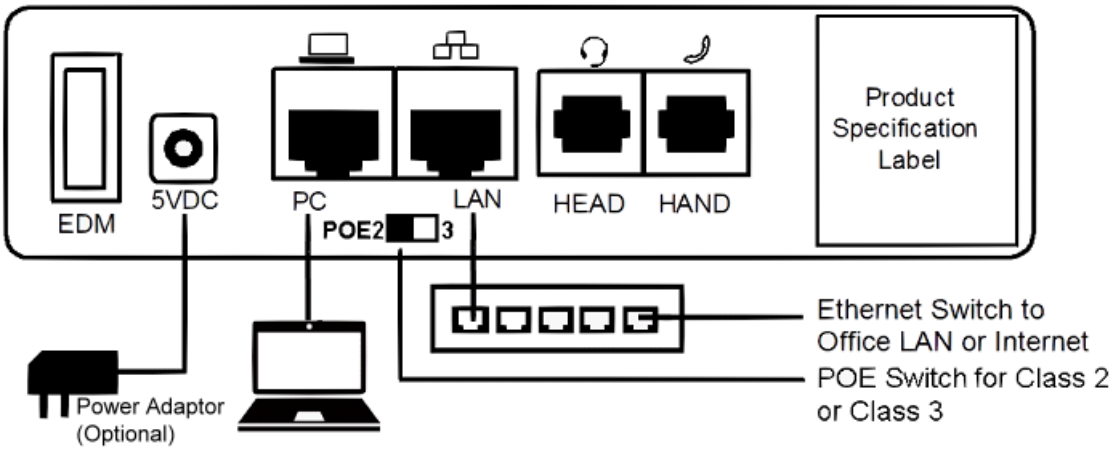
(2) If your Ethernet Switch doesn't support PoE:
- Please connect an Ethernet cable to the Switch port from the LAN port of the IP3072.

- Plug in the IP3072 power adaptor to the wall power outlet then plug the barrel plug to the power port on the back of the phone. You should see the phone LEDs and buttons light up momentarily and the phone will boot.

CAUTION

Do not use other power adapters. Use only the MOCET IP3072 Power Adapter with your IP3072 IP Phone. Adapters for other devices may damage IP3072 IP Phone.

To eliminate the requirement for multiple Ethernet cables to your location, your computer can be connected to the network through the second Ethernet port on the IP3072.



The IP3072 takes just under two minutes to start up and become operational. There are booting screens including progress bar and text descriptions to provide boot progress information. Please be patient.

The IP3072 does not ship with a power adapter. If you are not using Power over Ethernet (PoE), you must order the power adapter separately from MOCET.

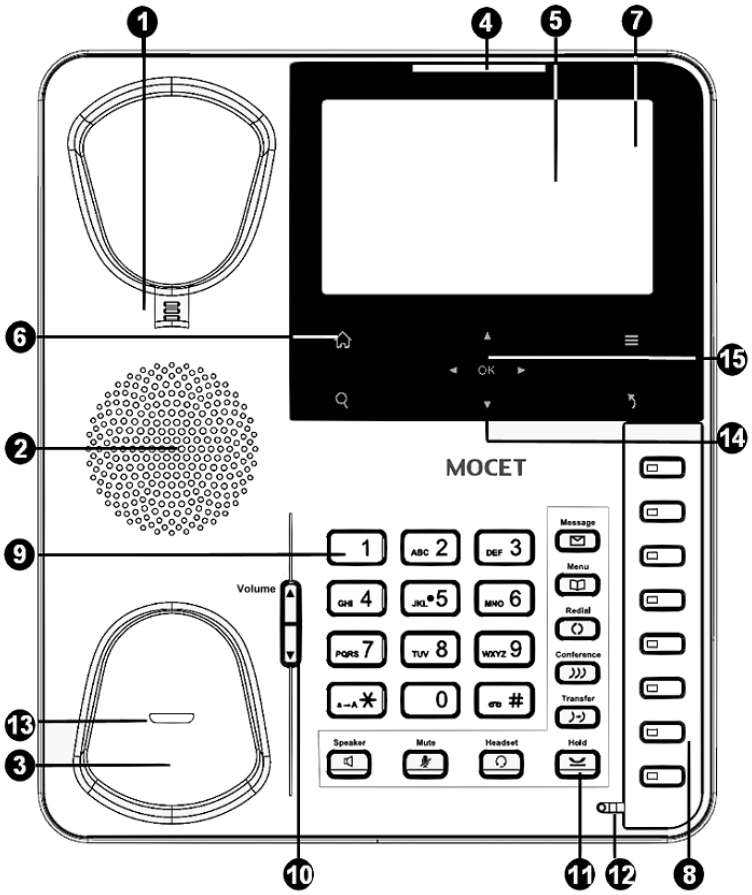
If the PoE switch (on the rear panel) is set to “2” side, and the IP phone cannot boot up through PoE Ethernet power, it may occur when accessories power loading is over the PoE Class 2 limitation. In the case, please unplug the Ethernet cable, and set the PoE switch (on the rear panel) is set to “3” side, and then plug the Ethernet cable again.

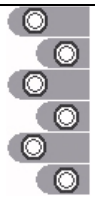
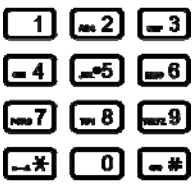
The phone may crash or become malfunctional too, when if its PoE power switch is set at class 2, and its power consumption is increased higher and get over the class 3 range. So, please follow the same above step to change to PoE Class 3 power level.

For your information, most Ethernet cable is carrying PoE Class 2 power. For PoE Class 3 power, please contact your network manager or administrator for power capability confirmation.

1.4 Appearance and Function Description

The figure below illustrates the front view of the IP3072 IP Phone. With the point numbers, you can find its name and a simple description of specified part in the following table.



No	Part Name	Description
1	Hanger	The hanger can be pulled; it is reversed for wall-mount installation.
2	Speaker	For ring and hands-free talking.
3	Hook switch & Handset bottom cradle	Under the cradle, a hook switch is used for handset hang-on and hang-off detection. The handset bottom cradle is for the placement of handset; placing the handset on the bottom cradle while on a call will end the call.
4	Message LED	The message LED is for message waiting indication, upgrade alert, Instant message alert, email alert, and so forth.
5	Color LCD Display	The LCD screen is used for displaying phone's settings, phone number, call status, multimedia playback and so forth.
6	4 Control keys	4 sensitive touch keys are used for control of the LCD screen. They are Android like design for easy operation.
	Home Key	The Home key is for returning to standby idle screen whatever screen phone is in.
	Menu Key	The Menu key is for exiting from showing screen and go to main menu page.
	Search Key	The Search key is for accessing XML web services if the XML web server is available.
	Exit Key	The Exit key is for exiting (going back) from showing screen and go to upper screen.
7	 Line soft keys	The Line keys are located inside touch LCD screen. They are used to indicate the currently registered lines and their status. For operation, you can touch the specific line for call, pickup, or other control. The line 1 is on the top place while the line 6 is on the bottom position.
8	8 Programmable keys	The Programmable keys are used for programming as different hot keys by setting on menu. A blue LED is associated with each key to indicate its status.
	Programmable key plate lable (DESI)	The programmable key plate label is plastic. For best results, we recommend using a fine permanent marker (such as Sharpie brand) to write on it. It can be cleaned with industrial alcohol. **Note:** Custom templates and programming software for MOCET phones are available from DESI (see, http://labels.desi.com)
9	 Numeric keypad	[1], [2], …, [9], [*], [0], [#]: The numeric keypad for dialing numbers.

10	Volume Key	The Volume Control key used to set the loudness of the ringer, handset, headset and speakerphone functions. While the phone is in idle state, the ringer is adjustable. While in a call, the handset, headset or speaker volume is adjustable.
11	Speaker Phone key	The SPKR key is used to activate or deactivate the hands-free speaker. When lit with a blue LED, the hands-free function is operational.
	MUTE key	The MUTE key is used to activate or deactivate the microphone. When lit with a blue LED, the microphone is muted.
	Headset key	The Headset key is used to activate or deactivate the external headset. A blue LED is lit to indicate active status.
	Hold key	The Hold key is used to place the active call on hold. A blue LED is used to indicate whether the call is on hold or not.
	Message key	The Message key is used to access the Voice Mail System for message retrieval.
	Phonebook key	The Phonebook key is used to enter into the Phone Book menu to call, add, edit or delete a contact in a selected phonebook.
	Redial key	The Redial key dials the last dialed number automatically.
	Conference key	The Conference key is used to place multiple calls on the phone into a conference on the phone.
	Transfer key	The Transfer key is used to transfer a call to another IP phone.
12	Hands-free MIC	Hands-free MIC hole. **Note:** You can use a paperclip to pick up the programmable key plate label (overlay) right here.
13	Handset LED	The Handset LED. To show the phone's status.
14	Navigation Control keys	The Navigation Control Keys are used for navigating the menus on the phone; menu items are displayed on the LCD screen.
15	Navigation OK key	The OK button is used to confirm and save a setting on the phone or to dial a phone number.

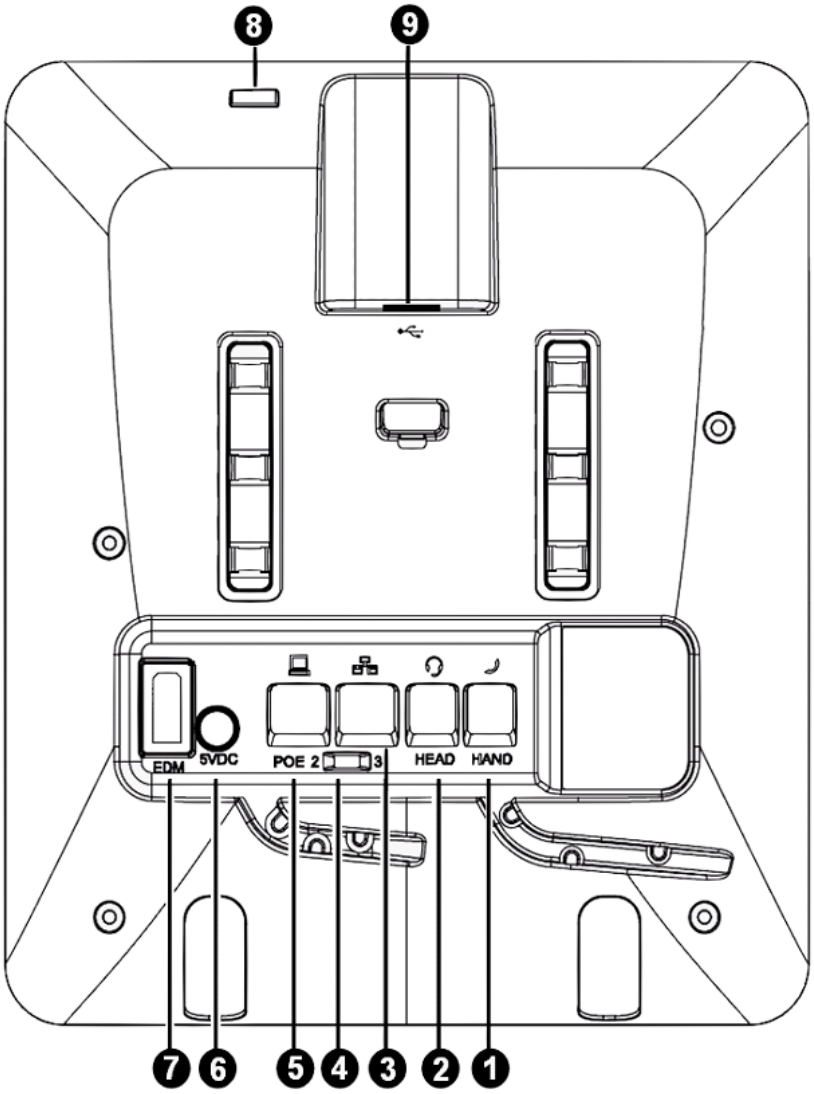
1.5 IP3072 Port Functions

The back side view and the connectors of the IP3072 are as follows:

No	Part Name	Description
1	Handset Connector	RJ-9 Jack for connecting handset cord.
2	Headset Connector	RJ-9 Jack for connecting headset cord.
3	LAN Port	RJ-45 Jack 1000/100/10Mbps Ethernet port for connecting to the local area network (LAN). This port can support power over Ethernet (PoE) if the LAN switch provides it.
4	POE 2/3 switch	A dip switch that can be set to Class 2 (under 6.49W) or Class 3 (under 12.95W). In general case, Class 2 is enough for the IP phone. When the conditions below: (1) Heavy Gigabit Ethernet data transfer and playing video with loudest speaker output (without IP-EDMX and USB dongles) (2) General usage of phone call application but equipped with two IP-EDMX modules. (No USB dongle attached) (3) General usage of phone call application but equipped with one IP-EDMX module and USB dongle that sinks power over 1 Watt. (4) General usage of phone call application but equipped with one USB dongle that sinks over 1.5 Watt (without IP-EDMX). (5) Other conditions that need more power from IP phone.
5	PC Port	RJ-45 Jack 1000/100/10Mbps Ethernet port for connecting to a computer.
6	Power Jack	If a power source from adaptor is required, the adapter is plugged in here. Please order the IP3072 power adapter separately from MOCET.
7	EDM Port	SATA interface for attaching the Extended Dial Module (IP-EDMX) accessory. Up to two IP-EDMX units can be supported with the IP3072. Please refer to IP-EDMX Quick Installation Guide for more information.
8	Micro SD Slot	This Micro SD card slot can support the IP phone to access or retrieve stored data in the MicroSD card, including photos, music and video.
9	USB Port Type A	USB 1.1 port with 5V/500mA power limitation (Can be used to connect with a keyboard.)

Please refer to the figure below for these I/O port locations on the back shell of the IP3072 phone.

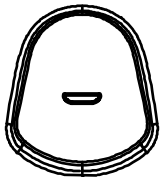
Remarks: There are 2 wiring slots under the I/O ports. One is used for fit handset cord and the other is used to fit the power adaptor wire.



1.6 IP3072 LED Functions

The following table describes all functions of LED indicators:

LED	Color	Status	Description
Message LED	**Blue**	Off	No new message(s).
		Steady	The phone is booting or upgrading.
		Blinking slow	New message(s) indication.
Programmable LED	**Blue**	Steady	Feature is set to “ON – Active” or the phone is busy.
		Blinking slow	Incoming call notification.
		Off	Feature is set “Off-inactive”.
Hold LED	**Blue**	Off	No call is on hold.
		Blinking slow	Call is placed on hold.

Speakerphone LED	**Blue**	Off	Speakerphone is not in use.
		Steady	On-hook dialing or hands-free mode.
MUTE LED	**Blue**	Off	Microphone is active.
		Steady	Microphone is inactive.
Headset LED	**Blue**	Off	Headset is not in use.
		Steady	Headset is in use.
 **Handset LED**	**Red**	Steady	The phone is booting.
		Flashing faster	The phone is upgrading or urgent call notification; urgent call feature is not available on all phone systems.
		Blinking slow	Link failure, SIP account expiration, or SIP Server not responding.
	Blue	Steady	The phone is in a normal idle state, or is during a call with G.722 codec.
		Blinking slow	A normal incoming call with wideband G.722 codec notification.
LED Icon on LCD	***Color***	***Status***	***Description***
LCD Line Icons	**Green**	Steady	The line registers ok, and is in use.
	White	Steady	The line registers ok, and is not in use.
	Black	Steady	The line registers failed.

1.7 LCD Screen Indicators

The following picture shows the standard LCD display. There are four touch soft keys associated with the operation of LCD display. For different menu or status items, the display items will change accordingly.

1.8 Phone Status Icons

The following table describes line and phone status icons on the main screen:

Top Line Icons on LCD	*Description*
Network cable disconnected	The icon indicates the network cable is disconnected or broken.
IP Conflict	The icon indicates the IP address of IP3072 conflicts with other device's.
Missed call	The icon indicates IP3072 has a new missed call.
Call forward	The icon indicates IP3072 is enabled "Call Forwarding".
Auto answer (AA)	The icon indicates IP3072 is enabled "Auto Answer".
Don't disturb (DND)	The icon indicates IP3072 is enabled "Don't Disturb".
Voice mail (VM)	The icon indicates IP3072 has new voice mail(s). And the number of new voice mail is showing in "VM Msgs: XXX".
Instant message (IM)	The icon indicates IP3072 has instant message(s).
E-mail(EM)	The icon indicates IP3072 has new E-mail(s).
Wireless signal is good	The icon indicates IP3072 is connected to Wi-Fi access point through Wi-Fi Ethernet bridge, and has good signal strength.
Wireless signal is fair	The icon indicates IP3072 is connected to Wi-Fi access point through Wi-Fi Ethernet bridge, and has fair signal strength.
Wireless signal is poor	The icon indicates IP3072 is connected to Wi-Fi access point through Wi-Fi Ethernet bridge, but has poor signal strength.
Wireless signal disconnected	The icon indicates IP3072 is not connected to Wi-Fi access point through WR211N Wi-Fi Ethernet bridge.
IP-EDMX connected	The icon indicates IP3072 is connecting with IP-EDMX module(s).
USB Keyboard connected	The icon indicates IP3072 is connecting with an USB mini Keyboard.

1.9 IP3072 Icon Function Description

Below table shows all the available icons used in IP3072, their function or applications are also described below.

Icons	Function Name	Description
	Contacts	This is Phonebook of the IP phone. It contains public and private contact information.
	Instant Messaging	You can write, send, receive, read and delete the instant messages through this function support. The destination can be one phone number.
	E-mail	You can write, send, receive, read and delete the e-mails through this function support. The destination can be one or more real email addresses.
	Answering Machine	You can read and delete the voice messages through this function support. The voice mail system is in the IP phone, but not in the IP PBX or SIP server.
	Surveillance	You can configure IP address and related information of IP Camera(s), then open the video streaming any time for the purpose of surveillance. And IP3072 support special On-condition control mechanism and enable you to utilize IP Cameras for door phone or video-conferencing applications. To monitor IP surveillance cameras, your IP Phone must have MP4 decoder and you must use the specified IP camera from MOCET.
	Calendar	This is used for schedule arrangement and personal memo of events.
	World Clock	The world clock supports world wide time zone information that you can read the current time of any location. It is a very convenient tool for you to book meeting time with multiple location parties.
	MemoPad	You can write down memo(s) by input texts and save into the IP phone even during a call.
	XML Browser	Launching this, you can connect to a target XML server and browse its web pages. The XML server can be built in intranet or internet as enterprise news center and bulletin board. To use this function, your system administrator must provide this service.

	Multimedia	The multimedia is used for playing music, video and viewing images on the IP phone. Besides, it can support digital photo frame too. Some file formats are supported. * For music playback, IP3072 supports MIDI format only. To play MP3 format, your IP Phone must have MP3 decoder. Please contact with your service provider for more information. * For video playback, IP3072 must have MP4 decoder. Please contact with your service provider for more information.
	Alarm Clock	You can use the alarm tool to set particular time(s) or periodic time(s) to remind you.
	Painting Board	The tool can be used for painting with a finger or proper pen and then save to the storage (Micro SD card) or send to other call party (through his/her phone number).
	File Manager	You can list and find the files in the storage (Micro SD card) or embedded memory of the IP phone.
	Settings	This is a user level configuration tool. In the sub-menu, there are volume, display, call, key, phone lock, e-mail account, surveillance, door phone and video phone settings allowed to be configured.
	Administrator Settings	This is an advanced level configuration tool. Administrator can enter this section with administrator password.
	Help	The help key will display some useful information. The information includes icon description, special call feature operation brief and others.
	Information	The information contains IP phone's IP address, MAC address, firmware version and so on.
	Reboot	When the reboot is pressed, the phone will perform a warm boot action.

2. Getting Started

2.1 Customizing Your IP Phone from Menu

You can customize your IP phone by adjusting the settings including display contrast, ring type, device volume adjustment, call settings, and add, edit or delete contacts in the phonebooks of the IP3072 using the on-screen menus, buttons and navigation keys.

To configure your IP Phone from the menu, you can press Menu sensitive key(☰) under the LCD, the first page of menu icons will be prompted. If you press the “Page Down” soft key, the second page will be displayed too.

You can navigate through the menu with the navigation keys. The following sections will describe how you can setup your IP Phone through this menu. If you require additional information or assistance with your new phone, contact your system administrator.

2.2 Configuring Basic Settings

2.2.1 Volume Setting

You can configure following volume settings:

- Speaker volume
- Handset volume

- Headset volume
- Speaker Mic volume
- Handset Mic volume
- Headset Mic volume

To configure volume:

1. Press “**Menu**” ➔ **Page Down** ➔ **Settings**
2. Select **Volume Settings** . Then select which device volume you want to set
3. Use the **Navigation Up** and **Down** or **Left** and **Right** keys to change the volume levels
4. Press the **Navigation OK** key to confirm the change and exit volume change screen

2.2.2 LCD Brightness

To configure the brightness of the LCD to a comfortable level:

1. Press “**Menu**” ➔ **Page Down** ➔ **Settings**
2. Select **Display Settings** ➔ **Backlight Brightness**
3. Press **Navigation Up** and **Down** or **Right** and **Left** keys to increase or decrease the display brightness
4. Press the **Navigation OK** key to confirm the changes and exit the menu

2.2.3 Call Settings

You can configure following call features:

- Do Not Disturb (DND)
- Auto Answer
- Call Waiting
- Call Completion
- Call Forwarding

To configure those features:

1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**

2. Select the **Call Settings** , then select which feature you want to change
3. Use the **Navigation Up** and **Down** keys to select Enable or Disable
4. Press the **Navigation OK** key to confirm the changes and exit the menu

2.2.4 Lock Your Phone

Sometimes you don't want other people to use your IP Phone. You can lock your phone and configure a personal identification key (PIN) to unlock the phone.

To change pin number:

1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**

2. Select **Phone Lock Settings** ➔ Changing Pin Number
3. Input the new pin number; the default pin number is "1234"
4. Press **Navigation OK** key to confirm the change and exit the menu

CAUTION	Please remember the new pin number you set after you changed the Pin Number.

To lock your phone:

1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**

2. Select **Phone Lock Settings** ➔ Locking Phone. Your phone is locked.

3. Key in pin number, the default is “1234”
4. Press **Navigation OK** key to confirm your input, the phone will be unlocked, and return to the standby screen.

CAUTION	After phone is locked, hard key pressing and function pressing will take no effect, and can not make outgoing call except emergency call, but answering incoming calls is allowed.

2.2.5 Speed Dialing Setting

The Speed Dialing feature let you store up to 12 phone numbers that you can access easily using a single digit Speed Dial number from 0 to 9., *, and #.

To configure a speed dial number:

1. Press the **Speed Dial** soft key on the LCD screen
2. Select the speed dial number to configure (from 0 to 9, *, #). And press the **Navigation OK** or **Edit** soft key to edit the setting, and enter the phone number
3. Press the **Navigation OK** key to save the changes and exit the menu

In the speed dial table, you may use **Edit** soft key to modify the existed speed dial item or use **Dial** soft key to dial out the selected number.

To edit a speed dial number:

1. Use **More** soft key to **Save** the edition or **Search** a number in your contact list
   ➔ Use **Save** to save the edition on editing screen
   ➔ Use **Search** to load a number from contact list

To dial a speed dial number:

1. Use **Dial** soft key to dial out the highlighted number

2.2.6 Reboot Your Phone

Sometimes you will need to reboot your phone to apply new settings.

To reboot your phone:

1. Press “**Menu**” ➔ **Page Down** ➔ **Reboot**
2. Press “**Select**” soft key to reboot your phone.

Note: The IP3072 takes about 2 minutes to startup after rebooting; there will be a series of diagnostic lights on the phone during the process. If your phone does not become operational within 2 minutes, contact your administrator or Service Provider support line.

2.2.7 Managing Contacts

The IP3072 supports four different contact lists:

- All Contacts (All)
- LDAP Directory (Global)
- Public Contacts (Public)
- Private Contacts (Private)

You can store up to 100 **Private Contacts** in your phone's directory, and you can add, edit, delete, dial, or search for a contact in this directory.

Public Contacts are provided for you by the administrator or Service Provider. They can be viewed, and used, but can not be changed or deleted. For more information, please contact your administrator or Service Provider.

The IP3072 can also access a local or remote **LDAP Directory**. Please contact your administrator or Service Provider for more information on how to enable, configure or access this feature.

The **All Contacts** lets you search and dial a contact from all the configured contacts databases.

There are 2 ways to enter your phone's directory:

1. Press the "**Phone book**" hot key
2. Press "**Menu**" ☰ ➔ **Contacts**

Adding Contacts

To add a new contact:

1. Go to the **Contacts** ➔ **Private**
2. Press the **Add** soft key
3. Enter "**Name**", "**Number**", "**Mobile No.**", "**Home No.**", "**Email**", "**Group**", "**Ring Tone**", "**Gender**", "**Title**", "**Department**", "**Company**", "**Location**", "**Address**", "**Web URL**", "**Line**" from the key pad
4. Press the **Save** soft key when you are finished

Note: IP3072 supports Dial a Soft Pause phone feature. Inserts "P", "W", or "," into a phone number, phone will wait for a few seconds* before dialing additional digits. For example, contact phone number is 5551212 extension:1234. By using Pause function, phone will dial 5551212 first, and wait for a few seconds, then dial 1234 automatically.

- If you need it waits for 2 seconds, please set the phone number as 5551212P1234.
- If you need it waits for 4 seconds, please set the phone number as 5551212W1234.
- If you need it waits for 6 seconds, please set the phone number as 5551212,1234.

Editing Contacts

To edit your contact:

1. Use the **Navigation Up** and **Down** keys to select the contact your want to edit
2. Press the **Details** soft key to display the selected contact details
3. Use the **Navigation Up** and **Down** keys to select the fields you want to change
4. Press the **Edit** soft key to modify the data in the selected field
5. When finished making changes, press the **Save** soft key to save the changes

Deleting Contacts

To delete your contact:

1. Use the **Navigation Up** and **Down** keys to select the contact your want to delete
2. Press **Details** soft key to display the selected contact details
3. Press **Delete** soft key to delete the selected contact
4. The contact is deleted from the directory

Placing a Call to a Contact

To dial from a directory:

1. Navigate to a contact

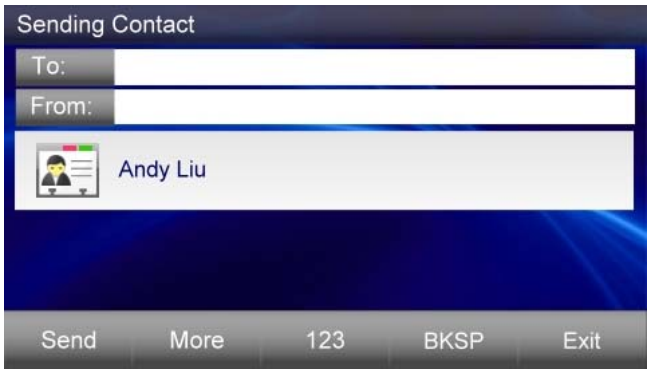
2. Use the **Navigation Up** and **Down** keys to select the number your want to dial
3. Press **Details** soft key to display the selected contact details
4. Use the **Navigation Up** and **Down** keys to select **Number**
5. Press **Dial** soft key
6. The phone will dial the number selected

Sending a Contact to Remote User

You may send contact information to a phone user at remote side via IP3072 built-in Instant Message.

To send a contact item:

1. Use the **Navigation Up** and **Down** keys to select a contact that your want to send
2. Press **Details** soft key
3. Use the **Navigation Up** and **Down** keys to focus on any field except phone number
4. Press **Send** soft key to construct an IM, then enter the targets of "**To**" and "**From**"
5. Press **Send** soft key to send out the contact to the remote party



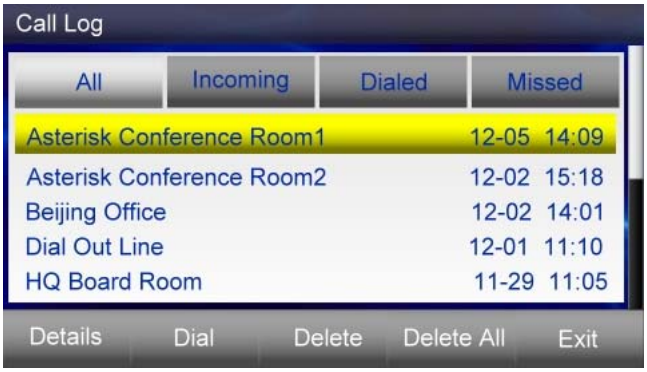
Note: This function needs special SIP server which supports SIP SIMPLE Instant Messaging. If the contact sending is not OK, please contact your administrator or Service Provider support line.

2.2.8 Managing Call Logs

In IP3072, there are four call logs:

- All Calls
- Answered Calls
- Dialed Calls
- Missed Calls

The call logs save the last 30 numbers dialed, missed or answered. An example of All Call Logs is listed as follows.



From the call log lists, you can view, delete, and dial.

To manage the selected call log:

- Use the **Dial** soft key to redial the call
- Use the **Delete** soft key to delete the selected item
- Use the **Details** soft key to view information of the call, including call time, call type, call duration, remote number's mobile number, home number, email
- Use the **Delete All** soft key to delete all the items under current directory, such as, if focus is "Incoming", it will delete all the incoming call logs
- Use the **Save** soft key to edit and save a call log item to the contact list

2.2.9 Viewing Your Phone's Information

Using the menu of the IP3072, you can check the IP3072 firmware version, and network status.

To view this information:

1. Press "**Menu**" ➔ **Page Down** ➔ **Information**
2. Use the **Navigation Up** and **Down** keys to view the information

2.3 Configuring Advanced Settings

2.3.1 Configuring Programmable Keys

The IP3072 has 8 programmable keys, which can be configured for speed dial numbers, phone system features like park, pickup and paging, or to monitor other extensions using busy lamp field (BLF) notifications. From the Menu, you can view the settings for each key.

For detailed programmable key's configuration, please refer to section **4.6 Using Programmable Keys**.

To see the setting status:

1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**
2. Press **Key Settings**
3. Select the **FUNC1-FUNC8** to see their settings

2.3.2 Managing Instant Message

The IP3072 supports SIP SIMPLE Instant Messaging (IM). With a supported service or server, such as Ondo, Partysip, Asterisk (in-session mode), and any SIP proxy or PBX that can forward SIP MESSAGE requests, you can send and receive messages right from your phone using the on-screen dial pad; there is also a way to configure some useful Message Templates, which are pre-made messages for common requests or responses, to simplify use of IM on the IP3072.

There is a message icon and a popup message on the LCD screen when there is a new message received.

Viewing Messages

1. Press the **Navigation Left** or **Right** key to focus to "Read"
2. Press **Navigation OK** key to immediately read the message
3. The message is listed for you to view

Or

1. Press "**Menu**"
2. Select **Instant Messaging** ➔ **Inbox**
3. All the incoming messages are listed for you to view

Creating a New Message

1. Press "**Menu**"

2. Select **Instant Messaging** ➔ **Creating Message**
3. Enter "**To**", "**From**", and **message body**, from the key pad
4. Press **Send** to send the created message

Deleting a Message

1. Press "**Menu**"

2. Select **Instant Messaging** ➔ **Inbox**
3. Press **Delete** to delete the message

Or

1. Press "**Menu**"

2. Select **Instant Messaging** ➔ **Clearing Messages**
3. Select **Clearing Inbox Messages, Clearing Outbox Messages**, or **Clearing All Messages**

Editing a Message Template

1. Press "**Menu**" or press **Messaging** soft key.

2. Select **Instant Messaging** ➔ **Text Templates**.
3. Use the **Navigation Up** and **Down** keys to focus the item you want to edit,
4. Press **Navigation OK** to access edit page
5. After edition is finished, press **Navigation OK** key to save it

The IP3072 can save and use up to 30 Message Templates.

2.3.3 Managing E-mails

The IP3072 supports E-mail function. You can use E-mail function to send and receive emails. To use E-mail, the IP3072 must register to an email server. Please contact your system administrator to get an available email account.

Setting up E-mail Account

1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**
2. Select **E-mail Account**
3. Enter "**User Name**", "**Email Address**", "**Login Account**", "**Login Password**", "**POP3 Server Address**", "**POP3 Server Port**", "**SMTP Server Address**", "**SMTP Server Port**" to create an email account
4. Press **Test** to check whether the e-mail account is valid. If it is valid and usable, you can receive a test email from this account.

Receiving E-mail

1. Press "**Menu**"
2. Select **E-mail** ➔ **Receiving E-mail**
   - If there is error when receiving e-mail, a pop up window will display "**Receive Email...Failed**".
   - If it is successful, popup window will display "**Receive Email...Successful**".
3. Press **Navigation OK** to close pop up window.

Viewing Received E-mail

1. Press "**Menu**"
2. Select **E-mail** ➔ **Inbox**

Viewing Draft

1. Press "**Menu**"
2. Select **E-mail** ➔ **Draft**

Viewing Sent-out E-mail

1. Press "**Menu**"
2. Select **E-mail** ➔ **Outbox**

Deleting E-mail

1. Use **Delete** soft key to delete an e-mail

Or

1. Press "**Menu**"
2. Select **E-mail** ➔ **Clearing E-mails**
3. Select "**Clearing Inbox E-mails**", "**Clearing Outbox E-mails**", or "**Clearing Draft E-mails**"

Creating New E-mail

1. Press "**Menu**"
2. Select **E-mail** ➔ **Writing E-mail**
3. Enter "**To:**", "**Cc:**", "**Subject:**" and **email body** from keypad
4. Press **More** soft key ➔ **Send** to send the e-mail

2.3.4 Managing Answering Machine Messages

The IP3072 supports local answering machine. You can forward the incoming call to the local answering machine, thus the caller can leave a voice message to you if you haven't received the call.

To view the messages, you can:

1. Press "**Menu**"
2. Select **Answering Machine** ➔ **Voice Messages**

3. All the messages are listed for you to view

You can record a greeting message for the local answering machine. To record the greeting:

1. Press "**Menu**"

2. Select **Answering Machine** ➔ **Recording Greeting**

2.3.5 Managing Surveillance

By connecting to external specific IP cameras, IP3072 can support Surveillance application. You can view and capture video streaming sent from the specific IP camera. To use Surveillance application, please contact your system administrator to obtain IP Camera information.

Auto Searching the IP Camera in the Same Subnet

1. Press **Applications** soft key ➔ Select **Surveillance**

   or Press Menu ➔ Select **Surveillance**

2. Available IP cameras in the same subnet will be listed on the screen

Viewing the Camera IP Information

In the Surveillance page, you may use **Details** soft key to view the camera IP information, including **location**, **IP address**, **login name**, **login password**, **connection mode**, **web port**., **RTSP port**, **RTSP path**.

Surveillance Settings

1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**

2. Select **Surveillance Settings**

- Use **Add** soft key to add new camera item
- Use **Edit** soft key to edit focused item
- Use **Delete** soft key to delete the item
- Use **Save** soft key to save the edition

2.3.6 Backlight Timeout

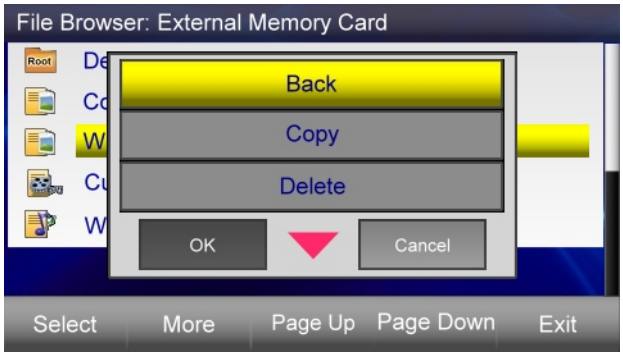
1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**

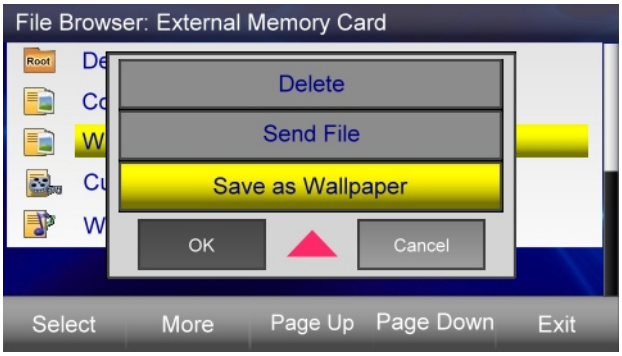
2. Select **Display Settings** ➔ **Backlight Timeout**
3. Select the timeout time ➔ Press **Save** soft key to save the timeout setting

2.3.7 Wallpaper Setting

1. Press "**Menu**" ➔ **Page Down** ➔ **Settings**

2. Select **Display Settings** ➔ **Wallpaper Setting**
3. To custom wall paper, select **User-Defined Wallpaper**
4. Move the cursor bar to a preferred wallpaper file in the file manager
5. Press **More** soft key, and then a window as below will pop up
6. Press **Down** arrow, and then press **Save as Wallpaper** option





7. Back to the phone idle screen, the new wallpaper is showing on the phone display
8. If you want to change back to the default wallpaper, select **Default Wallpaper**, and press **Save** soft key to save the setting

2.4 Advanced Applications

2.4.1 Calendar

1. Press "**Menu**" ➔ **Calendar** to access calendar application
   - Press **New** to create a new appointment attached with focused date
   - Press **View** to view all the appointments attached with focused date
   - Press **Edit** to edit item of appointment
   - Press **Save** to save the modification of appointment

2.4.2 World Clock

1. Press "**Menu**" ➔ **World Clock** to access world clock application
   - Press **Bookmarks** to view all the bookmarks
   - Press **MainCity** to view all the main cities of all the zones
   - Press **Bookmarks+** to add a new bookmark
   - Press **Remove** to remove focused bookmark item

On the screen of main city list, you can search some cities that you want by pressing digital keys matched with a city name

For example, if you want to find "Beijing",

1. Double press "2" key, it will show the city list with heading letter "B" or "b"
2. Double press "3" key, it will show the city list with second letter "E" or "e"
3. Press "4" key for three times quickly, it will show the city list with third letter "I" or "i"
4. Press "5" key, it will show the city list with third letter "J" or "j", for the main city list only includes one item whose first 4 letters are "Beij", so the list shows only one item "Beijing"

2.4.3 MemoPad

1. Press "**Menu**" ➔ **Memopad** to access MemoPad Application
   - Press **Add** to add a new Memopad item

- Press **Save** to save the input during memo create screen
- Press **Details** to view focused items, including subject and body text
- Press **Edit** to edit the memo
- Press **Delete** to delete the memo

2.4.4 XML Browser

The **XML Browser** is for you to access **XML Web Services** provided by your system administrator. The **XML Web Services** may support different applications. For example, you can view on-line directory, weather, news, currency and stocks information in **XML Web Services**. Moreover, you can order meal and control remote devices in this menu. However, all contents in the **XML Web Services** depend on the offerings of your system administrator. For **XML Web Services** application requirements, please contact with your system administrator for details.

There are two ways to access the XML Browser:

1. Press **Applications** soft key ➔ **XML Browser** . or,

2. Press "**Menu**" ☰ ➔ **XML Browser**

2.4.5 Multimedia

1. Press "**Menu**" ☰ ➔ **Multimedia** to access multimedia application

The multimedia application includes **Video Viewer** , **Music Player** , **Photo Viewer** and **Voice Recorder** .

The soft key functions used in **Video Viewer** and **Music Player** are listed below.

- Press **volume up/down** key to adjust the volume of playing video/audio
- Press **Play** to play the video/audio file
- Press **Pause** to pause the video/audio

- Press **Repeat** to play the multimedia file again
- Press UP▲ or Down▼ to select next or previous file
- Press **Backward** or **Forward** to jump the playing step
- Press **Once** to play the music without repeat
- Press **Repeat All** to repeatedly play all the music files one by one
- Press **Repeat** to only repeatedly play focused music file
- Press **Stop** to stop playing music

CAUTION	For Music Player, IP3072 supports MIDI format only. To play MP3 format, your IP Phone must have MP3 decoder. Please contact with your service provider for more information. For Video Viewer, your IP Phone must have MP4 decoder. Please contact with your service provider for more information.

For **Photo Viewer** application,

- Press **Open** to open focused picture file
- Press **Play** to display photos with music playing*
- Press UP▲or Down▼ to select next or previous picture file

CAUTION	To play photos with music, IP3072 supports MIDI format music only. To play MP3 format music, your IP Phone must have MP3 decoder. Please contact with your service provider for more information.

For **Voice Recorder** application,

- Press ● to record new file
- Press ▮▮ to pause recording
- Press ■ to stop recording
- Press **Files** to view all the recorded files
- Press **Play** to play the selected record file
- Press **Delete** to delete the selected record file
- Press **More** to select "**Copy**" or "**Send**"
- Press "**Copy**" to copy the selected file to MicroSD card
- Press "**Send**" to send the selected file to remote

2.4.6 Alarm Clock

1. Press "**Menu**" ➔ **Page Down** ➔ **Alarm Clock** to access alarm application
   - Press **Edit** to edit the selected alarm item, including alarm status (on/ off), alarm time, repeat mode (Everyday or Off), alarm tone type, and note
   - Press **Save** to save the modification
   - Press **Snooze** to pause alarm ring and wait about 5 minutes, the alarm will ring again
   - Press **Dismiss** to stop alarm ring

2.4.7 Painting Board

1. Press "**Menu**" ➔ **Page Down** ➔ **Painting Board** to access painting application
   - Use **Color&Font** to choose painting color(red, yellow, blue, green) and font
   - Use **Color&Font** again to hide the color and font selecting panel
   - Use **More** to select "**Insert Text**", "**Insert Photo**", and "**SendFile**"
   - Use "**Insert Text**" to insert a text string to the designated position of painting board
   - Use "**Insert Photo**" to insert a photo from photo list to central of painting board
   - Use "**Send File**" to save the painting board to a file and send the file to remote
   - Use "**Save**" to save the painting as picture

2.4.8 File Manager

1. Press "**Menu**" ➔ **Page Down** ➔ **File Manager** to access file manager to browser files in embedded memory and MicroSD card
   - Use **More** to select "**Back**", "**Copy**", "**Delete**", "**Send File**", and "**Save as Custom Ring**" if focused file is music file, "**Save as Wallpaper**" if focused file is picture file
   - Use "**Back**" to return to upper directory
   - Use "**Copy**" to copy the file or directory to another file system disk (embedded memory or SD card)
   - Use "**Delete**" to delete the file or directory
   - Use "**Send File**" to send the file to remote
   - Use "**Save as Custom Ring**" to save the music file as custom ring

- Use "**Format**" to format the selected disk drive
- Use "**Save as Wallpaper**" to save the picture file as wall paper

2.4.9 Network Time Settings

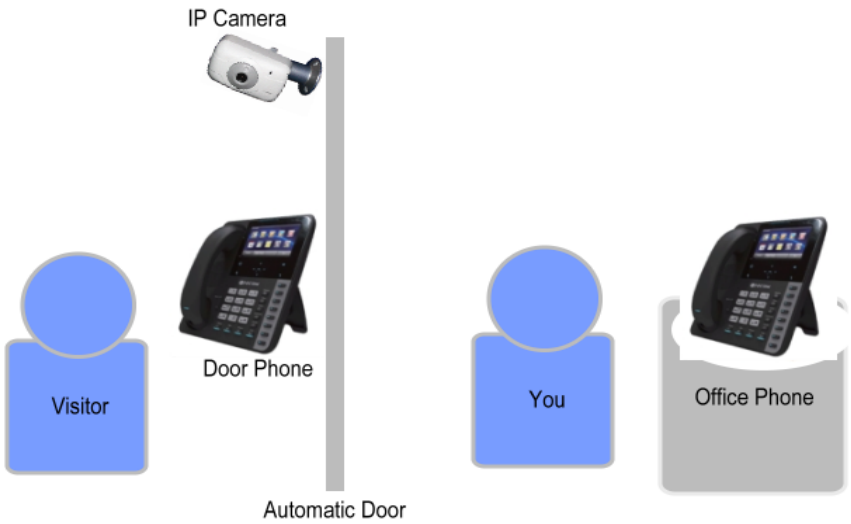
To configure time zone, enable or disable DST (daylight saving time), DST start Month/ Day/ Time, DST end Month/ Day/ Time, DST saving time type, you may:

1. Press "**Menu**" ☰ ➔ **Page Down** ➔ **Settings**
2. Select **Display Settings** ➔ **Date and Time Settings**

If **Auto DST** is enabled, **DST saving type**, **DST start Month/Day/Time** and **DST end Month/Day/Time** are automatically adjusted according to time zone setting.

2.4.10 Door Phone

When a visitor makes a call from the door phone to the office phone, the office phone will display video streaming from the IP camera as soon as it receives an incoming call from the door phone. You can decide to pick up the call or reject the call after you see who is calling.



1. Press "**Menu**" ☰ ➔ **Page Down** ➔ **Settings**

2. Select **Door Phone**

To use this function, please make all required configuration ready, and enable door phone function.

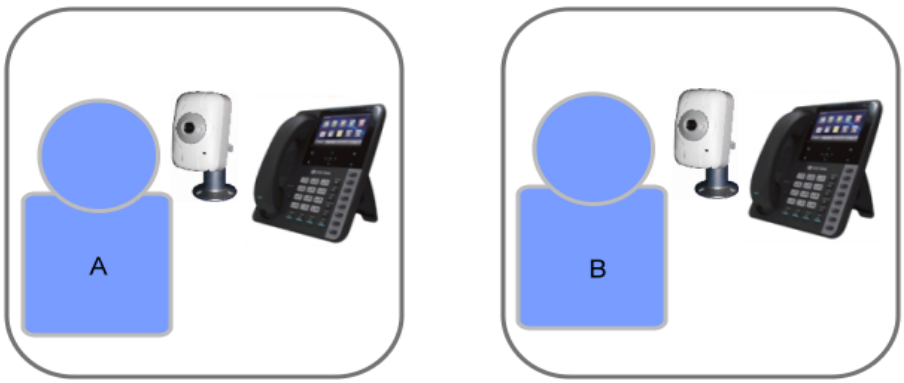
All required configuration includes:

- **Phone Number:** Enter the phone number of the door phone
- **Cam IP Address:** Enter the IP address of the IP camera
- **Cam Web Port:** Enter the web port of the IP camera
- **Login Name:** Enter the login name of the IP camera
- **Login Password:** Enter the password of the IP camera

2.4.11 Video Phone

IP3072 phone performs as a video phone by the following behavior.

You make a call to your colleague. Your IP Phone will display the video streaming from the IP camera aside your colleague's IP Phone as soon as your colleague picks up your call. In the meanwhile, your colleague's IP Phone will display the video streaming from the IP camera aside your IP Phone.



1. Press "**Menu**" ☰ **➔ Page Down ➔ Settings**
2. Select **Video Phone**

To use this function, please make all required configuration ready on both your phone and your colleague's phone, and enable video phone function on both phones.

All required configuration on **your phone** includes:

- **Phone Number:** Enter your colleague's phone number
- **Cam IP Address:** Enter the IP address of the IP camera aside your colleague
- **Cam Web Port:** Enter the web port of the IP camera aside your colleague
- **Login Name:** Enter the login name of the IP camera aside your colleague
- **Login Password:** Enter the password of the IP camera aside your colleague

All required configuration on **your colleague's phone** includes:

- **Phone Number:** Enter your phone number
- **Cam IP Address:** Enter the IP address of the IP camera aside you
- **Cam Web Port:** Enter the web port of the IP camera aside you
- **Login Name:** Enter the login name of the IP camera aside you
- **Login Password:** Enter the password of the IP camera aside you

3. Using Basic Features

The IP3072 Smart Office IP Deskphone is designed to be used like a regular phone on a public switched telephone network (PSTN). You can place calls, transfer a call to someone else, or conduct a conference call.

The IP3072 supports up to 10 simultaneous calls. However, only one of these calls can be active at a time. The active call is the one you are using to speak or listen to. The inactive calls can be:

- On hold
- Joined in a conference (with up to 3 callers)
- “Incoming call” or “Ringing”

This chapter provides basic operating instructions for the phone including:

- Placing a Call
- Placing an urgent call
- Answering a Call
- Answering an urgent call
- Ending a Call
- Redialing a Number
- Putting a Call on Hold
- Setting Up a Conference
- Transferring a Call
- Forwarding Calls
- Enabling or Disabling Do Not Disturb

3.1 Common Terms

To use the IP3072, you need to follow some conventions that we will mention in this guide. In the following descriptions, we will introduce some common terms for your understanding.

3.1.1 Lines

A “Line” in this guide represents how many phone numbers supported in one phone. For example, the IP3072 can support up to 6 lines configured for the same or different service

providers or servers and even make up to 10 concurrent calls. Therefore, the IP3072 is said to support **multiple line appearances**.

3.1.2 Calls

A “Call” in this guide represents how many simultaneous connections can be made to a single phone number. Each line of service in the IP3072 can support multiple calls simultaneously. This allows you to place one call on hold and talk to the other person in another call on the same Line. Therefore, the IP3072 phone is said to support **multiple call appearances**.

3.1.3 Registering to a Server

The IP3072 must be configured before it can perform some basic functions. Although the phone can make a peer-to-peer SIP call by dialing the other user’s IP address (i.e., 192.168.0.12) directly on the keypad, this is inconvenient and it is hard to remember all the IP addresses of phones on the system. This is why a hosted SIP server or local IP PBX implements a registrar service, which allows the connected phones to find and dial each other more easily by extension numbers or names instead of IP addresses.

In addition, the hosted SIP server or IP-PBX helps keep track of active phones, their IP addresses for routing calls, as well as keeping track of which phones are busy or idle. Most hosted SIP services and IP-PBXs support direct system service (DSS) as well as showing the busy lamp field (BLF) status of system phones. These allow you to directly dial another extension and can show you whether the other phone is on a call or not.

Usually, the hosted SIP service or IP-PBX will also use the Registrar service to send messages to your phone to alert you that you have voicemail. This is called message waiting indication (MWI).

3.1.4 Caller ID

When you receive a call, the caller's phone number is shown on the screen, if the caller has not chosen to hide his number and if the network supports the Caller ID feature. The IP Phone can display both the Caller ID (CLID) and the Caller Name (CNAM) of the caller if it is available. Not all services and servers support CLID and CNAM. For more information about this topic, please contact your service provider or system administrator.

3.2 Installing Your IP Phone

Before placing the phone into operation, either you or your administrator or service provider has to install the phone on your network. Please contact your administrator or service provider for more details.

3.3 Configuring Your IP Phone for Service

The IP3072 must be configured for the hosted SIP service or IP PBX before operation. The phone is usually pre-configured by the administrator or hosted SIP service provider. For an advanced or experienced user, you may refer to the IP3072 Administrator Guide for full information on how to configure all the settings of the IP3072.

3.4 Line Selection

The IP3072 can support up to 6 lines.

To select a line you can:

Pick up handset, or press the speakerphone key, or press headset key when not on a call, the phone will automatically use the preferred line for the call. If the preferred line is not the line you want to use, you can touch Line Key buttons (on the right side of LCD) to switch to the chosen line.

3.5 Placing a Call

You can place a call in many ways from the IP3072:

- Using the handset
- Using the speakerphone
- Pressing a line key
- Using the headset

You can also dial the number first and then choose the method you will use to dial the other party. This is called pre-dialing. During a call, you can alternate between using the handset or speakerphone modes by pressing the speakerphone key, or picking up the handset while on a speakerphone call. The call duration on an active call is shown on the LCD during the call.

To place a new call:

Operation	Description	
Making a call	or **Line Key**	1. Pick-up the handset or press a line key or press the speaker key or press the headset key. ➔*You will hear a dial tone.*
	1 2 3 4 5 6 7 8 9 * 0 #	2. Use the keypad to enter the phone number. ➔The LCD window displays the digits that you entered and the matching numbers in Contacts. **Note: You may use the *BKSP* soft key to delete the last digit.**
		3. On-hook the handset when your conversation is over.

3.6 Placing an Urgent Call

The IP3072 supports Broadsoft's Urgent Call feature. Please refer to **Section 4.4, Configuring Basic Phone Settings** for more information on configuration of this feature.

If your IP phone is enabled for "Urgent Call", when you dial a number, there is an "Urgent" soft key displayed on the LCD screen.

If you press the “Urgent” soft key to dial the number out, the call will be marked as an urgent call. The called party can neither deny nor block the call even the called party’s phone is on DND.

3.7 Adjusting Call Volume

During a conversation, if the voice volume is too low or too high, you may adjust it.

To adjust volume while on a call:

Operation	*Description*	
Adjusting volume while on a call		1. During a conversation, if the voice volume is too low or too high, you may adjust it.
		2. Press the Volume control key Up or Down to adjust the volume of Speaker, Handset, or Headset.

3.8 Canceling a Call

After you dial a call, but the called party has not answered, you can cancel the call by press “**Cancel**” soft key.

Operation	*Description*	
Canceling a call	“**Cancel**”	Press “**Cancel**” soft key to reject the call. If only the calling call on the phone, you can just press speakerphone or put down handset to cancel the call.

3.9 Answering a Call

When a new incoming call on the phone, you can answer the call by:

- Using the handset
- Using the speakerphone
- Using a headset
- Pressing "**Answer**" soft key

Operation	*Description*	
Answering a call	or or or Answer	If there is no other call, just pick-up the handset or press the speakerphone key or the headset key or press the "**Answer**" soft key upon hearing the phone ringing. If there is another call, press "**Answer**" soft key to accept the call, the previous call will be placed on hold automatically.

3.10 Answering an Urgent Call

When there is an incoming urgent call on the phone, you can answer a call as you would normally; however, some features will be ignored automatically including DND and call blocking.

3.11 Rejecting a Call

When there is an incoming call on the phone, you can reject the call.

Operation	*Description*	
Rejecting a call	Reject	Press "**Reject**" soft key to reject the call. After pressing the "**Reject**" soft key, the call will be dropped directly. The record will be logged in answered call list. Other call features are not affected by this operation.

3.12 Ending/ Holding/ Resuming a Call

When a call is in connected state, you can end a call by:

- Using the handset
- Using the speakerphone
- Using a headset
- Pressing "**Drop**" soft key

Operation	*Description*	
Ending a call	or or or End	If there is only one call, just place the handset back into the cradle, press the speakerphone key or the headset key or press "**End**" soft key to end the call. If there is another call, press the "**End**" soft key to end the call.
Holding a call	**or** Hold	Press the "**Hold**" soft key or **Hold** key on the phone to place an active call on hold.
Resuming a call	**or** Resume	Press the "**Resume**" soft key or **Hold** key on the phone again to place an active call on hold.

3.13 Muting and Un-Muting a Call

While you are in a conversation, you may mute the microphone by pressing the **MUTE** ( ) button. The LED of the button will become blue. When muted, the other caller will

not hear anything from your phone. Pressing the **MUTE** ( ) key again will Un-Mute the phone.

3.14 Redialing a Number

To redial the last numbers you dialed:

1. Press **Redial**( ) hot key
2. Phone will enter "**Dialed Call Log**" table
3. Select the number you want to redial
4. Press "**Dial**" soft key to dial out

For more information, please see **2.2.8. Managing Call Logs**.

3.15 Setting up a Conference Call

The IP3072 can support a 3-party conference call.

To set up a conference:

1. Call the first party and Hold the call
2. Press "**NewCall**" soft key to call another party
3. Press the **Conference** ( ) hot key to set up a 3-party conference

3.16 Transferring a Call

A call can be transferred in one of three ways:

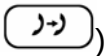
Blind Transfer: The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.

Semi-Attended transfer: The party to whom you want to transfer the call does not answer their phone before you transfer the call (when you hear ring-back tone).

Attended transfer: The party to whom you want to transfer the call answers their phone before you transfer the call. You can consult with them before completing the transfer.

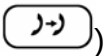
3.16.1 Blind Transfer

To complete a blind transfer:

1. During an active call, press the **Transfer** () hot key
2. The active call is placed on hold, and an entry screen is displayed for the number you want to transfer to
3. Press **Navigation OK** or "**Dial**" soft key to complete the transfer
4. If you want to cancel transfer operation, just press the "**Exit**" soft key

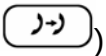
3.16.2 Semi-Attended Transfer

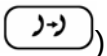
To do Semi-Attended transfer:

1. During an active call, press "**NewCall**" soft key to call another party
2. When you hear the ring-back tone, press the **Transfer** () hot key

3.16.3 Attended Transfer

To do Attendant transfer:

1. During an active call, press "**NewCall**" soft key to call another party
2. Wait for the other party to answer the call
3. Press the **Transfer** () hot key

Note: Sometimes, you may place more than 2 calls on your phone, when you press Transfer () hot key, phone will show a call list to let you select a call to finish the transfer operation.

3.17 Forwarding a Call

You can configure your phone to forward your incoming call to another party, which is sometimes called as static forwarding. You can also dynamically forward calls while your phone is ringing.

There are three types of static forwarding:

- Unconditional

- No answer
- Busy

For more information on how to setup static call forwarding, please contact your administrator or service provider support center.

To use dynamic forwarding:

1. When the phone rings with an incoming call, press the "**Diversion**" soft key
2. Enter a number to forward the incoming call to
3. Press "**Dial**" soft key to forward the call

3.18 Using Voice Mail

Your voicemail is saved on either your hosted SIP service or on the IP PBX, but you can access it from the IP3072 using the **Message** ( ) hot key.

The presence of new voice mail messages is indicated by a flashing message waiting indicator (MWI) LED on the front of the phone and an icon is shown on LCD.

Note: Voicemail is an optional feature configured on a hosted SIP service or IP PBX and may not be supported on your particular system. To use voicemail on the IP3072, some settings need to be configured first. For more information, please contact your administrator or service provider support center.

To listen to your voice messages:

1. Press the **Message** ( ) hot key to display the mailbox list
2. Select which SIP line's mailbox you want to listen to and press "**OK**"
3. A call will be placed to your voice mail server
4. Follow the interactive voice response (IVR) instructions to retrieve and listen, forward or delete your messages

3.19 Placing a Speed Dial Call

To configure a speed dial number, please see Section **2.2.5 Speed Dialing Setting**.

To make a speed dial call:

1. Pickup the handset, or press a line key, or press the speaker key or press the headset key

2. When you hear dial tone, long press the one digit (0-9, *, #) speed dial key you previously configured, the number assigned to the speed dial key will be dialed out

4. Using Advanced Features

The **Getting Started** chapter describes the steps used to customize the IP3072 from the LCD menu of the phone. However, there are many advanced features that need to be set up using the phone's web user interface. This chapter provides instructions on how to use these features.

4.1 Login Web UI

To use your web browser to configure the IP3072, you need to know the IP address of the phone on your local area network (LAN). Using the LCD menu, find the IP address of the phone under **Menu** > **Information** > **Network Information**, or press "**OK**" key directly while the phone is on standby screen.

1. Point your web browser to the IP address of the IP3072
2. Enter the correct User name and Password information into the dialog box and press OK

Note: The default User name is "**user**" and the default Password is "**1111**" and the default network settings are:

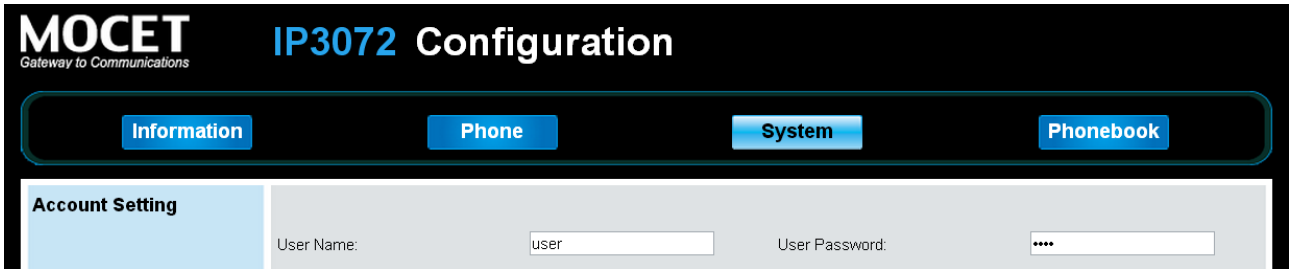
Default IP address:	**192.168.1.10**
Default Subnet mask:	**255.255.255.0**
Default Gateway:	**192.168.1.1**
Default DNS:	**8.8.8.8**

4.2 Changing the User's Password

Some features of the IP3072 require you to enter a personal identification number (PIN) for security. The default PIN of the IP3072 User account is "1111".

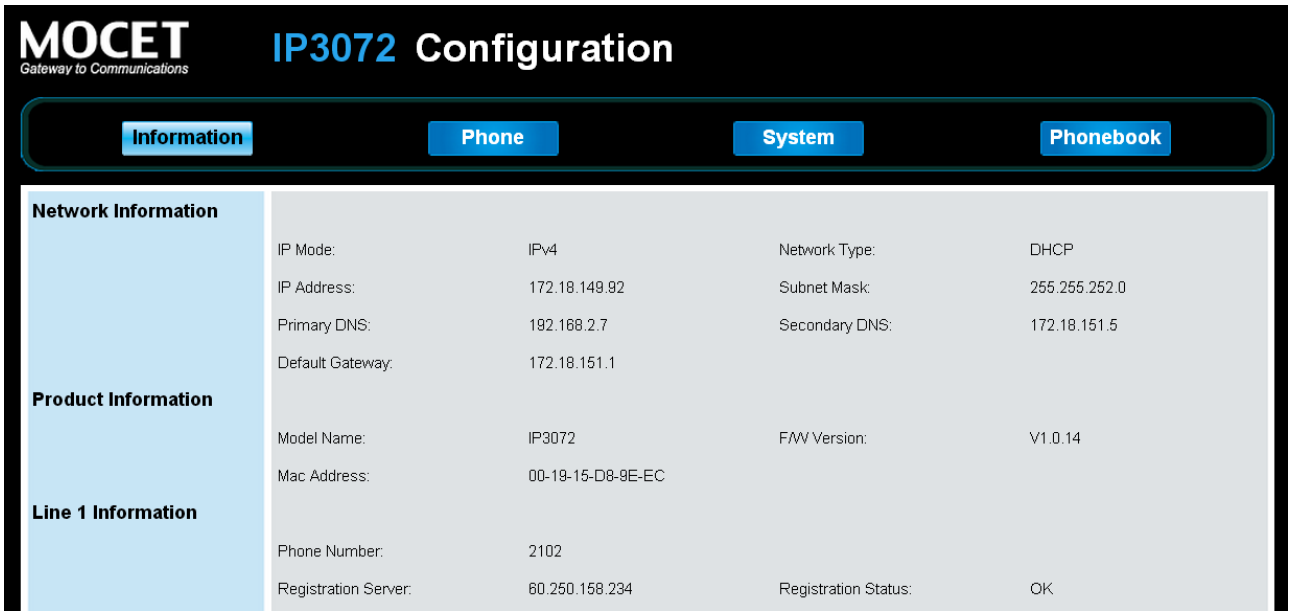
To change the User password:

1. Navigate to the **System** tab
2. Locate "**Account Setting**" > "**User Password:**"
3. Change the password to use a new PIN



4.3 Viewing Phone Information on Web User Interface

Information is the first page you will see when you login to the phone's web user interface. This page lets you check the status of the IP Phone including network and product related information as well as account status information.



For SIP Line status:

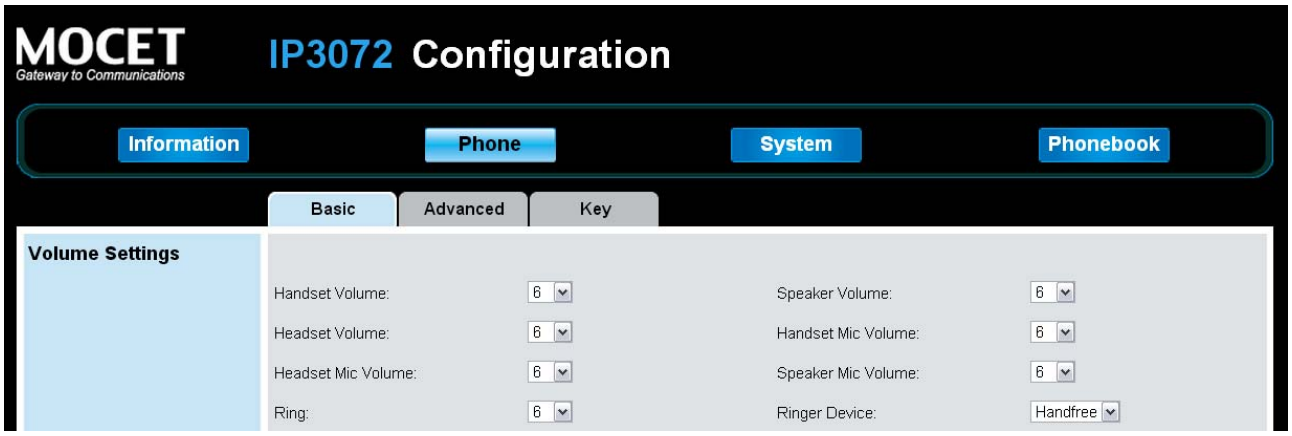
- When this line is disabled, the line status will not be displayed
- "Registration State" will be marked "OK" when the line is registered
- "Unregistered" will be marked with red text when the line is not registered

4.4 Configuring Basic Phone Settings

Basic Phone Settings enables you to configure private settings for phone. Select the **Phone** tab of the web user interface, and find the **Basic** section to begin configuration.

From this page you can configure following settings:

- Devices Volume
- Phone parameters
- Speed dial settings
- Call blocking settings
- XML server settings



Here is the description of each field.

Volume Settings:

Field Name	*Function*
Handset Volume	Set the output volume level of handset speaker, range: 1~10.
Speaker Volume	Set the output volume level of hand-free speaker, range: 1~10.
Headset Volume	Set the output volume level of headset speaker, range: 1~10.
Handset Mic Volume	Set the input volume level of handset microphone, range: 1~10.
Headset Mic Volume	Set the input volume level of headset microphone, range: 1~10.
Speaker Mic Volume	Set the input volume level of speaker microphone, range: 1~10.
Ring Volume	Set the output volume level of ring tone, range: 1~10.
Ringer Device	Set the output device of ring tone: Hand-free, Headset. The default configuration is Hand-free, ring tone will output from hand-free speaker. When set as Headset, ring tone will output from headset speaker.

Phone Parameters:

Field Name	Function
Enable DND	When DND function is enabled, your phone will block any incoming calls.
Enable Auto Answer	When Auto Answer function is enabled, your phone will auto answer any incoming calls.
Enable ECAN	ECAN (echo cancellation) is enabled by default. To have better audio quality experience, please do not disable it.
Call Completion	When Call Completion function is enabled, your phone will redial the number automatically when the called party becomes available again.
Silence Suppression (VAD)	Silence Suppression is to reduce bandwidth usage when one of the parties involved in a telephone call is not speaking. The default is set as None. You can set it as Off or On depends on your phone circumstances.
Phone Lock	It is for you to lock your phone to prevent other persons to use it. When your phone is locked, you will need to use a PIN code to unlock it. The default PIN code is 1234.
Enable Transfer On-hook	When Transfer On-hook is enabled, you can transfer a call which is on hold immediately to the currently active line.
Reject Anonymous Call	When Reject Anonymous Call is enabled, your phone will screen out calls from callers who have blocked their Caller ID information.
Enable Hold Reminder	Hold Reminder is enabled by default. With this feature, your phone will provide a reminder tone when your phone has a call on hold.
Hold Reminder Time (Sec.)	The default Hold Reminder Time is 60 seconds. You can set shorter time interval for Hold Reminder Tone. The range is 10 ~ 60 seconds.
Enable Call Waiting	The Call Waiting feature notifies you on an active call of a new incoming call. It is disabled by default. Any new incoming call will be automatically rejected by the phone with a busy message. But, when “Call Forward Busy” is configured on your phone, where it then forwards the call according to the configured destination. When Call Waiting is enabled, you can suspend the current telephone call and switch to the new incoming call, and can then negotiate with the new or the current caller an appropriate time to ring back.

RTP Port	The default RTP Port starts from 10002. You can configure it based on your requirement. Please note it must be an even integer.
Session-Expires(Sec.)	The default Session-Expires time is 0 second. You can set a period time to enable your IP3072 phone periodically refresh SIP sessions by sending repeated INVITE requests.
Min-SE Time(Sec.)	The default Minimum Session Expiration Interval is 0 second.
Enum Suffix	With this feature, you can specify a service suffix here, if desired. There is more than one service that supports ENUM lookups, and you can select here which one you want to use. You can enter a comma separated list of route domains for ENUM lookup. The default Enum Suffix is e164.arpa.
Dial Timeout(Sec.)	The Dial Timeout is for you to configure your phone to dial out automatically after the configured time period. The default Dial Timeout is 6 seconds. The range is 1~30 seconds.
Enable Conference Reminder	When Conference Reminder is enabled, your IP3072 phone will play a short beep tone every period to the conference when you are a conference holder.
Conference Reminder Time(Sec.)	The default Conference Reminder Interval is 60 seconds. You can configure it as your requirement.
Star Code Masking	The Star Code Masking is to replace *xxx to *###, the real number will not be shown on your phone display.

Speed Dial Entry:

Field Name	*Function*
Speed Dial Entry	There are 12 speed dial entries for you to store. Each entry maps to the numeric keypad on your IP3072 phone.

Call Blocking Entry:

Field Name	*Function*
Call Blocking Entry	You can configure up to 30 call blocking phone numbers. When the phone number is configured in the Call Blocking List, your phone will screen out calls from the caller.

XML Server:

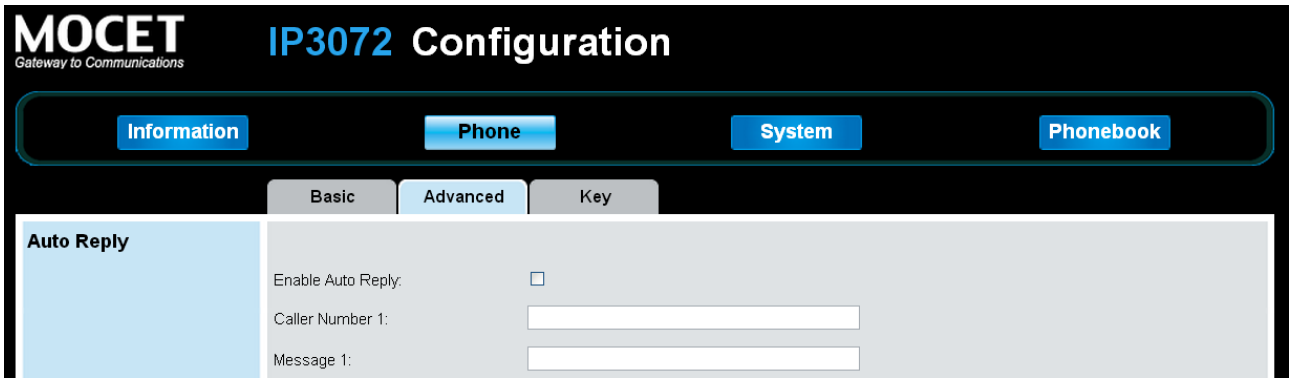
Field Name	Function
XML Services URL	When your system administrator provides XML based services, this field should be configured as the XML services URL, so you can access the XML services through your IP3072 phone display.
Custom User Agent	The default XML User Agent is Allegro-Software-WebClient/4.34.
Trans-File Server URL	When your system administrator provides File Transfer Service, this field should be configured as the File Transfer Server URL, so you can use file sending feature on your IP3072 phone.

4.5 Configuring Advanced Phone Settings

Advanced Phone Settings enables you to configure advanced phone feature settings for phone. Select the **Phone** tab of the web user interface, and find the **Advanced** section to begin configuration.

From this page you can configure following settings:

- Auto reply
- E-mail parameters
- Door phone parameters
- IP camera parameters



Here is the description of each field.

Auto Reply:

Field Name	Function

Enable Auto Reply	This feature allows your IP3072 phone to auto reply messages to the configured caller numbers.
Caller Number	You can configure up to 3 caller numbers for auto reply message feature.
Message	Configure a specified message to each caller number.

E-mail Parameters:

Field Name	*Function*
User Name	Set your name in this field.
E-mail Address	Set your e-mail account address in this field.
Login Account/ Password	Set authorization user name and password of your e-mail account in the fields.
POP3 Server Address/ Port	Set IP address and Port number of your e-mail POP3 server in the fields.
SMTP Server Address/ Port	Set IP address and Port number of your e-mail SMTP server in the fields.

Door Phone Parameters:

Field Name	*Function*
Enable Door Phone	This feature allows you to use Door Phone function by using a specified IP camera from MOCET.
Door Phone Number	Set the phone number of the IP3072 that is used as door phone.
Door Phone Camera IP/ Port	Set the IP address and Port number of the IP camera placed aside the door phone.
Door Phone Camera User/ Password	Set the login user name and password of the IP camera placed aside the door phone.

IP Camera Parameters:

Field Name	*Function*
Location	Set a readable name or location for the IP camera used for surveillance application.

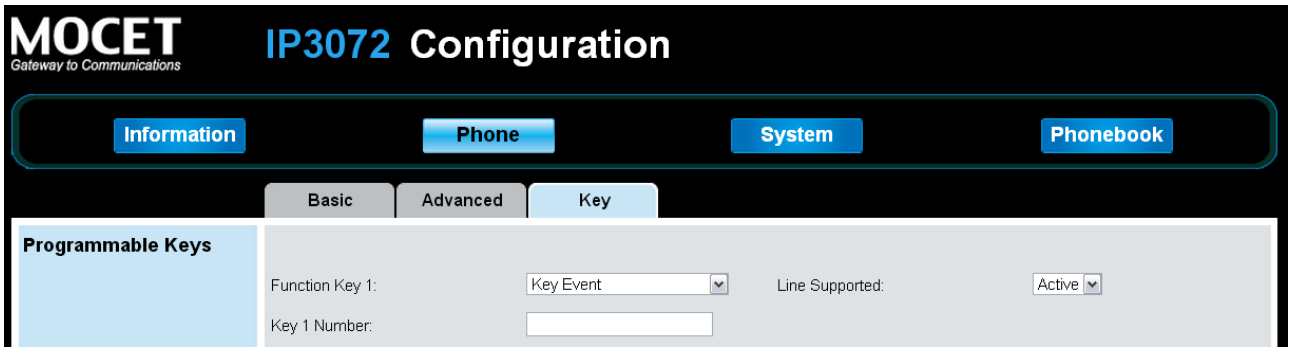
IP Address	Set the IP address of the IP camera used for surveillance application.
Connection Mode	Set the connection mode of the IP camera used for surveillance application. There are two modes, HTTP and RTSP.
Login Name/ Password	Set login user name and password of the IP camera used for surveillance application.
Web Port	Set the port number when the Connection Mode is HTTP.
RTSP Port	Set the port number when the Connection Mode is RTSP.
RTSP Path	Set the RTSP path when the Connection Mode is RTSP.

4.6 Managing Programmable Keys

Your IP3072 Phone has 8 programmable keys which can be configured for different features.

To use the programmable keys, just press the key, then the configured feature will be executed; some features will blink the LEDs or turn on the related features.

To configure programmable keys, go to **Phone** tab of the web user interface, and find the "**Key**" section:



Programmable Keys:

Field Name	*Function*
Function Key 1~8	Set a specified function for each function key (1-8). There are many advanced call features that you can select from the list.
Line Supported Active, 1~6	Select a line number (Active, 1-6) which the function key assigned to.
Key Number 1~8	Set a number for the function key.

Programmable Key Function:

Field Name	*Function*
None	Set the function key as **None**. When pressing the function key, it will have no any action.
Key Event	Set the function key as Key Event. When pressing the function key, it will perform the function as your setting. You can set one of the following key events in the "Key Number" field. F_HOLD F_CONFERENCE F_TRANSFER F_REDIAL F_HANDSFREE F_MUTE F_CONTACTS F_MESSAGE F_HEADSET
Speed Dial	Set the function key as **Speed Dial**. When pressing the function key, it will dial out the phone number as your setting.
Feature Key	Set the function key to **Feature Key**. When pressing the function key, your IP3072 phone will dial out the number as your setting.
Call Blocking	Set the function key to **Call Blocking**. When pressing the function key, the call blocking setting is enabled, and the LED of the function key becomes blue. When the blocking number calls you, your IP3072 Phone will reject the call automatically, and show a missed call icon on the standby screen.
Auto Answer	Set the function key to **Auto Answer**. When pressing the function key, the **Auto Answer** setting is enabled and the LED of the function key becomes blue as well as the **Auto Answer** icon displays on the top line bar. No matter any number calls you, your IP3072 phone will pick up calls automatically.
DND	Set the function key to **DND** (Don’t Disturb). When pressing the function key, the **DND** setting is enabled and the LED of the function key becomes blue as well as the **DND** icon displays on the top line bar. No matter any number calls you, your IP3072 phone will not have any incoming call displayed, and only show a missed call icon on the standby screen.

Anonymous Call Blocking	Set the function key to **Anonymous Call Blocking**. When pressing the function key, the **Anonymous Call Blocking** setting is enabled and the LED of the function key becomes blue. When any anonymous call calls you, your IP3072 phone will reject the call automatically, and show a missed call icon on the standby screen.
Phone Lock	Set the function key to **Phone Lock**. When pressing the function key, the **Phone Lock** setting is enabled and the LED of the function key becomes blue. You will need to enter a password to unlock your IP3072 phone. The default password to unlock phone is 1234.
Transfer	Set the function key as **Transfer**. When you have an incoming call, if you press the function key, the incoming call will be transferred to the phone number as your setting.
Call Forward Always	Set the function key to **Call Forward Always**. When pressing the function key, the **Call Forward Always** setting is enabled, and the LED of the function key becomes blue. Your IP3072 phone will forward any incoming calls to the number as your setting.
Call Forward Busy	Set the function key to **Call Forward Busy**. When pressing the function key, the **Call Forward Busy** setting is enabled, and the LED of the function key becomes blue. Your IP3072 phone will forward any incoming calls to the number as your setting when your IP3072 phone is off hook or during a call.
Call Forward No-Answer	Set the function key to **Call Forward No-Answer**. When pressing the function key, the **Call Forward No-Answer** setting is enabled, and the LED of the function key becomes blue. Your IP3072 phone will forward any incoming calls to the number as your setting when the call does not be picked up in time.
Voice Record	Set the function key to **Voice Record**. When the "Record" key is pressed once during a call, the phone sends a SIP INFO message with * Record: on. Another key press stops the recording, makes the phone send a SIP INFO message with * Record: off. Please be aware that the phone is only triggering the start and end of the recording on a remote location which has to perform the recording itself. The phone does not record the voice streams at all.

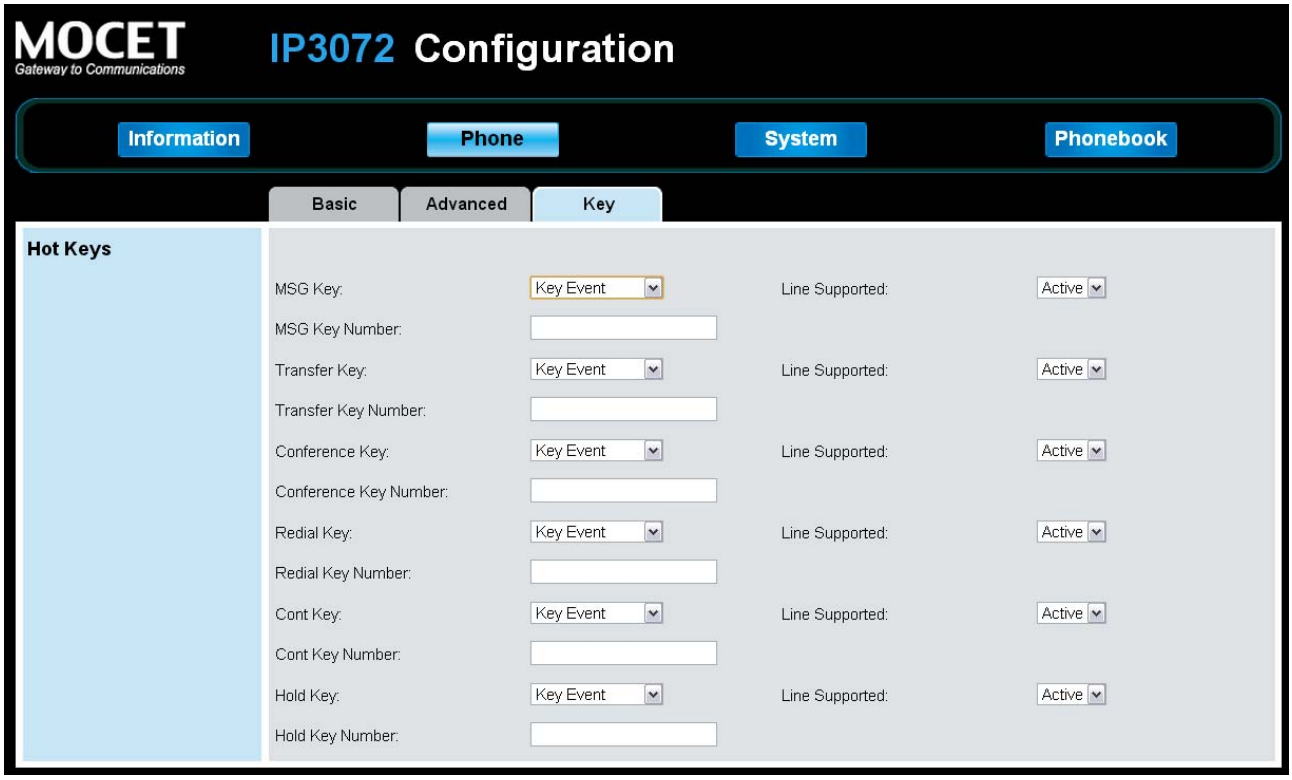
Busy Line Field	Set the function key to **Busy Line Field**. When the set number is busy, the LED of the function key is on. If the LED of the function key is off, you can press the function key to dial out the set number directly. When the set number is ringing, the LED of the function key is blinking, and if you press this key, you can pick up the ringing call.(for Asterisk PBX only)
Orbit	Set the function key as **Orbit**. When pressing the function key during a call, it will park the call in the parking lot as your setting. This feature is useful for call center environments and all places where there is a great inflow of calls and some kind of queuing is required to manage them.
Pick Up	It is used for SLA/BLA mode, using this feature can pick up a ringing call on other phone. Note the SIP server should support SLA. This function has been tested with FreeSwitch.
Call Pick Up	Set the function key as **Pick Up**. When pressing the function key, it will pick up the call in the parking lot as your setting. **Note: To use this function, your server, such as Asterisk, must support this function.**
Call Park	**Call Park** is similar to **Orbit**, using this feature will transfer a call to a park queue on server, a park queue number should be configured. **Note: To use this function, your server must support this function.**
DTMF	Set the function key as **DTMF**. When pressing the function key during a call, the digits set in DTMF setting will be sent out. To use this function, please set DTMF type as RFC2833. It is configurable only in Administration mode.

4.7 Managing Hot Keys

Your IP3072 Phone has 6 hot keys, Message, Phone book, Redial, Conference, Transfer and Hold. You can re-configure them for different features.

To use the hot keys, just press the key, then the configured feature will be executed.

To configure hot keys, go to **Phone** tab of the web user interface, and find the “**Key**” section:



Hot Keys:

Field Name	*Function*
Hot Keys	Set a specified function for each hot key. There are many advanced call features that you can select from the list.
Line Supported Active, 1~6	Select a line number (Active, 1-6) which the hot key assigned to.
Key Number	Set a number for the hot key.

Hot Key Function:

Field Name	*Function*
None	Set the hot key as **None**. When pressing the hot key, it will have no any action.

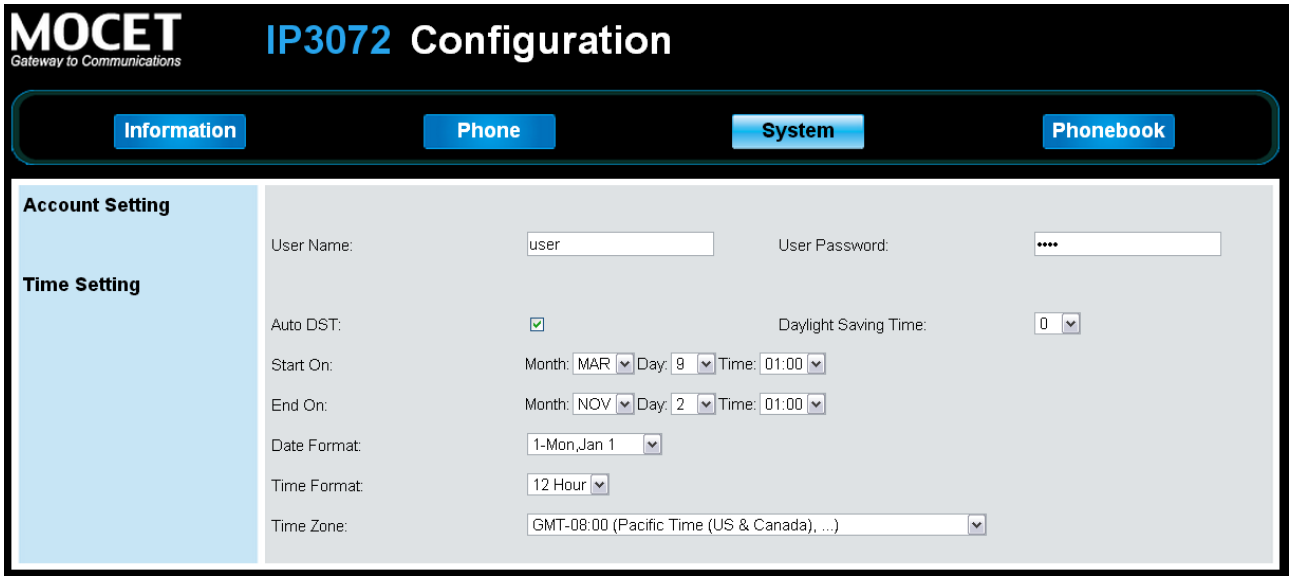
Key Event	Set the hot key as **Key Event**. When pressing the hot key, it will perform the function as your setting. You can set one of the following key events in the "Key Number" field. If you do not specify a function to the hot key, the hot key will perform its default function. F_HOLD F_CONFERENCE F_TRANSFER F_REDIAL F_HANDSFREE F_MUTE F_CONTACTS F_MESSAGE F_HEADSET
Speed Dial	Set the hot key as **Speed Dial**. When pressing the hot key, it will dial out the phone number as your setting.
Auto Answer	Set the hot key to **Auto Answer**. When pressing the hot key, the **Auto Answer** setting is enabled and the **Auto Answer** icon displays on the top line bar. No matter any number calls you, your IP3072 phone will pick up calls automatically.
Transfer	Set the hot key as **Transfer**. When you have an incoming call, if you press the hot key, the incoming call will be transferred to the phone number as your setting.
Voice Record	Set the hot key to **Voice Record**. When the "Record" key is pressed once during a call, the phone sends a SIP INFO message with * Record: on. Another key press stops the recording, makes the phone send a SIP INFO message with * Record: off. Please be aware that the phone is only triggering the start and end of the recording on a remote location which has to perform the recording itself. The phone does not record the voice streams at all.
Orbit	Set the hot key as **Orbit**. When pressing the hot key during a call, it will park the call in the parking lot as your setting. This feature is useful for call center environments and all places where there is a great inflow of calls and some kind of queuing is required to manage them.
Pick Up	It is used for SLA/BLA mode, using this feature can pick up a ringing call on other phone. Note the SIP server should support SLA. This function has been tested with FreeSwitch.

DTMF	Set the hot key as **DTMF**. When pressing the hot key during a call, the digits set in DTMF setting will be sent out. To use this function, please set DTMF type as RFC2833. It is configurable only in Administration mode.
Intercom	The **Intercom** feature is useful in an office environment as a quick access key to connect to the operator or the secretary. By default, the IP3072 phone allows incoming intercom calls to be automatically answered. If the intercom call comes into the phone while an active call is already present, the phone puts the active call on hold and answers the intercom call. The Intercom call feature depends on PBX/SIP Server as there are different intercom call codes for each servers; for example, the Asterisk default intercom code is “*80”. To place intercom call on an Asterisk server, you may just make a call to “*80”+ [destination number] (“*801001” for example). For other phone systems or hosted SIP services, please contact your system administrator for more information. Set the hot key as **Intercom**. When pressing the hot key, it will dial out the configured phone number directly.

4.8 Changing System Settings

On the System tab, you can access or change:

- Account Setting
- Time settings



Account Setting:

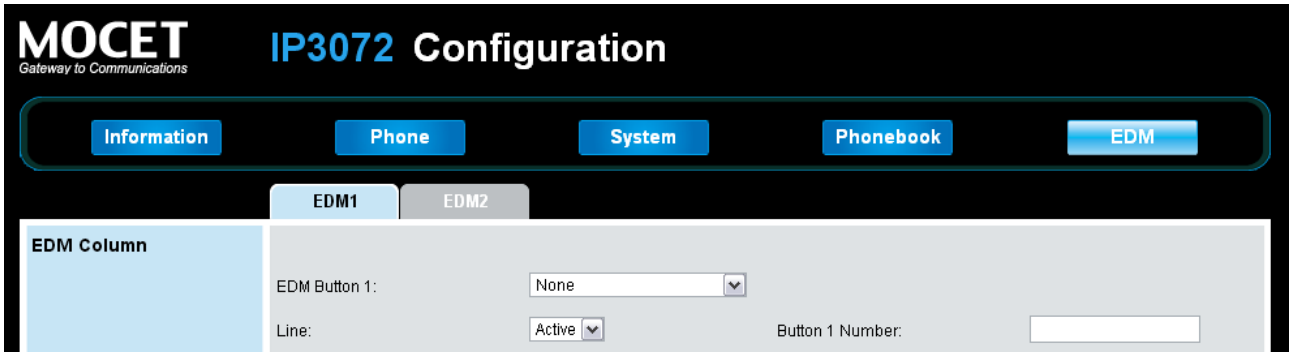
Field Name	Function
User Name	Set the name for user mode (default: user)
User Password	Set the password for user mode (default: 1111)

Time Setting:

Field Name	Function
Auto DST	Enable auto DST (daylight saving time)
Daylight Saving Time	Set a value for Daylight Saving Time. There are five options, -2, -1, 0, +1 and +2.
Start on	Set start time for DST
End on	Set end time for DST
Date Format	Select a date format showed on the phone LCD display. There are seven options: 1 – Mon, Jan 1 2 – Mon, 1 Jan 3 – Jan 1, Mon 4 – 1 Jan, Mon 5 – YYYY/MM/DD 6 – MM/DD/YYYY 7 – DD/MM/YYYY
Time Format	Select a time format showed on the phone LCD display
Time Zone	Set a time zone for the phone

4.9 Managing EDM

The EDM setting page appeared only when the EDM is plugged into your IP3072 phone. You can configure the 24 programmable keys of each EDM. For the detailed setting options, please refer to the section **4.6 Using Programmable Keys**.



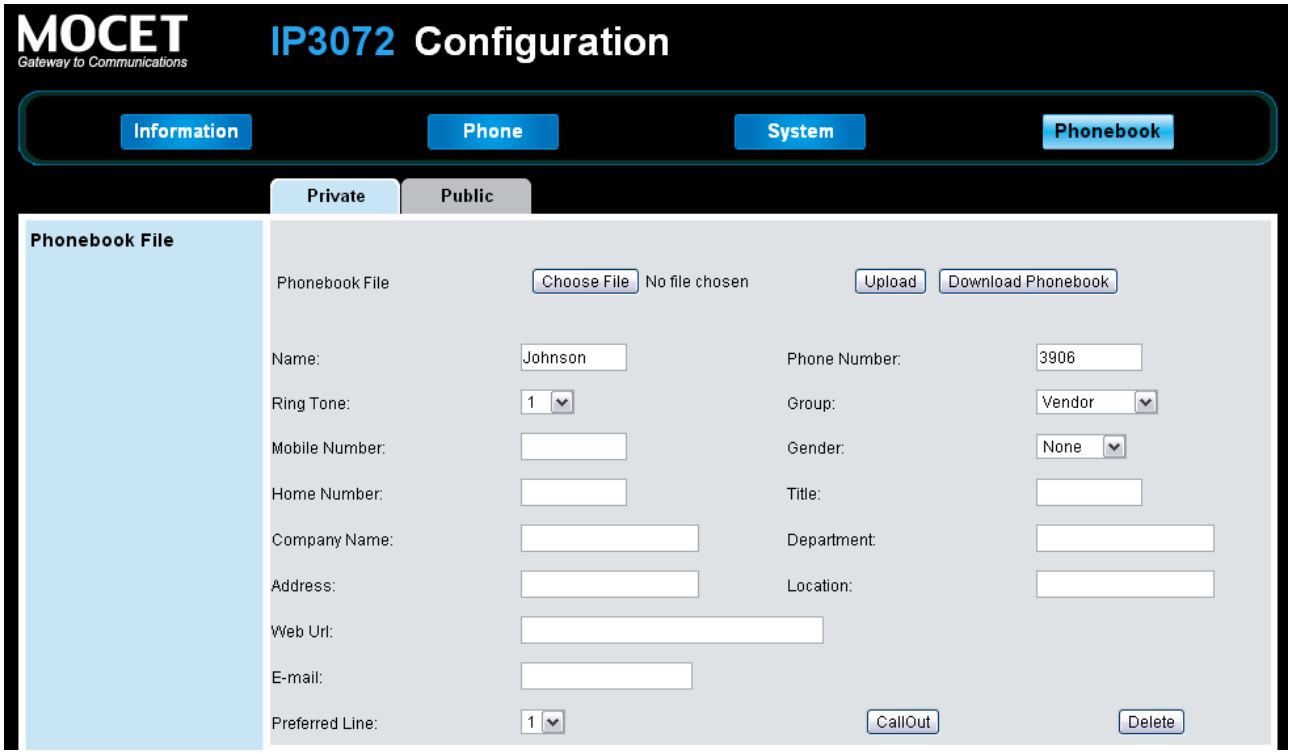
Field Name	Function
EDM Button	Set a specified function for each EDM button. There are many advanced call features that you can select from the list.
Line	Select a line number (Active, 1-6) which the EDM button assigned to.
Button Number	Set a number for the EDM button.

4.10 Managing Phonebook

On the **Phonebook** tab, you can manage your phone directories.

4.10.1 Private Phonebook

For the Private Phonebook, you can add, edit, delete or dial an entry directly from the web page. You can also upload your contacts from a file using a web browser. The Private Phonebook can have up to 100 contacts.



Field Name	Function
Upload Phonebook File	Upload “PhoneBook.xml” to the private phonebook.

Download Phonebook	Download the current phonebook data from the phone.
Group	Set a group for a phonebook item.
Call Out	Call the phonebook number via web page. It is similar to click-to-dial feature.
Delete	Delete the selected phonebook number via web page.

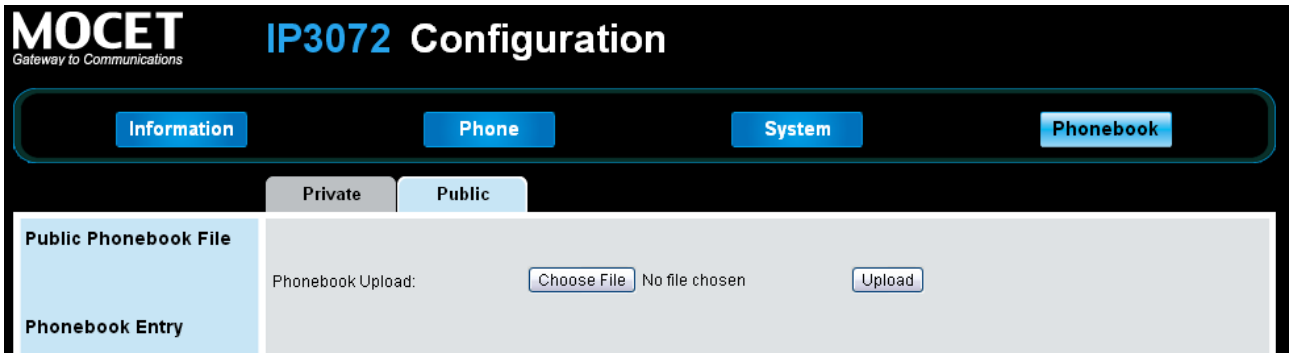
Placing a Call from the Private Phonebook

When you click the **CallOut** button to place a call to a private contact, a new Window will be displayed:

The windows will be closed after the number is dialed out.

4.10.2 Public Phonebook

For the Public Phonebook, you can upload a file using a web browser.



Field Name	*Function*
Upload Phonebook File	Upload phonebook data from the computer to the public phonebook of the phone. Please note that public phonebook data is read only, you can not edit the data.

5. Using USB Keyboard with Your Phone

When attaching an USB keyboard on your IP3072 phone, there will be an USB keyboard icon on the LCD screen.

When USB keyboard is connected, you can:

- Dial phone number
- Edit Phonebook
- Edit Speed Dial
- Edit Instant Message
- Edit Programmable Keys fields and EDM fields

6. Troubleshooting

Symptom	*Check & Remedy*
No operation	• Check if the power adapter is properly connected. • Check if the Ethernet cable is properly connected
No dial tone	• Check if the handset cord is properly connected. • Check if the power adapter is properly connected.
LAN connection lost status message	• Check if the Ethernet cable is properly connected.
Cannot make call	• Check the status of your SIP registration status or contact your administrator, supplier or ITSP for more information or assistance.
Cannot receive a call	• Check if the Ethernet cable is properly connected. • Check the status of your SIP registration status, or contact your administrator, Distributor (dealer) or ITSP for more information or assistance.
Cannot connect to the IP3072 configuration pages with a browser	• Check if the Ethernet cable is properly connected. • Check the IP address of the IP Phone. • Check if your firewall/NAT settings are correct.

========== The End of Document ==========