Operating manual

innovaphone IP222 / IP232

Version 11 R1 [110896]

Extension

own name

Presence

Status

Date, time

Turn page

Information

Frank | 1721   31.03.15 12:17

Available

Apps
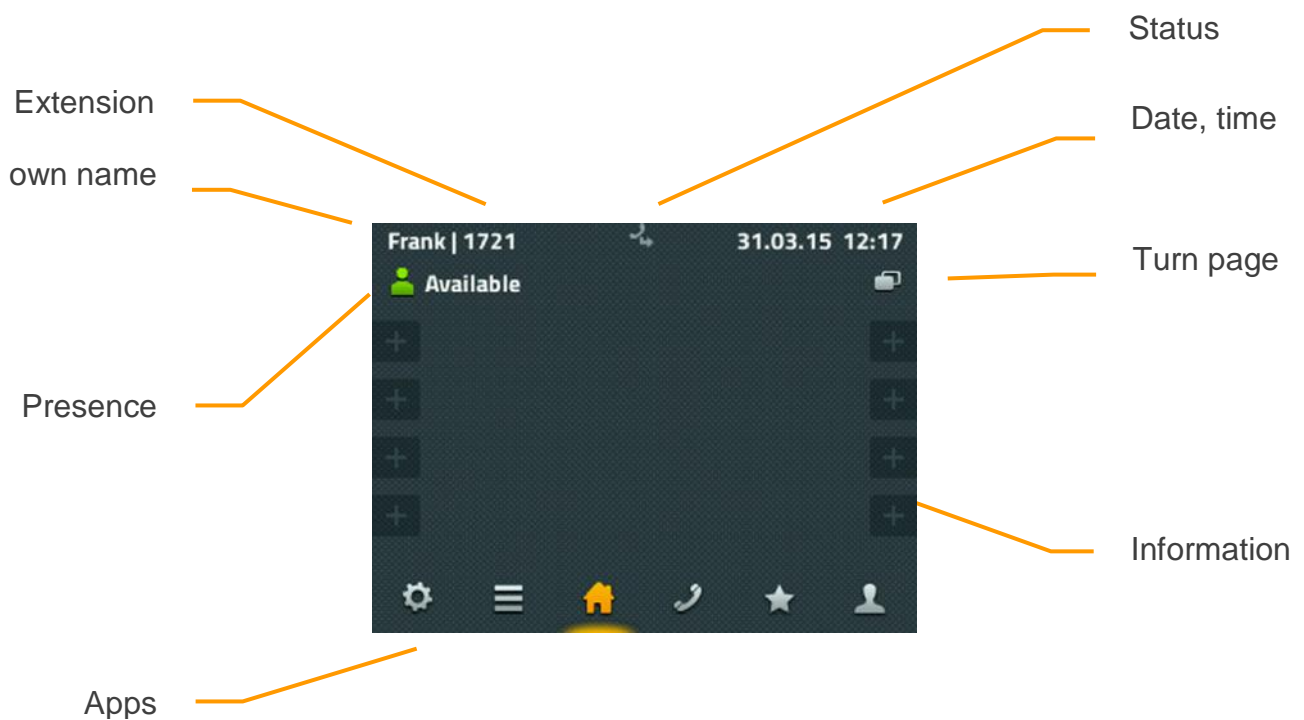
Screen layout IP222

Contents

Operation

Although there is a basic difference in the operation of the IP222 and IP232 phones, these instructions describe the operation in the same way. 12 dynamically assigned function keys at the edge of the display are used to operate the IP222 telephone. In contrast, the IP232 phone is operated via the touch screen. Touching the display of the IP232 triggers the same function as the function key on the edge of the IP222's display. Because all the essential functions are implemented in the same way on both phones, this manual only describes the operation via the touch screen. If the functions differ, this will be noted explicitly.

Overview

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

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

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

Key configuration

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

Home: go one step back in the menu. On the top level of an app, the key switches to the Home app. On phones prior to hardware version 1212, this key was labelled with "ESC" and had the same function.

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

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

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

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

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

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

The phone status icons

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

|	
Not registered	Error: the phone is not connected to the telephone system and does not work!
Second registration active	Warning. As the connection to the telephone system is not working, the phone has connected to a replacement system. Phone remains in full working order.
Microphone off	The microphone is switched off on the audio device that is currently in use (handset, hands-free, headset). Other audio devices are not active. The other party cannot hear you.
Do not disturb	Depending on the configuration, the ringing is switched off. By default, the ringing is switched off for all calls. The standard setting can be changed so that the telephone just rings once, or the caller hears a busy signal or inbound calls are ignored. In addition, the setting can be limited to internal or external calls.
Diversion (always)	All calls are immediately redirected to the specified address. This call diversion overrides the other call diversions.
Diversion (busy)	If the own phone is busy, inbound calls are redirected to the specified address.
Call diversion (no response)	Calls that are not answered during a set time, are redirected to the specified address. The time lapse is 15 seconds and can be changed by the administrator.

Phone

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

As soon as the handset is picked up, the phone automatically switches to the "Phone" app. On the screen, you can see the numbers that have already been dialled. If the handset is on hook, the telephone switches to the Contacts application as soon as the first digit is typed on the keyboard (except if something is being edited). A search in all directories is immediately started to find a matching entry that is then offered in a list.

The call can also take place from the following applications:

- from the phone by picking up the handset,
- from the call lists,
- using the function keys of the Home application.
- from My favorites and
- from the contacts.

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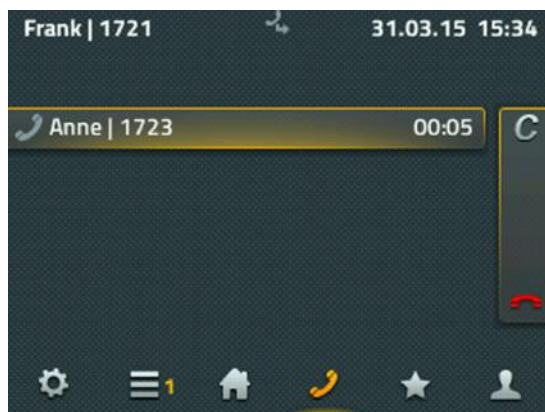

If the outbound call remains unanswered, the call can be ended via the c-icon (call completion) in a way that allows options for further actions to be available: callback, redial, and send message. If a recall has been activated, the phone will inform you as soon as the remote device is available again. This only works if the remote device supports this function. Automatic redialling tries to dial the number again at regular intervals. This also works if the remote device is in another network. By selecting "Message", the window to send messages opens.

Inbound calls are displayed in the information area. If available, additional information such as "name" and "phone number" of the caller is also displayed.
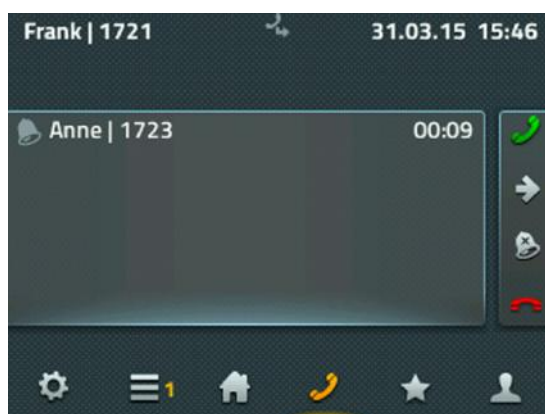
You can accept the inbound call on the phone by picking up the handset. If you accept a call by pressing the green handset icon, the call is picked up in hands-free mode or via a connected headset. Reject the call with the red handset icon. The caller hears a busy signal. You can forward the call before accepting with the arrow icon. An input box appears for entering the forwarding destination number. Pressing the Bell icon turns off the ringing for this call.
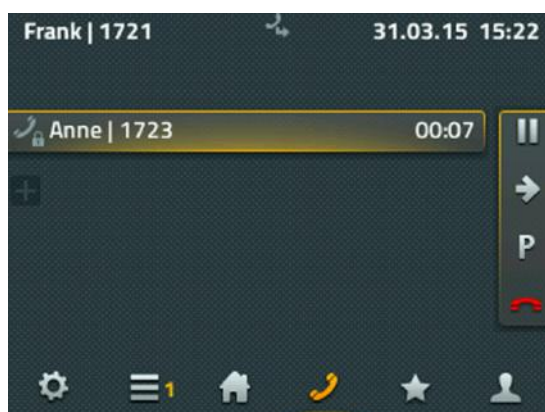
As soon as the call has been accepted, the functions change to call handling. To hang up, you can, of course, replace the handset or press the red handset icon. The call is parked on your phone with the P icon. The parking function is described in a separate chapter. The pause icon puts the current call on hold. Those participating in the call hear recorded music-on-hold and you can set up a second call.
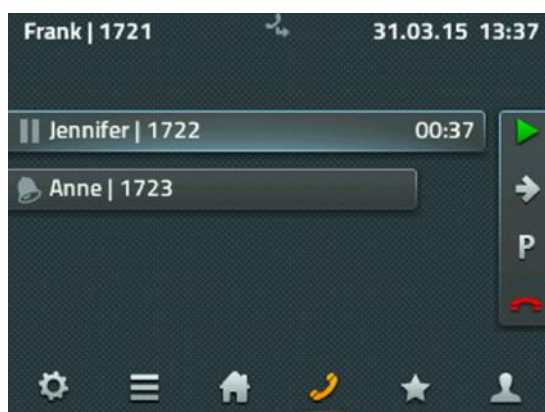
Call handling on the right-hand side always refers to the active call, which is depicted with the longest bar. The yellow shade indicates that you are connected to this party.

Once the second call is set up, you can retrieve the active call via the green icon. Double press the R key to immediately change to the other call.

The red handset icon ends the active call and automatically switches to the ongoing call. If you hang up, the other calls connect. You can separately forward both calls with the grey arrow icon. An input box appears for the destination number of the call forward.

With the triangle icon, you open a three-party conference between you and the other parties. To break up the conference, press the triangle icon again. The conference is finished and the first party is put on hold and hears the music-on-hold. The other subscriber is connected to you. You are now in the same mode as before the conference call.
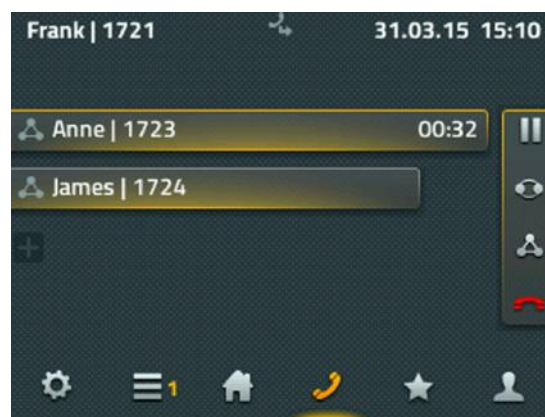
You can also terminate the conference by pressing the red handset icon. After terminating the first call, you are still connected to the other party until you also terminate this connection.

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

An internal diverted call is shown with additional information. An angled arrow on the display of the IP222 shows who redirected the call to you. Thus you can respond during the call that you are not actually the person the caller was trying to reach.
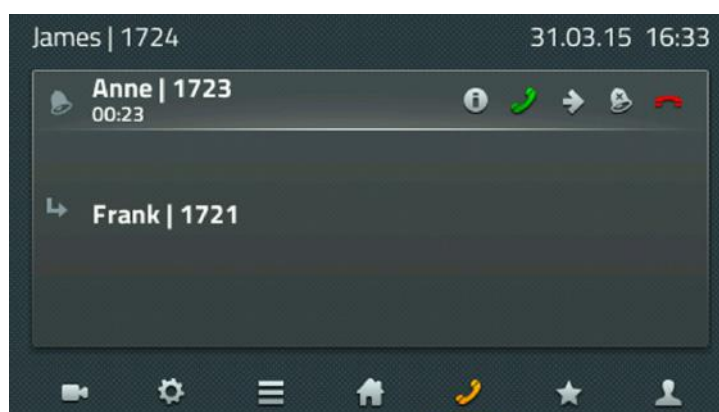
This information is immediately displayed on the screen of the IP232.

Parking and unparking a call

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

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

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

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

The Unpark function on the phone is realised via the favorites. The Favorite that is parked is clearly marked with a blue P.
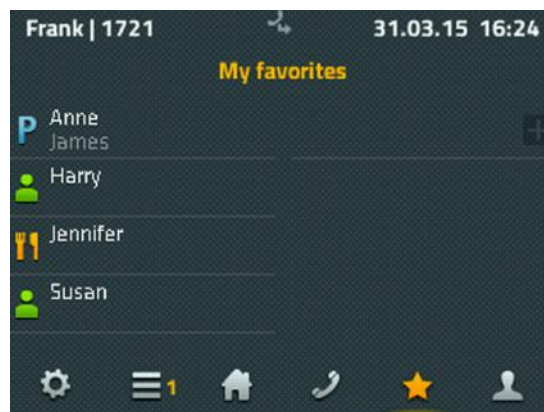
In addition, information about the call that is parked there is listed. By pressing the favorite, a detailed view is offered, which contains a pickup function. This enables the call to be retrieved to your own phone and accepted.

As you cannot assume that all Favorites are configured on every phone, a call can also be picked up manually from other phones. This is realised using special number codes. To unpark a call to your own number, use the following syntax:

#16$(1)

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

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

#17$(1)#

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

The scenario described at the beginning can thus be solved easily if the switchboard picks up calls using myPBX and parks them to the correct destination phone numbers. Subscribers who are then requested over the tannoy system to answer the call can then pick up the call from any terminal by using the number code #170nnn#, nnn represents their own extension number.

Headset operation

The headset is activated once it is plugged into the USB port. Separate installation is not required. The headset option can be switched on under configuration, phone setup, device settings. This means the first operating element for making calls is no longer the handset, but the headset.

From hardware version 1212, there is a headset key on the phone. This key can be used to accept and hang up calls when using the headset. Accepting calls on the appropriate operating element on the headset can only be guaranteed if the headset is listed with this function in the innovaphone compatibility list. The list is located at wiki.innovaphone.com and is also accessible via the web page for IP222 and IP232 phones.

Extension module

There is an extension module for the IP222 and IP232 phones. Up to two extension modules can be connected to one telephone. The feet clip on mechanically. A special cable for the power connection is supplied.

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

Applications

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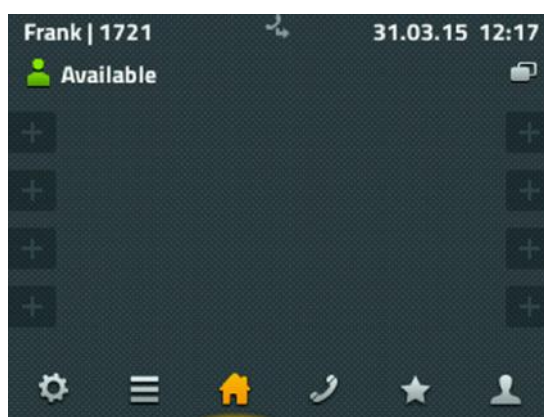
Your Presence is shown at the top left. To see a selection of various possibilities briefly press the icon. You can change your activity and add a note. The option "Do not disturb" can also be set: this usually turns off the ringing. The exact function of "Do not disturb" is determined in the account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

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

📞 Phone
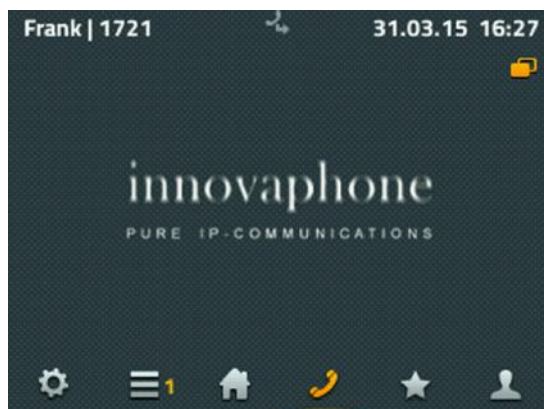
The number dial option is available here for outbound calls. The numeric keypad is used to enter the number. If the handset is unhooked, the number entered is dialled immediately. When dialling before unhooking, the search in the directory is activated.
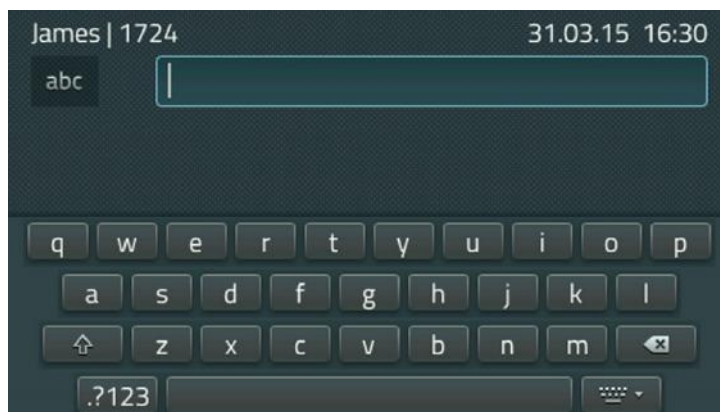

On the IP232 phone, the screen also displays a keyboard. Press on the input box to display the keyboard. Press the key at the bottom right-hand side next to the space bar for the keyboard to disappear.


On the left there is a shift key to enter numbers and switch between capital/small letters. The button to delete the last character before the cursor is on the right side of the input box.

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

In the following dialogue, you will find all the information about the subscriber and have the possibility to call, to send a message or to add the person as a personal favorite.
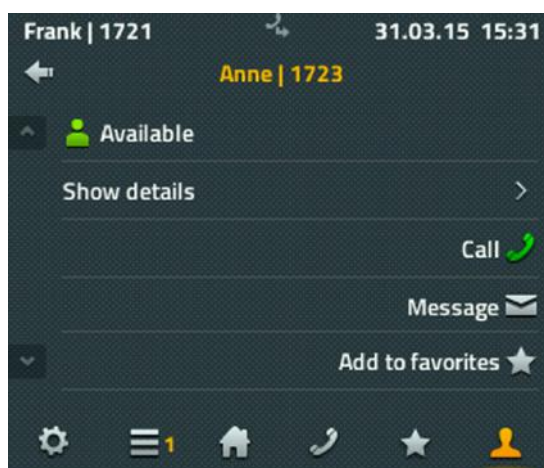
In this case, it suffices to pick up the handset to make the call. Another window will open for sending messages.
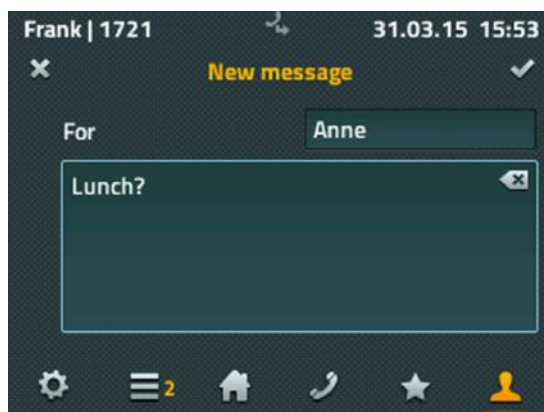

A full keyboard is also available for writing messages. Press the tick icon at the top right to send the message. A message appears briefly for about 2 seconds showing the send status - if successfully sent a simple "OK" appears, if unsuccessful "Operation failed". Most "operation failed" cases are due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

≡ Call lists

There are three versions of the call list: "All calls", "Inbound calls" and "Outbound calls" as well as a list of active "recalls" and automatic redial. Use the arrow keys at the top to change the list.
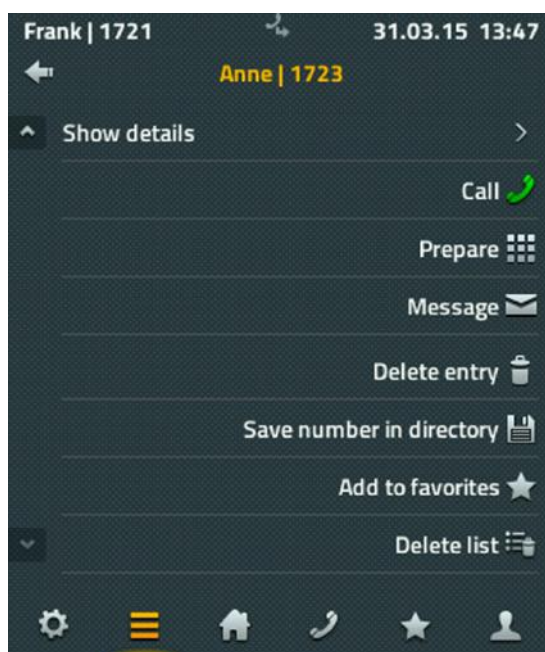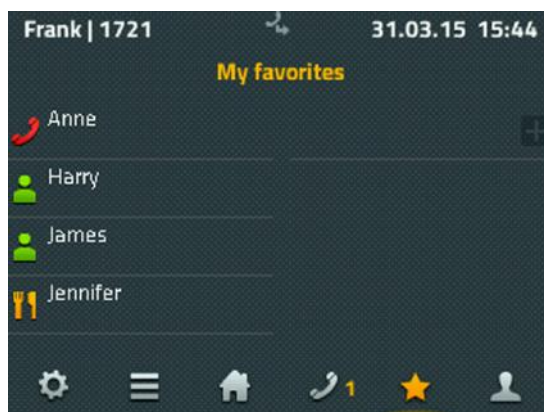

Having selected an entry in the list, you can:

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

⭐ Favorites

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


The most frequently used contacts are added to the Favorites list. Favorites are displayed with Presence information so that it is always visible, whether, how and when the other subscriber can be reached.

Information displayed:

- The presence icon symbolises: "Present", "Absent", "Busy", "Lunch", "Vacation" or "Do not disturb".
- A bright icon symbolises that a myPBX application is available. If myPBX is currently not active, the respective icon on the display fades.
- The Note on the second line has either been dictated by the partner or taken from the appointment in Exchange.

By pressing the Favorite, the options "Call", "Send messages", "Edit" and "Delete" are offered.
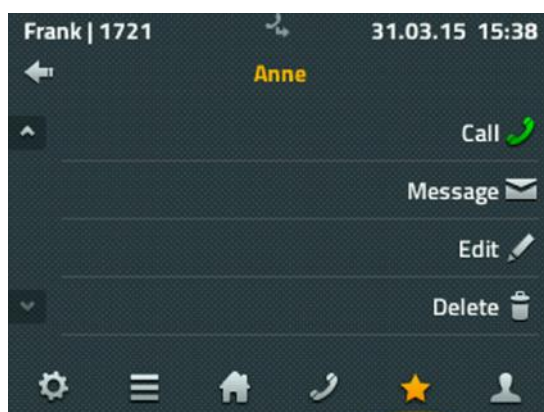
When the favorite is being called, it is also possible to transfer the call to your own phone via the Pickup option.

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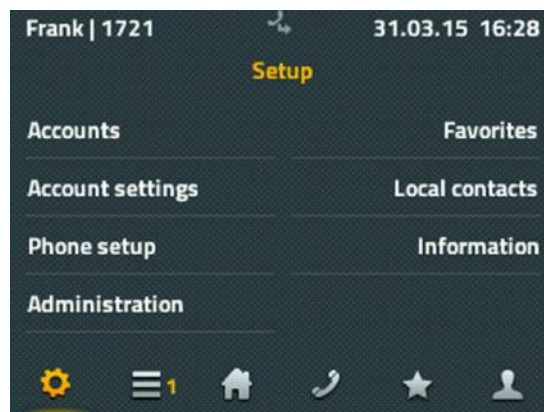
Accounts correspond to all users who are registered on this phone. Up to 6 users can be registered to a phone. Selecting an account makes it possible to switch to this user as the active user. In addition, the registration settings can be changed for this user.

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

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

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

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

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

👤 Contacts

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

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

The local entries can be recorded manually or transfered from the call lists.

About this document

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

<div align="center">

Version 11 R1 [110896]

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