Operating Manual

IP240-1000

IP240

innovaphone

PURE IP - TELEPHONY

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Declaration of conformity

innovaphone AG declares that the telephones IP240 and IP240-1000 meet all basic requirements of the 1999/5/EC European guideline.

The original declaration of conformity is available in the download area of the innovaphone Web site at www.innovaphone.com.

1. About this manual

This manual describes how to operate the telephones innovaphone IP240 and innovaphone IP240-1000. The handling is alike for both telephones. For the sake of clarity we will renounce mentioning the telephone IP240-1000 in this manual.

> Note:
> In comparison to the IP telephone IP240 the IP240-1000 is available with a Gigabit-Ethernet port.

If you require information on configuration and connection of the IP240, please refer to the innovaphone Wiki at wiki.innovaphone.com.

Please check for new versions in the download area on our website at www.innovaphone.com.

Always comply with the safety instructions!

1. Über dieses Handbuch

Dieses Handbuch beschreibt die Bedienung Ihres IP-Telefons innovaphone IP240 oder innovaphone IP240-1000. Die Handhabung beider Telefone ist identisch. Es wird daher im Folgenden, aus Gründen der Übersichtlichkeit, auf die weitere Erwähnung des Telefons IP240-1000 verzichtet.

> Hinweis:
> Im Unterschied zum IP-Telefon IP240 besitzt das IP240-1000 einen Gigabit-Ethernet-Anschluss.

1.1. Overview of the chapters

This manual provides comprehensive information on the telephone IP240. Besides the general basic principles of the telephone, it also provides the entire operating instructions, including instructions for the administrator.

These instructions supplement the brief guide supplied with the telephone. This telephone-specific brief guide is also available on the innovaphone Web page as a printable PDF.
The easiest way to configure the telephones, particularly the function keys, is via the telephone's Web interface. You can read more on this in the administration manual for the innovaphone terminals.

Always comply with the safety instructions!

1.2. Operating instructions

This manual describes how to operate and administer the telephone IP240. For information on which keys to use to operate your innovaphone IP telephone, see the overview below.

Description	Explanation	Key
Menu key	The Menu key is used to open the main menu or save changed form contents in the idle state. During a connection, it is used to initiate conferences.	
Volume	Keys for volume control. The volume can only be adjusted during a connection.	
Clearing key	The Clearing key is used to terminate a connection. In the menu, pressing the Clearing key takes you back a level. In entry mode, the Clearing key deletes the character to the left.	
Consultation key	The Consultation key enables use of the "Hold" and "Hold and retrieve" functions. In the idle state, the Consultation key is used to call up the list of missed calls.	R
Redial key	The Redial key is used to access the list of phone numbers last dialled. In the menu, the Redial key confirms the current selection.	
Loudspeaker key	The Loudspeaker key is used to switch on/off the hands-free system. In addition, you can use this key to accept an incoming call or end an existing call without using the handset.	
Function keys	Function keys next to the keypad, which are used to perform assigned functions such as abbreviated dialling, calls, call hold and muting, for example.	
Mute key	During a call, a long press switches the microphone off or on. In the idle state, the call signal is switched off.	
Confirmation key	Enter key for confirming a selection or entry.	Ok
Delete key	Deletes the character to the left.	Del

Back key	Takes you back in the menu without applying the setting (in the idle state). During a connection, the key is used to terminate a call.	
Arrow keys	For navigation in the menu.	

2. Call functions

2.1. Setting up two connections

The possibilities for setting up two connections are as follows:

1. With a call on hold, you can make a call to another subscriber.
2. Someone tries to call you whilst you are on the phone. You can accept a waiting call.

2.1.1 Administering a waiting call

Someone tries to call you whilst you are on the phone. The waiting call is not accepted automatically. You can accept a waiting call using the keys or the key sequence R and “2”.

2.1.2 Dialling a new number

Whilst connected with an active call partner, you can set up a new connection by calling another subscriber. You have the possibility to transfer an active call or initiate a conference.

Key	Effect
R	1. Press the Consultation key R during a call. The active call partner is put on hold and you can hear a dial tone. The active connection appears against a dark background on your display. 2. A connection is set up to the call number dialled. If the subscriber answers, you can make a consultation before the transfer. Tip: The connection set up is deleted again if you press the R key and 1 once more before the consultation connection is set up. 3. Replace the handset or, if you are in hands-free mode, press the Loudspeaker key . The caller will be connected. 4. If, after the consultation, you do not want to transfer the call there after all, you can end this active connection by pressing the Clearing key . You are then connected with the call that was previously on hold. You can use the Menu function key to set up a conference (see chapter 2.2.).

Key	Effect
	During an active call, press the key to initiate a second call. As soon as the phone rings or there is a call-waiting indication at the selected destination, the call is automatically transferred. You have the possibility to set up a conference. Tip: When transferring a call, you do not have to wait until the subscriber answers. After dialling the phone number, you can hang up immediately (without consultation).

2.2. Three-party conference

You can set up a conference between yourself and two other connections. Set up two connections (see chapter 2.1.). Once two connections have been set up, a conference can be initiated.

- Press the Menu key .
- By pressing the Menu key again, you can end the conference. The call put on hold before initiating the conference is now on hold again.
- To terminate the active connection, you must press the Clearing key . The connection to the active conversation partner is terminated. The call on hold now becomes the active call.

> Note:
> If you replace the handset during the conference, the two conversation partners remain connected together.

2.3. Hold and retrieve

You can switch between two connections using the hold and retrieve function.

1. Set up an active connection and a connection on hold (see chapter 2.1.).
2. Press the Consultation key R during a call with an active connection and a connection on hold. The active connection is put on hold and the connection on hold is activated.
3. To terminate the active connection, you must press the Clearing key . The connection to the active conversation partner is terminated. The call on hold automatically becomes the active call.

> Note:
> The hold and retrieve function described in this chapter relates only to two connections. The way you administer several connections is described in more detail in chapter 2.9.1.

2.4. Return call

If no-one answers the call at the opposite terminal or you can hear the busy tone, an automatic return call or automatic redialling can be initiated.

2.4.1 Return call if engaged

If the opposite party is engaged, an automatic return call can be initiated. As soon as the called party has ended the call, the IP telephone signals that the line is free again. As soon as you pick up the handset, the call is initiated and the opposite telephone rings.

> Note:
> The telephone network of the call partner must support this feature.

1. Press the Menu key if you hear the busy tone.
2. Press the function key beside the Return Call line on the display and hang up to activate the automatic return call. Wait for the return call signal.
3. When the return call is signalled on your IP telephone:

- Pick up the handset or press the Loudspeaker key to initiate the return call. The call with the opposite terminal is set up.
- Alternatively, press the Clearing key to reject the return call. The call is not set up and is deleted from the list of active return calls.

2.4.2 Return call if no response

If the called party does not accept your call, an automatic return call can be initiated. As soon as the called party has used the telephone, the IP telephone rings to indicate that the subscriber is now available. As soon as you pick up your telephone's handset, the call is initiated and the opposite telephone rings.

1. Press the Menu key if you hear the distant dial tone.
2. Resume the procedure as described in chapter 2.4.1.

> Note:
> The telephone network of the call partner must support this feature.

2.4.3 Automatic redialling

If no-one answers the call at the opposite terminal or you can hear the busy tone, automatic redialling can be initiated.

If another call is made at the called terminal, your IP telephone rings to indicate the possibility of a return call.

1. Press the Menu key if you hear the distant dial tone or busy tone.
2. Press the function key beside the Redialling line on the display and hang up. Automatic redialling is activated.
3. The IP telephone tries to connect to the opposite terminal at intervals of roughly 30 seconds. As soon as the opposite terminal is reached through automatic redialling, the signal tone of the outgoing call can be heard. Redialling is restricted to 20 minutes.

Tip:
If you wish to terminate the redialling procedure earlier, press the following keys in the order given:
- Menu key
- Function key beside “Call Lists”
- Function key beside “Active Recalls”
- Function key beside the entry
- Function key beside “Delete”

The call is deleted from the list of active return calls.

2.5. Announcement function

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.11.).

With the Announcement function, you can address the other subscriber directly without the subscriber having to pick up the handset. The telephone of the opposite party automatically switches to hands-free mode. The microphone is not activated, so that only an announcement on one side is possible.

> Tip:
> The administrator can activate the microphone for return responses if necessary.

A short tone announces you to the opposite party, and you can then be heard over the loudspeaker.

> Tip:
> The administrator can block the Announcement function.

If the telephone of the opposite party is engaged, the call goes into hold mode whilst the Announcement function is active. After the announcement, the call on hold is automatically set up again. The call on hold of the opposite party becomes the active call again.

> Note:
> In order to use the Announcement function, you must have been granted administrator rights. Another prerequisite is that the opposite party is also using an innovaphone IP telephone.

2.6. Partner function

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.11.).

The Partner function offers three possibilities:

Partner status “Engaged”	If your partner is connected, you can take a look at their connections.
Partner status “Ringing”	If there is a call to the telephone of the configured partner, this call is signalled on your telephone. The symbol and the call number of the caller appear next to the name of the partner. The call can be picked up by pressing the adjacent function key .
Partner status “Free”	The key can be used like an abbreviated dialling key if the line of the set-up partner is free. The partner is called by pressing the key.

2.7. Pickup List function

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.11.).

The Pickup List function is used to display all telephones of the group that are currently ringing and the number of the first caller. This function allows a call of a partner telephone to be accepted through a diversion.

1. If there is only one call that needs answering, it can be picked up by pressing the function key beside the Pickup List entry.
2. If several calls need answering, all of these calls can be displayed in a menu by pressing the Pickup List key. To select a call from the list for answering, proceed as follows:

- Open the Pickup List menu by pressing the function key beside the “Pickup List” entry.
- Select the desired entry in the list with the arrow keys or .
- Press the arrow key or the function key beside the entry and the selected call is picked up.

2.8. Park

> Note:
> This function can only be used after it has been assigned to a function key (see chapter 2.11.).

You can use this function to park calls and retrieve them again. The parked calls are linked to an existing object of the same group. The object can be a telephone, the exchange line or the queue, for example.

- You can park a call onto your own IP telephone or take a call parked on your telephone.
- Furthermore, you can park a call onto an external object (not your own telephone) or take the parked call from an external object.

2.9. Operation with more than two calls

Your IP telephones have functions that make them ideal for use as a small exchange. You are able to have more than two calls on hold at the same time. The maximum number of calls that may be operated can be flexibly configured. Consult your innovaphone PBX administrator about your settings.

2.9.1 Administering the wait list

The wait list can be operated in two modes.

Operating mode 1

To access this operating mode, press the ▲ key.

In this operating mode, two calls from the wait list are displayed.

Figure 1: Operating mode 1

This operating mode allows you to administer the **active** call and the **waiting** calls.

The following options for operation are available:

Key	Effect
	By repeated pressing of the key, you can switch between the **active** call and the **selected waiting** call.
R	If more than three calls are entered in your wait list, you can use this key sequence (press in succession) to substitute the **selected waiting call** from the **remaining waiting** calls as desired.

Operating mode 2

To access this mode, press the key.

This operating mode allows you to administer the **active** call and the **selected waiting call**.

In this operating mode, one call from the wait list is displayed.

Figure 2: Operating mode 2

> Note:
> The call previously on hold from operating mode 1 now becomes the active call in operating mode 2 . The defined active call from operating mode 1 now becomes the selected waiting call in operating mode 2 (see fig. 3).

Figure 3: Comparison of the modes

The following options for operation are available:

Key	Effect
	By repeated pressing of the key, you can switch between the active call and the selected waiting call (see fig. 2). The selected waiting call becomes the active call and the call previously active becomes the new selected waiting call.
R	If more than three calls are entered in your wait list, you can use this key sequence (press in succession) to substitute the selected waiting call from the remaining waiting calls.

2.9.2 Dialling a new number

Whilst connected with an active call partner, you can set up a new connection by calling another subscriber.

Key	Effect
R	Press the R key during an active call. The call is put on hold. You will hear a dial tone. Dial the call number. A further connection is set up. You can use the Menu function key to set up a conference (See chapter 2.9.5).
	During an active call, press the key to initiate a second call. As soon as the phone rings or there is a call-waiting indication at the selected destination, the call is automatically transferred. You have the possibility to set up a conference.

2.9.3 Administering a waiting call

Someone tries to call you whilst you are on the phone.

The number of calls being administered is configured in administration. As long as the configured limit is not yet reached, incoming calls are announced with a call-waiting signal.

The waiting call is not accepted automatically.

> Note:
> Once the configurable limit has been reached, further calls are rejected with a busy signal.
> The waiting calls and the "selected" call in the queue become clear on the display.

You can accept a waiting call using the keys or the key sequence R and “2”.

> Note:
> The way you administer the wait list is described in chapter 2.9.1.

2.9.4 Terminate

Pressing the Clearing key ends the call with the conversation partner highlighted on the display (active). If, on the other hand, you want to end a call with another conversation partner from a mode, select the conversation partner whose connection you want to terminate using the arrow keys or the key sequence R and (see chapter 2.9.1), and then press the Clearing key .

After a terminate action, any further calls that exist in your wait list are administered as described. The way they are administered is governed by the mode used.

Mode 1	If the active call is terminated, you are subsequently automatically **connected with the call on hold**. The call on hold becomes the new active call.
Mode 2	When you have ended the active call in this mode by pressing the Clearing key , the **connection on hold will call you**. How the incoming call can be administered is described in more detail in chapter 2.9.5.

2.9.5 Connect calls together

From an existing wait list, you can initiate a three-party conference or connect calls together.

Connect new call initiated	see chapter 2.9.2
Set up conference from the wait list	To set up a three-party conference, go into **mode 1** and press the Menu key . You can set up a conference between the **active** call and the call **on hold**. To end the conference, you have two options available: **Leave conference**: If you want to leave the conference without interrupting the connection between the two existing calls, replace the handset or press the Loudspeaker key or Space key Space. **End conference**: If you want to end the conference, press the keys or the Clearing key . The calls then return to their old position.
Connect calls together	You can connect the **active** call with the **call on hold** by replacing the handset, pressing the Loudspeaker key or the Space key Space.

If you are not involved in a conference and have connected calls together, your telephone goes into the idle state if no further calls exist in the queue. If, on the other hand, further calls exist in your wait list, the **selected call will call you** once you have replaced the handset. Your telephone rings and the selected call is displayed as the incoming call. You can administer the incoming call as follows:

Take selected call	When you pick up the handset, you are connected with the incoming selected call. The selected call becomes the active call, and the other waiting calls are administered as such in the wait list on the display.
Connect selected call	After taking the call, you can connect the incoming selected call with the **following waiting call** by replacing the handset. If you have a further call waiting in the queue, it will call you after the connection has been initiated.
Reject selected call	By pressing the Clearing key , you can terminate the connection to the selected call. The next waiting call, if applicable, will call you.

2.10. Short keys

To simplify the most important aspects of administering several connections, shortcut keys are available, which are explained in summary form below.

Shortcut key	Description
R 0	Reject waiting call
R 1	Terminate active call; call on hold becomes active call
R 2	Accept waiting call; switch between active call and call on hold using hold and retrieve
R 3	Conference mode
R 4	Transfer/forward

2.11. Function keys

Functions may be applied after going through several menu steps. Another way - sometimes the only way - to execute functions is to use function keys to which functions can be assigned. This assignment allows the functions to be operated faster.

In order to assign the desired functions to the function keys, press the following keys in the order given:

1. Menu key
2. Function key beside User List
3. Function key beside the active user
   (active user is indicated on the right by an asterisk)
4. Function key beside Function Keys

More detailed information may be found at the innovaphone Wiki at wiki.innovaphone.com.

2.12. Secure connections

It is possible to make encrypted phone calls with the IP240. This hinders interception by third-parties. An encrypted call can be recognised by the symbol in the status line on your display.

Please contact your administrator should you wish to use encryption.

3. Messaging

The Messaging function enables you to send text messages from your IP telephone to other subscribers and to receive messages from other subscribers.

> The function can only be used if all subscribers are using innovaphone IP telephones. All telephones must be registered to an innovaphone PBX.

3.1. Send messages

The message content appears as a direct message on the recipient's display.

3.1.1 Sending a message using the menu

Proceed as follows in order to send a message:

- Press the Menu key ,
- Function key next to menu item Messages,
- Function key next to menu item New Message.
- After "For:" enter the number or the name of the message recipient.
- Press the arrow key or a function key next to the text field and enter the message text (see chapter 5).
- Your message will be sent as soon as you press the menu key . You will see OK on the display when the message has been sent successfully.

3.1.2 Send message using Indirect dialling

You can send messages even faster by using Indirect dialling than by using the menu. Proceed as follows from idle mode:

- First enter the name or number of the message recipient.
- Press the menu key to reach the special menu Indirect dialling (see chapter 9).
- Select the menu item Send message with the adjacent function key .
- Enter your text message; the recipient's number has already been selected.
- Send the message by pressing the menu key. OK on the display shows you the message has been sent successfully.

3.2. Receiving messages

It is also possible to receive messages on the IP240. It depends what mode your telephone is in, as to how you receive a message from another subscriber. The following chart explains in what modes you can receive messages and how they are displayed.

In idle mode	The message is shown directly on the display in this mode. A special message tone is heard. This tone is stopped by pressing any key. Press the speaker key or just pick up the handset to immediately place a call back to the sender of the message. The call is initiated automatically. When away from your telephone: After a few seconds, the message is closed on the display and the symbol unread message is shown on the display. The missed message can be opened by pressing the R key and the top function key next to the missed message. Press the bottom function key next to the message to dial the number of the person who sent the message
Whilst on the telephone	If you receive a message whilst you are on the telephone, then the number of the sender is shown on the display. A special message waiting tone can be heard. Every other message received is shown on the display by increasing the number of messages missed.
Whilst ringing or dialling	Should you receive a message whilst your telephone is ringing or whilst you are dialling, then the message signal does not sound. Every other message received is shown on the display by increasing the number of messages missed.

3.3. Managing messages received

You must enter the list of incoming messages in order to open messages received and to reply to them. Proceed as follows from idle mode:

- Press the Menu key ,
- Function key next to menu item Messages,
- Function key next to Menu item Messages (incoming),

> Note:
> Once you have entered this menu, the missed messages display disappears when the telephone is in idle mode.

- Use the arrow keys to navigate through the list of messages in chronological order and select the desired message by pressing the adjacent function key to display the content.

Pick up the handset or press the speaker key to automatically call back the sender of the message. You also have other possibilities to react to messages received.

Once the message has been opened, select the menu item Action with the adjacent function key. You now have the following possibilities:

Indirect dialling	Selecting this option initiates a call to the sender of the message.
Reply Message	Selecting this option opens the form in order for you to reply to the sender of this message. Enter your answer here.
Delete Entry	This option deletes the selected message from your list of incoming messages.
Delete List	This option deletes all messages in your list of incoming messages.

3.4. Managing sent messages

You can call up and manage messages sent at any time. To do this you must enter the list of outgoing messages. Proceed as follows from idle mode:

- Press the Menu key ,
- Function key next to menu item Messages,
- Function key in the menu item Messages (outgoing).

> Note:
> Once you have entered this menu, the missed messages display disappears when the telephone is in idle mode.

- Use the arrow keys to navigate through the list of messages in chronological order and select the desired message by pressing the adjacent function key to display the content.

Pick up the handset or press the speaker key to automatically call back the message recipient. You also have other possibilities to react to messages received. Once the message has been opened, select the menu item Action with the adjacent function key . You now have the following possibilities:

Indirect dialling	Selecting this option initiates a call to the message recipient.
Send Message (Template)	Selecting this option opens the form in which you can either resend the same message to the recipient or make changes to the message and resend. It is also possible to change the number or the name behind “For”. This enables you to send the message to someone else.
Delete Entry	This option deletes the selected message from your list of outgoing messages.
Delete List	This option deletes all messages in your list of outgoing messages.

3.5. Setting the message tone

- Press the Menu key ,
- the function key next to the menu item User List
- the function key next to the desired user,
- the function key next to Ring Melody.
- You can set the desired message tone with the function key next to the menu item Melody. Press the menu key twice and the function key next to “yes” in order to confirm your selection.

3.6. Leaving a message

There are various options for actions should you or the recipient be on the telephone:

- Recall
- Automatic redial
- Send message

Should you decide to send a message, then the number dialled will be assumed to be the recipient of the message. Send the message as described in chapter 3.1.

3.7. Do not disturb message

This setting provides you with the possibility to automatically send a pre-defined text message to a caller should you be away from your phone. Proceed as follows to set this function:

1. Press the Menu key ,
2. the function key at the menu item User Setup,
3. the function key at the menu item Do not disturb.
4. You can switch “Do not disturb” on or off by pressing the function key .
5. Then under the menu item Action, select the option “Out of Office“ with the appropriate function key .
6. When this option is set, then the new item “Out of Office Msg.” appears in the lower line. Enter your desired text for the Out of Office Message here.
7. You can also select which calls should receive the message. Choose between: Any Call, Internal Calls and External Calls.
8. Press the menu key until OK appears. Your settings are thus completed.

4. Telephone directory

The telephone directory is your personal phone book in which the names and call numbers of your conversation partners are administered.

In the initial state, press the following keys:

- Menu
- The function key beside Directories

Depending on the configuration, it may be possible to access the directory of the telephone system (exchange) or of an external LDAP server.

Entries in the local telephone directory consist of the name (= search term), the call number and, if desired, further settings and notes. The number of possible entries depends on the amount of notes additionally entered, amongst other things. Notes can be addresses or birthdays, for example. Without notes, about 2,000 entries can be administered. All entries are sorted alphabetically.

For further use and as an additional data backup, the entire telephone directory can be backed up on a PC and reloaded. You can also import external address books from the PC. To do so, please consult your administrator.

5. Alphanumeric characters

The IP240 has a numeric keypad and an alphanumeric keypad. You can enter any Western European characters in accordance with ISO 8859-1 using the keypad.

Characters with no key of their own may be accessed by first pressing Alt or Alt+⇧ and then the relevant letter key.

By briefly pressing the letter key repeatedly in succession, you can select various characters.

The following special characters are available, which you can enter by pressing the relevant shortcut key as of the respective character:

! “ # $ % & ´ ( ) * + , - . / : ; < = > ? @ [ ] \ ^ _ ‘ { | } ~ £ § ¿ ÷

Key	Alt+key	Alt+⇧+key	Key	Alt+key	Alt+⇧+key
Q	@ [ ] \ ...	´ ( ) * ...	F	& ´ ( ) ...	~ £ § ¿ ...
W	§ ¿ | ...	£ § ¿ ...	G	( ) * + ...	{ | } ~ ...
E	è é ê ë	È É Ê Ë	H	) * + , ...	} ~ £ § ...
R	$ % & ...	% & ´ ...	J	- . / : ; ...	[ ] \ ^ ...
T	ð ¥	ð ¥.	K	+ , - . / ...	] \ ^ _ ..
Z	/ : ; < ...	? @ [ ] ...	L	_‘ { | } ...	^ _ ‘ { ...
U	ü ù ú û	Ü Ù Ú Û	Y	Ý ý ÿ	Ý ý ÿ
I	ì í î ï i	Ì Í Î Ï	X	. / : ; ...	; < = > ...
O	ö ø ò ó ô õ	Ö Ø Ò Ó Ô Õ	C	ç ¢	Ç
P	= > ? ...	| } ~ £ ...	V	, - . / : ...	+ , - . / ...
A	ä å æ à á â ã	Ä Å Æ À Á Â Ã	B	Þ	þ
S	ß	ß	N	ñ	Ñ
D	Ð	Ð	M	µ	µ

6. User Setup menu

6.1. Call Diversion

The Call Diversion menu allows you to be available even whilst absent.

6.1.1 Diversion options

The IP telephone supports three different types of call diversion:

Permanent diversion (**Unconditional**)	In this case, calls are always diverted to another subscriber. Note: This state of diversion cancels the other diversion types. With this setting, calls are diverted immediately. The called party is therefore unable to answer the calls.
Diversion if busy (**Busy**)	Calls are diverted if there is already an active call.
Delayed diversion (**No reply**)	Calls are diverted if they are not answered within a certain time limit. Note: Unlike permanent call diversion, the latter two types allow you to accept calls within a pre-defined time period before they are diverted.

Note:
In the initial state of the IP telephone, an active call diversion is indicated by the symbol in the status line. For a permanent diversion, the diversion destination is also displayed.

6.1.2 Setting up call diversion

To be able to activate call diversion, proceed as follows:

> Tip:
> Operation is faster if you assign a call diversion to a function key ▬.

1. In the initial state, press the following keys: Menu ➔ ,
   User Setup ▬ and Call Diversion ▬.
2. With the relevant function key ▬, select the desired state: “Unconditional”, “Busy” and/or “No reply”.

> Tip:
> Pressing the function key ▬ once more cancels the previous diversion setting.

3. Then press the ▼ key.
   Enter the desired diversion destination (name or number).
4. Save the entry by pressing the Menu key ➔ twice.

6.2. Do not disturb

This function allows you to respond in a particular way to incoming calls.

The incoming calls are categorised as:

➢ Internal Calls, External Calls , Any Call

For the defined incoming calls, you can choose between four possible responses (**Action**):

Ringing off	Your telephone will not ring for incoming calls. The setting is indicated on the display by the symbol. The call is still shown on the display, however, and you can take the call at any time.
Silence	In the “Silence” state, the ringing of your IP telephone is suspended for incoming calls. The setting is indicated on the display by the symbol. Unlike with the "Ringing off" function, it is not possible to take the call. A dial tone is nonetheless forwarded to the caller. You will see the missed call on the display.
Busy	With this option, the call is blocked off. The caller receives a busy signal.
Out of Office	see chapter 3.7

6.3. Call waiting

1. This function allows you to control call waiting while engaged in a telephone call.

2. In the initial state, press the following keys: Menu ,
   the function key beside “User Setup”

With the function key beside “Call waiting”, you can choose between the following call waiting states:

Off	The call waiting function is switched off. The caller receives a busy signal and the called party receives no call-waiting signal.
On - one	A call-waiting tone sounds once.
On - mute	No call-waiting tone; you only receive visual notification of a new call.
On - def.	Call waiting duration and signal are in accordance with the country-specific standard.

> Note:
> You can determine the country-specific standard as described. In the initial state, press the following keys:
> - Menu
> - Function key beside Administration
> - Function key beside Registration
> - Function key beside Option
>
> With the function key beside Tones, you can configure the country-specific standard for your IP telephone as desired.

6.4. Calling line identification presentation (CLIP)

This function is used to switch on or off the calling line identification presentation feature for outgoing calls. The setting applies for all subsequent calls, in so far as settings are not made for individual calls.

1. In the initial state, press the following keys: Menu , function key beside User Setup.

2. With the function key beside Number Present., you can switch this feature on or off.

> Tip:
> Operation is faster if you assign calling line identification presentation to a function key .

7. Phone Setup menu

The Phone Setup menu relates to the IP telephone hardware, irrespective of the user.

In the initial state, press the following keys: Menu , Phone Setup .

7.1. Headset

1. In order to switch a connected headset of your telephone IP240 on or off , press the following keys from the initial state:

- Menu
- Function key beside Phone Setup
- Function key beside Headset

> The display switches between "On" and "Off".
> The symbol appears in the status line.

2. Press the OK key Ok. The dialling preparations are activated.
3. Press the key or OK key Ok again and the call is terminated.

> Tip:
> By picking up the handset, the call can be transferred to the handset. The call is passed from the handset to the headset with the OK key Ok.
> A call over the headset can also be followed on the telephone by pressing the Loudspeaker key . If the OK key Ok is pressed after the Loudspeaker key , the call is transferred from the headset to the hands-free system.
> It is also possible to transfer the call from the handset or hands-free system back to the headset. To do this, you simply have to press the OK key Ok.

7.2. Direct dialling

If direct dialling is switched on, an entered direct dialling number is dialled after picking up the handset or pressing the Loudspeaker key .

> Note:
> All keys on the IP telephone with the exception of the Menu key are then locked.

1. In the initial state, press the following keys:

- Menu
- Function key beside Phone Setup
- Function key beside Direct dial. Switches between "On" and "Off".

2. If you now press the function key beside Number, you can enter the call number or name to be dialled directly.

> Note:
> When entering a name, remember that upper case and lower case letters are considered to be different.

3. If you press the function key beside Delay, the number or name is dialled after a pre-defined time interval.

> Note:
> This function is only available if you have switched “Direct dial” on.

7.3. Lock

1. In the initial state, you can lock your comfort telephone with the following keys:

- Menu
- Function key beside Phone Setup
- Function key beside Lock Phone

Before you can lock your IP telephone, you are prompted to enter your **PIN**.

- Enter the PIN and press the Menu key .

The message “Attention no emergency calls possible!” appears and the telephone returns to its initial state. The active lock is indicated on the display by the symbol.

2. The way to **unlock** your IP telephone is as follows:

- Press the Menu key .
- Then enter the PIN.
- Finally press the Menu key .

7.4. Change PIN

The PIN is used to prevent unauthorised access. You can use this function to activate the protection and specify the PIN. Proceed as follows to set the PIN:

- Press the Menu key .
- Press the function key beside Phone Setup.
- Press the function key beside Change PIN and enter the current PIN.
- To enter the new PIN, press the function key beside the New PIN field (upper field).
- The new PIN must be re-entered for security reasons. This time, however, you press the function key beside the lower New PIN field and re-enter your PIN.
- If you now press the Menu key twice, the “Changes activated” message appears and the telephone returns to its initial state.

> Note:
> There is no default PIN setting.

7.5. LCD Contrast and Light

To set the contrast and light on your display, proceed as follows from the idle state:

- Press the Menu key .
- Press the function key beside Phone Setup.

Under the LCD Contrast and LCD Light options, you can determine the strength using the function key beside the relevant option.

The function keys only allow you to set an increasing strength. The and keys also allow you to adjust the setting to increase or reduce the strength.

- If you now press the Menu key twice, the “Changes activated” message appears and the telephone returns to its initial state.

8. User list / multiple registration

Multiple registration allows use of a telephone with multiple identities (users). Up to six users can be **registered at the same time**.
The possibilities of this feature are varied. It is possible, for example, for an employee working at various locations to log on to the telephone at a different work station. It is also possible to implement the function of a telephone exchange or hotline, whereby employees can log on as co-users of this group. Temporary standing in for a colleague (their call number) is also possible via multiple registration.

> Note:
> This feature can only be used if registration of the call number on several telephones is permitted in the PBX component.

8.1. Register co-users

A co-user can be registered with your IP telephone as follows:

1. In the initial state, press the Menu key followed by the function key beside User List.
2. Press the function key beside a free line in the list (1-6).
3. To register a co-user, press the function key beside Registration and then the function key beside Setup.
4. Now press the function key beside

➢ “Name:” to enter the name of the co-user.
➢ “Number:” to enter the number.
➢ “Passw.” to enter the co-user’s password.
➢ “VoIP Gatekeeper”. Specify the following desired values as described:

Gatekeeper IP	If several gatekeepers are to be active at one address, a particular gatekeeper is identified amongst them using the name entered here.
Gatekeeper IP Address	Here, you specify the IP address at which the first responsible gatekeeper can be reached.
Gatekeeper IP Address	There should be a further gatekeeper in the network in case the first gatekeeper is unavailable. You enter the IP address of this gatekeeper here.

➢ “Options”, Tones: Here, you set the country-specific tone standard.

8.2. Unregister or delete co-user

To unregister the active user or even delete them from the list, press the function key beside the desired co-user. Then select the function key beside Registration and confirm the Unregister or Delete function with the relevant function key .

8.3. Switch user

If several users are registered with your telephone, incoming calls are signalled for all users with specification of the called identity on the display. Outgoing calls are set up with the data of the active user.

To switch the active user, press the function key beside the required entry and confirm the new user with the function key beside Activate.

9. Indirect dialling (Special menu)

Using the menu Indirect dialling a quick access to various functions concerning the following connection is possible.

> Attention:
> Do not pick up the handset!

Dial the number of the subscriber in order to open the menu Indirect dailling and then press the menu key . The following options, explained in the chart below, will appear on the display. Choose the desired option each with the Ok key:

Menu	Explanation
Call as User	By choosing this option, the User List is displayed and you are able to switch the active user of the telephone.
Save no. In Directory	The dialed number can be entered to the Telephone Directory directly.
Send Message	By choosing this option you are able to send a text message to the dialed number. The message appears as a direct message on the message receiver's display.
Dial (hands-free mode)	Select this option by pressing the Ok key to start the call in the hands-free mode. Picking up the handset switches off the hands-free mode.
Number Presentation.:	Choose between “On” and “Off” by pressing the Ok key. This setting is only for the following call.

10. Administration

This menu contains the administrative details for the network and for the registration of the IP telephone.

10.1. Information

In this menu, you will find the serial number, the firmware version number and the boot code version number. To access the menu, press the following keys (in the order given) in the idle state:

1. The Menu key
2. The function key beside Administration
3. The function key beside Information

10.2. IP Settings

The menu contains information on integration in the IP network. This information is of interest to the administrator only and must not be changed by the user. To access the menu, press the following keys (in the order given) in the idle state:

1. The Menu key
2. The function key beside Administration
3. The function key beside IP Settings

The following IP properties can be set using this menu:

Menu option	Possible settings
DHCP Mode	➢ Client ➢ Server ➢ Off
IP Addresses	➢ Interface IP Address ➢ IP Address Mask ➢ Standard IP Gateway
VLAN	➢ VLAN Header: Off ➢ VLAN Header: On • VLAN Priority • VLAN Identifier

10.3. Registration

The menu Registration contains information on registration with the gatekeeper. This information is of interest to the administrator only and must not be changed by the user.

1. The Menu key
2. The function key beside Administration
3. The function key beside Registration

You will find the following information:

- Protocol
- Name
- Number
- Password
- VoIP Gatekeeper (Gatekeeper ID, Gatekeeper IP Address)
- Options (Tones)

> Note:
> For more information on the country-specific standard calling tones please refer to the innovaphone Wiki at wiki.innovaphone.com.

10.4. Reset Configuration

It is possible to restore the device to its as-shipped”state. All settings made on the device are then lost. To access the menu, press the following keys (in the order given) from the idle state:

1. The Menu key
2. The function key beside Administration
3. The function key beside Reset Configuration

You are then asked whether the device is to be reset to its as-shipped state “Do you want to reset the device to the factory defaults?”. With the function key , you can restore the as-shipped state (“Yes”), in which case all changes are lost. Alternatively, you can leave the menu with the function key (“No”).

> Note:
> Once you have restored the device to its as-shipped state, a restart is performed and all data and settings are lost.

Safety instructions

The manufacturer assumes no responsibility for any personal injury, damage to property or subsequent damage that can be attributed to improper use of the device.

innovaphone® AG declares that the device meets all basic requirements of the 1999/5/EC European guideline.

The innovaphone Wiki at wiki.innovaphone.com should also be observed for the configuration of the IP telephones. All instructions specified there should be followed carefully and the devices should only be used in accordance with these instructions.

> Note:
> Please note the following instructions for your own safety:

➢ Power supply

The external power supply is designed for operation with a 100-240 V, 50 Hz AC mains network. Never try to connect the equipment to other mains systems!

The equipment cannot be operated during a mains failure. The equipment settings however are retained.

The power socket must be near to the equipment and easy to access. The power supply to the device can be interrupted by pulling the mains adapters out of the power socket or, if the power is supplied via a network cable (Power over LAN), by removing the network cable.

➢ Installation and connection

Lay the connection cables carefully so that no one can trip over them. Connected cables must not be bent excessively, pulled or subjected to mechanical strain.

The equipment is intended for use in dry rooms only.

The equipment must not be installed and operated under the following conditions:

- In damp, dusty rooms or in rooms where an explosion may occur
- At temperatures over 40°C or under 0°C
- Where it is subject to impact stress or vibrations
- At places subject to direct sunlight

Some types of furniture varnish or cleaning products can damage the plastic feet of the telephone IP240 and leave marks. In these cases, make sure you put the equipment on a stable, non-slip surface.

- Cleaning

Use a soft, slightly damp cloth to clean the surface of the equipment housing.

Do not use any chemicals or abrasives. The equipment does not require any maintenance.

- Malfunctions

There is no need to open the device if it is operated and serviced as intended.

Do not open or reconnect faulty equipment. In this case, return the equipment to your dealer or service centre. Keep the original packaging in case you need to return the equipment, since it provides ideal protection.

Back up all entries (for example, on a PC) to avoid losing data.

- Disposal

When due for disposal, the device should be disposed of as electronic scrap, in accordance with local regulations.

- Environmental sustainability

There is no contact with hazardous materials if the telephone is used as intended. The plastics used for this device are of partially recycled granulate. We do not use any plastic material for our packaging. We only use part recycled cardboard and paper.

- Warranty

Your IP terminal is a sophisticated, modern device which has been produced using state-of-the-art production equipment in order to meet high quality requirements. Only high quality components, which ensure a maximum of reliability, are used for their production.

A warranty seal has been applied to the bottom of the IP terminal (on a screw of the housing). Please make sure it is not damaged, since otherwise no warranty claims can be made.