

Enterprise IP Solutions

# OfficeServ IP Phone

ITP-5012L

## User Guide

### **CLASS B Digital device or Peripheral**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to International Standards EN55022, and EN61000, Part 15 of the FCC Rules and Australian Standard AS/NZS3548.

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 experienced radio TV technician for help.



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## **TRADEMARKS**

ITP-5012L is a registered trademark of SAMSUNG. Product names mentioned in this document may be trademarks and/or registered trademarks of their respective companies.

**Please read this Guide before using the ITP-5012L IP phone, and follow the instructions to use the ITP-5012L IP phone safely and correctly.**

SAMSUNG reserves the right to change information contained in this guide for the system improvement, standardization and other technical reasons without prior notice. For further information on the updated manual, contact your Samsung Authorised reseller.

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## ABOUT THIS GUIDE

This is a User's guide provides instructions for the use of Samsung's latest ITP-5012L large LCD IP Phone that can be used in conjunction with the Samsung Enterprise IP Solutions System.

Please take the time to study this guide to become familiar with the operation of your ITP 5012L phone and the benefits this new IP technology can provide. Keep this guide handy. You may need to look up instructions for infrequently used features.

Learning to use the power of the ITP 5012L phone will simplify your communication needs.

### Conventions

The following conventions are used in this document to assist your understanding of and to get the most out of your Samsung ITP 5012L pphone.

**Warning**

Indicates a potentially hazardous situation, which if not avoided, could result in serious injury or major damage to your ITP 5012L phone.

**Caution**

Indicates a potentially hazardous situation, which if not avoided, may result in injury or damage to your ITP 5012L phone t. It may also be used to alert against unsafe practices.

**Note**

Indicates additional information for reference

## SAFETY CONCERNS

For product safety and correct operation, the following information must be given to the operator/user and shall be read before the installation and operation.

### Symbols

**Caution**

Indication of a general caution

**Restriction**

Indication for a prohibited action when using the product

**Instruction**

Indication for a required action



## CAUTIONS



**The ITP-5012L IP phone is supplied with a AC power adapter and this adaptor must be used.**

If an alternative power adapter is used for, the ITP-5012L IP phone this may result in serious damage and voids the warranty.



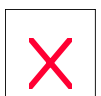
**Be careful not to connect the network LAN cable to the PC connector of the ITP 5012L phone.**

If the LAN network cable is connected to the PC connection port of the phone, both telephone and PC communications will be lost.



**Avoid placing objects containing water near the IP phone.**

Do not put objects that contain water such as vases, cups, cosmetics, and medicines, near the IP phone. Moisture in the IP phone may cause fire and electric shocks.



**Do not install the IP phone in the following locations:**

- In direct sunlight or near a heater
- Areas of high humidity or flowing water
- Areas with temperature extremes or volatile changes in temperature.
- Dusty or dirty areas



**Use a soft dry cloth to clean the IP phone.**

Do not use chemical solvents like wax, benzene, alcohol, thinner, mosquito spray, aerosol, lubricant, and detergent to clean your ITP-5012L phone.



**Do not separate, repair nor remodel the IP phone arbitrarily**

If a repair is needed, please call your Authorised Samsung Service Agent.



If items are missing or damaged found when you opened the phone package, please contact your Authorised Samsung Reseller where you purchased the phone to ask for information.

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# Chapter 1 Things You Should Know

In this chapter, the ITP-5012L IP Phone is briefly introduced and the shape, name and features of each part of ITP-5012L are carefully described.

## Introduction to ITP-5012L Phone

The ITP-5012L IP phone represents a new era for voice and data communications. The ITP 5012L uses Internet Protocol (IP) to send/receive voice and data. For voice communication, the ITP-5012L IP phone uses your existing data network connection in your home or office. There is no need for a separate telephone connection reducing your communication infrastructure costs. The ITP-5012L IP phone has a large LCD that simplifies access to important information and features using the navigation buttons.

## Main Features

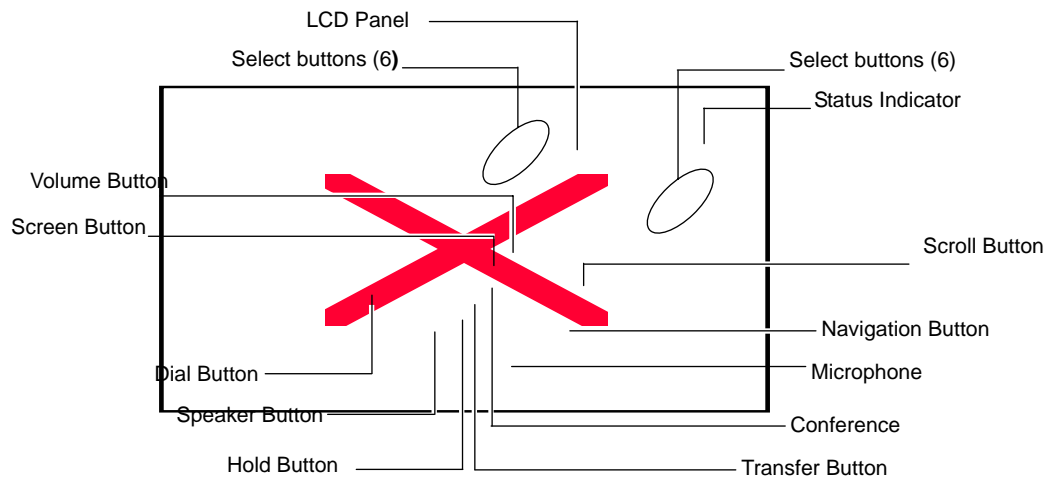
- ◆ The ITP-5012L IP phone has a total of 12 Select buttons associated with the LCD panel. To access the information or feature displayed on LCD panel, simply press the related Select button next to the LCD panel.
- ◆
- ◆ Samsung Enterprise IP Solution systems provide a number of convenient features, such as call forwarding, caller ID, paging, voice and text messaging, DND, call pickup, and speed dial functions. The ITP 5012L phone allows the user to access most of these features using the Select buttons. Each IPT 5012L phone can be tailored to each user's individual requirements
- ◆
- ◆ The IP phone, in addition to the dial buttons, has a number of dedicated function buttons such as: volume control buttons; a conference button used to make conference calls; a transfer button to transfer callers to another phone user; a hold button that places the current caller on hold; and a speaker button which allows you to speak to your callers with your hands free. Also, the IP phone has navigation buttons that guide you in the use specific ITP 5012L phone functions, such as the Phonebook, electronic diary, Text messaging, volume control, call forwarding, and executive/ secretary hot line functions. In addition, there is the screen button to change the screen mode and a scroll key

to scroll between the various functions on the LCD panel.

- ◆
- ◆ The ITP 5012L phone has a phone status indicator to allow you to see the status of your phone when away from your desk. It indicates such things as received messages, incoming calls and recalling calls. Icons on the LCD panel also clearly indicate what options are set on the phone and presents the call status and other information.

## Front Panel of the ITP-5012L

The name and features of each part of ITP-5012L IP phone will be given in detail below.



**Figure 1.1 Front Panel of the ITP-5012L**

### Dial Button

The dial buttons are used to enter numbers and alpha characters. They are composed of [0]-[9] digits, as well as the [\*] and [#] buttons. Alphabet characters can also be entered using the dial buttons. For convenience you can make a call to one of your phonebook speed dial number by pressing the related dial button for

more than 2 seconds.

## Select Button

A total of 12 Select buttons are positioned on the left and right side of LCD panel: 6 Select buttons on each side of LCD panel. To select a specific item on the LCD panel, the users can simply press the Select button next to that item.

## Volume Button

The volume button is used to adjust the volume of the handset, speakerphone, ringer, background music and page announcements. The [ ▼ ] button lowers the sound volume and the [ ▲ ] button increase the sound volume.

## Screen Button

The ITP-5012L IP phone has a number of screens of information including, the Idle screen, Programmable features screen and Fixed features screen. The Screen button is used to select the required screen.

## Conference Button

This button is used to make a conference call among a group of up to 5 people , including the user. If this button is pressed in idle mode, the setup screen for a conference call will appear on the LCD panel. The conference participants phone numbers can be entered directly.

## Transfer Button

Pressing the Transfer button during a call will cause the setup screen for call transfer appears on the LCD panel. This button is used in the following cases:

- ◆ When transferring the current call to another extension user or external party.
- ◆ To toggle between the caller and another extension user when making an inquiry call.

## Hold Button

The hold button is used to place a call on hold .

## Speaker Button

This is used to make a call or speak on the phone without lifting the handset. The user can answer the phone using the speakerphone by pressing the [Send] button. To change from the telephone handset to the speakerphone during a call, press the [Speaker] button and put the handset.

## Navigation Buttons

This Navigation buttons help the user easily use various features of the ITP 5012L phone.

### **Menu Button**

This button displays the main phone menu, which is configured in using icons, for the various functions available to the user, When using the phones menu system pressing this button in a menu will display further menu options..

### **Send Button**





The Send button is used to answer and make calls. After dialling the required party's phone number with the dial buttons, pressing the Send button makes the call. Pressing the Send button in the ringing state will answer the call, in idle state it will allow the user to check recently received or called numbers . Also, if this button is pressed for more than 2 seconds, the last external call can be redialled.

### **Enter Button**

This button is used to select a highlighted feature or to save information programmed in the phone's menu system.

## Direction buttons

These buttons are used to navigate through the menu items or to move the cursor when editing characters (entering or cancelling) on the LCD panel.

- ◆ [  Button  
In the idle condition press this button to access the Phone menu. This button is also used to move the cursor upward in the menu mode or to move to the previous item from the currently displayed item.
- ◆ [  Button  
In the idle condition press this button to access the phones Ring tone and Volume menu. This button is also used to move the cursor downward in the menu mode or to move to the next item from the currently displayed item.
- ◆ [  Button  
In the idle condition press this button to access the Text Message Menu . This button is also used to move the cursor to the left in the menu mode.
- ◆ [  Button  
In the idle condition press this button to access the phones PhoneBook menu. This button is used to move the cursor to the right in the menu mode.

## End Button

This button is used to disconnect a call after a conversation or return to the last idle screen when using in the phones menu system.

## Cancel Button

This button is used to erase any characters or numbers entered using the dial buttons, or to move to the previous menu screen when using the phones menu system.












## LCD Panel and Screen Configuration

The LCD panel of ITP-5012L is a graphic LCD supported by 16 gray colors with a total pixel size of 320 x 240. This can display all alphabet letters and numbers. On the LCD panel, the call process and progress status will be displayed, as well as the features available in menu mode.

The LCD of ITP-5012L is configured in two sections: the status section at the top of the LCD shows using icons alarms, messages, answer mode, network connection, executive-secretary hot line, etc. and the main section of the screen displays various program processes and their results.

### Status Icons



- ◆  : Executive-Secretary
- ◆  : Forward
- ◆  : Call Back
- ◆  : Answer Mode
- ◆  : Do Not Disturb (DND)
- ◆  : Headset
- ◆  : Group Listen
- ◆  : Mute
- ◆  : Alarm
- ◆  : Message
- ◆  : Network Connection



**Figure 1.2 Status Screen of the LCD Panel**

## Scroll Key

Can be used as an alternative to the Navigation button to quickly move between the items displayed in the phone menu system..

## Microphone

At the right of the speaker button, there is a microphone that looks like a small hole. This allows users to can speak to there callers in speakerphone mode . To do so, press the speaker button first.

## Status Indicator

The status indicator is positioned in the upper right hand corner of the LCD panel. The indicator shows the IP phone status in 3 colors, red, pink and blue.

**Table 1.1 Status Indicator**

<b>Features</b>	<b>Status of LCD Indicators</b>
Busy/Off-Hook	Steady red.
Station Ring	Flashing red slowly.
Trunk. Ring	Flashing blue slowly.
Recall Ring	Flashing blue rapidly.
Message Camp On	Flashing red.
Do Not Disturb	Fast flashing red within 1-second interval.

## Transfer/Hold/Speaker Button LED

The [Transfer] button, [Hold] button, and [Speaker] button have a LED indicator that displays a red LED whenever any of those buttons is pressed or according to the phone status. Refer below.

## Rear Panel of ITP-5012L

On the rear panel of ITP-5012L phone, there are the power connection jack, PC connection jack and LAN connection jack.

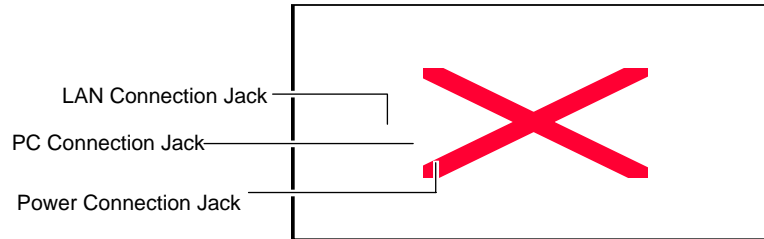
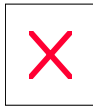


Figure 1.3 Rear Panel of the ITP-5012L

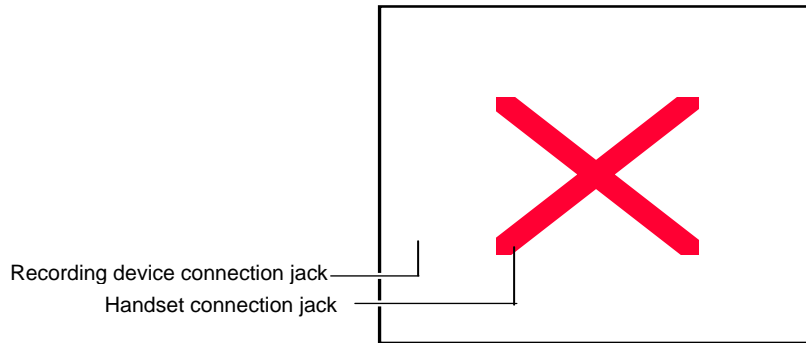


**The ITP-5012L IP phone is supplied with a AC power adapter and this adaptor must be used.**

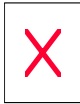
If an alternative power adapter is used for, the ITP-5012L IP phone this may result in serious damage and voids the warranty.

## Bottom Panel of ITP-5012L

On the bottom of ITP-5012L IP phone, there are the handset cord jack and line-out jack for connection to a recording device.



**Figure 1.4 Bottom Panel of the ITP-5012L**



To the recording device line-out jack, any general recording device can be connected. The users can connect a tape recorder to record any telephone conversation.

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## Chapter 2 Assembling ITP-5012L

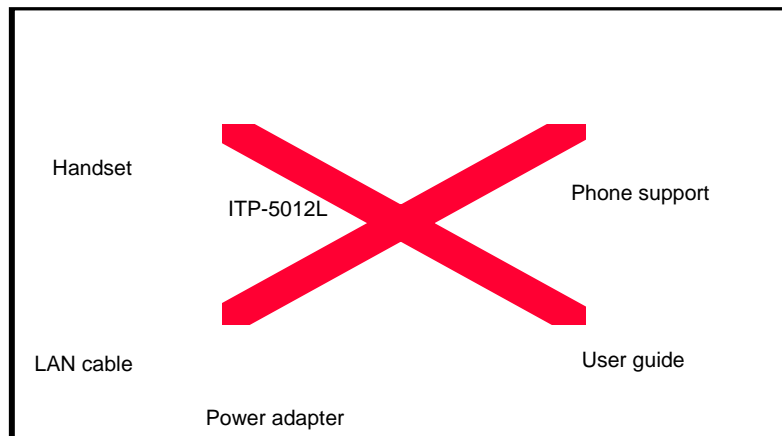
This chapter explains how to install the ITP-5012L IP phone.

### Before you use the ITP-5012L

Before using the ITP-5012L IP phone, the user must check each component inside the package first and then put them together carefully.

### Checking the parts in the ITP-5012L package

After purchasing the ITP-5012L IP phone, the user must check if the package box includes the following items:



**Figure 2.1 Components of the ITP-5012L Package**

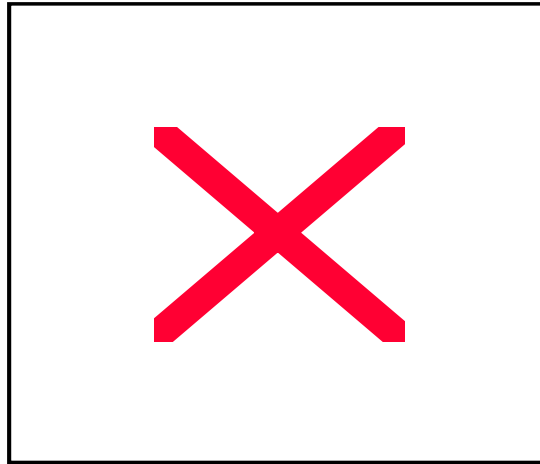


If any of the parts explained above is missing, please contact your Authorised Samsung reseller.

## Installing the ITP-5012L

Install the ITP-5012L IP phone in the following order:

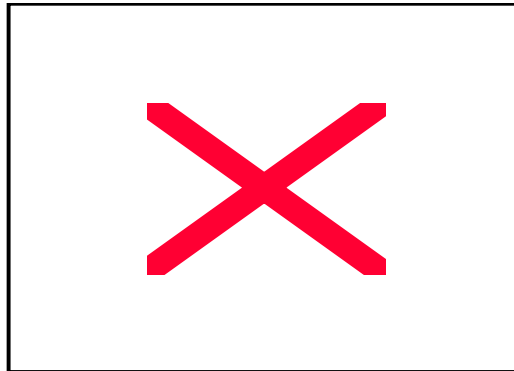
1. First, connect the handset to the handset connection jack at the bottom of the IP phone.



**Figure 2.2** Connecting the Handset to the ITP-5012L

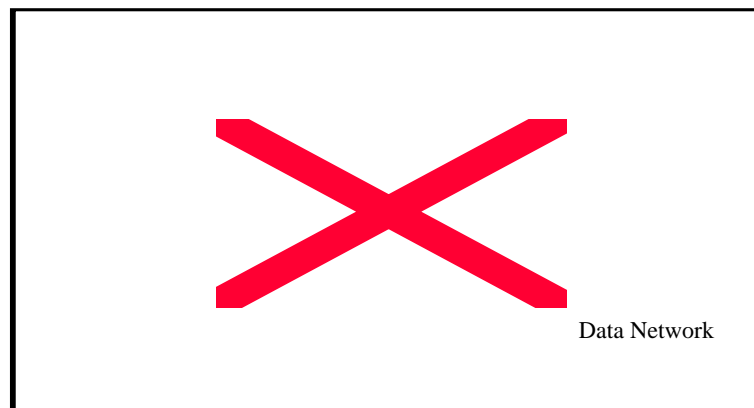


2. To add the phone support to the ITP-5012L IP phone, insert the support into the left/right holes that are located in the upper section of the bottom panel.



**Figure 2.3** Adding the Desk Support into the ITP-5012L

3. Connect one end of the LAN cable (Disconnect it from PC first while the other end is still connected to the data network socket) to the LAN connection jack at the rear of the ITP-5012L IP phone.



**Figure 2.4** Connecting the LAN cable to the ITP-5012L

4. Connect the new LAN cable provided with the phone to the PC network card and connect the other end to the PC connection jack at the rear of the ITP-5012L IP phone.

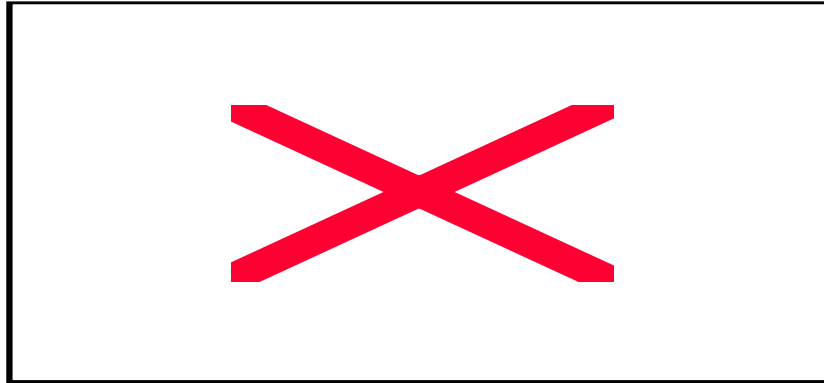


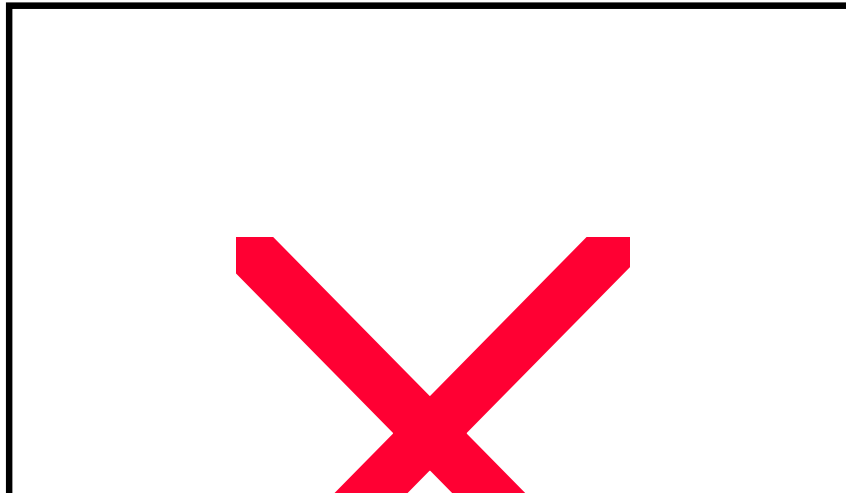
Figure 2.5 Connecting PC to the ITP-5012L



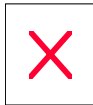
**Be careful not to connect the network LAN cable to the PC connector of the ITP 5012L phone.**

If the LAN network cable is connected to the PC connection port of the phone, both telephone and PC communications will be lost.

5. Connect the power adapter. At the rear of ITP-5012L IP phone, there is the power connection jack for connection to the power adapter. Connect the power adapter to that power connection jack and connect the plug into the wall socket. The ITP-5012L IP phone will automatically start booting.



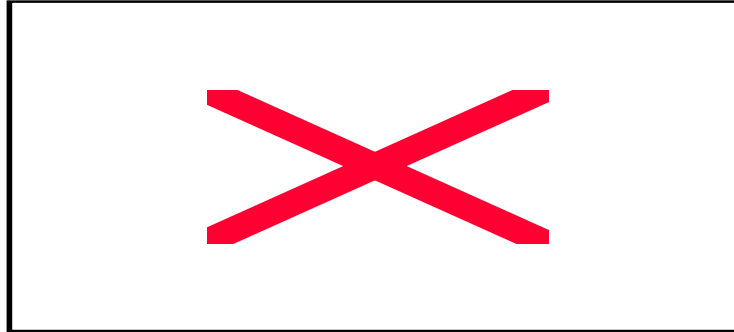
**Figure 2.6 Connecting Power adapter to the ITP-5012L**



**The ITP-5012L IP phone is supplied with a AC power adapter and this adaptor must be used.**

If an alternative power adapter is used for, the ITP-5012L IP phone this may result in serious damage and voids the warranty.

6. To connect any recording device to the ITP-5012L IP phone, the user must connect it to the REC connection jack at the bottom of the IP phone.



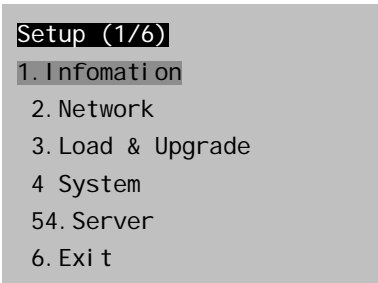
**Figure 2.7 Connecting the Recording Device to the Phone**

## Chapter 3 Getting Started

This chapter explains how to set up the user environment for the ITP-5012L IP phone.

### Booting the ITP-5012L

To set the environment parameters, press and hold the Menu button while you turn on the power to the ITP5012L phone. As soon as the ITP-5012L IP phone is connected to the power supply, the phone boots up and the LCD panel shows the following message:



**Setup (1/6)**

1. Information

2. Network

3. Load & Upgrade

4. System

5. Server

6. Exit



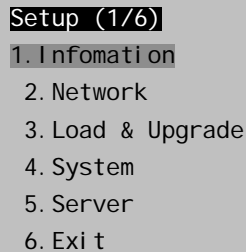
On the screen, the 'Setup (1/6)' part will be displayed and the currently selected item will be reversed into a lighter color. This applies to the entire menu as shown in the figure above.

## Environment Setting Mode

When the ITP-5012L IP phone is installed for the first time or the system settings are changed, the phone settings must be modified to match your data network environment. If there is no current settings when booting the phone or if the system is not correctly connected, the phone enters in the environment setting mode so that the users can check and modify the setting status.

To enter the environment setting mode, press the [menu] button from the navigation buttons as soon as the ITP-5012L IP phone is connected to the power supply.

In the environment setting mode, the LCD panel shows the following messages:



```
Setup (1/6)
1. Information
2. Network
3. Load & Upgrade
4. System
5. Server
6. Exit
```

At this time, the user can move to each menu item by using the navigation buttons or [1]~[9] dial buttons of the ITP-5012L IP phone.

- ◆ Up/down navigation buttons: Used when moving upward/downward between menu items .
- ◆ Left/right navigation buttons: If there is a sub menu, move to the sub menu and if a menu is at the last line, that menu will be executed.
- ◆ [0]~[9] dial buttons: Can be used to select a menu by number
- ◆ [Enter] button: Used to enter a sub menu or to save and close the modifications to the selected sub menu.

- ◆ [Menu] button: Used to enter the initial Setup menu on powering up the phone.
- ◆ [End] Button: Used to return to the previous menu from the current menu or when cancelling the modifications made.

## Menu Structure

The environment setting menu is configured as the following structure:

### 1. Information

- 1.Version
- 2.Network
- 3.Load Option
- 4.MAC address

(\* No.3 will be indicated only when Manual IP is selected in the Network/Mode menu)

### 2. Network

- 1. Mode
- 2. IP
- 3. Netmask
- 4. Gateway

(\* No.2~5 will be indicated only when Manual IP Mode is selected in the Network/Mode menu)

### 3.Load & Upgrade

- 1. Load Option
- 2. Upgrade Program
- 3. Upgrade Bootrom
- 4. Format

### 4. System

- 1. Password

### 5. Server

- 1. Server IP
- 2. ID
- 3. Password

### 6.Exit

---



## Using the Buttons in Edit Mode

In Edit mode for each menu, the LCD panel shows a cursor. The user can edit the setting by using [0]~[9] dial buttons and [\*] dial button.

The buttons used for editing and their features are summarized in the following table.

**Table 3.1 Navigation Buttons Used for Editing**

Button	Features
Left/Right buttons	To move a cursor or to erase what is entered.
[Enter] button	To save the current setting and end setting.
[End] button	To cancel the current setting and end setting.
[*] dial button	To enter (.)
[0] ~ [9] dial buttons	To enter numbers



Refer to 'Chapter 1' for the location of each button on the phone.

## Setting Environment

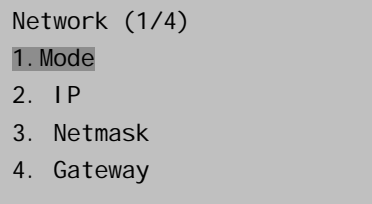
Select each menu for environment setting, set the user-friendly environment for the ITP-5012L IP phone.

### Tel. Number Set/Modify

The phone numbers shall not be set up separately on the phone. Enter ID and password of the server below to register the phone.

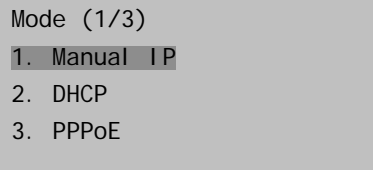
### Network Set/Modify

From the Setup menu, '2.Network' is used to set or modify the network environment. After selecting the '2.Network' menu from the LCD panel to the following sub menu and options will be displayed:



```
Network (1/4)
1. Mode
2. IP
3. Netmask
4. Gateway
```

After selecting '1.Mode' and moving to its sub menu, the LCD panel will show the following options:



```
Mode (1/3)
1. Manual IP
2. DHCP
3. PPPoE
```

- ◆ If '1.Manual IP' is selected, the user can directly enter the IP address, subnet mask, and gateway value.
- ◆ If '2.DHCP' is selected, the IP address, subnet mask, and gateway value will be set to the default values automatically.
- ◆

- ◆ If 3 PPPoE is selected ????????????????

### Setting IP Manually

If '1.Manual IP' is selected in Mode, sub menu 2 to 4 will be displayed on the LCD panel.

```
Network (2/4)
1. Mode
2. IP
3. Netmask
4. Gateway
```

The user may directly enter the IP address, subnet mask, and gateway, address as follows:

- ◆ If the '2.IP' menu is selected, the LCD panel will show the following message and the user can enter the ITP phone's IP address.

```
* Input IP Address
xxx. xxx. xxx. xxx
```

Check if there is any currently saved IP address of the phone on the LCD panel. If the IP address has not been set, the LCD panel shows nothing. The user can enter the IP address by using the dial buttons and [\*] button to enter '.'. After the correct IP address has been entered press the [Enter] button to save the setting.

- ◆ If the '3.Netmask' menu is selected, the LCD panel will show the following message and the user can enter a new Netmask IP address.

```
* Input Netmask
xxx. xxx. xxx. xxx
```

Check if there is any currently saved subnet mask address of the phone on the LCD panel. If the subnet mask address has not been set, the LCD panel will show nothing. Enter the Netmask using the dial buttons and [\*] button to enter '.'. After

the correct subnet mask has been entered press the [Enter] button to save the setting.

- ◆ If the '4.Gateway' menu is selected, the LCD panel will show the following message and the user can enter a new gateway address.

```
* Input Def. Gateway
xxx. xxx. xxx. xxx
```

The user can check if there is any gateway IP address currently saved on the LCD panel. If the gateway IP address has not been set, the LCD panel will show nothing. Use the dial buttons to enter the Gateway IP Address and the [\*] button to enter '.'. After the correct gateway IP address has been entered press the [Enter] button to save the setting.



, If '2.DHCP' is selected from the '1.Mode' menu the 'IP', 'Netmask', and 'Gateway' options, will not be displayed on the LCD panel.

## Load & Upgrade Set/Modify

In the Network menu, '3.Load & Upgrade' menu is used to set or modify the environment mode and upgrading of the ITP phones software. The user must confirm the appropriate settings from their system Administrator prior tousing this menu.

After selecting '3.Load & Upgrade' menu on the LCD panel the following sub menu will be displayed:

```
Load & Upgrade (1/4)
1. Load Option
2. Upgrade Program
3. Upgrade Bootrom
4. Format
```

- ◆ Selecting '1.Load Option' menu and its sub menu will be displayed. Ththe user can select '1.File System'. to load the software program saved in the flash memory or 2. TFTP down run to program the IP address of the TFTP server to be used to upgrade the ITP phone software. Consult your system administrator before trying to Upgrade your ITP phone software.



The file system here means the flash file system existing in the flash memory of the ITP phone. If '2.tftp server' is selected from the sub menus, the program saved in the flash memory doesn't operate. Instead, the program existing in the TFTP server will be downloaded to the RAM of the ITP Phone. Therefore, the user must use the TFTP server and set its IP address to upgrade the current software on the ITP phone.

Use the dial buttons to enter the TFTP server IP Address and the [\*] button to enter '.'. After the correct TFTP Server IP address has been entered press the [Enter] button to save the setting.

- ◆ The '2.Upgrade Program' menu is used to upgrade the ITP software programs. Set the IP address of TFTP server that the user wants to upgrade and then press the [Enter] button
- ◆ The '3.Upgrade Bootrom' menu is used to upgrade the ITP Phone's Bootrom.

Set the IP address of TFTP server that the user wants to upgrade and then press the [Enter] button.

- ◆ The '4.Format' menu is used to delete the current program values or its relevant flash information.

## Authentication Server Related Set/Modify

From the Setup menu, '5.Server' menu is used to set or modify the associated values of the authentication server which in this case is the IP address of the OfficeServ system. After selecting '5.Server' to the following sub menu will be displayed.

```
Server (1/3)
1. Server IP
2. ID
3. Password
```

- ◆ The '1.Server IP' menu is used to set or modify the IP address of the authentication server. If moved to its sub menu, the LCD panel will show the following message:

```
* Input ServerIP
xxx. xxx. xxx. xxx
```

Check if there is any currently saved IP address for the authentication server on the LCD panel. If IP address has not been set, the LCD panel will show nothing. The user can enter the server IP address by using the dial buttons and [\*] button to enter '.'.To save the setting by pressing the [Enter] button.

- ◆ '2. ID' and '3. Password' are the user information to access to the server.

```
* ID
SAMSUNG
```

A screenshot of a password input field. The text '\* Input Password' is displayed on the first line, and a row of eight asterisks '\*\*\*\*\*' is displayed on the second line, representing the masked password.

\* Input Password  
\*\*\*\*\*

The ID can be a maximum of 16 letters. Both letters and numbers can be used.

The Password can be a maximum of 8 numbers only. When entering numbers, they appear as asterisks (\*) on the screen.

The user shall set the correct ID and password to use the phone and it is recommended that you ask your system administrator of OfficeServ system for an appropriate ID and password before setting this option.

## Completion of Settings

After completing setup for your environment, select '1.Information' from the main setup menu to check the setting status. Select the '6.Exit' and then the new setting values will be saved. The ITP-5012L IP phone will start rebooting automatically on exit.





## Chapter 4 Basic Features

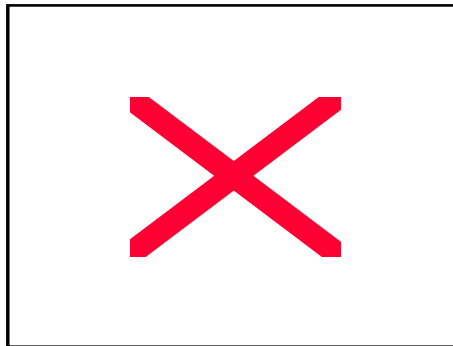
This chapter describes the various calling features.



Please take the time to understand the use of various buttons of the ITP-5012L IP phone before using the phone. Refer to 'Chapter 1' of this manual, which describes the various buttons of the ITP-5012L IP phone.

### Dialling from Recent Call Log

1. Press the [Send] button briefly when the phone is idle and you can view outgoing calls you have made in the Recent Call Log, Pressed and hold this button for about 2 seconds, to redial the last number dialed.
2. Up to 60 numbers that were recently sent or received are displayed in the order dialed.



**Figure 4.1 Recent Call Log**

3. Place the cursor on the desired item by pressing the Select button or the direction button.

4..

Press the [Send] button to connect to the number of the selected item, or alternatively,

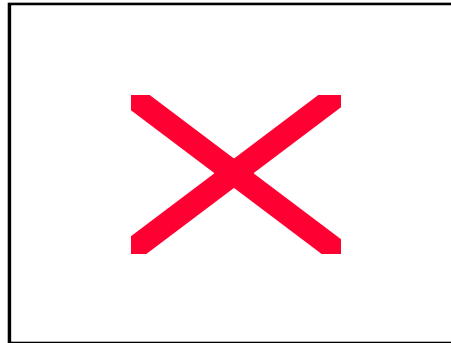
Press the [Enter] button to view the detailed information associated with the call selected including the parties name, if available, time of the call, and call duration time. After viewing the information, press the [Send] button to dial the number of the selected item.

5. This will automatically make the call through the speakerphone. You can switch from the speakerphone to the handset by lifting the handset.

## Dialling from the Outgoing/Incoming Menu

Up to 30 incoming or outgoing numbers can be viewed and dialled using the Outgoing or incoming number menus in your ITP 50012L phonebook.

1. Press the [Menu] button with the idle screen of the phone displayed, and select the PhoneBook icon.



**Figure 4.2 PhoneBook**

2. Select the Outgoing or Incoming menu of PhoneBook.
3. Up to 30 numbers listed in the selected menu are displayed.
4. Place the cursor on the desired number by pressing the Select button or the direction buttons.
5. Press the [Send] button to connect to the number of the selected item, or

alternatively,

Press the [Enter] button to view the detailed information associated with the call selected including the parties name, if available, time of the call, and call duration time. After viewing the information, press the [Send] button to dial the number of the selected item.

6. This will automatically make the call through the speakerphone. You can switch from the speakerphone to the handset by lifting the handset.

## Speed Dialling

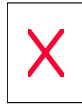
The telephone numbers stored in the ITP-5012L IP phone are assigned to each speed dial number. The user can personally assign the speed dial number, otherwise the speed dial number will be assigned automatically.

1. Press and hold the speed dial number of the desired telephone number with the initial screen of the phone displayed.
2. When the speed dial number consists of more than two digits, briefly press the digit or digits other than the last digit, and press and hold the last digit.
3. The user can make a call through the speakerphone. User can switch from the speakerphone to the handset by lifting the handset.

## Calling through Speakerphone

1. Press the [Speaker] button with the idle screen of the phone displayed.
2. The phone number entry screen is displayed. Press the [ ▼ Volume ▲ ] button to adjust the speaker volume.
3. Enter the desired number, and press the [Send] button to connect the call through the speakerphone. The user can switch from the speakerphone to the

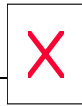
handset by lifting the handset.



To make a call from the Recent Call Log, press the [Send] button, and follow the procedure of “Dialling from Recent Call Log”. You can make a call by pressing the speed dial number with the phone number entry screen displayed.

## Calling through Handset

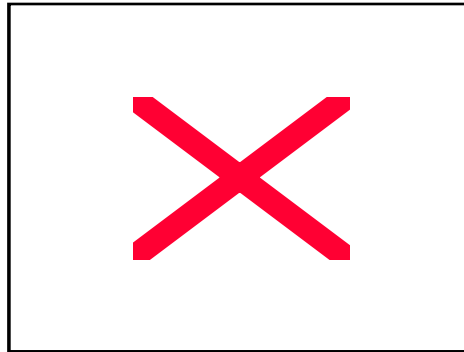
1. Lift the handset with the idle screen of the phone displayed.
2. With the phone number entry screen displayed, press the [ ▼ Volume ▲ ] button to adjust the speaker volume.
3. Enter the desired number, and press the [Send] button. Upon connection, speak through the handset. Press the [Speaker] button and replace the handset to switch to the speakerphone.



To make a call from Recent Call Log, press the [Send] button, and follow the procedure of “Dialling from Recent Call Log”.

## Answering Calls

1. When a call arrives, a call receipt message will be displayed on the LCD panel as shown in the figure below.

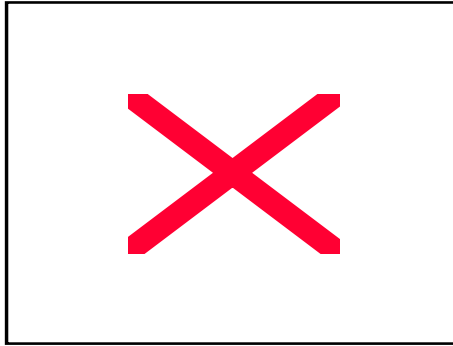


**Figure 4.3 Call Receipt Message**

2. Press the [▼ Volume▲] button to adjust the volume of the ringer.
3. Press the [Send] button to answer the call using the speakerphone. While talking using the speakerphone, you can switch from the speakerphone to the handset by lifting the handset.

## Conference Calls

The Conference feature supports up to 5 parties (Intercom & external trunk.lines), including yourself To setup a conference press the [Conference] button and the Conference screen will be displayed as shown below.

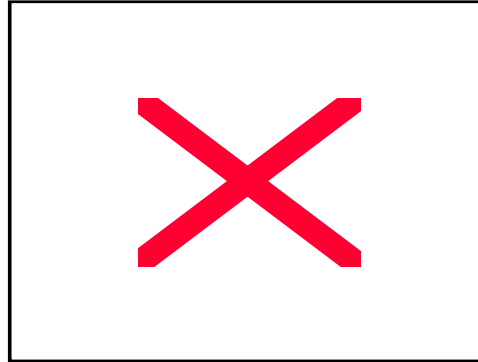


**Figure 4.4 Conference Group**

- ◆ Enter the phone numbers of the parties you wish to conference with followed by [Enter]. Use the navigation UP/DOWN keys to move the cursor between the entry boxes and options, or
- ◆ Press the [Group] button and select the group from the address book, or directly enter the group number.

## Conference Groups

With the [Conference] screen displayed, press the [Group] button to display the Group screen as shown below.



**Figure 4.5 Conference Group**

To add a Conference Group

- ◆ In the [Conference] screen enter the required conference members pressing after each member has been added
- ◆ Press the [Group] key and place the cursor on a free group block and press the [Menu] key.
- ◆ Select the save option with the cursor and press [Enter] or dial 2.
- ◆ Enter the Group name and press the [Enter] to save the group name.

To delete a Conference Group

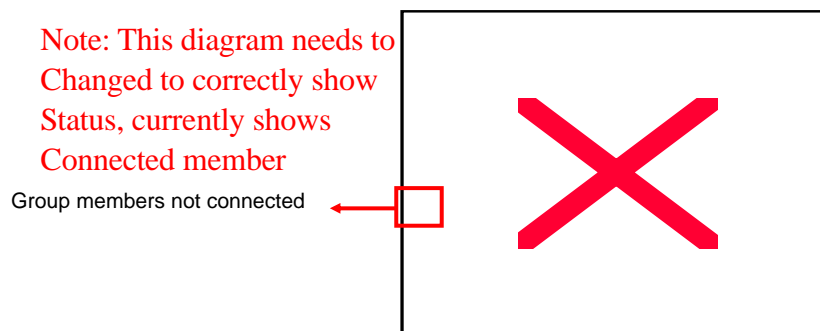
- ◆ Place the cursor on the desired group and press the [Menu] key.
- ◆ Place the cursor on the Delete option and press the [Enter] button to delete a group or dial 3 to delete the group.

## Connecting Conference.

After selecting or directly entering the conference group, press the [Send All] button to attempt 'conference connection'.

To save the conference members as a Conference group

- ◆ With the [Conference Connection Status] screen displayed, press the [Group] button.
- ◆ Select a free Conference group and press [Menu] followed by [Save].
- ◆ Enter the Conference Group name and then press [Enter] to save.
- ◆ To return to the Connection Status screen press [Cancel].



**Figure 4.6 Conference Connection Status**

- ◆ Connections to the numbers who were not connected can be reattempted by pressing the [Sending] button.
- ◆ Press the [Delete] button to drop a connected participant during the conference call. This member can be added to the conference again by pressing the [Sending] key.

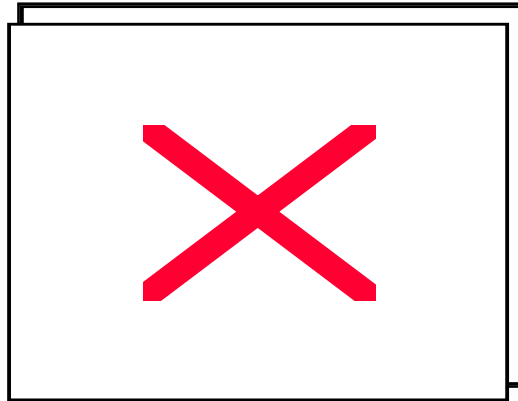


## Screen Features

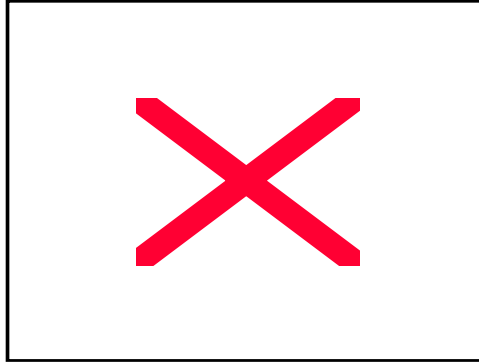
The ITP-5012L IP phone offers a number of additional convenience features with the OfficeServ system.

Press the [Screen] button with the idle screen of the phone displayed. The basic screen (calendar image), Programmable Feature key screen, Fixed Feature Menu screen, and the Executive status display screen are displayed consecutively.

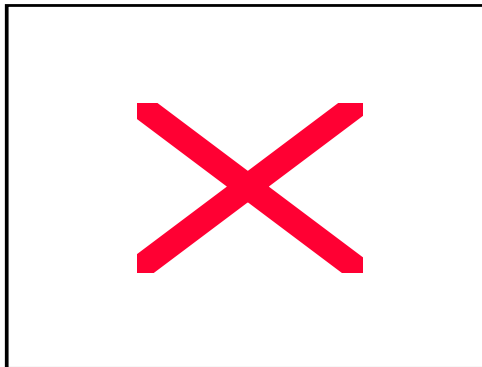
**Figure 4.7 Basic Screen when using the Screen Button**



**Figure 4.8 Programmable Feature screen**



**Figure 4.9 Fixed Feature screen.**



**Figure 4.10 Executive Status Display Screen**

### Dialling Directly from the Programmable Feature Key screen

You can use the features programmed by your System Administrator or Easysetby simply pressing the [Select] key. The features available include, speed dial keys, Direct Station Select (DSS)keys for other extension users as well as other OfficeServ system features

- ◆ Press the [Screen] button until the Programmable Feature Key screen is displayed.
- ◆
- ◆ Use the scroll key or the screen UP/DOWN keys to locate the party you wish

to call

- ◆ You can connect to the selected number by pressing the [Select] button beside the intercom or speed dial name or number.

## Fixed Feature Key Menu

Press the [Screen] button until the Fixed Feature Menu is displayed on the screen. With the Fixed Feature Menu screen displayed, you can use the convenient features shown below by pressing the associated [Select] button.

- ◆ LAST REDIAL
- ◆ SPEED DIAL
- ◆ SAVE/REPEAT
- ◆
- ◆ DIRECTORY
- ◆ PAGE
- ◆
- ◆ PAGE PICKUP
- ◆ MEET ME PAGE
- ◆ DIR. PICKUP
- ◆ VM MESSAGE
- ◆ STN MESSAGE
- ◆ HOLD PICKUP
- ◆
- ◆
- ◆ UNIV. ANSWER
- ◆ DND
- ◆ STATUS MSG
- ◆ IN/OUT GROUP
- ◆ OHVA BLOCK
- ◆ TIMER???????

‘Chapter 5’ of this manual details the procedures for each feature.

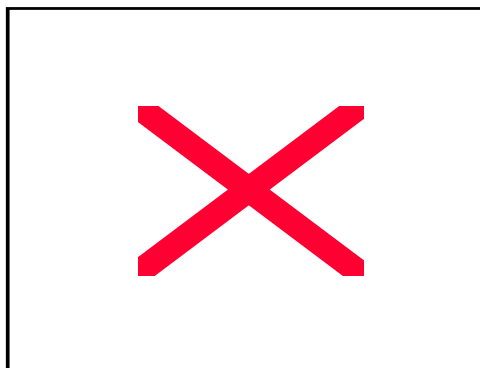
## Executive/Secretary

The user can set the status display feature and the message feature in the phone where the Executive/secretary feature has been set. The user can use Executive/Secretary features only in the phone where the Executive/secretary feature is programmed. Refer to your System Administrator if you are unsure whether you have access to this feature.

### Executive Status Display

The secretary can conveniently set the status of the executive.

1. Press the [Screen] button until the Executive status is displayed on the screen.



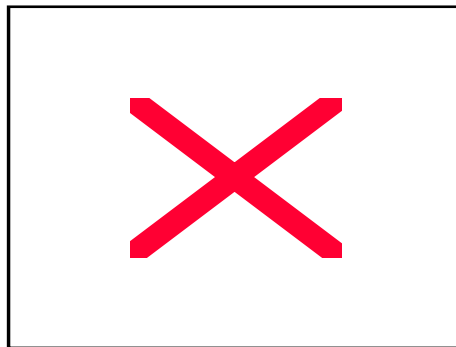
**Figure 4.11 Executive Status Display**

2. Set the executive status appropriate to each situation by pressing [Select] button of the corresponding Executive.

## Executive/Secretary Message

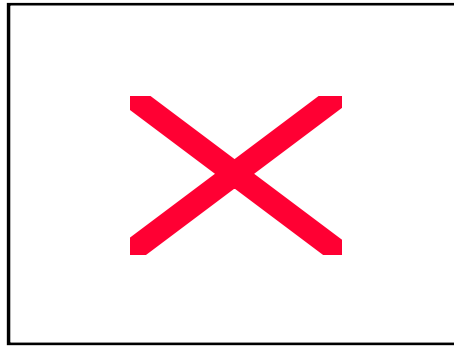
Messages that are frequently used can be set and used conveniently.

1. Press the [EXE/SECR MSG] button among the Select buttons of the Soft Screen.
2. This brings up a screen asking the user to select where to send the message. This screen is not displayed when there is only one executive or secretary. Select the check box of the desired recipient by pressing the Select button on the left side of the screen. Up to four recipients can be selected. Press the [Enter] button.



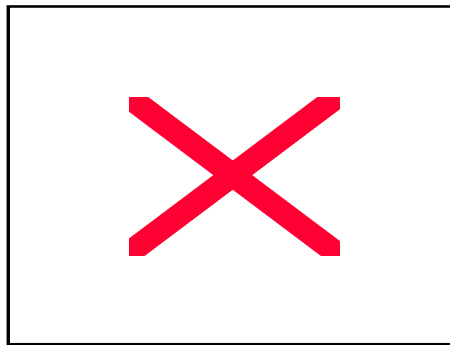
**Figure 4.12** Selecting Executive/Secretary Message Recipient

3. After selecting the recipient, the screen will ask the user to select which message to send. Press the [Enter] button after selecting the message by using the direction buttons.



**Figure 4.13 Selecting Executive/Secretary Message**

4. There are no defined messages when the Executive/Secretary feature is first used. Press the [Menu] button to enter the message. The user can enter a new message by pressing the [Menu] button.
  - ◆ When the user presses the [Menu] button after placing the cursor on the desired item, a small window pops up. Select [Edit] and press the [Enter] button. The [Input Message] screen is displayed as shown below. Enter a message with less than 8 characters.



**Figure 4.14 Entering Executive/Secretary Message**

When the user wants to delete the entered message, select the message and press the [Menu] button. The Delete/ Cancel menu pops up. Delete the message by selecting [Delete].



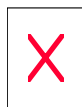
## Message

The user can leave messages or cancel/confirm/return messages by using AOM screen Menu or feature codes.

### Leaving Messages

The user can leave a message on another extension when there is no answer or if the line is busy.

1. Press the [Screen] button until the AOM screen is displayed.
2. Press the Select button of the [Display Message] menu of the AOM screen.
3. Hang up after the confirmation tone.



Leaving messages only applies to intercom calls.

### Message Cancel

The user can cancel the message (or the number) left on another station or those left on the user's phone.

#### **Cancelling Messages left on Other Stations**

1. Press the dial button [4][2], and the [Send] button.
2. Press the extension number where the phone number (or the message) was left.

#### **Cancelling All Received Messages.**

1. Press the dial button [4][2] and the [Send] button.
2. Press the extension number of the user's phone.

## Confirming/ Returning/ Deleting Messages

If a message is left on the user's phone, the phone status indicator flashes a red light.

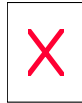
1. Press the [Screen] button until the AOM screen is displayed.
2. Press the Select button of the [Display Message] Menu displayed on the AOM screen
3. The extension number of the first message is displayed on the screen, and the [Message response], [Next message], and [Delete] menus are displayed.
  - ◆
  - ◆ To return the message, press the Select button of the [Return Message] menu. Then the extension number of the message is connected automatically. If the extension number does not answer, the red light continues to flash on the status indicator.
  - ◆ If there are multiple messages left, press the Select button of the [Next Message] menu, and return or delete the message.
  - ◆ To delete the message, press the Select button of the [Delete] menu.

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## Chapter 5 Fixed Feature Menu

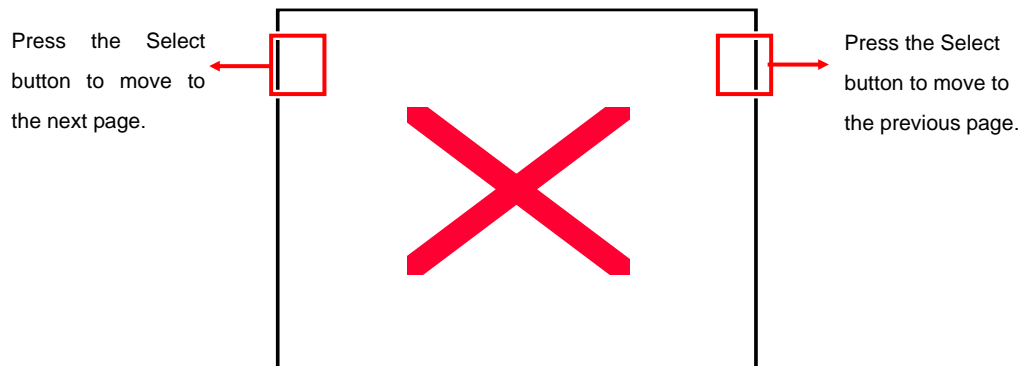
This chapter describes how to use the convenient features from the Fixed Feature Menu screen of the ITP-5012L IP phone.



Please take the time to understand the use of the fixed features buttons of the ITP-5012L IP phone before using the phone. Refer to 'Chapter 1' of this manual, which describes the various buttons of the ITP-5012L IP phone.

### Entering the Fixed Feature Menu screen

Press the [Screen] button until the Fixed Feature Menu screen is displayed as shown below



**Figure 5.1** Soft Menu screen

## Menu Selection

- ◆ Press the [Select] button of each menu displayed on the screen to use the corresponding feature.
- ◆ Use the scroll key on the phone to view rest of the menus that are not visible in the first screen.
- ◆ Use the scroll key or the navigation buttons on the phone to move to and select a menu.

## Fixed Feature Menu

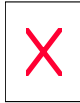
The following features are available on the Fixed Feature Menu screen.

- ◆ LAST REDIAL
- ◆ SPEED DIAL
- ◆ SAVE/REPEAT
- ◆ DIRECTORY
- ◆ PAGE
- ◆ PAGE PICKUP
- ◆ MEET ME PAGE
- ◆ DIR. PICKUP
- ◆ VM MESSAGE
- ◆ STN MESSAGE
- ◆ HOLD PICKUP
- ◆ UNIV. ANSWER
- ◆ DND
- ◆ STATUS MSG
- ◆ IN/OUT GROUP
- ◆ OHVA BLOCK
- ◆ TIMER???????

## Last Redial

The user can redial the most recently dialled external number.

1. Press the Select button for [LAST REDIAL
2. Make the call.

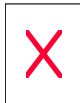


The redial feature does not apply to intercom calls.

## Automatic Redial/Retry

If the called external number is busy, the phone redials the called number automatically. It can redial up to 99 times depending on the OfficeServ system programming.

1. Upon hearing the busy tone, press the Select button for Automatic Redial/Retry.
2. The system will redial the same number automatically. The user can hear the dial tone through the speaker and the microphone is disabled.
3. When the other party answers, you can lift the handset or press the [Speaker] button or the [Send] button before the other party speaks. You must respond within 10 seconds.

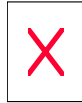


- If you dial another number, automatic redial is cancelled.
- To cancel automatic redial, lift and replace the handset.

## Save/Repeat

You can save the last dialled external number and redial the number later.

1. Press the Select button for SAVE/REPEAT before hanging up your call to save the phone number.
2. You can redial the saved number anytime by pressing the Select button for SAVE/REPEAT



- The saved number is stored in the memory until you save another number.
- The saved number redial feature does not apply to intercom calls.



## Speed Dial

The Samsung OfficeServ system provides both a system wide speed dial list and a personal speed dial list for each phone user. You can select an external number programmed into either list to make a call by entering the speed dial number.

1. Press the [Select] button for SPEED DIAL and you will be prompted for the speed dial number
2. Enter the registered speed dial number.
3. The phone number assigned to the speed dial number is dialed automatically using the speakerphone.

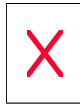


Consult your System Administrator for the list of your system's speed dial number .

## Directory

Each extension number, System and personal speed dial number can have a corresponding directory name. You can call an extension number or the desired speed dial number by name in the directory list, which is in an alphabetical order.

1. Press the [Select] button for DIRECTORY and you will be prompted to select the list required played on the Soft Menu screen.
2. Press the [Select] button for the desired directory ([PERSONAL]/[SYSTEM]/[STATION])
3. Enter the first letter of the desired name by using the dial button.
4. Search the desired name by using the [▼ Volume ▲] button
5. Press the [Select] button for the desired name.
6. The corresponding number is dialed automatically using the speakerphone.



To move directly to a specified directory list, you can add an programmed button in the Programmable Features Menu for each of the lists.

## Page

The OfficeServ system allows you to make page announcements to groups of internal extensions or via external speakers. You can page specific extensions through the phone speaker or externally through external speakers using the PAGE key.



When making a page announcement, you must use the handset for best audio

quality.

## Internal Page

The user can page through the phone speaker.

1. Lift the handset, and check for the phone number entry screen.
2. Press the [Select] button for Page
3. Dial the desired zone number [1], [2], [3], or [4], or press [0] to page all internal zones.
4. After the confirmation tone, make the announcement.
5. After the announcement, replace the handset down.

## External Page

The user can page externally through the external speaker.

1. Lift the handset, and check for the phone number entry screen.
2. Press the [Select] button for PAGE
3. Dial the desired zone number [4],[5],[6],[7],or [8], or press [9] to page all external zones.
4. After the confirmation tone, make the announcement.
5. After the announcement, replace the handset down.

## All Page

The user can also page both internally and externally simultaneously.

1. Lift the handset.
2. Press the [Select] button for PAGE
3. Dial the [\*] button.
4. After the confirmation tone, make the page announcement.
5. After the announcement, replace the handset down.

## Call Park And Page

While on external call you can automatically park a call when you make a page announcement to locate the person required by the caller.

1. While on a external call press the [Select] button for PAGE] displayed on the Soft Menu.
2. The call will be parked automatically.
3. Dial the desired page zone number and announce the trunk. line number where the call is parked.
4. Replace the phone.



If the parked call is not answered within the preset time, it will recall you. This Call Park and Page feature does not apply to intercom calls.

## Page Pickup

Allows you to connect to the extension or trunk. line number advised in a page announcement

1. Lift the handset.
2. Press the [Select] button for PAGE PICKUP
3. Enter the extension number or the trunk. line number advised by the page announcement.

Dir. Pickup The Direct Pickup button allows you to pick up a ringing call at another extension.

1. Press the [Select] button for DIR. PICKUP.
2. Dial the ringing extension number.
3. You can now talk to the caller on the speakerphone or lift the handset

## SVMi Message

When your OfficeServ system has a Samsung voice mail card installed, you can directly access your Voice Mailbox quickly and conveniently.. The message icon will be displayed and the status indicator will flash to indicate you have received a message

1. Press the [Select] button for VM MESSAGE in the Fixed Feature screen.
2. Follow the prompts of the SVMi Voicemail card.

## STN Message

The OfficeServ system allows our extension users to leave a station message for

---

you if they require your assistance. The message icon will be displayed and the status indicator will flash to indicate you have received a message. You can review and respond to the station message list using the Station Message button

1. Press the [Select] button for STN MESSAGE.
2. The first message left for your phone will be displayed, press the [Select] button for NEXT to review other messages left for you.
3. Press the [Select] button for REPLY to ring the extension that left the message or press the [Select] button for CLEAR to clear the message left.

## Hold Pickup

You can pickup a call placed on system hold by another extension using the Hold Pickup feature. You can pickup internal calls placed on hold or trunks placed in exclusive hold.

1. To retrieve the held call, press the [Select] button for HOLD PICKUP.
2. Dial the extension number that placed the call on system hold or the trunk number.
3. You can now talk to the caller on the speakerphone or lift the handset.







## Do Not Disturb

When DND is registered, incoming calls are forwarded to the DND forward destination if programmed or the caller will receive busy tone..

### Setting DND

This feature is used to block incoming calls. Calls can still be made in the DND mode.

1. With the handset in place, press the [Select] button for DND and the DND Menu will be displayed.
2. Press the [Select] button for [ON.
3. Confirmation tone will be heard and the phone status indicator will flash indicating that DND is set.

### Cancelling DND

1. Check if the status indicator is flashing and the DND icon is set.
2. Press the [Select] button for DND and the DND Menu will be displayed.
3. Press the [Select] button for OFF.
4. Confirmation tone will be heard and DND is Cancelled will be displayed. The status indicator cease to flash a few seconds after [DND] mode is cancelled.

## Universal Answer

If a call arrives when the system is in Night mode, external speakers can be used to ring the night bell. To answer the call press the [Select] button for [UNIV, ANSWER

## Status Message

You can leave a status message for your internal callers should you be absent from your desk for a while. The caller can see the message displayed on their phone LCD when they call your extension.

1. Press the [Select] button for STATUS MSG.
2. Press the desired status message code. (Refer to 'Annex' of this manual for the status messages of each code or your System Administrator).
3. To cancel the status message, press the [Select] button for STATUS MSG and dial the cancel code [0][0].

## In/Out Group

If your phone is assigned to an station ring group, you can assign or remove your phone to or from the group. When the phone is removed from the group, you cannot answer incoming calls to the station group number.

1. Press the [Select] button for IN/OUT GROUP.
2. Enter the number of the station group, you intend to assign or remove your phone number. The [In Group] or [Out of Group] options are displayed on screen.
3. To assign your telephone number to the group, press the [Select] button for [In Group].
4. To remove your telephone number from the group, press the [Select] button for Out of Group
5. Repeat the above procedure (1~ 4) when necessary.

## OHVA BLOCK

You can set or cancel OHVA Block which prevents or allows other users from making an Off Hook Voice Announcement to you when you are on a internal or external call.

1. Press the [Select] button for OHVA BLOCK.
2. Press the [Select] button of the ON to set OHVA BLOCK
3. Press the [Select] button for OFF to cancel the OHVA BLOCK.
4. The display will advise the OHVA Block status after the [Select] button is pressed.



Off-Hook Voice Announce feature is used by a third party to make an

announcement only to a user who is busy on call.

## Timer

### Call Duration Timer

You can set the Call Duration Timer to operate automatically for external calls. Upon dialling the number, the timer is displayed immediately for incoming Trunk calls, after a moment or when the recipient answers for outgoing calls. The timer operates during the call. The duration time is displayed in minutes and seconds. The timer restarts after 100 minutes

### Timer Function

The timer can be used as a simple stopwatch.

1. When the phone is in a waiting status, press the [Select] button for TIMER to start measuring time.
2. Select the [TIMER] menu again to stop measuring time.
3. Check the elapsed time displayed on the screen.
4. Lift and replace the handset to return to the idle screen.

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## Chapter 6 Application Program Menus

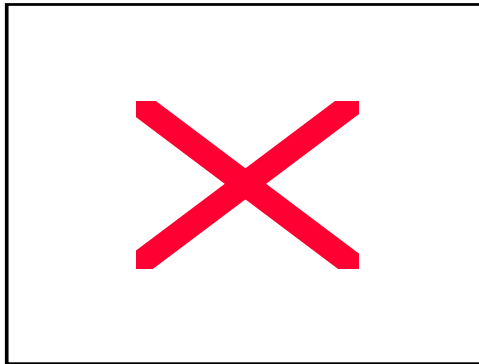
This chapter describes how to use the enhanced Menu applications of the ITP-5012L IP phone.



You will need to understand the functions of each button on the ITP-5012L IP phone to make use of the menu applications. The description of each button and its function is defined in 'Chapter 1' of this manual.

### About Main Menu

Press the [Menu] button from the ITP-5012L IP phone. Then, the main menu with application icons will appear as shown below:



**Figure 6.1 Main Menu Screen of Applications**

## Navigating your way through the Menu

Use the navigation buttons to select the required menu. To select a menu item you can use the navigation buttons or the dial buttons

### **To select a menu icon**

Use the direction buttons to select an icon. Then, press the [Enter] button.

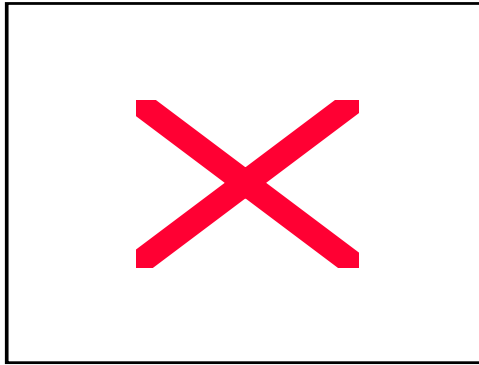
### **To select a menu item from the list**

**Method 1.** Use the direction buttons to select an item. Then, press the [Enter] button.

**Method 2.** In the list, each item has a number in the left. Dial the number that corresponds to the number of the desired item.

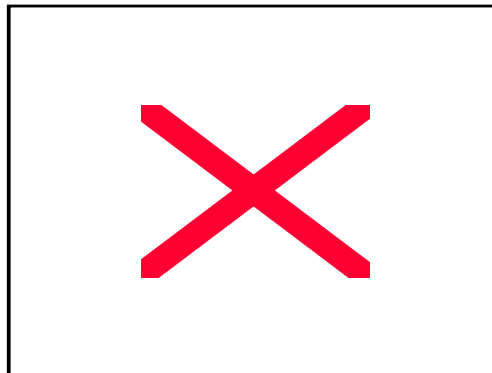
## Using the PhoneBook

1. Press the [Menu] button from the phone to see the main menu.
2. Use the direction buttons to select the [P-Book] icon. Then, press the [Enter] button.



**Figure 6.2** Selecting the [Phone Book] Menu

3. The [PhoneBook] screen appears as shown below: You may now select the desired menu item. Refer below..



**Figure 6.3** PhoneBook

## Searching for a Telephone Number

Allows you to search for any telephone numbers you have programmed into the phone easily. You can search by speed dial location number/name/telephone number/group/time.

1. Dial [1] from the [PhoneBook] screen to select the [1.Search].

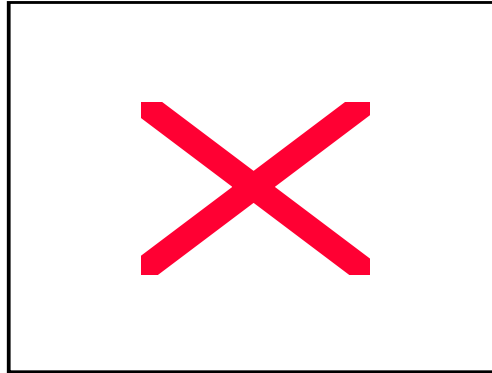


Figure 6.4 Selecting the [Search] Menu

2. The [Search] screen appears as shown below:

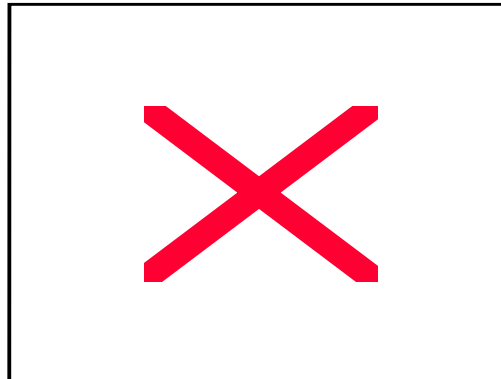
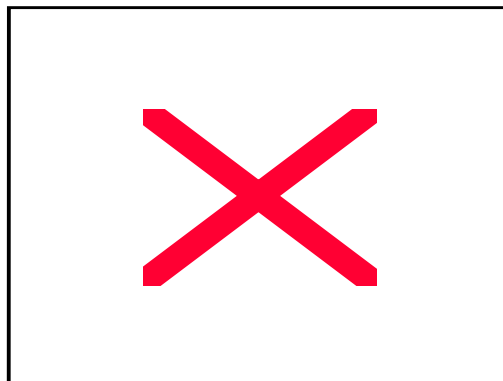


Figure 6.5 Sub-Menus of the [Search] Menu

## Search by Speed Dial Number Location

You can search for the desired telephone number based on the speed dial number location registered with the phone. Each speed dial number location will have an associated speed dial name and up to 5 telephone numbers can be programmed for each speed dial name.

1. Press the dial button [1] from the [Search] screen to select the [1.By speed dial #].



**Figure 6.6** Selecting the [By speed dial #] Menu

2. Enter a speed dial number location on the screen that prompts you to enter a speed dial number and press the [Enter] button. The associated speed dial name will be displayed from the [PhoneBook]. Pressing the [Enter] button without entering the speed dial number, will display all speed dial names.
3. You can display the telephone numbers programmed or change/delete for each speed dial name.
  - ◆ Press the [Select] button or press [Enter] to display the telephone numbers.
  - ◆ Press the [Menu] button to change or delete the speed dial name and, a popup menu will appear. Dial [1] to change the speed dial name and associated telephone number(s). Dial [2] to delete the speed dial name and associated telephone number(s). You will be requested to confirm the deletion.
  - ◆ Press the [Enter] button to see the saved details of the selected number. Then, a screen that shows the information on the selected number will appear as

shown below:

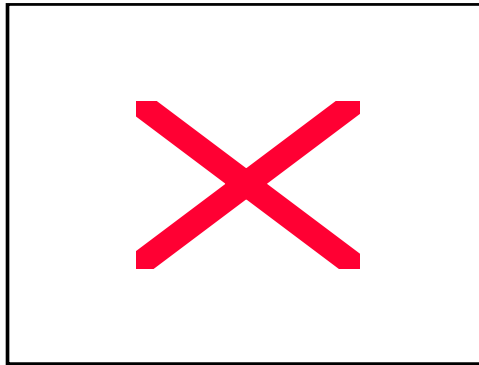


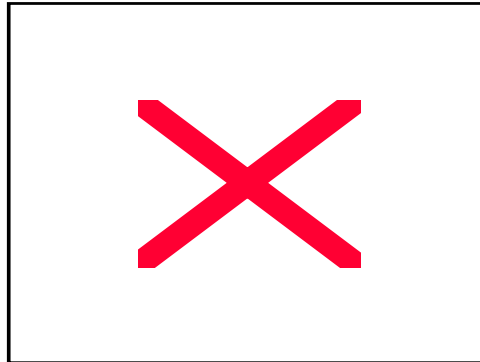
Figure 6.8 Checking Information on the Telephone Number

- ◆ 4. To dial the required telephone number for the speed dial name.Highlight the required telephone number and press the [Send] button

## Search a Telephone Number By Name

You can search any telephone number based on the registered speed dial name.

1. Dial [2] from the [Search] screen to select [2. By name].



**Figure 6.7** Selecting the [By name] Menu

2. A screen that prompts you to enter a name appears. Enter the name or part of a name (case sensitive) to search and press the [Enter] button. The speed dial name(s) matching the entry will be displayed from the [PhoneBook]. If the [Enter] button is pressed without entering any name, all speed dial names will be displayed.
3. You can display the telephone numbers programmed or change/delete for each speed dial name.
  - ◆ Press the [Select] button or press [Enter] to display the telephone numbers.
  - ◆ Press the [Menu] button to change or delete the speed dial name and, a popup menu will appear. Dial [1] to change the speed dial name and associated telephone number(s). Dial [2] to delete the speed dial name and associated telephone number(s). You will be requested to confirm the deletion.
  - ◆ Press the [Enter] button to see the saved details of the selected number. Then, a screen that shows the information on the selected number will appear as shown below:

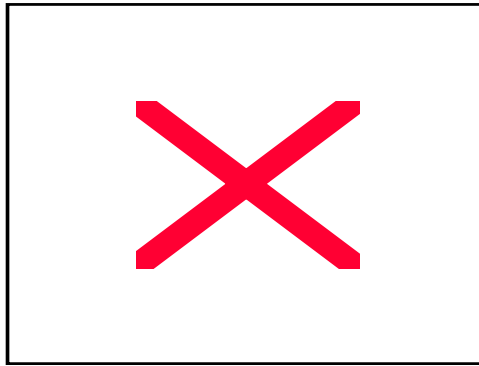


Figure 6.8 Checking Information on the Telephone Number

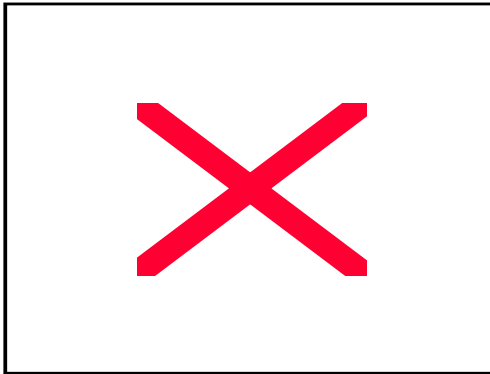
- ◆ 4. To dial the required telephone number for the speed dial name. Highlight the required telephone number and press the [Send] button



## Search By Telephone Number

You can search based on the telephone number or part of a telephone number registered in the phone.

1. Dial [3] from the [Search] screen to select [3.By phone number].



**Figure 6.9** Selecting the [By phone number] Menu

2. A screen that prompts you to enter a telephone number appears. Enter the telephone number to search and press the [Enter] button. Then, the speed dial name associated with the number will be displayed from the [PhoneBook]. If the [Enter] button is pressed without entering any telephone number, all speed dial names will be displayed. You can search by entering the first few numbers of the telephone number as follows:
  - ◆ Entering 011 : Displays all speed dial names which have telephone numbers that start with 011.
3. You can display the telephone numbers programmed or change/delete for each speed dial name.
  - ◆ Press the [Select] button or press [Enter] to display the telephone numbers.
  - ◆ Press the [Menu] button to change or delete the speed dial name and, a popup menu will appear. Dial [1] to change the speed dial name and associated telephone number(s). Dial [2] to delete the speed dial name and associated telephone number(s). You will be requested to confirm the deletion.
  - ◆ Press the [Enter] button to see the saved details of the selected number. Then, a screen that shows the information on the selected number will appear as shown below:

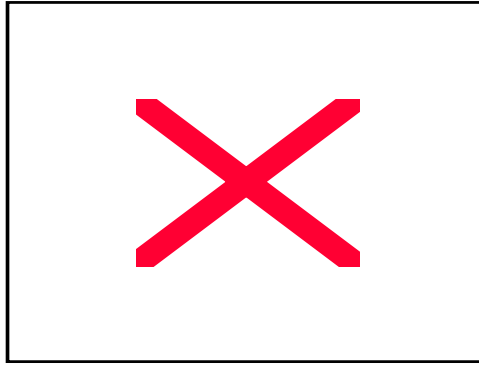


Figure 6.? Checking Information on the Telephone Number

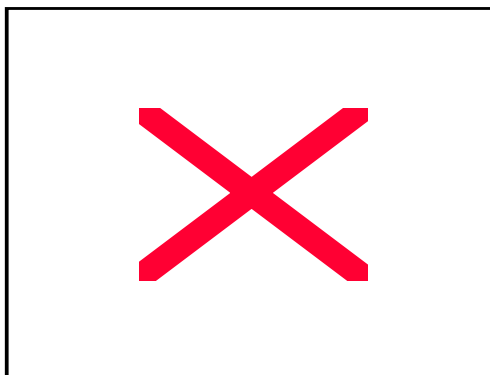
- ◆ 4. To dial the required telephone number for the speed dial name. Highlight the required telephone number and press the [Send] button



## Search a Telephone Number By Group

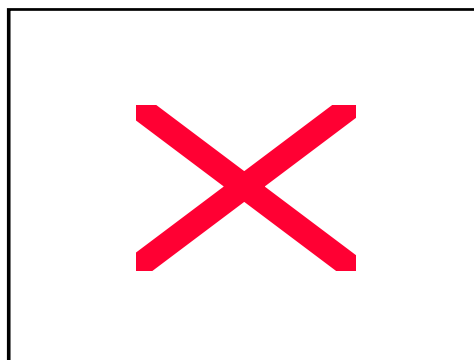
You can search for telephone numbers by groups registered in the phone. This will only work if you have allocated speed dial names and numbers to specific groups. Refer to Registering New Numbers and Editing Groups later in this section.

1. Dial [4] from the [Search] screen to select [4.By group].



**Figure 6.10** Selecting [By group] Menu

2. The currently registered groups will appear.



**Figure 6.11** Group List

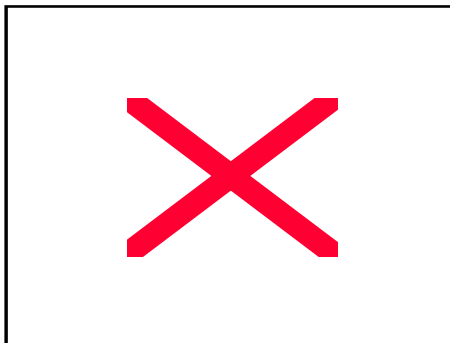
3. Press the up/down direction buttons to select a group, and press [Enter].

4. Press the up/down direction buttons to select the speed dial name required from the list of group members and press [Enter] to display the telephone numbers..
5. Select one of the phone numbers (e.g. mobile phone, home, and work) allocated to the speed dial name.
6. Press [Send] to dial the selected number.

## Searching a Telephone Number By Time

You can search for any telephone number based on the time the telephone number was registered in the phone. Speed dial names will be displayed commencing with the latest entry.

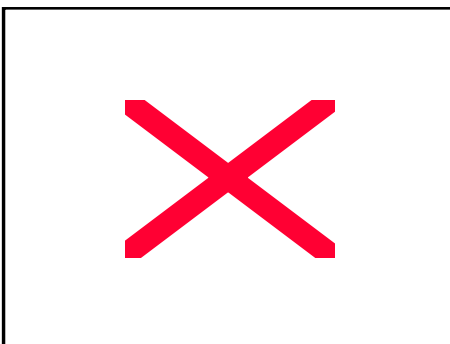
1. Ddial [5] from the [Search] screen to select [5.By time].



**Figure 6.13** Selecting the [By time] Menu

- 2.. Press the up/down direction buttons to search speed dial name list and press [Enter] to display the telephone numbers

**Figure 6.14** Searching a Telephone Number By Time



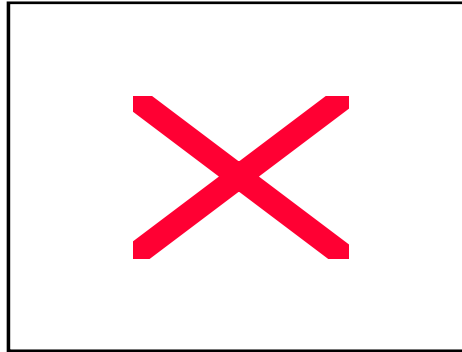
3. Select one of the phone numbers (e.g. mobile phone, home, and work) allocated to the speed dial name.
4. Press the [Send] button to dial the selected number.



## Querying and Dialling Recent Outgoing Calls

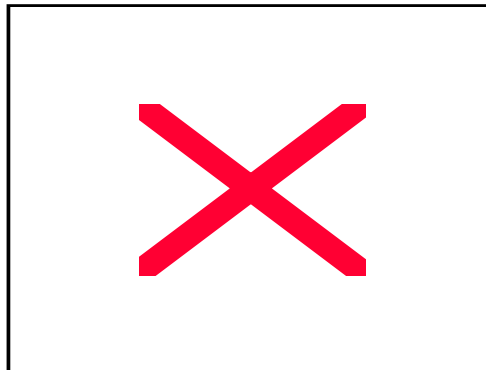
The last 30 called numbers will be saved. You can review to details and redial anyone of these called numbers

1. Dial [2] from the [PhoneBook] screen to select the [2.Outgoing].



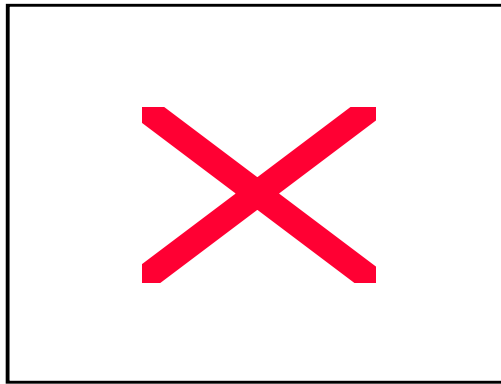
**Figure 6.16** Selecting the [Outgoing] Menu

2. The list of recent called numbers will appear as shown below. Press the direction buttons to search for the required telephone number.



**Figure 6.17** Recent Outgoing Calls

3. You can dial, save, or delete the selected number and check the saved details of each number.
- ◆ Press the [Send] button to dial the selected number.
  - ◆ Press the [Menu] button to save or delete the selected number. Then, a popup menu will appear. Dial [1] to save the selected number. Dial [2] to delete the selected number or dial [3] to delete all recently called numbers . Please note you will be requested to confirm when deleting information
  - ◆ Press the [Enter] button to see the saved details of the call to the selected number. The screen below shows the information displayed on the selected number .

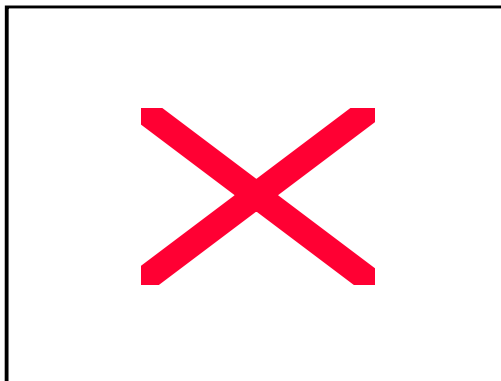


**Figure 6.18 Checking Information on Outgoing Calls**

## Querying and Dialling Recent Caller IDs

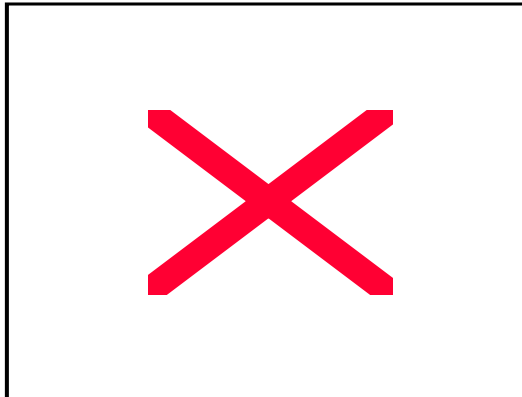
The call details and Calling line ID, if available, of the up to the last 30 incoming calls will be saved in the incoming call log. You can check review the details and dial the Caller IDs.

1. Dial [3] from the [PhoneBook] screen to select [3.Incoming].



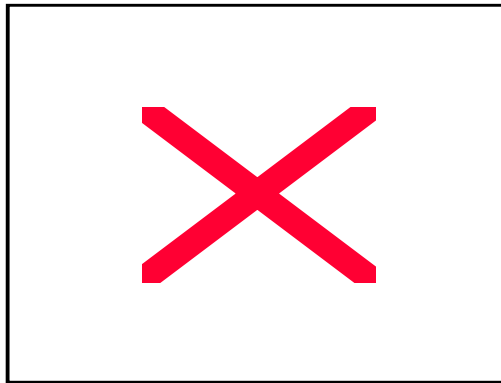
**Figure 6.19** Selecting the [Incoming] Menu

2. The list of latest received calls appears as shown below. Press the direction buttons to search.



**Figure 6.20** Recent Incoming Calls

3. You can dial, save, or delete the selected number and check the saved details of each number.
- ◆ Press the [Send] button to dial the selected number.
  - ◆ Press the [Menu] button to save or delete the selected number. Then, a popup menu will appear. Dial [1] to save the selected number. Dial [2] to delete the selected number or dial [3] to delete all recently receive call details. Please note you will be requested to confirm when deleting information
  - ◆ Press the [Enter] button to see the saved details of the call to the selected number. The screen below shows the information displayed on the selected number .
  - ◆

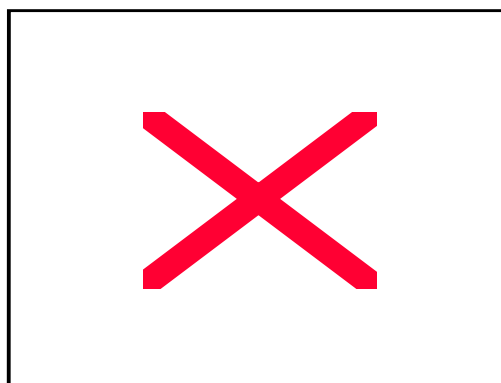


**Figure 6.21** Checking Information on the Number of Incoming Calls

## Registering Telephone Numbers

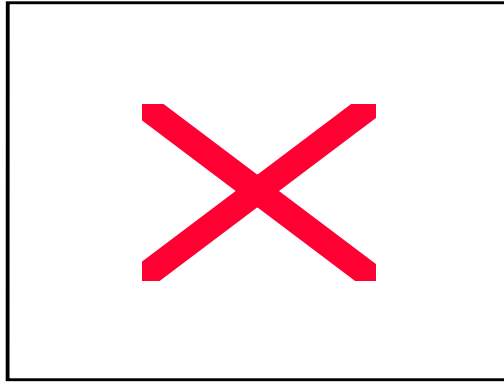
The user can save 1000 speed dial names and 2,400 telephone numbers. Each Speed dial name can have the following information registered: 5 telephone numbers (home, mobile phone, work/school, Etc, and facsimile), e-mail, group, and notes. Each speed dial number can also be allocated a speed dial number location.

1. Dial [4] from the [PhoneBook] screen to select the [4.New number].



**Figure 6.22** Selecting the [New number] Menu

2. The screen that prompts you to enter information appears as shown below.  
Press the up/down direction buttons to move to the between locationsthat you want to enter information in.
3. After entering the telephone numbers in the appropriate field use the direction arrows to move to the right hand box and the system will allocated a speed dial location for the new number automatically. Enter the remaining information.



**Figure 6.23 Entering Characters in the New Number Items**

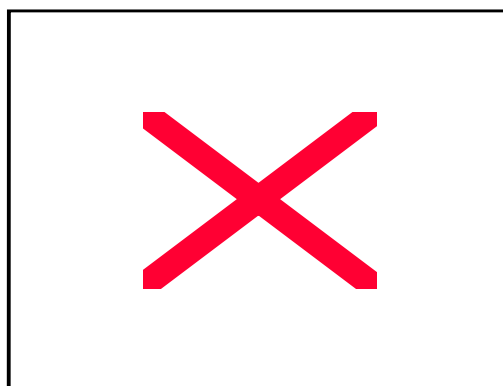
4. Press [Enter] to save.

4. Press the [End] button to return to the idle screen.

## Editing Groups

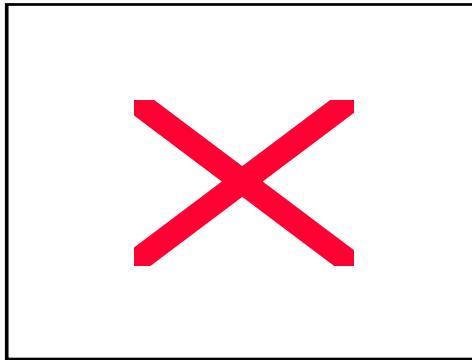
This function allows you to establish groups to which speed dial names can be included. This allows you to search for speed dial numbers by personalized groupings.

1. Dial [5] from the [PhoneBook] screen to select [5.Edit Group].



**Figure 6.24** Selecting the [Edit Group] Menu

2. The list of the currently registered groups appears as shown below:



**Figure 6.25 Group List**

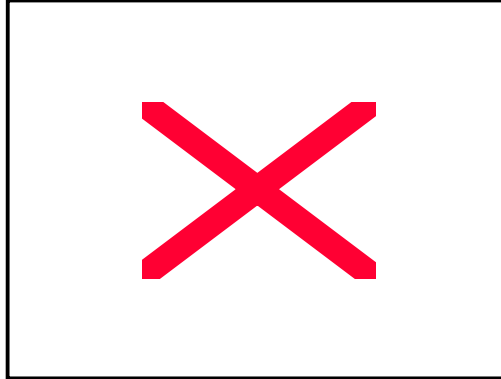
3. You can add, modify, and delete groups.
- ◆ Press the [Menu] button to add a new group. In the popup menu, dial [1] to add a group and enter the name of the group. Press [Enter] to save.
  - ◆ To change the name of a group, select the target group from the list and press the [Menu] button. In the popup menu, dial [2] and enter a modify the group name. Press [Enter] to save.
  - ◆ To delete a group, select the target group from the list and press the [Menu] button. In the popup menu, dial [3]. “Do you want to remove?” message appears, select [OK] and then press the [Enter] button.
4. Press the [End] button to return to the idle screen.



## Deleting All Telephone Numbers

This function allows you to delete all saved telephone numbers.

1. Dial [6] from the [PhoneBook] screen to select [6.Delete all].



**Figure 6.26** Selecting the [Delete all] Menu

2. The screen that prompts you to enter a password appears. If the user enters the password set in the phone, the “Recovery impossible when removed. Are you sure?” message will appear. Select [OK] and press the [Enter] button. to delete , all the telephone numbers saved in the [PhoneBook].



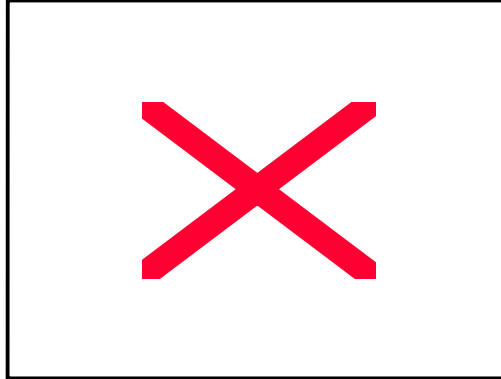
If you do not change your password, the initial password is 0000. If you forget your password, please contact your System Administrator.

3. Press the [End] button to return to the idle screen.

## Checking User's Own Extension Number

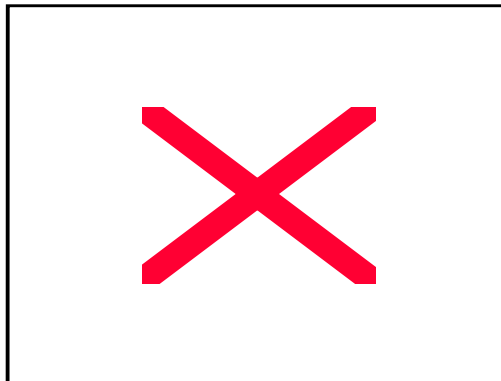
This function allows you to check your own extension number.

1. Dial [7] from the [PhoneBook] screen to select [7.My own number].



**Figure 6.27** Selecting the [My own number] Menu

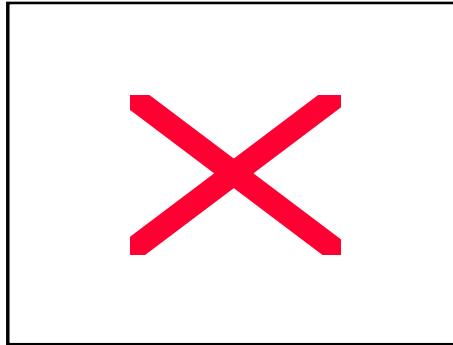
2. Your extension number appears as shown below:



**Figure 6.28** Checking the [My own number]

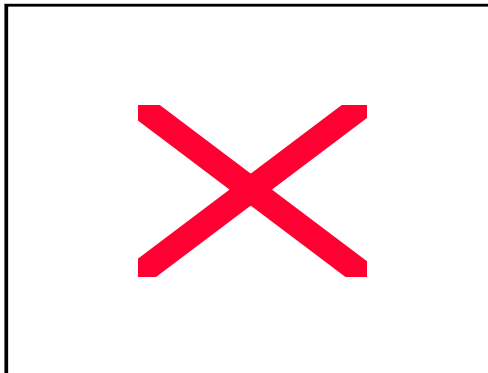
## Using the Electronic Diary

1. Press the [Menu] button to display the main menu.
2. Use the direction buttons to select the [E-Diary] icon and then press [Enter] to select.



**Figure 6.29** Selecting the [E-Diary] Menu

3. The [E-Diary] screen appears as shown below. Select the desired item.

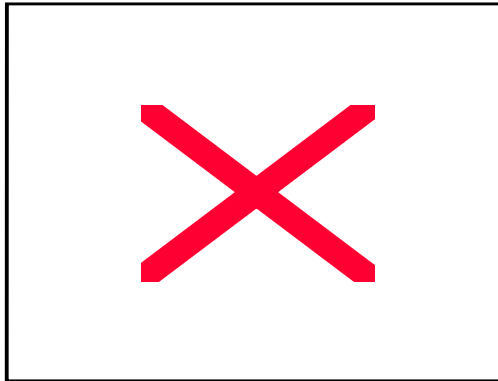


**Figure 6.30** Sub-Menus of the [E-Diary] Menu

## Setting a Wakeup Call

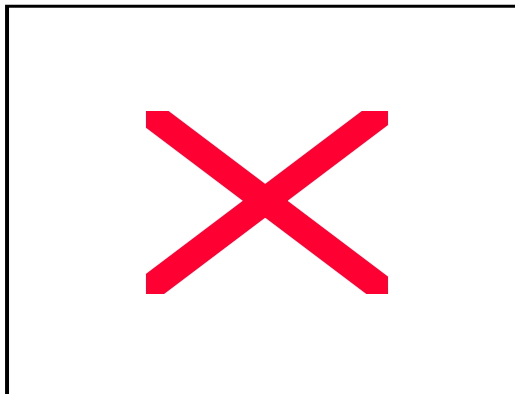
This function allows you to set an alarm to ring for 3 minutes or until answered, at the required time. The frequency options for a wakeup call are ; everyday, Monday to Friday or Monday to Saturday.

1. Dial [1] from the [E-diary] screen to select [1.Wakeup call].



**Figure 6.31** Selecting the [Wakeup call] Menu

2. The [Wakeup call] screen appears. Specify the time for a wakeup call (24Hour mode) , a ring tone, and the frequency. Press [Enter] to save.



**Figure 6.32** Setting a Wakeup Call

## Setting an Alarm Clock

This function is similar to the wakeup call function except that the frequency of the alarm is limited to once only or everyday.. Two separate alarm times are available:

1. Dial [2] from the [E-diary] screen to select [2.Alarm].

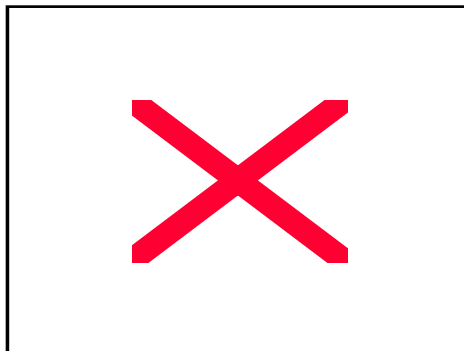


Figure 6.33 Selecting the [Alarm] Menu

2. Select alarm clock 1 or the alarm clock 2. Enter the alarm time (24 Hour mode), specify the ring tone and alarm frequency. Press [Enter] to save.

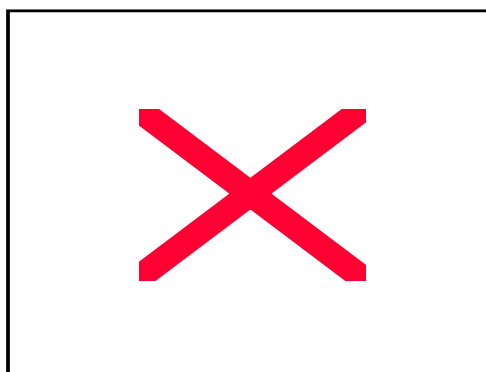


Figure 6.34 Setting an Alarm Clock

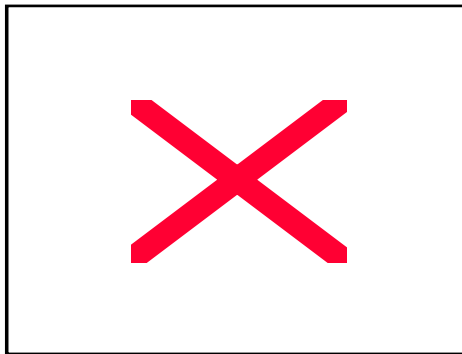
## Daily Planner

The Daily Planner allows you to schedule events and have the OfficeServ system notify you when an event is to commence. Up to 30 event schedules can be registered.

- ◆ A note up to 32 characters long can be associated with each scheduled event. If the note is more than 8 characters long, it can be viewed by selecting it, pressing the [Menu] button and then OK.
- ◆ An available ring tone can be selected.
- ◆ An alarm can be set to ring an hour before, 30 minutes before and on the specified time,.

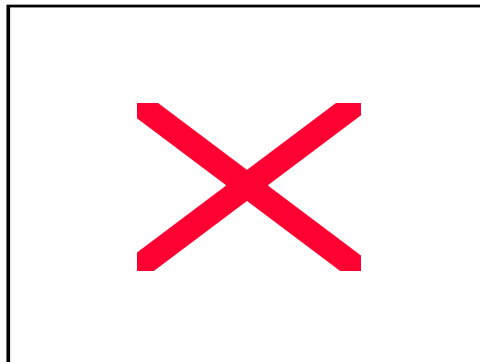
### Registering a New Schedule

1. Dial [3] from the [E-diary] screen to select [3.Daily Planner].



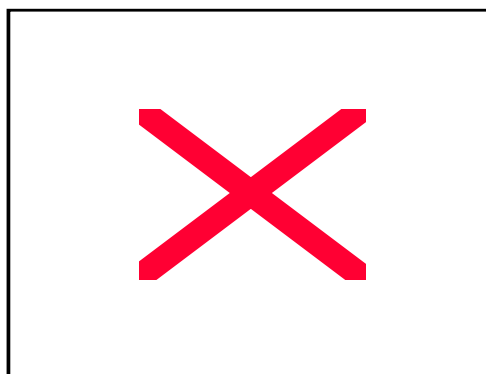
**Figure 6.35** Selecting the [Daily planner] Menu

2. The [Select a Date] screen appears as shown below. Use the direction buttons to select dates to be registered. Press [Enter] to save.



**Figure 6.36 Specifying Dates to be Registered**

3. The [Schedule Registration] screen appears as shown below: Use the navigation keys to move between the entry blocks



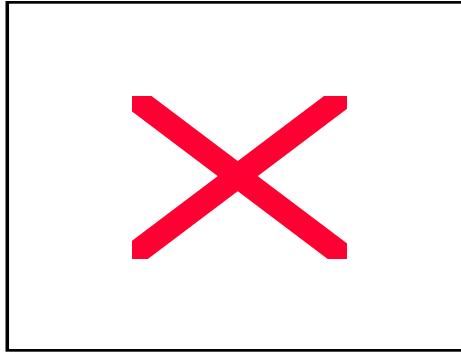
**Figure 6.37 Schedule Setting**

- ◆ Enter time (24 hour mode).
  - ◆ Enter the details of the schedule.
  - ◆ Select the alarm time (an hour before specified time, 30 minutes before specified time, and on time).
  - ◆ Select a ring tone for the alarm.
4. Press [Enter] to save the schedule.

5. Press the [End] button to return to the idle screen.

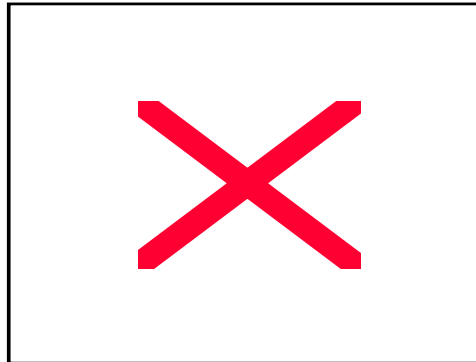
### Checking/Modifying/Adding/Deleting Schedule Details

1. Dial [3] from the [E-diary] screen to select [3.Daily planner].



**Figure 6.38 Selecting the [Daily planner] Menu**

2. The [Select a Date] screen appears as shown below. Use the direction buttons to select the required date and the scheduled events will be indicated on the left of the LCD. Each date with a scheduled event will be indicated.
3. Press the [Menu] button. Then, select the scheduled event you wish to modify/delete using the navigation buttons..



**Figure 6.39 Selecting the Schedule of Registered Dates**



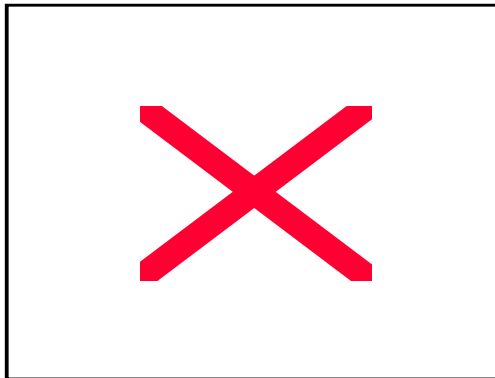


If the [Enter] button is pressed while on checking the details, the user can modify the details immediately.

3. Presses the [Enter] button and a popup menu to modify/add/delete the schedule will appear.
  - ◆ Dial [1] to review the the current details.
  - ◆ Dial [2] to add a new schedule.
  - ◆ Dial [3] to modify the details.
  - ◆
  - ◆ Dial [4] to delete the selected schedule. Then, the “Do you want to remove?” message will appear. Select [OK] to delete the schedule.
4. Press the [End] button to return to the idle screen.

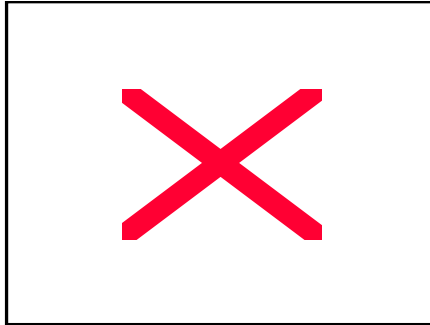
#### Delete All Schedules

1. Dial [3] from the [E-diary] screen to select [3.Daily Planner].



**Figure 6.40** Selecting the [Daily planner] Menu

2. Use the direction buttons to select the required date and the scheduled events will be indicated on the left of the LCD. Each date with a scheduled event will be indicated..



**Figure 6.41 Selecting the Schedule to be Deleted.**

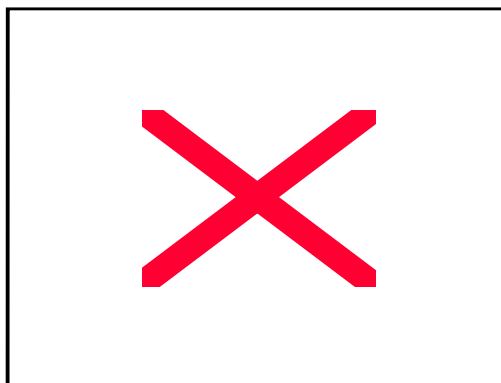
4. Press the [Menu] button followed by [Enter]Press and a popup menu to modify/add/delete the schedule will appear.
5. Dial [5] to delete all schedules for the specified date. Then, the “Do you want to remove?” message will appear. Select [OK] and press the [Enter] Button.
4. Press the [End] button to return to the idle screen.

## Using a Memo pad

The memo pad allows you to save simple notes in the phone.

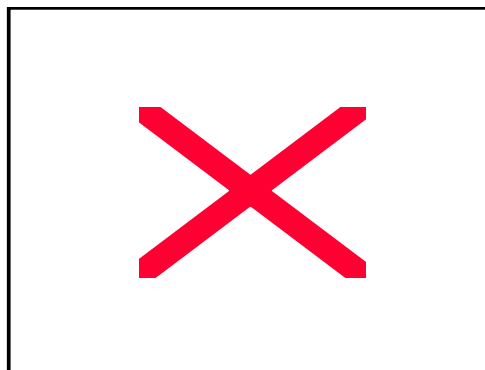
### Entering Notes

1. Dial [4] from the [E-diary] screen to select [4.Memo pad].



**Figure 6.42** Selecting the [Memo pad] Menu

2. The [Memo pad] screen will appear as shown below. Dial [1] to enter a new memo and then press the [Enter] to save.



**Figure 6.43** Entering Notes

3. Press the [End] button to return to the idle screen.

### Checking/Modifying/Deleting/Registering Memo

1. Dial [4] from the [E-diary] screen to select [4.Memo pad].

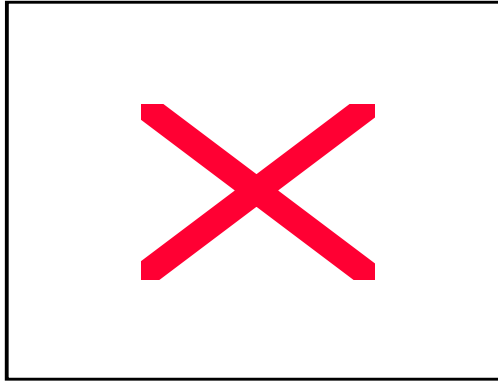


Figure 6.44 Selecting the [Memo pad] Menu

2. Dial [2] to search for saved memos. Select the desired note from the memo list. To check the contents of the memo, press the [Enter] button. Press [Cancel] to return to the Memo List.
3. Press the [Menu] button to add, modify or delete the selected memo.. A popup menu (1.Add, 2.Modify, 3.Delete) will appear.

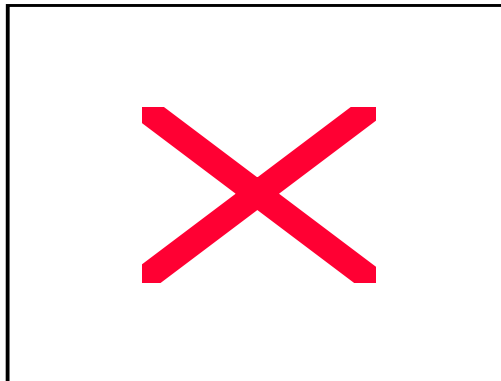


Figure 6.45 Memo List

- ◆ Dial [1] to enter a new memo. Press the [Enter] to save.
- ◆ Dial [2] to to modify the selected memo. Press [Enter] to save the edited note.
- ◆ Dial [3] to delete the selected memo.

3.

4. Press the [End] button to return to the idle screen.

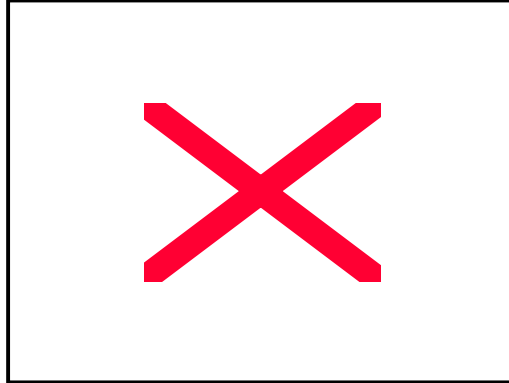
### **Deleting All Registered Memos**

1. Dial [4] from the [E-diary] screen to select [4.Memo pad].
2. Dial [3] to delete all saved memos. The “Do you want to remove all?” prompt will appear on the display. Select [OK] and press [Enter].
3. Press the [End] button to return to the idle screen

## Using a Calculator

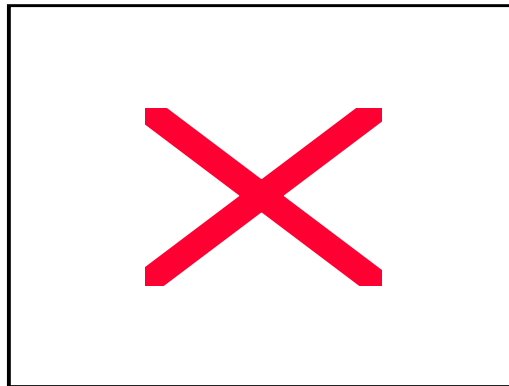
A simple calculator is available to add, subtract, multiply, and divide numbers.

1. Dial [5] from the [E-diary] screen to select [5.Calculator].



**Figure 6.46** Selecting the [Calculator] Menu

2. The [Calculator] screen appears.



**Figure 6.47** Calculator

3. Enter the first number. Then, press the navigation key to select the required operation.
  - ◆ Press the [#] button to enter negative numbers.
  - ◆ Press the [\*] button to enter decimal points.
  - ◆ Press the [Cancel] button to erase incorrectly entered numbers.
4. Enter the second numbers and press the [Enter] button to complete the calculation.
5. To continue calculation, select another operation and enter numbers to calculate.
  - ◆ Press the [Enter] button to repeat the last calculation with the calculation result values.
  - ◆ Press the [Cancel] button to calculate new values.
6. Press the [End] button to finish calculation.

## Searching Time in Cities around the World

The user can search local time in 39 cities around the world (Seoul, Tokyo, Alaska, Buenos Aires, Moscow, Guam, Sydney, LA, San Francisco, Middle Atlantic, Abu Dhabi, Okhotsk, Denver, Phoenix, Cape Verde, Tashkent, Wellington, Oakland, Chicago, Dallas, London, Alma Tai, Samoa, Midway, New York, Miami, Rome, Paris, Berlin, Bangkok, Jakarta, Honolulu, Hawaii, Karakas, Lapas, Athens, Helsinki, Hong Kong, and Beijing).

1. Dial [6] from the [E-diary] screen to select [6.World Time].

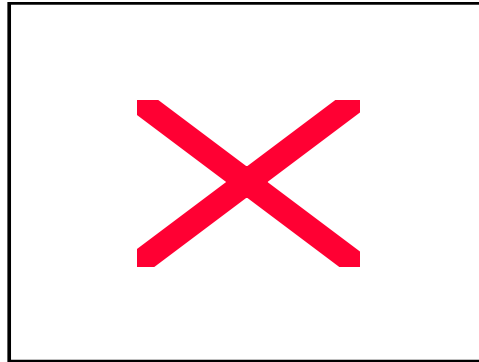


Figure 6.48 Selecting the [World Time] Menu

2. The [World Time] screen appears as shown below:

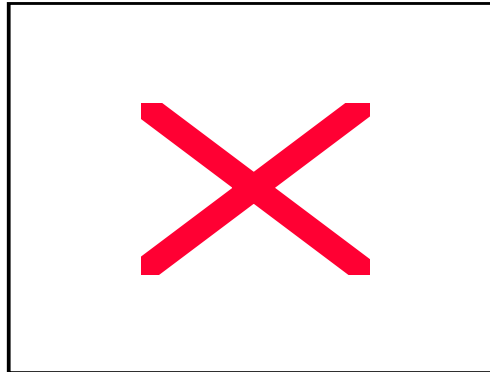


Figure 6.49 Checking World Time

3. To set the correct time for your local city press the [Menu] button followed by [Yes]. Then use the left/right navigation buttons to select you time zone and



- 
- press [Enter].
4. To check the local time at another destination press the navigation buttons to select the city you require.
  5. Press the [End] button to return to the idle screen.

## D-DAY Plus

D-DAY Plus allows you to enter an important schedule so that you can check the time left until or the time passed from the entered date (D-Day). The D-DAY can be entered directly, or can also be entered automatically by calculating the number of days before/after the entered base date.

1. Dial button [7] from the [E-Diary] screen to select [7.D-Day Plus].

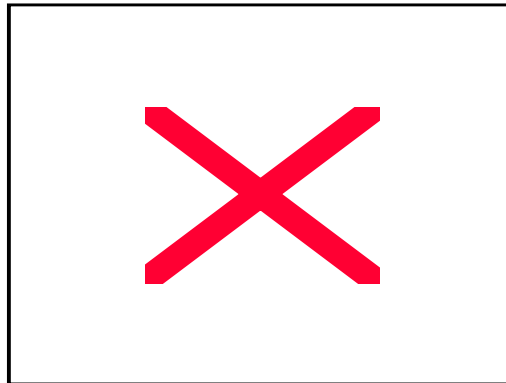


Figure 6.50 Selecting the [D-Day Plus] Menu

2. The registered [D-Day Plus] screen is displayed.

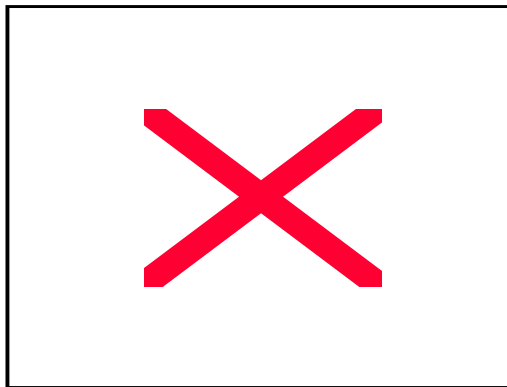
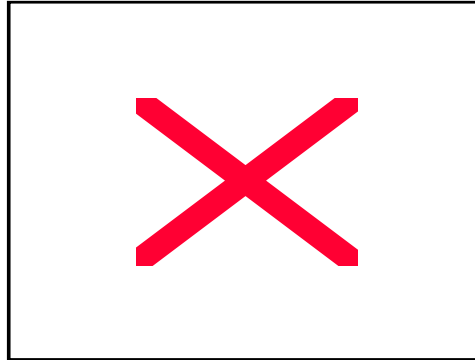


Figure 6.51 D-Day Search List

## Entering a new D-DAY

1. Select [D-Day Add] from the [D-Day Plus] screen by Dialling [1]. The D-DAY entry screen is displayed as shown below.
2. Select either D-Day Exact Date or D-Day Base/Off



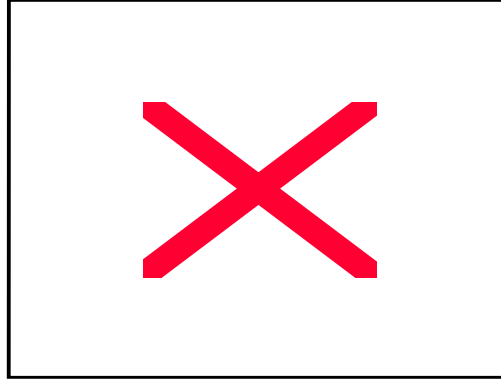
**Figure 6.52 D-Day Date Entry**

- ◆ Dial [1] to select D-Day Exact Date. Enter the date, the alarm interval, and notes relating to the D-Day setting. Press the [Enter] to save the data
- ◆ Dial [2] to select D-Day Base/Off.. Enter the Base Date, then enter the corresponding number of days Before or After the Base Date. Press [Enter] to set the alarm interval and notes relating to the D-Day setting. Press the [Enter] to save the data
- ◆ Figure 6.53 D-Day Add

3. Press the [End] button to return to the idle screen.

## D-DAY Check /Modify/Delete

1. Dial button [7] from the [E-Diary] screen to select [7.D-Day Plus].
2. Dial [2] for D-Day Search
3. Select the preferred D-DAY item from the [D-Day Search] screen



**Figure 6.54 D-Day Search Item**

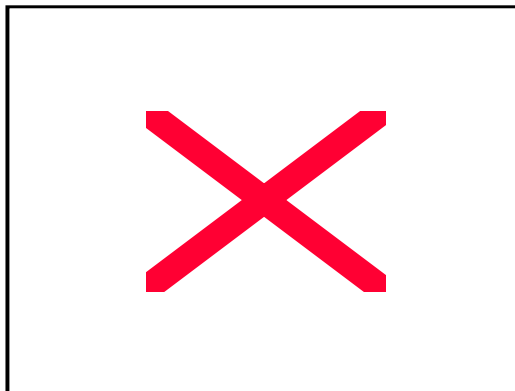
2. Press the [Menu] button to display the popup menu (, 1.Modify, 2.Delete) screen.
  - ◆ Dial [1] to modify the selectedD-DAY.
  - ◆ Dial [2] to delete the selected D-DAY item.
3. To check the contents of a D-DAY, select the preferred D-DAY from the D-DAY Search screen, and press the [Enter] button.
4. Press the [End] button to return to the idle screen.

## Unit Convert

This feature provides a simply conversion program for commonly used units of measurement for temperature, length, weight, volume, and area.

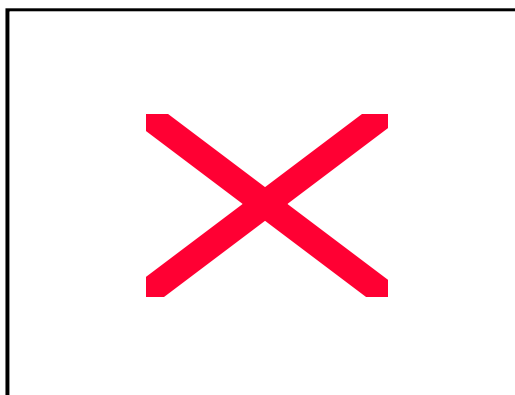
1. Dial [7] from the [E-Diary] screen to select [7.D-Day Plus].

1. Dial [8] from the [E-Diary] screen to select [8.Unit Convert]



**Figure 6.55** Selecting the [Unit Convert] Menu

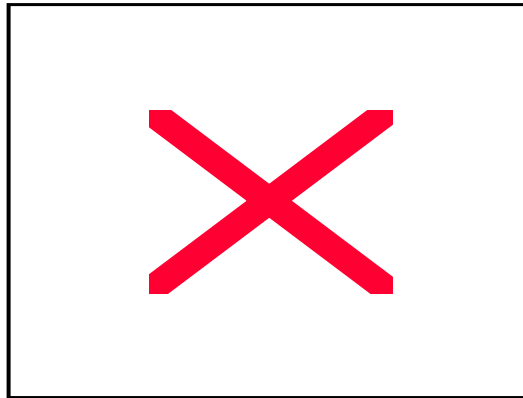
2. The [Unit Convert] list screen will be displayed.



**Figure 6.56** Sub Menus of [Unit Convert] Menu

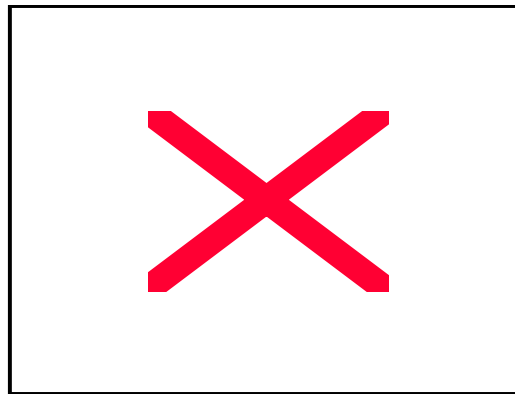
3. Select the preferred unit item and then press the [Enter] button.

4. The unit selection screen shown below is displayed. Press the left/right navigation buttons to select the base unit.



**Figure 6.57 Unit Selection Screen**

5. Enter the value to be converted, and press the downward button.
6. Press the left/right navigation button to select the conversion unit. Press the [Enter] button and the result will be displayed as shown below:



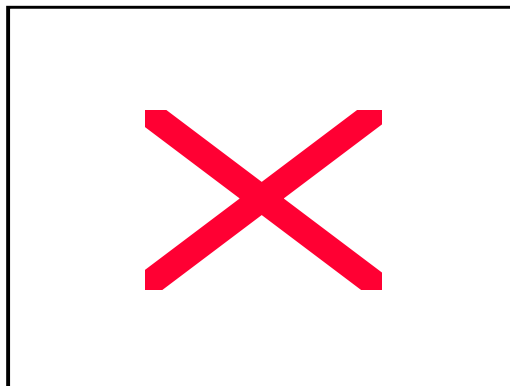
**Figure 6.58 Unit Conversion Result Screen**

7. Press the [End] button to return to the idle screen.

## Message

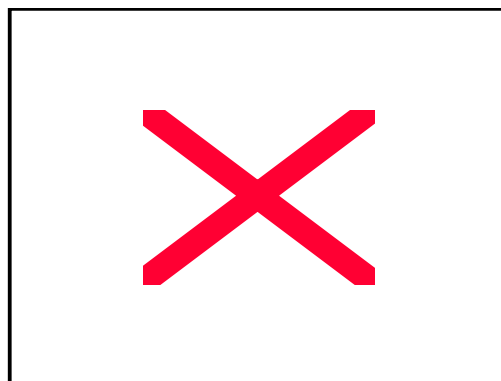
The message feature allows you to send text messages to other ITP phones, review received Text messages and draft text messages for later use.

1. Press the [Menu] button to display the main menu screen.
2. Use the navigation buttons to select the [Message] icon and press the [Enter] button.



**Figure 6.59** Selecting [Message] Menu

3. The [Text message] screen is displayed as shown below. You can select the sub-menu item required.

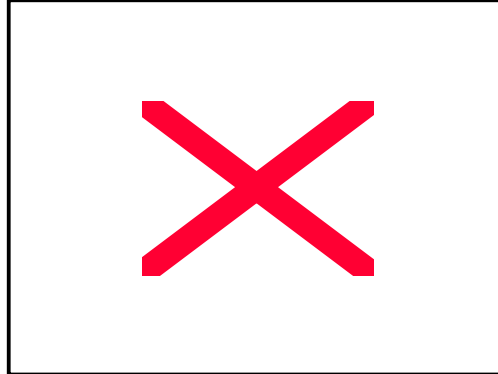


**Figure 6.60** Text Message Main Screen

## Received Message

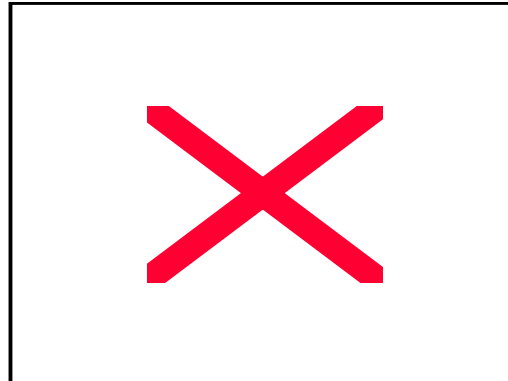
The user can check the text messages or set the reception status.

1. Dial [1] from the [Text message] screen to select [1.Received].



**Figure 6.61 Selecting [Received] Menu**

- 2.
3. The [Received message box] will be displayed as shown below.



**Figure 6.62 Received Message Box**



## Received Text Message Box

Allows you to review received text messages and to setup how you wish to be notified on the arrival of a new text message.

1. Dial [1] from the [Received message Box] screen to select [1.Msg Charge XX].  
The received text message box is displayed as shown below.

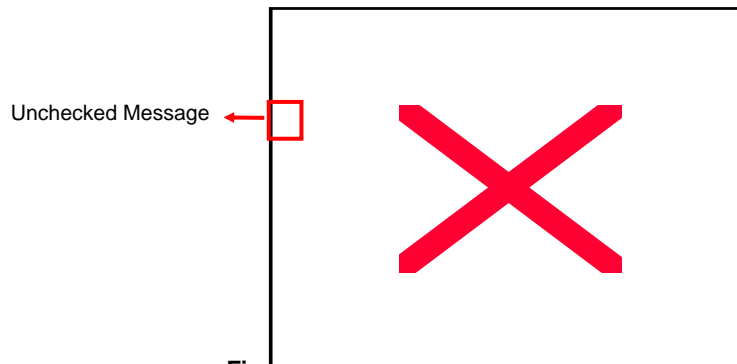
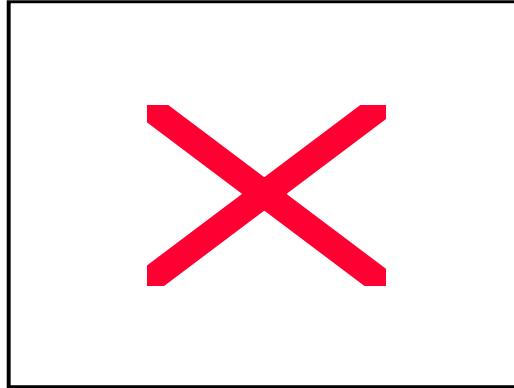


Figure 6.65 Received Text Message Box

2. To dial the number that corresponds to the received message, select the message item and press the [Send] button.



4. To check the content of a message, select the message from the message list screen and press the [Enter] button. The message is displayed on the screen as shown below. Press the up/down direction button to check messages longer than the screen size.



**Figure 6.64 Confirm Message**

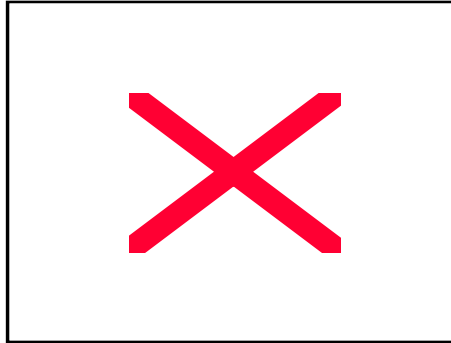
5. To Reply/Resend/delete the selected message or all of the messages in the Received text message box press the [Menu] button.
  - ◆ To reply to the message dial [1] and write your message
  - ◆ To resend the message to another user dial [2] and select the user
  - ◆ To delete the message dial [3]. You will be requested to confirm the deletion, select OK and press [Enter].
  - ◆ To delete all received messages dial [4]. You will be requested to confirm the deletion, select [OK] and press [Enter].

## Arrival Notice Interval Setup

You can set how the ITP 5012L will notify you of a new message arrival.

1. Dial [2] from the [Received message box] screen to select [2. Indication Intrvl]  
The menu for setting the notification will be displayed.

**Figure 6.65 Notice Interval**



2. Dial [1] to select the number of times you will be notified of a new message.  
The options are:.,

- ◆ Once: Alarm rings once when a message arrives
- ◆ Every 2 minutes: Alarm rings every 2 minutes until the message is checked.
- ◆ No Alarm: No alarm notification

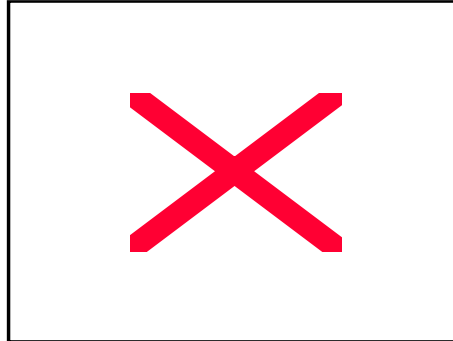
and press the [Enter] button

### Arrival Notice Sound Setup

You can set the ring tone of the new message notification alarm.

1. Dial [2] from the [Received message box] screen to select [2. Indication Tone]  
The menu for setting the ring tone be displayed.

**Figure 6.66 Notice Sound Selection**

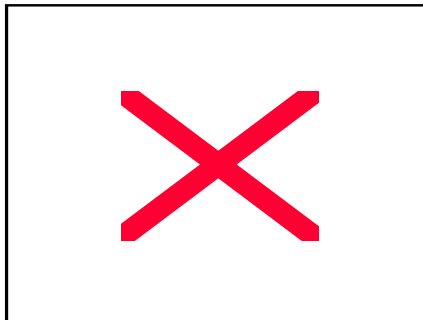


2. Select one of five ring tones by pressing the navigation buttons, and press the [Enter] button to save.

### Set/Clear Message Display

You can select whether to the content of the message when it arrives.

1. Dial [3] from the [Received message box] screen to select [3.Show Contents]  
The menu screen for the message display will pop up.



---

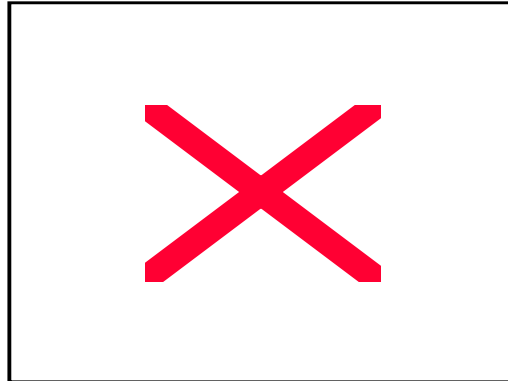
**Figure 6.67 Message Display Screen**

2. Select your preferred message display option by pressing the navigation buttons. Press the [Enter] button to save.
  - ◆ Save : Displays the message popup screen with the content of the message
  - ◆ Clear : Displays the message popup screen without displaying the content of the message.

## Sent Message

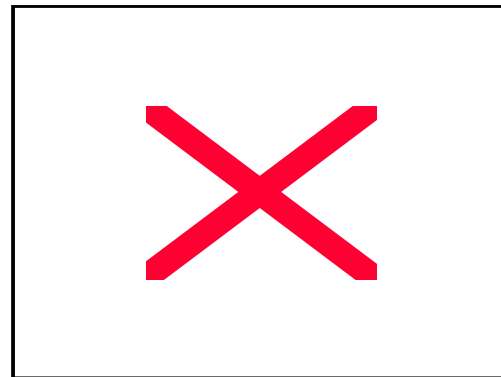
Allows you to write a new message to be sent.. In addition, messages saved in the Sent message box and the Reserved message box can be resent through the Sent message box function.

1. Dial [2] from the [Text message] screen to select [2.Sent].



**Figure 6.68 Selecting the [Sent] Menu**

2. The [Sent message box] is displayed as shown below.

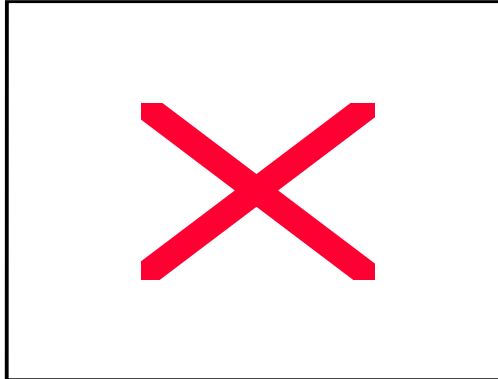


**Figure 6.69 Sent Message Box**

## Write Message

You can write a new message.

1. Dial [1] from the [Sent message box] screen to Select [1.Write Message].  
Select [1.New message] to display the Write New Message screen below.



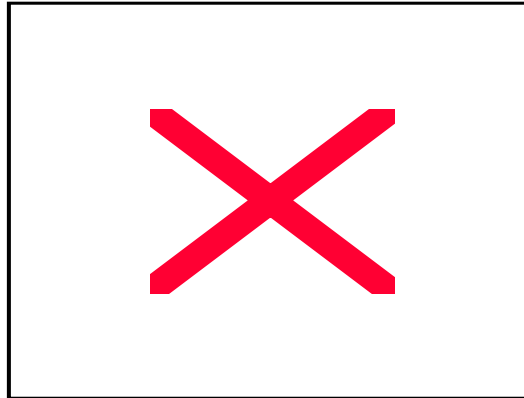
**Figure 6.70 Write New Message**

- ◆ Enter the extension number.
  - ◆ Enter the contents of the message.
2. Press the [Enter] button to send the message.
  3. You will need be asked whether you wish to save the sent message. To save the message in Outgoing messages, select [OK] and press the [Enter] button.
- ◆ 4.If there is a transfer failure, a screen inquiring whether you wish to save the message in the Reserved (Invoke) message box is displayed. Select [OK] to save the message and press the [Enter] button .

## Writing messages through Outgoing message

Sent messages saved in the Outgoing message box can be retrieved and sent again or edited.

1. Dial [1] from the [Sent message] screen to select [1.Write Message]. Dial [2] to select [2.Invoke message] to display the [Draft] screen below.



**Figure 6.71 Draft**

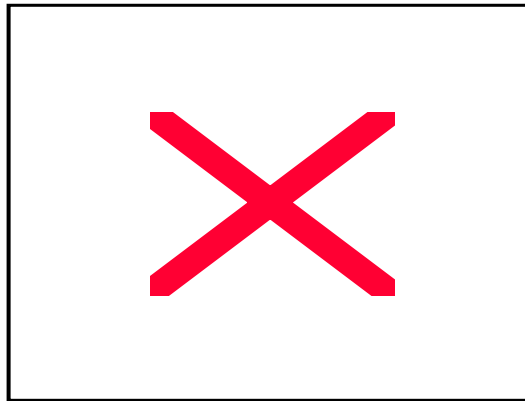
2. Use the navigation buttons to select a message to be retrieved, and press the [Enter] button. The message can be sent as is or revised. Follow the steps 1 through 4 described in the 'Write Message' clause above.



## Sent Message Box

Ssent messages or the reserved messages saved in the Sent message box can be checked, deleted, or resent. However, the message cannot be revised.

1. Dial [2] from the [Sent message box] to select [2.Outgoing Message].
2. The [Sent message box] screen is displayed as shown below:



**Figure 6.72 Sent Message Box**

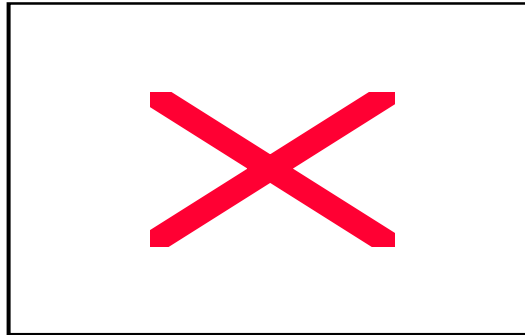
◆

3. Select the sent message required from the list and press the [Menu] button .
  - ◆ Dial [1] to resend the Sent/Reserved message to another person.
  - ◆ Dial [2] to cancel a the sent/reserved message.
  - ◆ Dial [3] to delete the Sent/Reserved message.
  - ◆ Dial [4] to delete all the messages saved in the Sent/Reserved message box.
4. To confirm the contents of the message, select the message from the message list screen and press the [Enter] button. The message will be displayed.

## Text Message Box

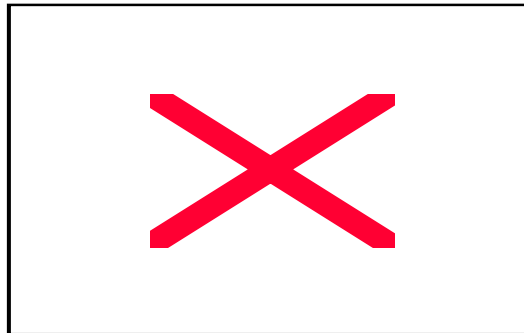
You draft new messages or retrieve draft messages saved in the Text message box.

1. Dial [3] from the [Text message] screen by to select [3.Draft].



**Figure 6.73 Selecting the [Draft] Menu**

2. The [Draft] screen is displayed as shown below:



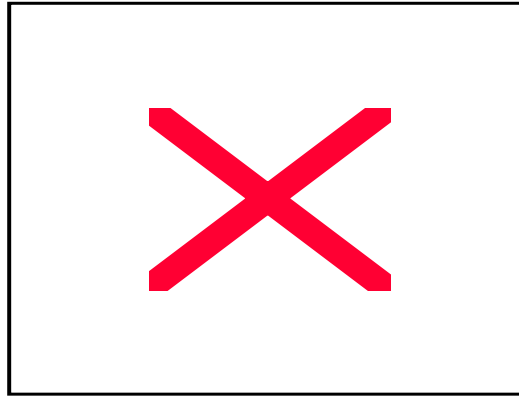
**Figure 6.74 Draft**

3. New Message, Search Message, and Remove All Message can be executed.
  - ◆ Dial [1] to prepare a new draft messages
  - ◆ Dial [2] to review saved messages.
  - ◆ Dial [3] to delete all draft messages saved in the Text message box.
4. To confirm the draft message, select the message from the message list screen and press the [Enter] button.Press [Menu] to return to the draft message list.
  - ◆



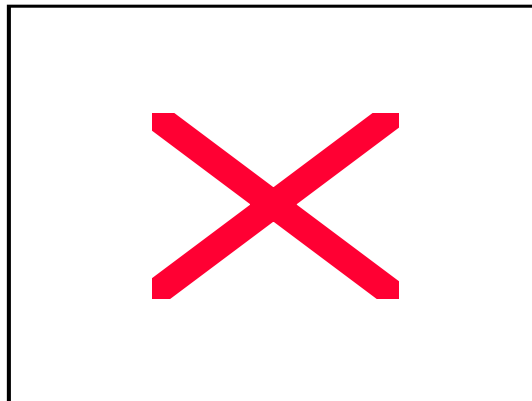
## Setting Ring Type/Volume

1. Press the [Menu] button of the phone to display the main menu screen.
2. Use the navigation buttons to select the [Volume] icon, and press the [Enter] button.



**Figure 6.75** Selecting the [Volume] Menu

3. The [Ring Type/Volume] screen is displayed as shown below. You can select the item you require using the navigation buttons or the scroll button.

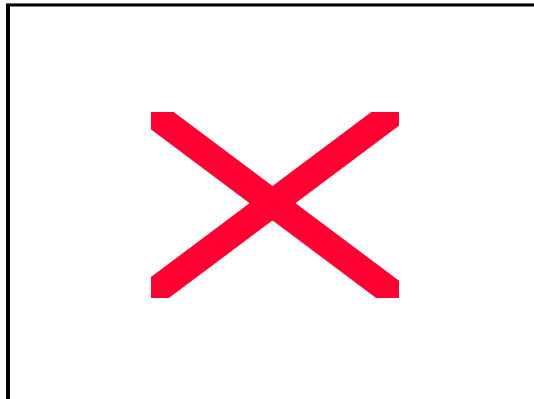


**Figure 6.76** Sub Menus of [Sound/Volume] Menu

## Selecting Ring Type

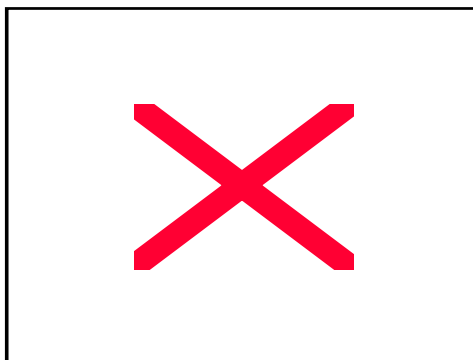
You can set the ring type (tone) of your choice.

1. Dial [1] from the [Sound/Volume] screen to Select [1.Ring type] .



**Figure 6.77** Selecting the [Ring Type] Menu

2. The [Ring type] screen is displayed as shown below. There are 8 ring types available. Use the left/right navigation buttons to select the ring type, and press the [Enter] button. A sample of each ring tone will heard as you select each one.



**Figure 6.78** Setting the Ring Type (Melody)

3. Press the [End] button to return to the idle screen.

## Setting the Ringer Volume

You can set the volume of the ringer.

1. Dial [2] from the [Sound/Volume] screen to select [2.Ringer vol.]

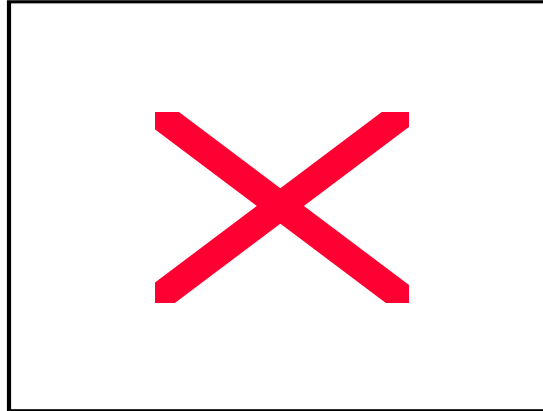


Figure 6.79 Selecting [Ringer Volume] Menu

2. The [Ringer vol.] screen is displayed as shown below. There are 8 volume levels. Press the [▼ Volume ▲] button to set the volume required.

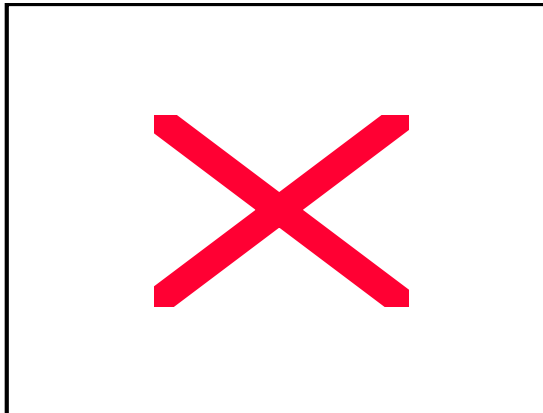


Figure 6.80 Setting the Ringer Volume

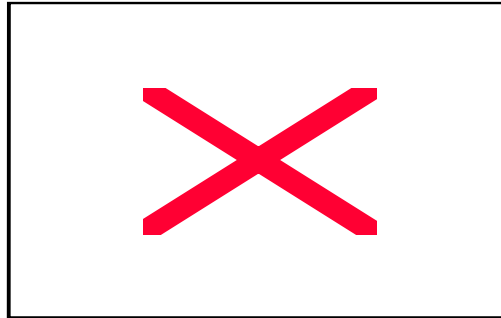
## Setting OffHook volume

You can set the Off Hook ringer volume of the phone.



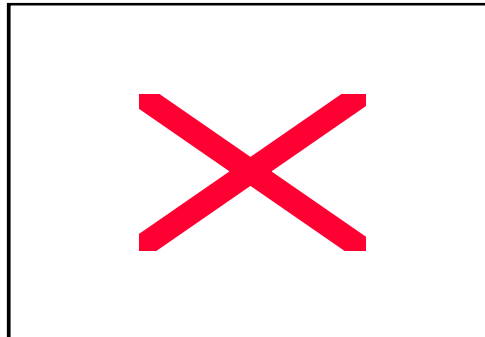
The Off-Hook ring is the ring that indicates you have a call waiting while currently on a call.

1. Dial [3] from the [Sound/Volume] screen to select [3.Off Hook vol.].



**Figure 6.81** Selecting the [OffHook Volume] Menu

2. The [Off Hook vol.] screen is displayed as shown below. There are 8 volume levels. Press the [▼ Volume ▲] button to set the volume required.

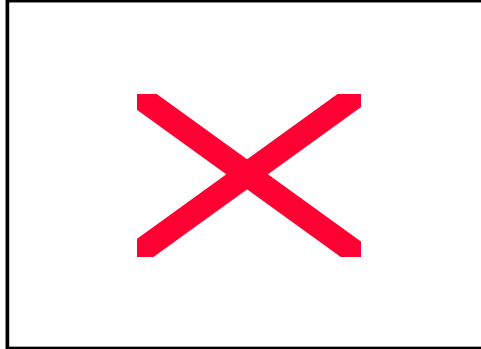


**Figure 6.82** Setting the OffHook Volume

## Setting Handset Volume

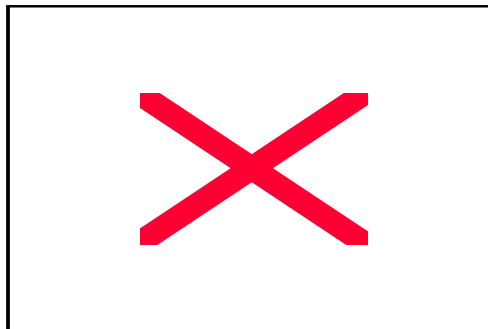
You can set the volume when speaking through the handset.

1. Dial [4] from the [Sound/Volume] screen to select [4.Handset vol.].



**Figure 6.83** Selecting the [Handset Volume] Menu

2. The [Handset vol.] screen is displayed as shown below. There are 8 volume levels. Press the [▼ Volume ▲] button to set the volume required.



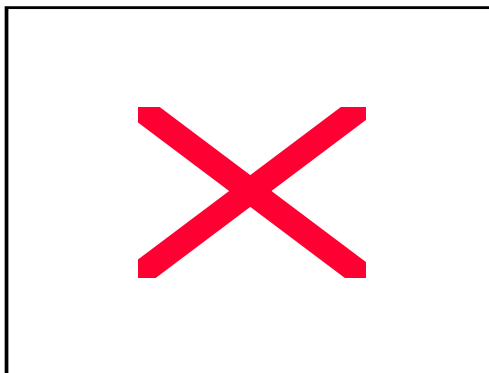
**Figure 6.84** Setting the Handset Volume

## Setting Speaker Volume

You can set the speaker volume for when you use the speakerphone..



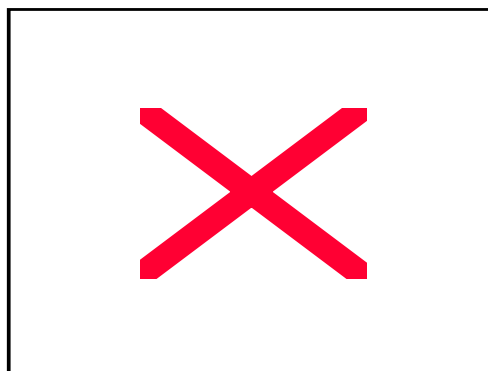
1. Dial [5] from the [Sound/Volume] screen to select [5.Speaker vol.].



**Figure 6.85 Selecting [Speaker Volume] Menu**

2. The [Speaker vol.] screen is displayed as shown below. There are 16 volume levels. Press the [▼ Volume ▲] button to set the volume required.

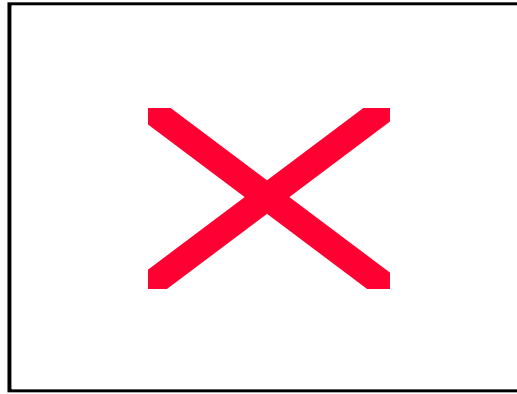
**Figure 6.86 Setting the Speaker Volume**



## Setting Broadcast Volume

You can set the Page volume for when you receive a page

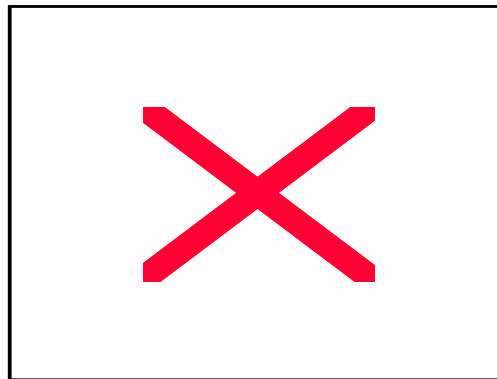
1. Dial [6] from the [Sound/Volume] screen to select [6.Broadcast vol.].



**Figure 6.87** Selecting the [Broadcast Volume]

2. The [Page vol.] screen is displayed as shown below. There are 16 volume levels. Press the [▼ Volume ▲] button to set the volume.

**Figure 6.88** Setting the Broadcast Volume

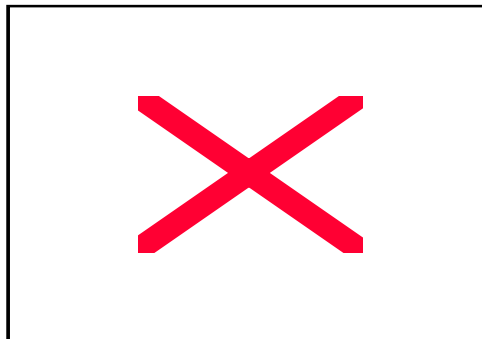


## Call forwarding

You may forward your calls to another station, group of stations, voicemail or an external number. The forwarding options available are Forward All, Forward Busy, Forward No Answer, and Forward DND. Follow me is a read only entry it advises the current destination if set.

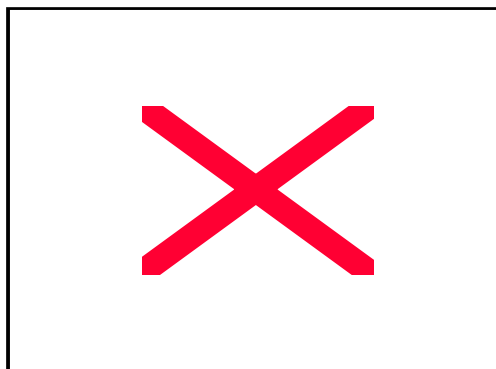
1. Press the [Menu] button to display the main menu screen.

2. Use the navigation buttons to select the [Forward] icon, and press the [Enter] button.



**Figure 6.89 Selecting the [Forward] Menu**

3. The [Call forwarding] screen is displayed as shown below:



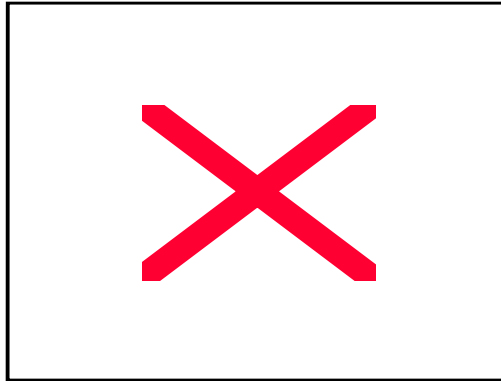
**Figure 6.90 Setting the Call Forwarding**

4. Use the navigation buttons to select the option required, and enter the phone number to where the call should be forwarded. If you require an external number please enter the trunk access code first.
5. To set the Forward press [Enter]
6. To modify the current destination use the navigation buttons to select the

forward destination required. Press the [Menu] button and dial [2] to Modify.  
Enter the new Number and press [Enter] to save..

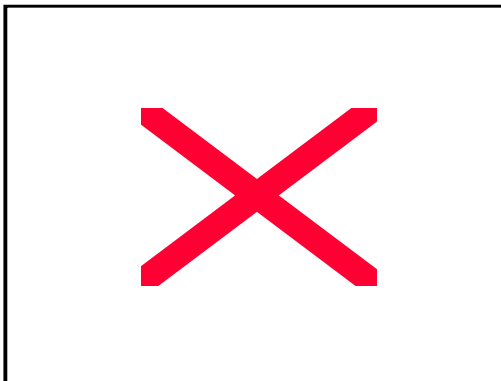
## Configuring the phone

1. Press the [Menu] button to display the main menu screen.
2. Use the navigation buttons to select the [Config] icon, and press the [Enter] button.



**Figure 6.91** Selecting the [Config] Menu

3. The [Configuration] screen is displayed as shown below. You can select the item using the navigation buttons or [Scroll] button.

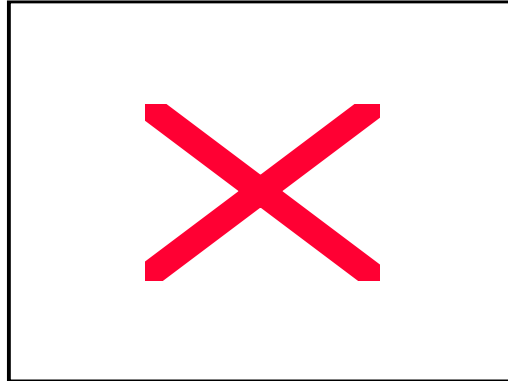


**Figure 6.92** Sub Menus of [Config] Menu

## Changing a Password

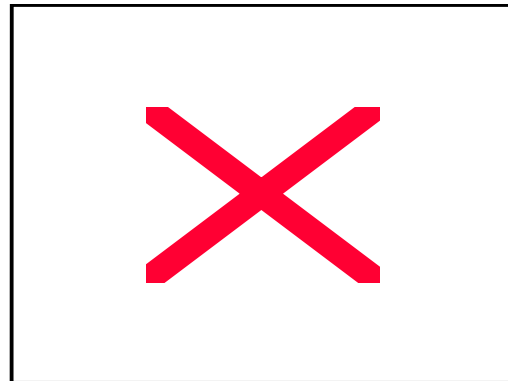
Password refers to a 4-digit numbers that is used to protect phone your phone settings or set a variety of phone functions. Its default value is 0000 and can be changed as follows:

1. Dial [1] from the [Configuration] screen, to select [1.Password].



**Figure 6.93** Selecting the [Password] Menu

2. The [Enter password] screen appears as shown below. Enter the current 4-digit password. The entered numbers will be displayed as “\*”.\*”.



**Figure 6.94** Entering Password

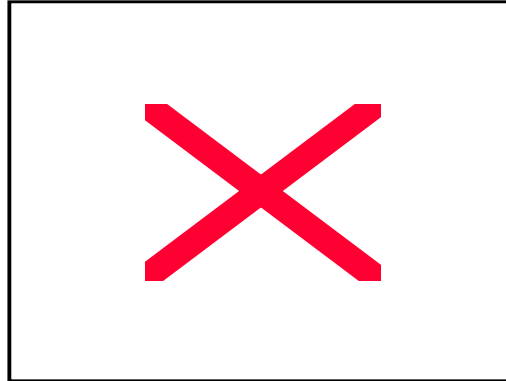
3. The [New Password] screen appears. Enter a new 4 digit password.

4. The [Confirm new password] screen appears. Enter the new password again.

## Locking a Phone

This function allows you to lock outgoing trunk calls, incoming/outgoing calls, and privacy protection to prevent others from using the phone without permission.

1. Dial [2] from the [Configuration] screen, to select [2.Lock].



**Figure 6.95** Selecting the [Lock] Menu

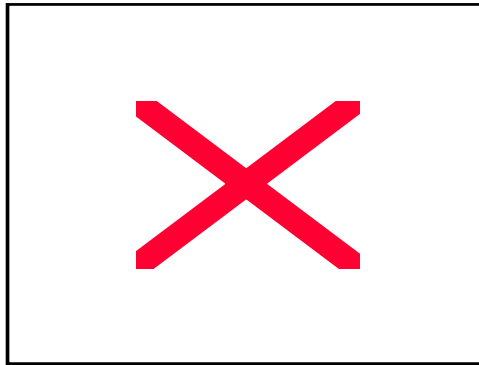
2. Enter the password of the phone in the password input screen.



You should change your password from its , default value (0000) for maximum protection.

If you do not remember your password, contact your System Administrator or your Authorised Samsung Reseller..

3. The [Lock] screen appears as shown below:



**Figure 6.96 List of Phone Lock**

Press the navigation buttons to select one of the following three options. Then, press the [Enter] button to save the setting.

- ◆ Unlock : Unlock
- ◆ Lock All : Lock all the incoming and outgoing calls from the phone
- ◆ Lock Outgoing Call : Lock the outgoing calls being made from the phone only



## Setting Answering Mode

This function allows the user to set the answering mode of the phone.

1. Dial [3] from the [Configuration] screen to select the [3.Answering Mode].

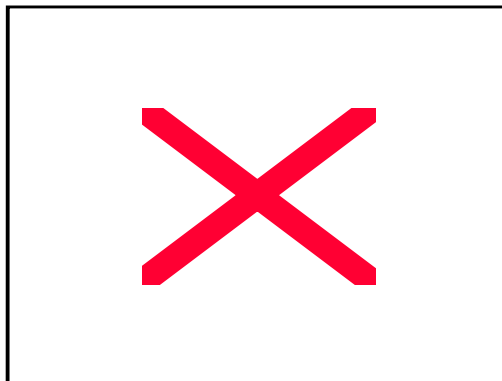


Figure 6.97 Selecting the [Answering Mode] Menu

2. The [Answering Mode] screen appears as shown below.

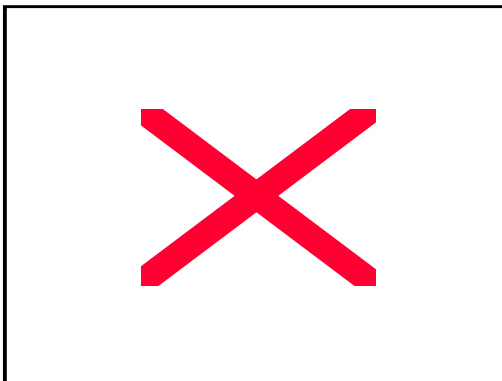


Figure 6.98 Specifying Answering Mode

Press the navigation buttons to select one of the following three options. Then, press the [Enter] button to save the setting.

- ◆ Ring : The phone rings when someone calls you
- ◆ Voice Announce : The phone automatically answers a call and allows you to hear the caller through the speaker. You must lift the handset or press the

[Speaker] button to speak to the caller.

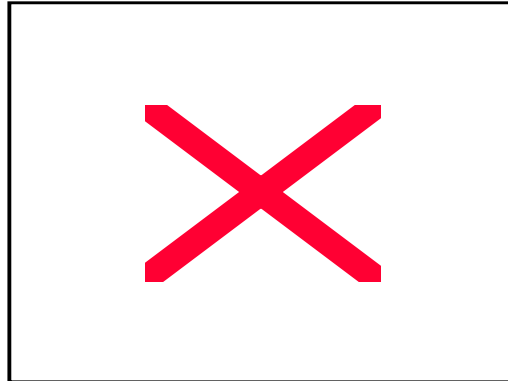
- ◆ Automatic Answering Mode : The phone automatically answers the call and allows you to hear the caller through the phone speaker and respond through the microphone.. For privacy lifts the handset to speak to the caller.



## Setting Boss Answering Mode

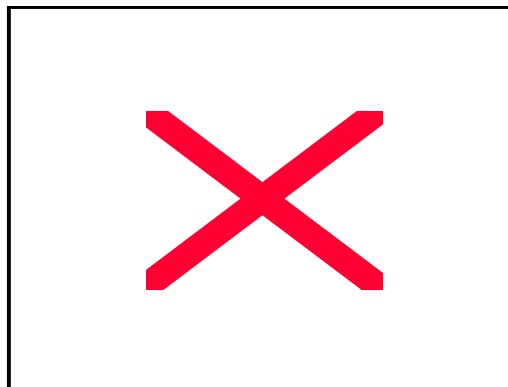
This function allows the user to set the boss answering mode, which can be set only at the phone assigned for a boss.

1. Press the dial button [4] from the [Configuration] screen to select the [4.Boss answering]. Then, press the [Enter] button.



**Figure 6.99** Selecting the [Boss Answering] Menu

2. The [Boss answering] screen appears as shown below.



**Figure 6.100** Setting Boss Answering Mode

Press the direction button to select one of the following three options. Then, press the [Enter] button.

- ◆ Ring : The phone rings when someone calls you
- ◆ Automatic : The phone automatically answers a call when someone calls you
- ◆ Broadcast Answering Mode : The user can hear only the caller's voice through a speaker while the user's own voice is not emitted. If the user lifts the handset or press the [Speaker] button, the user can be connected on the phone.

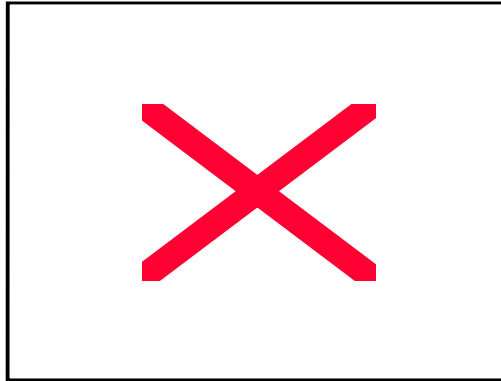


For detailed description, refer to chapters about the MMC 121 program from 'iDCS 500 Programming Guide.'

## Setting a Language

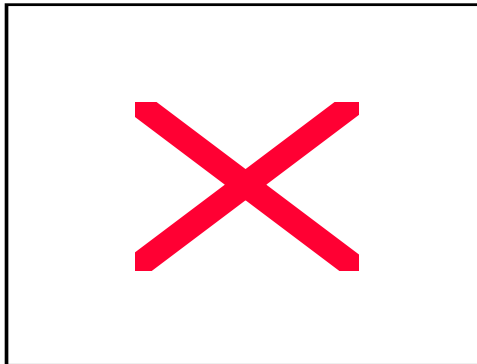
This function allows the user to set a language for the phone.

1. Press the dial button [5] from the [Configuration] screen to select the [5.LANGUAGE]. Then, press the [Enter] button.



**Figure 6.101** Selecting the [LANGUAGE] Menu

2. The [LANGUAGE] screen appears as shown below.



**Figure 6.102** Setting a LANGUAGE

Press the direction button to select one of the following two options. Then, press the [Enter] button.

- ◆ ENGLISH : The language for the phone is set to English.
- ◆ KOREA : The language for the phone is set to Korean.
- ◆

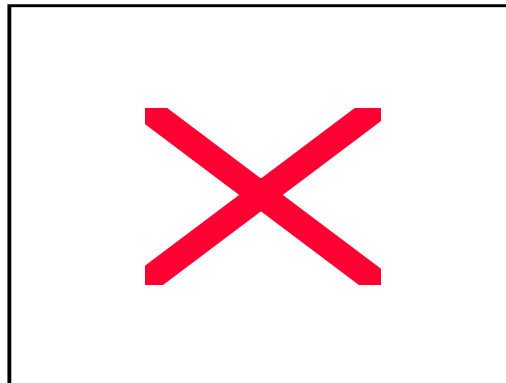


For detailed description, refer to chapters about the MMC 121 program from 'iDCS 500 Programming Guide.'

## Setting the Method of CID Display

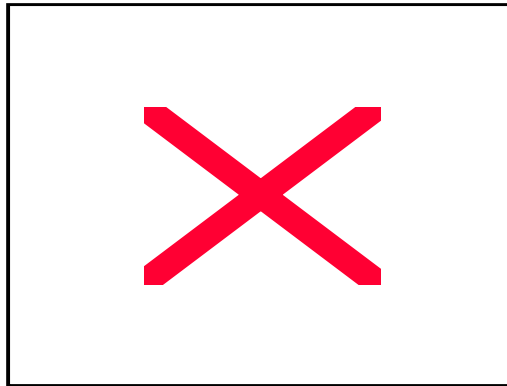
This function allows the user to set the display of caller ID in the LCD panel of the phone.

1. Press the dial button [6] from the [Configuration] screen to select the [6.CID Display]. Then, press the [Enter] button.



**Figure 6.103** Selecting the [CID Display] Menu

2. The [CID Display] screen appears as shown below.



**Figure 6.104 Setting CID Display Mode**

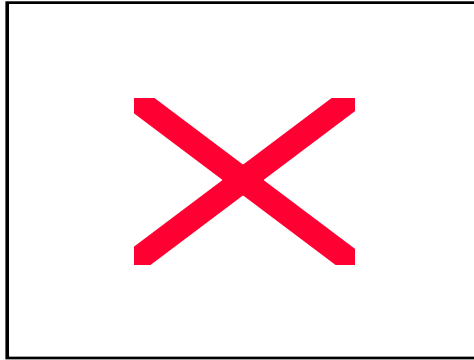
Press the direction button to select one of the following three options. Then, press the [Enter] button.

- ◆ None : Caller ID is not displayed.
- ◆ Name : If the name of a caller is registered with the [PhoneBook], the name is displayed. If not, the caller's telephone number is displayed.
- ◆ Number : The telephone number of a caller is displayed.

## Setting an Absent Message

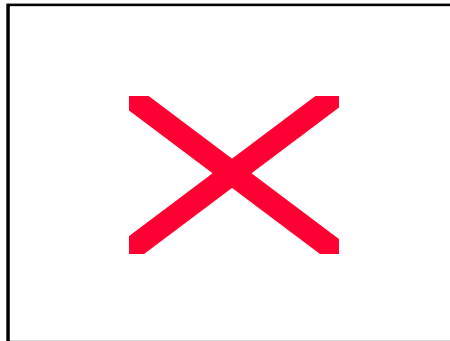
This function allows the user to set an absent message, which is to be left to the phone when you are absent.

1. Press the dial button [7] from the [Configuration] screen to select the [7.Absent Msg.]. Then, press the [Enter] button.



**Figure 6.105 Selecting the [Absent Msg.] Menu**

2. The [Absent Msg.] screen appears as shown below.

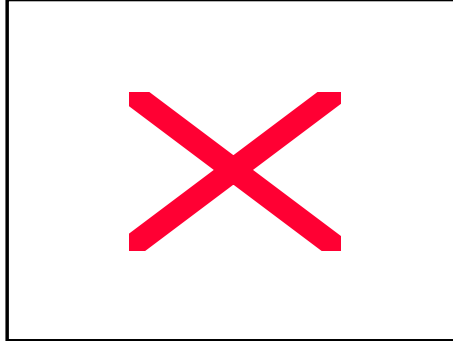


**Figure 6.106 Setting an Absent Message**

Since messages 01 to 10 are registered with the system, press the direction buttons to select one of the messages. Then, press the [Enter] button.



3. You can enter messages in 16 to 20 directly. Select any message that the user wants to enter and press the [Menu] button. If the popup menu appears, select [Modify] and press the [Enter] button. Then, [Enter an Absence Message] screen will appear as shown below. Enter a message within the range of 8 characters.



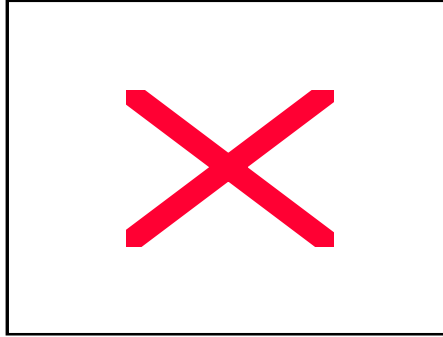
**Figure 6.107 Entering an Absent Message**

- ◆ If the user wants to delete the entered messages, select the messages (16 to 20) and press the [Menu] button. This will bring a popup menu prompting the user to delete or cancel the entered messages. Select the menu to delete the messages.

## Displaying Internal Calls

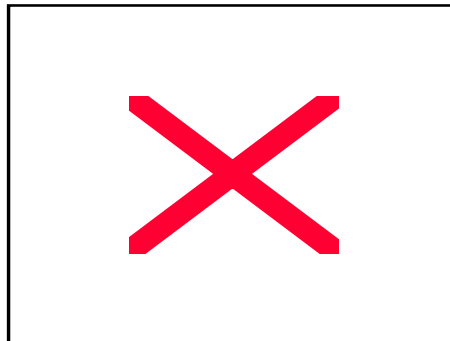
This function allows you to determine whether internal numbers or internal names will be displayed on the internal call to your phone.

1. Press the dial button [8] from the [Configuration] screen to select the [8.Internal call]. Then, press the [Enter] button.



**Figure 6.108** Selecting the [Internal call] Menu

2. The [Internal call] screen appears as shown below.



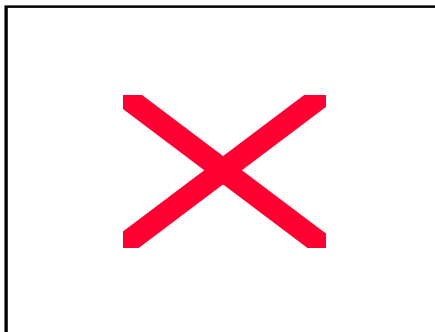
**Figure 6.109** Specifying Internal Call Display Mode

3. Press the left/right direction buttons to select 'Number' or 'Name'. Then, press the [Enter] button.

## Entering a User's Name

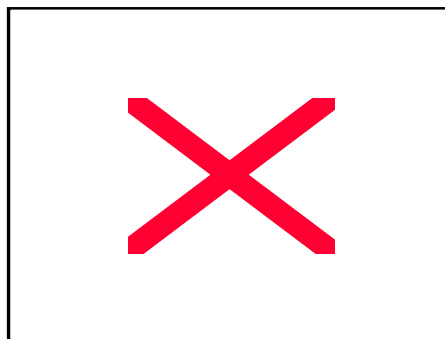
This function allows the user to enter the name of phone. The entered name is displayed on the caller's phone at the time of an internal phone call.

1. Press the dial button [9] from the [Configuration] screen to select the [9.My Name]. Then, press the [Enter] button.



**Figure 6.110 Selecting the [My Name] Menu**

2. The [My Name] screen appears as shown below.



**Figure 6.111 Entering My Name**

Use the dial buttons to enter the user's name and press the [Enter] button. For information on how to enter characters, refer to 'Annex' in this manual.



# Annex A Additional Information

## Absence Message Code and Message

If the phone users are absent for a while, they are able to leave an absence message. 10 messages are registered as shown below. Select one of the registered messages and leave it to the internal phone call. A caller will see the message and be aware that the user is absent.

**Table A.1 List of Absence Messages**

Message Code	Message
01	GIVE ME THE CALL
02	TAKE A MESSAGE
03	ASK THEM TO HOLD
04	SEND TO MY VM
05	TRSF TO MY SECY
06	LEAVE A MESSAGE
07	PAGE ME
08	OUT OF TOWN
09	IN A MEETING
10	I WILL CALL BACK
11	BLANK MESSAGE
12	BLANK MESSAGE
13	BLANK MESSAGE
14	BLANK MESSAGE
15	BLANK MESSAGE



The user can enter messages in the 5 blank message codes directly.

## Entering Characters

The ITP-5012L IP phone allow the user to enter English alphabet and special characters.

### Selecting Entering Mode

Press the [Menu] button from the character input screen to select character input mode.

Press the [Menu] button repetitively to select the following character input modes.

- ◆ A : English uppercase input mode
- ◆ a : English lowercase input mode
- ◆ S : Special character input mode

## Entering Characters

The following dial buttons are used for entering characters. Press the left/right direction buttons to move a cursor. Then, modify or insert the desired characters.

### Entering Alphabet

Press the [Menu] button repetitively to select character input mode.

The location of alphabet letters on dial buttons is described as follows:

**Table A.2 Location of Alphabet Letters on Dial Buttons**

Dial Button	Alphabet	Dial Button	Alphabet	Dial Button	Alphabet
1	Q Z	2	A B C	3	D E F
4	G H I	5	J K L	6	M N O
7	P Q R S	8	T U V	9	W X Y Z
*		0		#	

- ◆ Press the button repetitively until the desired alphabet letter appears.
  - e.g.) Press the button [5] twice to enter K.
  - Press the button [7] four times to enter S.
- ◆ To enter another alphabet letter from the same button sequentially, enter the first alphabet letter, wait for about 3 seconds, and then press the button again.
- ◆ Perform the following procedure to insert blank.
  - Press the right direction button to insert blank.
  - To insert blank between the entered characters, press the left/right direction buttons to move a cursor to a character that will be right next to the blank, and press the dial button [0] once.
- ◆ Press the [Cancel] button to delete any characters. Press the [Cancel] button briefly to delete the character left to the cursor one by one. Press the [Cancel] button for more than 2 seconds to delete all characters left to the cursor.

## Entering Special Characters

1. Press the [Menu] button to select the special character input mode.
2. Then, special characters that can be selected will be displayed on the lower part of the character input screen.  
Press the left/right direction buttons, then select special characters and press the [Enter] button. Press the up/down direction buttons to select another type of special characters.
3. To stop entering special characters, press the [Menu] button and move to another character input mode. Press the [Enter] button to save the entered messages.
  - ◆ Press the dial button [0] to insert blank.
  - ◆ Press the [Cancel] button to delete characters. Press the [Cancel] button for a short time to delete the character left to the cursor one by one. Press the [Cancel] button for more than 2 seconds to delete all characters left to the cursor.

## Entering Numbers

Press the dial button displaying the desired number (for more than 2 seconds), irrespective of character input modes.

e.g.) Press the button [7] to enter 7.



## Supporting Samsung Network SYNC Program

The user can edit telephone number data from the Samsung Network SYNC program as needed and download the data to the phone.

Connect one end of a data cable to the USB port of ITP-5012L IP phone and the other end of a data cable to that of PC. In this way, the user can download telephone number data saved in the phone to PC.

To use the program and data in a stable state, connect the data cable to the phone, start the SYNC program, and disconnect the cable after using the program.



For information on how to obtain the Samsung Network SYNC installation program and use the Samsung Network SYNC program, please download it from the following home page of Samsung Electronics Co., Ltd.

<http://www.samsungnetwork.com/>

(This page intentionally left blank.)

Enterprise IP Solutions

## **OfficeServ IP Phone** **ITP-5012L**

### **User Guide**

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