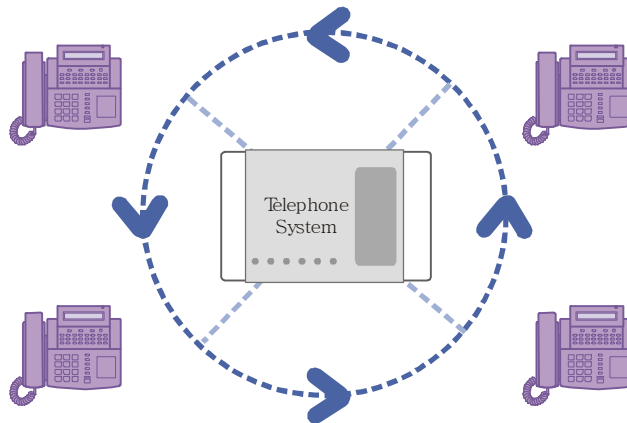


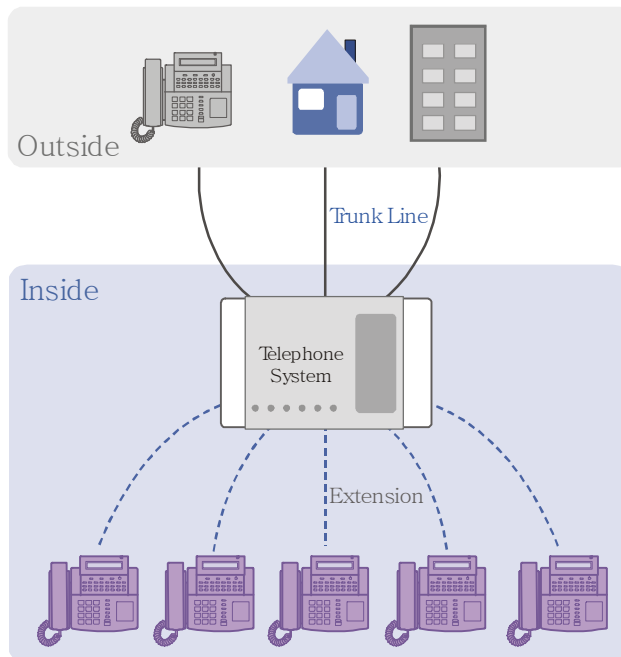
THINGS YOU SHOULD KNOW

1. About Stations and Trunk Lines

A **station** is a digital or IP phone or standard telephone connected to the OfficeServ system.



A **trunk line** is directly connected to your phone company's telephone network. It allows you to make telephone calls to parties outside your office (for example, your home) or to receive incoming calls from external parties.



2. Selecting System Functions

To use the functions of the OfficeServ system you can: press the programmable button that is registered with the required function, select the function by using the Scroll button and 3 Soft buttons that are underneath the LCD screen or dial the function code.

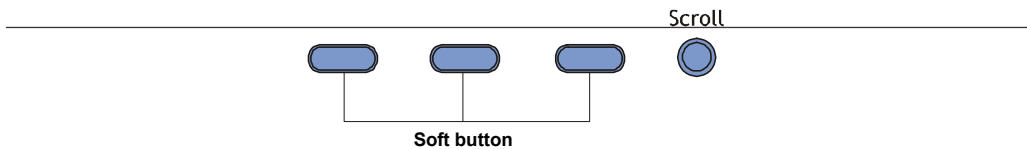
For example, if the callback function is required, find the programmable button with this function first. If this button doesn't exist, then press the Soft button corresponding to the location of **[CBK]** on the LCD screen.

■ Using the Scroll / Soft Button

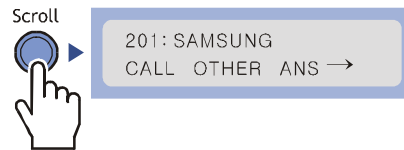
The Scroll button is used to display the function menu on the LCD screen. If the Scroll button is pressed, the LCD screen will show three menus such as [CALL], [OTHER], and [ANS] in a row. If the Scroll button is pressed again, another menu appears.

Three Soft buttons are located underneath the LCD screen.

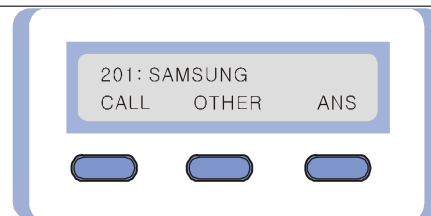
Among three Soft buttons, the one on the left is called the left Soft button, and the one in the middle is called the middle Soft button, and finally the one on the right is called the right Soft button.



1. Press the Scroll button once when the IP Phone is in the idle state and the LCD screen will show the screen.

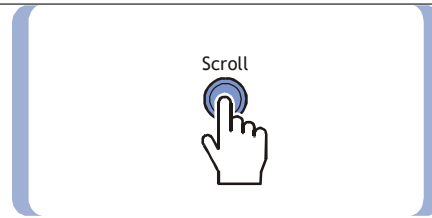


2. First select one of the main menus ; [CALL], [OTHER], or [ANS]. To select the [CALL] menu, press the left Soft button, to select the [OTHER] menu, press the middle Soft button, and finally to select the [ANS] menu, press the right Soft button.

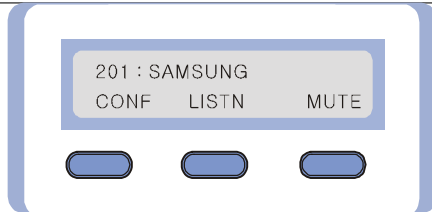


- **[CALL] Menu** : Displays the functions related to making a call.
- **[OTHER] Menu** : Displays any other functions not related to answering or receiving a call.
- **[ANS] Menu** : Displays functions related to answering calls at other system devices or pages.

3. Keep pressing the Scroll button until the desired function shows up.
If there is a → symbol displayed, it means that additional menus are available.



4. If the desired function appears on the LCD screen, select it by using the Soft button associated with the desired function.



Using the Function Code

Many of the OfficeServ system functions can be invoked by dialling function codes. Please refer to the table below for the default function codes (these may be changed in your system—refer to your System Administrator).

Dial Button	Function	Dial Button	Function
0	Trunk access group number	55+0	Page internal zone 0
10+xxx	Answer parked calls	55+1	Page internal zone 1
11	Set calls on hold or clear on hold	55+2	Page internal zone 2
12+xxx	Answer call on hold at another station	55+3	Page internal zone 3
13	Release door lock	55+4	Page internal zone 4
16+xxx	Assign speed-dial number	55+5	Page external zone 1
17	Dial stored number	55+6	Page external zone 2
19	Redial	55+7	Page external zone 3
2xx	Station number	55+8	Page external zone 4
3xx	Station number	55 9	Page all external zones
400	Cancel DND	55+*	Page all zones
401	Set DND	56	Answer transfer page
41	Set Message No Ring	57	Clear alarm sensor
42+xxx	Cancel message	58	Clear DISA Alarm
43	Set/Return message	59	Change to my station level

Dial Button	Function	Dial Button	Function
44	Reserve connection to a busy station/trunk line	600	Cancel all call forwarding
45	Busy station Camp-on	601+xxx	Set Forward All Calls
46	Conference	602+xxx	Set Forward Busy
47	Enter account code	603+xxx	Set Forward No Ans
48	Set station message	604+xxx	Set Forward Busy/No Ans
49	Flash	66	Group call pickup
500~529	Station group	67	Night ring answer
53+grp+0	Exclude group	681	Voice Dialler
53+grp+1	Include group	682	Record Voice Dialler
54+zone	Transfer page	7xx	Trunk line
55+0	Page all internal zones	8x	Trunk group number
606 + xxx	Set Forward Follow me	9	Attendant Console group
65	Direct call pickup		



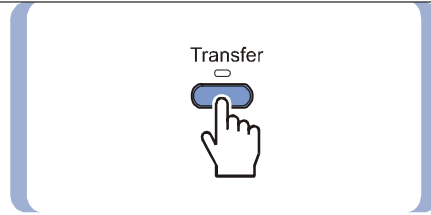
- If the table above does not have the desired function code or the function code does not match with the desired function, the system's numbering plan may have been changed; please consult with your System Administrator.

■ Assigning the Programmable Button Extenders

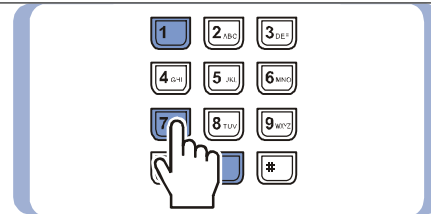
By adding an extender to some buttons, you can use the IP Phone more conveniently. For example, if the extender 4 is added to the [PAGE] button, when this button is pressed, it will allow a page announcement to be made to stations in page zone 4. Refer to the following table to select the extenders that can be assigned for each programmable button.

Button	Description	Extenders
BOSS	Director/Secretary	1-4
DP	Direct Call Pick-up	Station or station group number
DS	Direct Station	Required station numbers
FWRD	Call Forwarding	0=FWD Cancel, 1=FWD All, 2=FWD Busy, 3=FWD No Answer, 4 FWD Busy/No Answer, 5=FWD DND and-6=Follow Me
GPIK	Group Call Pick-up	01-20
GCONF	Conference group	1-5
IG	Group In/Out	Required station group 5XX(X)
MMPG	Meet Me Page	0-9, *
PARK	Park Orbits	0-9
PMSG	Programmed Message	01-20
PAGE	Paging	0-9, *
SG	Station Group Selection	5XX(X)
SPD	Speed Dial	Personal 00-49, or System 500-999
DIR	Directory Name Dialling	PERS(1), SYS(2) or STN(3)
VT	Voice Mail Transfer	Voice Mail Group(5XX)

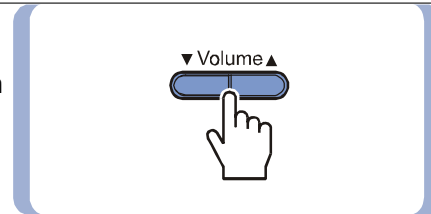
1. Press the **[Transfer]** button.



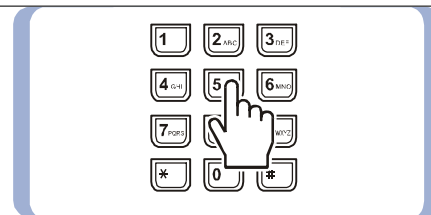
2. Press **[1] [0] [7]**.



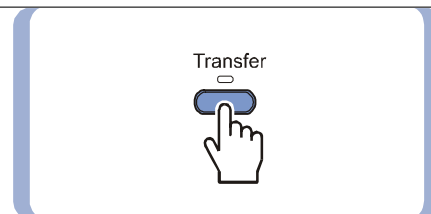
3. Select the programmable button that requires an extender by using the **[▼Volume▲]** button to, scroll through programmable buttons and then press the right Soft button, or press the programmable button to add an extender.



4. When the cursor comes to the input area on the LCD panel, dial the required extender.



5. Save the extender by pressing the right or left Soft button. Press the **[Transfer]** button to finish programming.



3. Entering Characters

Using the dial buttons of this phone, you can easily enter/edit, letters, numbers and special characters.

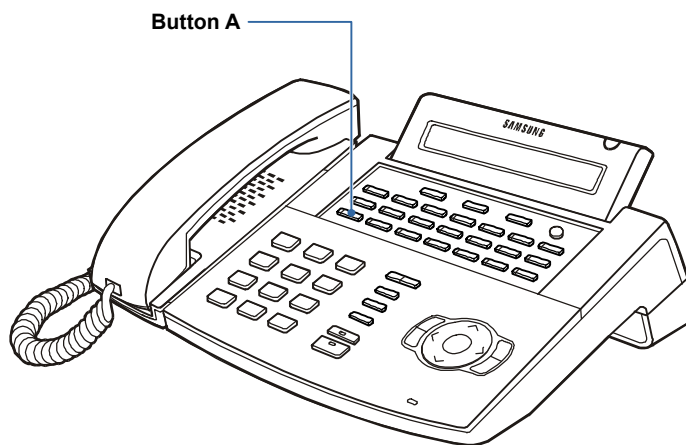
■ Special Button Used

To enter letters of the alphabet the following special button is used.

- **Button A** : Switch to capital/small letters when entering characters.

The A button of the ITP-5021D/5014D IP phone is located on the first button of the bottom row of the programmable buttons below the LCD screen.

An example for the ITP-5021D is shown.



ITP-5021D

■ Entering Characters

Press the [▼Volume▲] button to move the cursor and insert or modify the desired letter. Press the [Volume▲] button and move the cursor one space to the right to use the same dial button letters as the previous letter used.

Procedures for entering characters are described below.

Enter the characters according to the table below. Press button A to switch between capital and lower case letters.

Dial button	Dial frequency				
	1	2	3	4	5
0	<	>	.)	0
1	Space	?	,	!	1
2	A	B	C	@	2
3	D	E	F	#	3
4	G	H	I	\$	4
5	J	K	L	%	5
6	M	N	O	^	6
7	P	Q	R	S	7
8	T	U	V	*	8
9	W	X	Y	Z	9
*	:	=	[]	*
#	#	space	&	!	:
	?	.	„	%	\$
	-	<	>	/	=
	[]	@	^	(
)	_	+	{	}
		;	”	→	,

Press the [#] button to enter special characters. Special characters are displayed in the following order.
 #, space, &, !, :, ?, ,, ,, %, \$, -, <, >, /, =, [,], @, ^, (,), _, +, {, }, |, ;, ”, →, ’

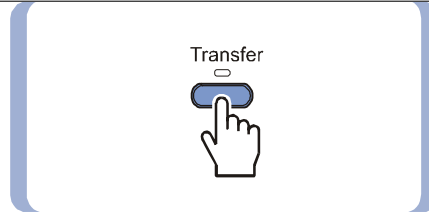
4. Configuring My Phone

Allows you to set the feature preferences for your IP phone.

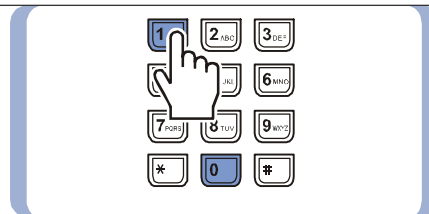
■ To Change the IP Phone Passcode

The pre-assigned station passcode is 1234. You can change the station passcode if needed.

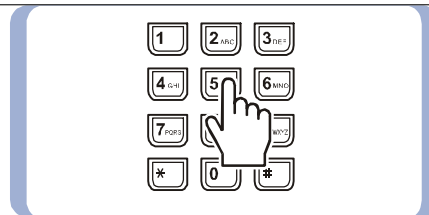
1. Press the **[Transfer]** button.



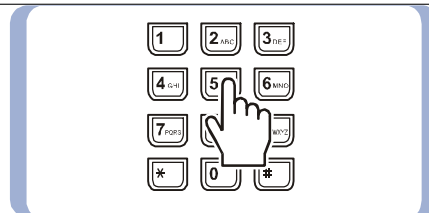
2. Press **[1] [0] [1]**.



3. Enter the previous passcode.



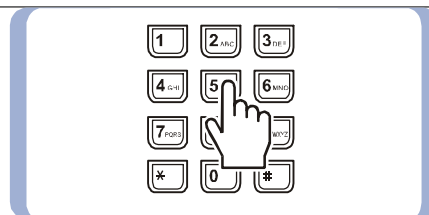
4. Enter the new passcode. The passcode must be a 4-digit number.



5. Re-enter the new passcode for confirmation.

If the passcode is entered correctly, a beep will be heard twice. If four beeps are heard, it means that the new passcode entry was unsuccessful.

Please re-enter the new passcode.



6. Save the new passcode by pressing the **[Transfer]** button.

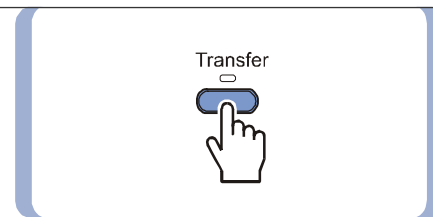


■ Setting the Answer Mode

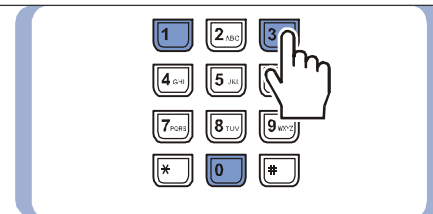
Intercom calls can be answered with one of three answer modes. A different answering mode can be selected for

- [0] ANS MODE : the answer mode when answering intercom calls.
- [1] EXEC ANS : the answer mode when answering calls using the executive/secretary hot line. You must be a designated Boss or Secretary for this option to be available.

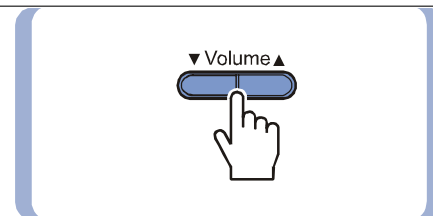
1. Press the **[Transfer]** button.



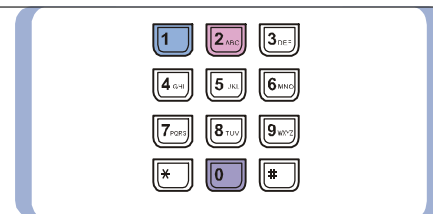
2. Dial **[1] [0] [3]**.



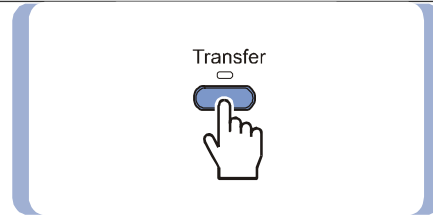
3. Select the call type(ANS MODE or EXEC ANS) using the **[▼Volume▲]** button. Move the cursor by pressing the right Soft button.



4. Dial **[0]**(Ring mode),
[1](Auto Answer mode),
or **[2]**(Voice Announce).



5. Press the **[Transfer]** button and save the selected entry.

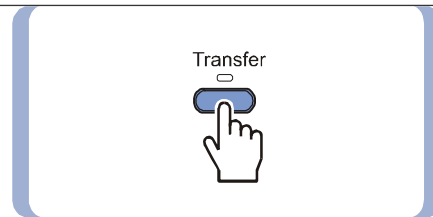


- If your IP Phones is programmed for the Voice Announce answering function, and Call Forwarding No Answer is set, you must press the **[Speaker]** button or **[Send]** button to answer before the no an answer timer expires. Otherwise, the call will be forwarded.

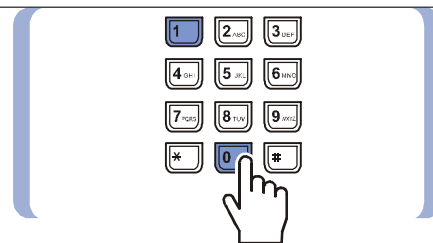
■ Using the Headset / Handset (Headset Operation)

The IPT-5021D/5014D IP Phone user can switch between handset mode and headset mode. In headset mode, you can answer or end a call by pressing the **[Send]** button or **[End]** button.

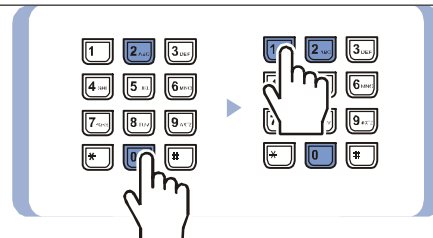
1. Press the **[Transfer]** button.



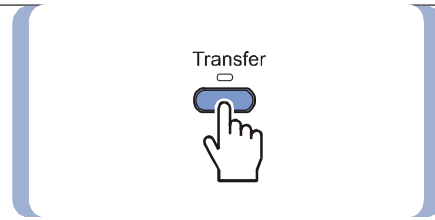
2. Dial **[1] [1] [0]**.



3. To use the handset, dial **[0] [2] [0]**, and to use the headset, dial **[0] [2] [1]**.



4. Save the selected entry by pressing the **[Transfer]** button.

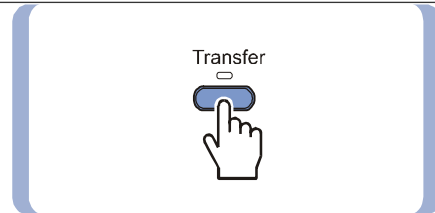


- The IP Phone can have a headset mode button. If so, press this button when its LED is off and the IP Phone is changed to headset mode and the LED will light up. Press this button again to return the IP Phone back to handset mode and the LED button goes off.

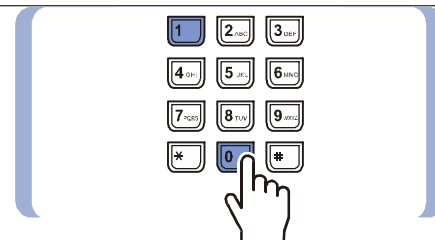
■ Enabling / Disabling the Key Confirmation Tone

You can enable or disable a short confirmation tone whenever a dial button is pressed.

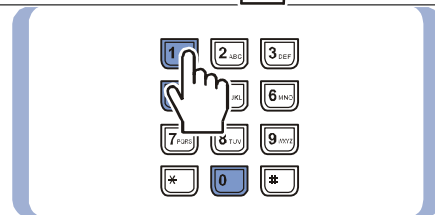
1. Press the **[Transfer]** button.



2. Dial **[1] [1] [0]**.



3. To use the key confirmation tone, dial **[0] [4] [1]**, and to disable that the tone, dial **[0] [4] [0]**.

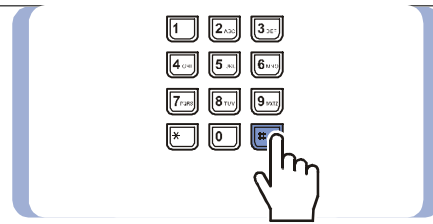


4. Save the selected entry by pressing the **[Transfer]** button.



■ Pulse to Tone Changeover

When making an outside call on a dial pulse(mechanical) line, press the [#] button. All digits dialed after the [#] button will be sent as tones(electronic method).

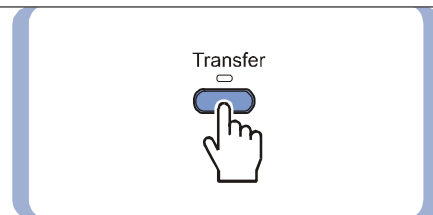


■ Hot Keypad

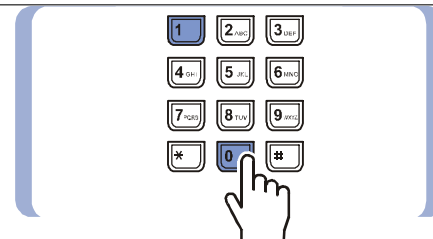
The hot keypad allows you to make a call or activate the other functions of the OfficeServ system by pressing the dial buttons or function keys directly, without picking up the handset or pressing the [Speaker] button.

If the hot keypad function is turned off, you must pick up the handset or press the [Speaker] button first.

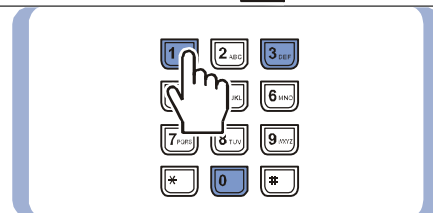
1. Press the [Transfer] button.



2. Dial [1] [1] [0].



3. To enable hot keypad, dial [0] [3] [1], and to disable, dial [0] [3] [0].



4. Save the selected entry by pressing the [Transfer] button.



5. Volume Adjustment

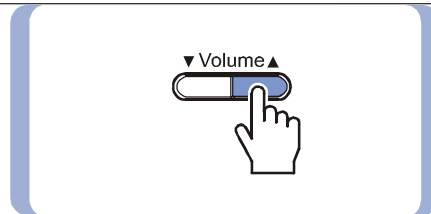
The [▼Volume▲] button is used for adjusting the volume of the handset, speaker, and ringer.

■ Adjusting Handset Volume

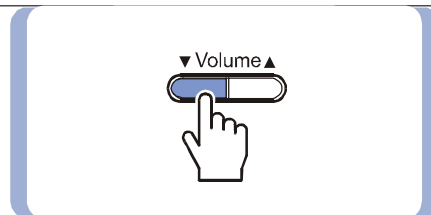
1. During a call using the handset.



2. Press the [Volume▲] button to increase the handset volume.

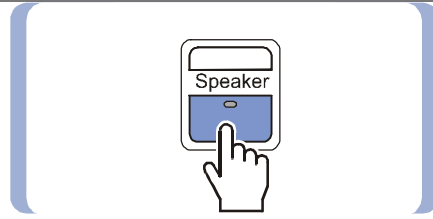


3. Press the [▼Volume] button to decrease the handset volume.

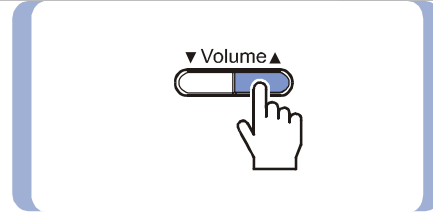


■ Adjusting Speaker Volume

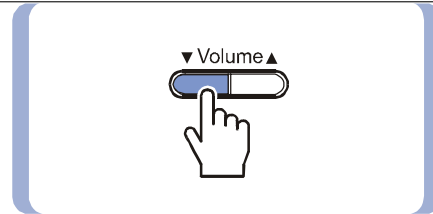
1. During a call using the **[Speaker]** button.



2. Press the **[Volume▲]** button to increase the speaker volume.

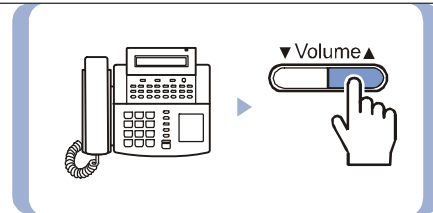


3. Press the **[▼Volume]** button to decrease the speaker volume.

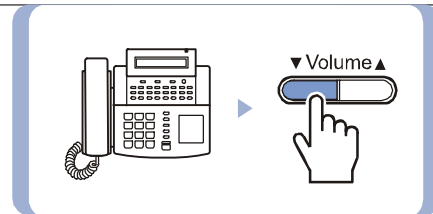


■ Adjusting Ring Volume

1. To increase the ring volume, press the **[Volume▲]** button while the phone is ringing.








2. To decrease the speaker volume, press the **[▼Volume]** button while the phone is ringing.



6. Types of Signal Tone

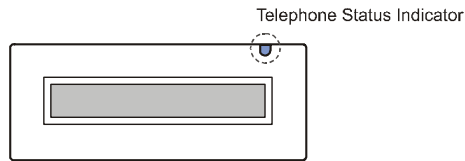
The types of signal tone used in this telephone system are described in the following table.

Signal Tone Name	Usages	Signal Interval
Dial tone	A steady tone that indicates you can begin dialling.	Trunk. Line Continuous Station  1s ON/0.25s OFF
Ring back tone	Indicates the station you dialled is ringing.	 1s ON/ 2s OFF
Busy tone	Indicates the station you dialled is busy.	 0.5s ON/ 0.5s OFF
Transfer tone	Indicates your call is being held and you can dial another station.	 0.1s ON/ 0.1s OFF
Confirmation tone	Very short beeps that indicate you have correctly set or cancelled a system feature.	 0.05s ON/ 0.05s OFF

* The Signal Interval may vary for each country.

7. Telephone Status Indicator

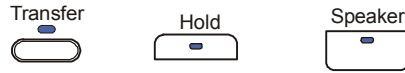
The status indicator turns on or off according to the telephone status.



Functions	Status of LCD Indicators
Busy/Off-hook	Steady red
Extension Ring	Flashing red
Trunk Ring	Flashing green
Recalling	Flashing yellow
Message waiting	Flashing red
Calling Denied	Fast flashing red within 1-second interval.

8. Button LED

The [Transfer] button, [Hold] button, and [Speaker] button have a LED that turns on or off according to the phone status.



For incoming external calls or intercom calls ringing at your IP Phone the trunk button LED or Call button LED will flash green. The trunk button LED will flash red on other IP Phones with the same trunk button. While holding a call, the green LED of the trunk line will blink.

In the following table, the functions of LEDs are summarized.

Functions	Button LED Status
Trunk line or functions are in use	LED is steady green.
New call is ringing	LED is a fast flashing green.
While a call is on hold	LED is a slow flashing green or red.
A call recalling to the IP Phone	LED is a slow flashing yellow.