

English



ip810c



ip820c



ip830c



ip840c

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Welcome

Welcome to the user guide for the ip8X0c VoIP phones.

This guide describes the available features of the phone when it is connected to a SIP (RFC 3261) compliant PBX.

The functions and features available with this phone are designed for easy use in many different phone handling situations. The user guide describes the functions and features of the ip8X0c VoIP phones as they are programmed for delivery from the factory. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

The latest version of this user guide can be downloaded from:

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

***Note:** The ip8X0c VoIP phones are IP phones that conform to the SIP standard (RFC 3261), and they can only be used within a network that supports this type of phone.*

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Declaration of conformity

Hereby, Doro AB, declares that this phone is in conformity with the essential requirements and other relevant provisions of the European R&TTE directive 1999/5/EC.

Details to be found at: <http://www.doro.com/dofc>.



Important User Information

Safety instructions

Save these instructions. Read these safety instructions before use!

***Note:** When using your phone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.*

- Follow instructions in the equipment's user manual or other documentation.
- Always install equipment in a location and environment for which it is designed.
- For mains-operated phones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.
- For mains powered phones: Avoid placing the phone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.
- Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950.1-2003.
- Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void warranties and the user's authority to operate the equipment.
- Do not use the phone to report a gas leak in the vicinity of the leak.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Do not disassemble the product. Contact a qualified service agency when service or repair work is required.
- Do not use a phone (other than cordless type) during an electrical storm.

Disposal of the product

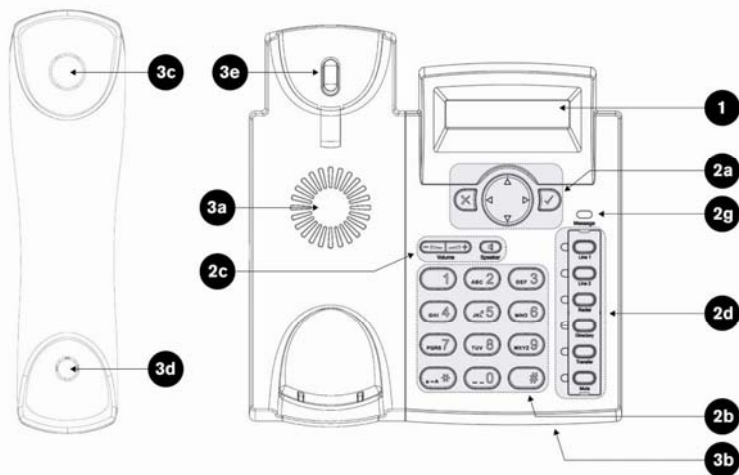
Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

Overview

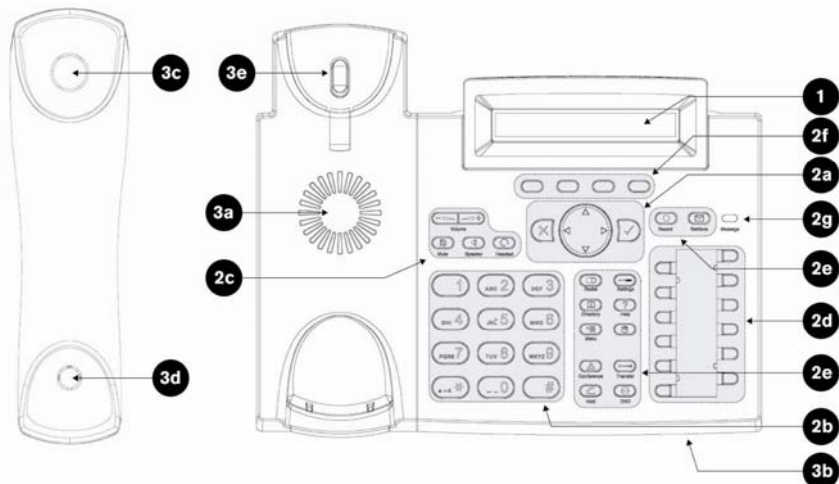
Hardware Components

The main hardware components of your phone are the **display (1)**, the **keypad with LEDs (2)**, and the **audio devices (3)**.

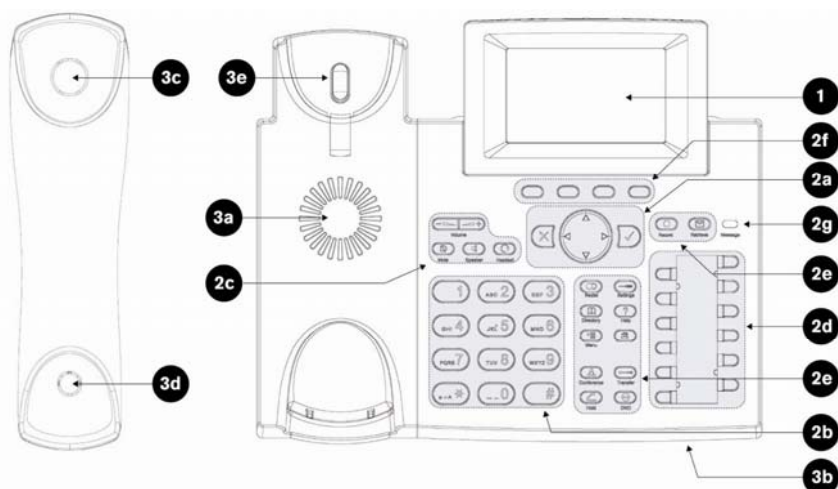
ip810c



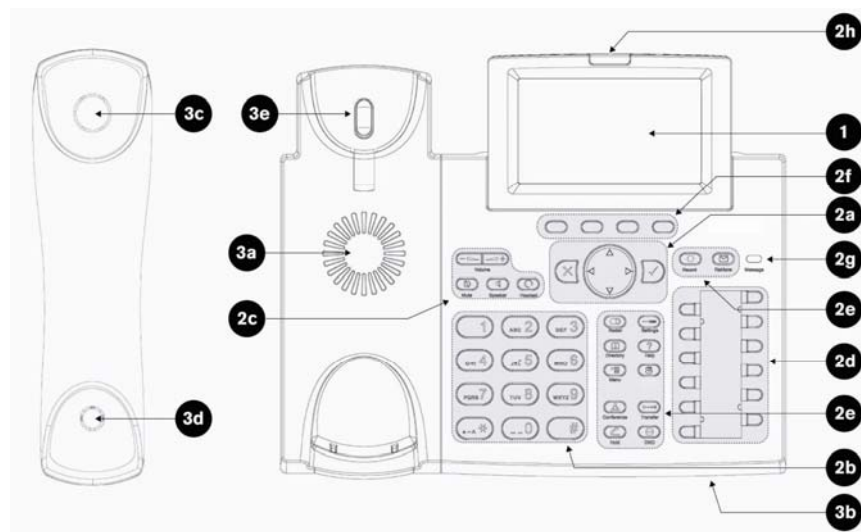
ip820c



ip830c



ip840c



(1) Display

Features	ip810c	ip820c	ip830c	ip840c
Tilttable	×	✓ (0-45 degrees)		
Backlight	✓	×	✓	✓
Type	Two-line LCD monochrome	Two-line LCD monochrome	Graphical LCD monochrome	Graphical LCD grayscale
Characters / pixels	16 characters per line	24 characters per line	128 x 64 pixels	240 x 128 pixels

(2) Keypad and LEDs







The keypad is grouped in up to 6 functional units:

- Navigation Keys
- Alphanumeric Keys
- Audio Device Control Keys
- Free Function Keys + LEDs
- Preprogrammed Function Keys
- Context-Sensitive Function Keys

Each unit is explained in the following chapters in detail.











(2a) Navigation Keys

Use the navigation keys to navigate in the display menus and confirm and cancel actions.

ip810c - ip820c - ip830c - ip840c					
Cancel	Up	Down	Left	Right	Confirm
					

(2b) Alphanumeric Keys








Use the alphanumeric keys to enter numbers, letters and special characters. Depending on the selected input mode (see page 51) you can enter digits and small and capital letters.

Input mode	ip810c - ip820c - ip830c - ip840c		
			
Digits	1	2	3
Upper case	Special characters ¹	ABC2	DEF3
Lower case		abc2	def3
			
Digits	4	5	6
Upper case	GHI4	JKL5	MNO6
Lower case	ghi4	jkl5	mno6
			
Digits	7	8	9
Upper case	PQRS7\$	TUV8	WXYZ9
Lower case	pqrs7\$	tuv8	wxyz9
			
Digits		0	
Lower / Upper case		„space“, „_“, „0“	

¹ Special characters are: .@1,?!-/(:);&#*#+<=>\$[]

























(2c) Audio Device Control Keys

Use the audio device control keys to perform the following actions depending on your phone type:

ip810c	ip820c - ip830c - ip840c		
 Volume	 Volume	Adjusts the volume	see page 32
 Speaker	 Speaker	Toggles handsfree mode	see page 68
	 Redial	Redials a number	see page 58
	 Headset	Toggles headset mode	see page 68
	 Mute	Mutes / unmutes the microphone	see page 69

(2d) Free Function Keys













Free Function Keys are freely programmable keys which can be used for various functionalities (see page 38). The adjacent LED will light when the assigned functionality is turned on.

ip810c	ip820c - ip830c - ip840c		
 LED1	 LED1	Label	LED7  P7
 L1		Label	LED8  P8
 LED2	 LED2	Label	LED9  P9
 L2		Label	LED10  P10
 LED3	 LED3	Label	LED11  P11
 Redial		Label	LED12  P12
 LED4	 LED4	Label	
 Directory		Label	
 LED5	 LED5	Label	
 Transfer		Label	
 LED6	 LED6	Label	
 Mute		Label	

(2e) Preprogrammed Function Keys

The preprogrammed function keys are preprogrammed as labeled. The following functions are mapped onto them:

ip820c - ip830c - ip840c

	Redials a number	see page 58
Redial		
	Calls up the phone directory	see page 77
Directory		
	Transfers calls (if supported by your PBX)	see page 72
Transfer		
	Not preprogrammed	
Menu		
	Establishes a three-party conference call	see page 73
Conference		
	Places a call on "Hold" or resumes it	see page 71
Hold		
	Calls up the "Settings" menu for configuration changes	see page 24
Settings		
	Switches call recording on and off (if supported by your PBX)	see page 74
Record		
	Calls up information about the phones: IP address, MAC Address, and Firmware Version	see page 25
Help		
	Not preprogrammed	
	Switches "DND" mode on and off	see page 64
DND		
	Retrieves messages from the voice mailbox (if supported by your PBX)	see page 83
Retrieve		

(2f) Context-Sensitive Function Keys

The ip820c, ip830c, and ip840c have context-sensitive function keys (S1 to S4) below the display. The current function of these keys is indicated by the text or symbol in the display above each key.

The key context for the idle screen can be customized (see page 17).

For the complete mapping see page 87 "Mapping of Context-Sensitive Function Keys".

(2g) Message LED

The “Message LED” is primarily used to signalize new voice messages stored on the mailbox of your PBX, (see page 83 “**Voice Mailbox**”).

When the following setting on your phone’s web user interface is set to “ON”, it can also be used to indicate the activities of your monitored extensions (Dialog State → see page 85 “**Extension Monitoring and Call Pickup**”) and to signalize missed calls.

 **Setup Preferences General Information**
Message LED for Dialog State/Missed Calls: <ON>

(2h) Call Indication LED

The “Call Indication LED” is only available on the ip840c. It indicates incoming calls by a flashing red light.

(3) Audio Devices

Your phone is equipped with two different audio devices:

- Casing speaker (**3a**) and microphone (**3b**)
- Handset speaker (**3c**), microphone (**3d**), and hook switch (**3e**)

Optionally a headset can be attached as an additional audio device:

- Headset speaker (**3f**) and microphone (**3g**)

The audio Devices can be used in three operation modes:

1. **Handset mode** activates handset audio devices.
2. **Headset mode** activates headset audio devices.
3. **Handsfree mode** activates casing audio devices.

For information on switching audio operation modes, see page 68.

You can only use one microphone for talking, but two speakers for listening:

- Handset speaker / casing speaker or
- Casing speaker / headset speaker



For further details see page 70

User Interfaces

The hardware components **keypad** and **display** constitute the **phone user interface** which allows the user to execute all call operation tasks and basic configuration changes **directly on the phone**.

Additionally, each phone has a **web user interface** to make calls remotely and to access all configuration settings.

In many instances, it is possible to use both the **phone user interface** and the **web user interface** to operate the phone and change settings; some, however, are only possible via phone or web user interface.

Interface	Symbol	Tasks	Links
Phone user interface		<ul style="list-style-type: none"> • All call functions • All basic settings 	See page 21
Web user interface		<ul style="list-style-type: none"> • All basic and advanced settings • No call functions except initiating & terminating calls 	See page 25

User and Administrator Mode

Your phone can be used in user or administrator mode. Administrator mode is the default setting with full configuration rights. For further details see page 44 / 45.

❗ Note: The default administrator password is “0000” (four zeros).

Documentation

The following table shows all documentations available for Doro phones.

Name	Contents	Where found	Format/ Language
Quick Start Guide	<ul style="list-style-type: none"> • Contents of delivery and basic set up of phone 	<ul style="list-style-type: none"> • In phone package 	-
User Manual	<ul style="list-style-type: none"> • Phone user interface settings • Web user interface settings • Basic phone and call functions 	<ul style="list-style-type: none"> • Download 	<ul style="list-style-type: none"> • PDF • Multilingual
❗ Note: For a complete set of user manuals refer to: http://www.doro.com/			

Getting Started

Phone Installation

Install your phone using the “Quick Start Guide” included in the package:

Installation Step	ip810c	ip820c	ip830c	ip840c
Check contents of package	Ⓐ	Ⓐ	Ⓐ	Ⓐ
Attach the footstand for horizontal placement	Ⓑ	factory fitted	factory fitted	factory fitted
Connect the following components to your phone We recommend this order:	Ⓒ 1. Handset via handset cord 2. Network via Ethernet cable ² 3. Power supply 4. Optional: PC ⁵ via Ethernet cable ⁵ 5. Optional: Headset ^{5,3} 6. Optional: Expansion module ^{5,6}			
Adjust the display angle	Not applicable	Ⓒ	Ⓒ	Ⓒ
Place the phone on an even, horizontal surface. Do not place it on carpets or other materials containing fibers that could block the air vents and cause overheating.	Ⓓ	Ⓓ	Ⓓ	Ⓓ

ⓘ Note: The phone can be powered either from the network (PoE: IEEE 802.3 af) or from a 5-V DC power adapter. Only use the 5-V DC adapters (power supplies) listed below or an adapter approved by your local reseller.

	Power Rating
	10,5 W 90-264V AC / 5,25V DC

² Not included in delivery

³ Optional component

Phone Initialization



After your phone has been powered up, the system boots up and performs the following steps:

(1) Hardware Self-Test

A phone **hardware self-test** is run, all LEDs light up.


(2) TFTP Update Screen

The **TFTP Update Screen** allows you to update the firmware and set the phone back to factory values.

ip810c	ip820c	ip830c	ip840c
⚠ Warning: Use this option only when the phone is malfunctioning on reboot. All settings will be lost and the phone is set back to factory values!			
For TFTP update: Press any key: 3	For TFTP update: Press any key: 3	For TFTP update: Press any key: 3	For TFTP update. Press any key: 
 For further information read the instructions in our administrator manual. http://www.doro.com/voipsupport/ip8X0c/			

(3) Automatic Phone Initialization

The phone continues the initialization process by loading the last saved configuration.

ip810c	ip820c	ip830c	ip840c
System booting. Please wait...	System is booting up. Please wait...	System is booting up. Please wait...	System is booting up. Please wait 

(3a) DHCP Request

By default the phone attempts to contact a **DHCP⁴ Server** in your network in order to obtain its valid network settings, e.g. IP address, netmask, gateway, DNS server, etc. The message “Sending DHCP request” is displayed briefly and the obtained IP address and the phone’s MAC address are displayed.

⁴ DHCP: Dynamic Host Configuration Protocol is a standardized protocol used by network devices to obtain IP addresses and other parameters from a DHCP server (router etc.)

ip810c	ip820c	ip830c	ip840c
<div>IP-Adr: 192.168.X.X</div> <div>MAC: 0004132XXXXX</div>	<div>IP-Adr: 192.168.X.X</div> <div>MAC: 0004132XXXXX</div>	<div>IP-Adr: 192.168.X.X</div> <div>MAC: 0004132XXXXX</div>	<div>IP-Adr: 192.168.X.X</div> <div>MAC: 0004132XXXXX</div>

① **Note:** If your network does not use DHCP, proceed to chapter “(3a) *Manual DHCP Setup*” on page 14.

(3b) Mass Deployment

A mechanism called **mass deployment** can be used to fully customize your phone automatically.

① **Note:** If your IP telephony system supports automatic initialization but any of the previously described steps have failed, inform your system administrator.

📖 For further information read the instructions in our administrator manual



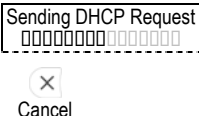
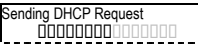
(3) Manual Phone Initialization

If your IP telephony system does not support automatic initialization, use the following instructions.

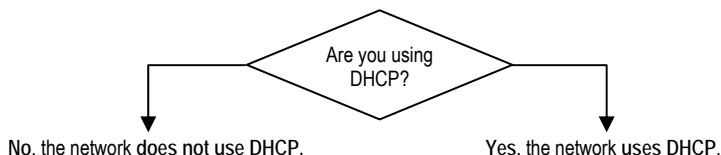
(3a) Manual DHCP Setup


If your phone cannot contact a DHCP Server for any reason, the message “Sending DHCP Requests” is displayed permanently.

Action: Stop the phone from sending DHCP requests

ip810c	ip820c	ip830c	ip840c
			

Result: Sending of DHCP requests will be stopped and you will be prompted:




Press  for not using DHCP

Result: The phone will prompt you to enter the network settings manually.

⚠ Warning: Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance! Please ask your network administrator!

① Note: Try to fix the problem which caused DHCP failure and proceed.

Press  for using DHCP



Result: The phone reboots and attempts again to contact a DHCP server within your network to receive valid network settings.

(3b) Manual Basic Configuration

When mass deployment is not used or incomplete, you will be prompted to enter the basic configuration manually.

Phone User Interface Language

Action: The default phone user interface language is “English”. Choose your preferred phone user interface language.



ip810c	ip820c	ip830c	ip840c
Firmware Versions below 7 provide integrated multiple language support.			Not applicable
ⓘ Note: Since Firmware Version 7 additional languages can only be provided via mass deployment. ⓘ For further information read the instructions in our administrator manual			Integrated multiple language support
<div>Sel. Language: English</div>	<div>Select Language ← English →</div>	<div>Select Language: English Suomi Frances Italiano</div>	<div>Language time English Suomi Francais Italiano ...</div>
Use  for navigation and select your preferred language from the list. Press  to confirm your choice.			

Result: The selected phone user interface language will be used for all following dialogs.

Tone Scheme

This setting determines country-specific call progress tones, e.g. dial tone, busy signal, etc.

Action: Choose the country tone scheme (Australia ... USA)



ip810c	ip820c	ip830c	ip840c
<div>Sel. Tone Scheme: Australia</div>	<div>Select Tone Scheme ← Australia →</div>	<div>Select Tone Scheme: Australia China Denmark France</div>	<div>Tone Scheme time Australia China Denmark France ...</div>
Use  for navigation and select your country's tone scheme from the list. Press  to confirm your choice.			

Result: The tone scheme has been configured.

Time Zone

This setting determines the correct display of the time including daylight saving time (DST) switching.

Action: Choose the time zone of your country/area (-10 ... +13)



ip810c	ip820c	ip830c	ip840c
Select Time Zone: -10: USA (Honolu)	Select Time Zone ← -10: USA (Honolulu) →	Select Time Zone: -10: USA (Honolulu) -9: USA (Anchorage) -8: Canada (Vancouver) ...	Time Zone time -10: USA (Honolulu) -9: USA (Anchorage) -8: Canada (Vancouver) ...
<p>Use  for navigation and select your country's tone scheme from the list.</p> <p>Press  to confirm your choice.</p>			

Result: The time zone has been configured.

(3c) Logon Wizard

The “Logon Wizard” screen is shown when no extension (SIP identity) has been configured yet.

Action: Enter the Logon Wizard

ip810c	ip820c	ip830c	ip840c
This step is skipped.	This step is skipped.	 Welcome! Press a key to log on...	 Welcome! time Press a key to log on...
<p>Press a key.</p>			

Result: The “Logon Wizard” will guide you through the manual configuration steps for setting up your first extension (SIP identity).

Note: Please use the logon information provided by your system administrator or Internet Telephony Service Provider (ITSP).

 For further information read the instructions in our administrator manual

Account (SIP username)

This setting determines the **account** that is part of the SIP address format (SIP- URI⁵: "account@registrar").

Action: Enter the **account** (SIP username) of the first extension (SIP identity)

ip810c	ip820c	ip830c	ip840c
Change the input mode, if applicable, and enter the first extension's user name			
① Note: Acceptable entries are digits or letters , e.g. 100, turner, smith1, etc.			
Account: 123 100	Account: 123 100	Account 100 123 abc C← ← →	Account time 100 123 1>>a C<< << >>
Confirm with <input checked="" type="checkbox"/>			

Result: The account of the first extension has been configured.

Registrar (SIP domain)

This setting determines the **registrar** that is part of the SIP address format (SIP- URI: "account@registrar").

Action: Enter the **registrar** (SIP domain) of the first extension (SIP identity)

ip810c	ip820c	ip830c	ip840c
Change the input mode, if applicable, and enter the first extension's registrar.			
① Note: Acceptable entries are domain names or IP addresses , e.g. sip.company.com, 192.168.0.100, etc.			
Registrar: 192.168.0.100	Registrar: 123 192.168.0.100	Registrar 192.168.0.100 abc ABC C← ← →	Registrar time 192.168.0.100 a>>A C<< << >>
Confirm with <input checked="" type="checkbox"/> or abort with <input type="checkbox"/>			

Result: The registrar of the first extension has been configured.

⁵ Uniform Resource Identifiers are used to identify or name a resource (e.g., e-mail, SIP) on the Internet.

Registration

The phone attempts to register the first extension (SIP identity) using the account/ registrar data provided by the automatic or manual initialization.

① **Note:** Should the IP PBX (SIP registrar) require an **authentication**, you will be prompted to enter the correct **password**. If the password is not accepted by the SIP registrar, you will be asked a second time to enter the password. If this is also not accepted, the registration process will be terminated for security reasons.

The registration status is shown on the idle screen (see page 88). The complete status message sent by the SIP registrar in plain text can be evaluated on the web user interface:

☎ Status System Information SIP Identity Status

Example:

Identity 1 Status: smith1@sip.company.com: **OK** or
 Identity 1 Status: 100@sip.company.com: **Authentication failed** or
 Identity 1 Status: 100@192.168.0.100: **Not found**

Successful Registration

The first extension (SIP identity) has been registered successfully and will be used for outgoing calls. This is displayed on the idle screen as follows:

ip810c	ip820c	ip830c	ip840c

Unsuccessful Registration

If the first extension (SIP identity) could not be registered the displays shows:

ip810c	ip820c	ip830c	ip840c
NR = Not registered	NR = Not registered		
① Note: If the registration fails contact your network administrator.			

Idle Screen

The idle screen is always shown on the display when there is no activity, i.e. no incoming/outgoing/active calls, etc. For further details see page 88.

Default Idle Screen

The default idle screen appears as shown below:

ip810c	ip820c	ip830c	ip840c

Customized Idle Screen

The idle screen can be customized.

Display Text

The display text determines the appearance of extensions (SIP identities) on the idle screen and will be displayed instead of the SIP URI:

ip810c	ip820c	ip830c	ip840c
Setup Identity X Login Display Text for Idle Screen: <Your Idle Screen Text>			
① Note: Texts exceeding the maximum will be cut off.			


Context-Sensitive Function Keys


ip820c, ip830c, and ip840c: The functionality of the context-sensitive keys (see page 8 and 87) for the idle screen can be changed:

ip810c	ip820c	ip830c	ip840c
Not supported	See page 87 for available functions: Setup Function Keys: S1...S4. Default setting:		
	Reg	CHist	Dir Speed


XML Idle Screen

ip830c and 370 only: The position of the analog or digital clock, SIP identities, etc. can be defined in XML files, one each for each SIP identity. By changing the identity for outgoing calls (see page 51) the predefined XML file will be loaded and the idle screen appearance will change accordingly.

 **Note:** The usage of this functionality requires a web server.

 For further information read the instructions in our administrator manual.

<http://www.doro.com/voipsupport/ip8X0c/>

ip810c	ip820c	ip830c	ip840c
Not supported	Not supported	 Setup Identity X Login Tab Login Information XML Idle Screen URL: <URL>, e.g. http://myserver/screen1.xml	

User Interfaces

Phone User Interface

Menu Structure

The phone user interface provides access to the following three-level menu structure (Level 1, Level 2, and Level 3) in order to perform changes to the phone configuration.

ip810c	ip820c	ip830c - ip840c
Call Forwarding * Off Time Timeout Target / Call Fwd Time Always Enter Always Target Busy Enter Busy Target	Call Forwarding S1 * Off S2 Time Timeout Target / Call Fwd Time S3 Always Enter Always Target S4 Busy Enter Busy Target	1 Display 1 Contrast Change Contrast 2 Backlight *On / Off / Always
Phone Behavior CWI *On / Off FKeys Select Function Key / Key Type / Number	Phone Behavior S1 CWI *On / Off S4 FKeys Select Function Key / Key Type / Number	2 ringtone 1 Choose Reg / ringtone
General Settings Lang Select Language Contrast (only ip810c w/o backlight) Change Contrast	General Settings S1 Lang Select Language S4 Contrast Change Contrast	3 Audio 1 Headset Device *Off / On 2 MWI Notification *Silent / Beep / Reminder
Headset Device * Off / On		4 Preferences 1 Language Select Language 2 Time Zone Select Time zone 3 Tone Scheme Select Time zone
Volume Settings Hand Change Volume Head Change Volume Speaker Change Volume	Configuration S1 Reg Presence Ringer S2 Reset Resets the phone S3 Reboot Reboots the phone S4 DHCP DHCP Setup	5 Identity 1 Outgoing Identity Select ID for outgoing calls 2 Reregister User Select ID for reregistering 3 Edit User Select ID → Edit "Account" → Edit "Registrar" 4 Logoff User Select ID for logging off 5 Logoff All Log off all IDs?
	Headset Device S1*Off / S2 On	

ip810c	ip820c	ip830c - ip840c
Other Settings	Volume Settings	6 Phone Behavior
Time Zone	S1 Handset	1 Hide own outgoing ID
Select Time Zone	Change Volume	On / *Off
Tone Scheme	S2 Headset	2 Reject anonymous
Select Tone Scheme	Change Volume	On / *Off
Web Interface	S4 Speaker	3 Auto Dial
Server	Change Volume	*Off / after 2,5,10,15 Sec.
*HTTP & HTTPS / Off / HTTP Only / HTTPS Only	Other Settings	4 Auto Answer Indication
HTTP	S1 Time Zone	On / *Off
HTTP Port	Select Time Zone	5 Auto Answer Type
HTTPS	S4 Tone Scheme	Handsfree / Handset
HTTPS Port	Select Tone Scheme	6 Call Completion
VLAN Settings	Web Interface	On / *Off
ID	S1 Server	7 Number Guessing
Enter VLAN ID	*HTTP & HTTPS / Off / HTTP Only / HTTPS Only	On/ *Off
Priority	S2 HTTP	8 Call Waiting
Enter VLAN Priority	HTTP Port	On / Visual Only / Ringer
Reset	S4 HTTPS	9 Deny All
Resets VLAN Settings	HTTPS Port	On / *Off
System Info	VLAN Settings	7 Call Forwarding
Network	S1 ID	1 Call Forwarding Event
Displays Network Info	Enter VLAN ID	Never / Always / When Busy / On Timeout
Memory	S2 Priority	2 Call Forwarding Time
Displays Memory Info	Enter VLAN Priority	Enter Timeout (sec) for CFwd Event "On Timeout"
Information	S4 Reset	3 Always Target
IPAddr	Resets VLAN Settings	Enter target number for CFwd Event "Always"
Displays IP Address	System Info	4 Busy Target
MAC	S1 Network	Enter target number for CFwd Event "When Busy"
Displays MAC Address	Displays Network Info	5 Timeout Target
Version	S4 Memory	Enter target number for CFwd Event "On Timeout"
Displays Version	Displays Memory Info	

ip830c - ip840c



8 Network
1 DHCP
DHCP Setup
2 IP Address
Enter IP Address
3 Netmask
Enter Netmask
4 Hostname
Enter Hostname
5 IP Gateway
Enter IP Gateway
6 DNS Domain
Enter DNS Domain
7 DNS Server 1
Enter DNS Server 1
8 DNS Server 2
Enter DNS Server 2
9 NTP Server
Enter NTP Server
10 Webserver Type
*HTTP & HTTPS / Off / HTTP Only / HTTPS Only
11 HTTP Admin
Enter NTP Server
12 HTTP Password
Enter HTTP Password
13 Setting Server
Enter Setting Server URL
14 VLAN ID (0-4095)
Enter VLAN Identity
15 VLAN Priority (0-7)
Enter VLAN Priority
16 Reset VLAN
Reset VLAN

ip830c - ip840c

9 Key Mapping
1 Select Key → Key Type → Number
10 Maintenance
1 User / Administrator Mode
Toggles User Mode
2 Net Info
Displays Network Info
3 Mem Info
Displays Memory Info
4 Reboot
Reboots the phone
5 Reset Values
Resets the configuration

Settings Menu

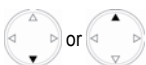
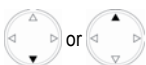
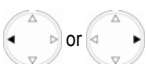
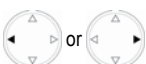

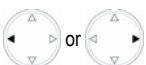
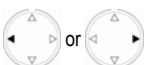
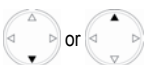
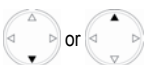



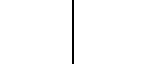
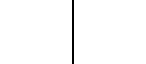

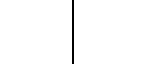
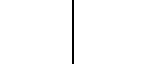


Action: Enter the phone's "Settings Menu" to perform manual changes to your phone configuration.

ip810c	ip820c	ip830c	ip840c
Press 		Press 	


Result: The "Settings Menu" is shown on the display:

Call Forwarding *Off	← Call Forwarding → *Off TimeAlways Busy	1 Display 2 ringtone 3 Audio 4 Preferences	Settings 1 Display 2 ringtone 3 Audio 4 Preferences
-------------------------	---	---	---

Navigate through the different menu levels as follows:







ip810c	ip820c	ip830c	ip840c
<div>Level 1 Level 2</div> <p>Move through Level 1 by pressing</p> <p> or </p> <p>Move through Level 2 Level 3 by pressing</p> <p> or </p> <p>Enter Level 2 by pressing</p> <p></p>	<div>← Level 1 → Level 2</div> <p>Move through Level 1 Level 2 Level 3 by pressing</p> <p> or </p> <p>Enter Level 2 by pressing</p> <p>S1 S2 S3 S4</p>	<div>1 Level 1 2 Level 1</div> <p>Move through Level 1 Level 2 by pressing</p> <p> or </p> <p>Enter Level 2 by pressing</p> <p></p> <p>Move through Level 3 by pressing</p> <p> or </p>	<div>Settings 1 Level 1 2 Level 1</div> <p>Move through Level 1 Level 2 by pressing</p> <p> or </p> <p>Enter Level 2 by pressing</p> <p></p> <p>Move through Level 3 by pressing</p> <p> or </p>
The currently active setting is indicated as follows:			
Level 1 and Level 2: *active Level 3: First displayed menu item			active
Press  to save the changes or press  to abort.			

Web User Interface

The symbol  indicates the use of the web user interface to change settings or operate your phone. You can use the web browser of any computer attached to your network.

Access

Action: Look up your phone's IP address

ip810c	ip820c	ip830c	ip840c
<p>Press</p>  then  <p>Information IPAdr</p> <p>Press </p> <p>IP Adr: 192.168.0.10</p>	<p>Press</p>  <p>Help</p> <p>← Information → IPAdr MAC Version</p> <p>IPAdr S1</p> <p>IP Adr: 192.168.0.10</p>	<p>Press</p>  <p>Help</p> <p>About</p> <p>ip830c-SIP-7.1.10 IP Adr: 192.168.0.10 MAC: 00041323XXXX</p>	<p>Press</p>  <p>Help</p> <p>Info time</p> <p>ip840c-SIP-7.1.10 IP Adr: 192.168.0.10 MAC: 00041326XXXX</p>

Result: The IP address of your phone is displayed, e.g. 192.168.0.10

Action: Access the web user interface of your phone

ip810c	ip820c	ip830c	ip840c
<p>Open the web browser of your computer. Enter the IP address in the browser's address bar: "http://<IP Address>" or "<IP Address>", e.g. "http://192.168.0.10" or "192.168.0.10". Confirm.</p>			

Result: The phone's web user interface page is displayed in the web browser window.

Page Headline	
<p><Menu></p> <p>Menu Level 1</p> <p>Menu Level 2</p>	<p><Configuration Settings></p> <p>tab tab tab</p> <p>section(s)</p> <p>setting <value> ?<Online Help></p> <p>...</p> <p>setting <value> ?<Online Help></p> <p>Save</p>

The **menu** is located on the left side; the **configuration of the settings** is done in the window on the right. Settings are grouped in **sections and/or tabs**.

For further details press the "?" icon next to the setting. You will be forwarded to the appropriate description of

the setting's function in our online knowledge database.

Phone Configuration Changes

Action: Navigate the web user interface, change configurations, and save changes

ip810c	ip820c	ip830c	ip840c
<p>The following syntax will be used throughout this manual:</p> <ul style="list-style-type: none">☐ Menu Level 1 → Menu Level 2 → Tab/Section → Setting: <Value>, e.g.:☐ Setup → Identity 1 → SIP → Proposed Expiry: <1 Day> <p>You have to save the configuration before the setting change takes effect by clicking on the Save button located at the bottom of each page</p>			
<p>❗ Note: Some setting changes require a reboot of your phone (see page 28)</p>			

Phone Configuration

General Configuration Tasks




Language

The default phone and web user interface language is “English”. You can change the **language** for the phone user interface and the web user interface independently from each other.

ip810c	ip820c	ip830c	ip840c
Firmware Versions below 7 provide integrated multiple language support for both phone and web user interface			Not applicable
ⓘ Note: Since Firmware Version 7 additional languages can only be provided via mass deployment. ⓘ For further information read the instructions in our administrator manual. http://www.doro.com/voipsupport/ip8X0c/			Integrated multiple language support for both phone and web user interface

Phone User Interface Language

Action: Change the language of the phone user interface

ip810c	ip820c	ip830c	ip840c
 Setup Preferences General Information Language: <Your Language> or  General Settings Language			
		 Preferences Language	

Result: The language of the phone user interface has been changed.

Web User Interface Language

Action: Change the language of the web user interface




ip810c	ip820c	ip830c	ip840c
 Setup → Preferences → General Information → Web Interface Language: <Your Language>			

Result: The language of the web user interface has been changed.

Time and Date


If the **time zone** has been set correctly, the correct time and date for your time zone will be displayed, automatically taking daylight saving time, if applicable, into consideration.

Action: Change the current time zone

ip810c	ip820c	ip830c	ip840c
 Setup → Advanced → Network → Time → Time zone: <Your Time zone> or  Other Settings → Time Zone			
		 Preferences → Time Zone	

Result: The current time zone has been changed and the correct time is displayed.


① **Note:** If the time (analog or digital clock) is not displayed at all, check the accessibility of the NTP time server:

 Setup → Advanced → Network → Time → NTP Time Server: <NTP Time Server>

Keyboard Lock

You can lock the keypad of your phone when you are temporarily not using it. This function helps you to protect your phone from unauthorized use.



① **Note:** The following settings, if desired, must be made before lock activation:

 Setup → Preferences → Lock Keyboard → Emergency numbers: <1> <2> ...<X>

 Setup → Preferences → Lock Keyboard → PIN to unlock: <PIN>

Locking



Action: Activate the keyboard lock

ip810c	ip820c	ip830c	ip840c
Press  until the  symbol is displayed.			

Result: The keyboard lock is activated. Only set emergency numbers can be dialed.

Unlocking

Action: Deactivate the keyboard lock


ip810c	ip820c	ip830c	ip840c
Press  until the  symbol disappears from the idle screen. If a "PIN to unlock" has been set, you are prompted for the PIN.			

Result: The keyboard lock is deactivated.

Display Format

The display format determines how extensions are shown to callers and phones being called.

Action: Change the display format

ip810c	ip820c	ip830c	ip840c
 Setup Preferences General Information Number Display Style:			
<Full Contact>:		The complete SIP-URI is shown	
<Name>:		Only the SIP display name is displayed	
<Number>		Only the number is displayed	
<Name+Number>		Name and number are displayed	
<Number+Name>		Number and name are displayed	
Example: The SIP-URI "John Smith" <sip:100@sip.company.com> will be displayed as:			
<Full Contact>:		"John Smith" <sip:100@sip.company.com>	
<Name>:		John Smith	
<Number>		100	
<Name+Number>		John Smith 100	
<Number+Name>		100 John Smith	

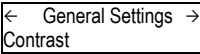
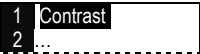
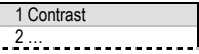




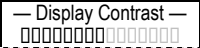
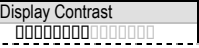






Result: The display format of extensions is changed.

Display Configuration Tasks

Display Contrast

You can adjust your phone's display contrast.

Action: Change the display contrast:

ip810c	ip820c	ip830c	ip840c
Not applicable	Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed:		
			
	Press  S1	Press 	Press 
	The "Display Contrast" bar is shown on the display:		
			
	Press  to reduce or  to increase the contrast		
	or press		
	-  S1	+  S4	- << >> + S1 S4
	Press Ok  to save the contrast change or press  to abort.		







Result: The display contrast has been changed.

Backlight Mode

You can adjust the display's backlight mode. By default the backlight mode is "On":

- **On:** Backlight is turned off or dimmed when the phone is inactive for approximately 20 seconds
 - ip830c: Backlight is turned off completely.
 - ip840c: Backlight is dimmed.
- **Off:** Backlight is turned off completely
- **Always:** Backlight is on permanently.

Action: Change the backlight mode.

ip810c	ip820c	ip830c	ip840c
Not applicable	Not applicable	<p>Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen appears:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="border: 1px solid black; padding: 5px; text-align: center;"> 2 Backlight </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> 2 Backlight </div> </div> <p style="text-align: center;">Press </p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="border: 1px solid black; padding: 5px; text-align: center;"> Backlight On </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> Backlight On </div> </div> <p style="text-align: center;">Change the backlight mode by pressing  or </p> <p style="text-align: center;"></p> <p style="text-align: center;">Press  to save the backlight mode or press  to abort.</p>	



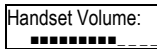
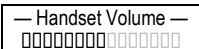
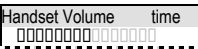
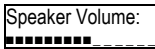
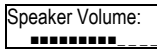
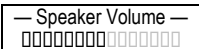
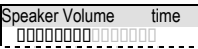

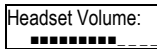
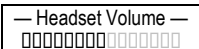
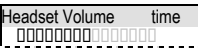








Result: The backlight mode has been changed.

Audio Configuration Tasks

Volume

You can adjust the volume of the currently used audio device when the phone is in “dialing” mode (see page 54) or during an active call (see page 68).

Action: Adjust the volume of the active audio device.

ip810c	ip820c	ip830c	ip840c
Press 			
When handset mode is activated the following screen appears in the display:			
			
When handsfree mode is activated the following screen appears in the display:			
			
When headset mode is activated the following screen appears in the display:			
			
Decrease volume  Increase volume 			
or press		or press	
			
S1		S4	
or press		or press	
			
S1		S4	
Press  to save the change or press  to cancel.			





Result: The volume of the active audio device has been adjusted.

Headset Use


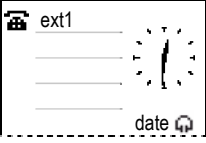
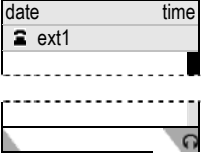
Physically connect your headset (see page 11) and activate/deactivate it for use.

Activation

Action: Activate the headset mode before making or answering a call



ip810c	ip820c	ip830c	ip840c
<p>Press  2x</p> <p>Headset Device *Off</p> <p>Press </p> <p>Headset Device On</p> <p>Press </p>		<p>Press</p> <p>Headset </p>	

Result: Headset mode has been activated. This is indicated on the display as follows:

	Headset symbol is displayed during a call only		
---	--	---	---

Deactivation

Action: Deactivate headset mode

<p>Headset Device Off</p> <p>Press </p>	<p>Press again</p> <p>Headset </p>
--	---

Result: Headset mode has been deactivated.



Ringtones

Ringtones are used to indicate incoming calls (see page 59).






Mapping

Different methods with different priorities (1 = highest priority, 5 = lowest priority) are used to assign a ringtone to an incoming call:

Only for advanced users or system administrators:

1. SIP Header „Alert-Info“ contains URL of a **custom melody ringtone file**
 Setup → Advanced → Audio → Alert-Info playback: <ON>
2. SIP- Header „Alert-Info“ refers to **10 built-in ringtones + Silent**
 Setup → Preferences → Alert-Info Ringer →
 Alert Internal / External / Group Text: <Text used in “Alert-Info” to assign a ringtone to internal / external / group calls>
 Alert Internal / External / Group Ringer: <Ringer 1-10; Silent>

For phone users:

3. Contact types in the directory (see page 77) can be mapped to
 → **10 built-in ringtones + Silent + 1 custom melody ringtone**
 Setup → Preferences →
 Directory Ringtones: <Ringer 1-10; Silent; Custom Melody URL>
 Setup → Preferences →
 Custom Melody URL: <URL to a WAV file on a HTTP(S) server >
4. Each extension (SIP Identity) can be mapped to
 → **10 built-in ringtones + Silent + 1 custom melody ringtone**
 Setup → Identity X → Login → Login Information →
 ringtone: <Ringer 1-10; Silent; Custom Melody URL>
 Setup → Identity X → Login → Login Information →
 Custom Melody URL: <URL to a WAV file on a HTTP(S) server>
5. Default ringtone can be mapped to **10 built-in ringtones+ Silent**
 Setup → Preference → Default Ringer: <Ringer 1-10; Silent>





① **Note:** Users are recommended to map ringtones either to different extensions (4) or different contact types in the directory (3).

The default ringtone (5) should be played only when the phone cannot identify an incoming call as either (3) or (4).

Custom melody ringtones are mono WAV files using PCM at 8 kHz with 16 bit/sample (linear).

Volume












Action: Adjust the volume of the ringtone assigned to the extension (SIP identity) currently active for outgoing calls.

ip810c	ip820c	ip830c	ip840c
When the phone is in idle mode, press   .			
Ringer Volume: ■■■■■■■■■■	Ringer Volume: ■■■■■■■■■■	Ringer Volume ■■■■■■■■■■■■■■■■■■■■	Ringer Volume time ■■■■■■■■■■■■■■■■■■■■
Decrease volume   Increase volume			

Result: The volume of the ringtone has been adjusted.

Playback

Action: Play back the ringtone assigned to your extension “X” (SIP identity “X”).

ip810c	ip820c	ip830c	ip840c
 Setup Identity “X” Login Login Information Play the ringtone by pressing Play Ringer or  Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed:			
Configuration Reg Press  1*ext1@...	← Configuration → Reg Press  S1	2 Rington 3 Press 	2 Rington 3
Use  or  to choose the extension “X” whose ringtone you want to change. Press 2x  2: Ringer Edit Press 	Press  S3	Press 	Rington time ext1@... 2

Result: The ringtone is played back.

Configuration



Action: Change the ringtone assigned to your extension “X” (SIP identity “X”).

ip810c	ip820c	ip830c	ip840c
<p>Select a ringtone from the list:</p> <p> Setup Identity “X” Login Login Information Ringtone: <Ringer 1-10; Silent; Custom Melody URL></p> <p>If you chose “custom melody URL”, specify location:</p> <p> Setup Identity “X” Login Login Information Custom Melody URL: <URL to a WAV file on a HTTP(S) server></p> <p>Verify the ringtone by pressing Play Ringer</p> <p>Save by clicking Save</p> <p>or</p> <p> Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed:</p>			
<div>Ringtone Ringer 1</div>	<div>Ringtone ← Ringer 1 →</div>	<div>Ringer 2</div>	<div>Ringtone time Ringer 1 Ringer 2</div>
<p>You can listen to each ringtone by browsing through the list.</p> <div> <div>Press or </div> <div>Press or </div> </div> <p>Press <input checked="" type="checkbox"/> to save the changes or press <input type="checkbox"/> to abort.</p>			

Result: The ringtone has been changed; the new ringtone will be used for incoming call indication (see page 59) if no higher prioritized ringtone is assigned (see page 34).




SIP Identity Configuration Tasks

Doro VoIP phones support multiple extensions (SIP identities). Each extension will act like a separate phone line in a conventional telephony system. As soon as the extensions have been registered (see page 18), calls can be placed from and received to these extensions.

ip810c	ip820c	ip830c	ip840c
4 extensions (SIP Identity 1...4)	12 extensions (SIP Identity 1...12)		
<p>① Note: We recommend using the web user interface to perform the following configuration changes as it is more convenient:  Setup → Identity X.</p> <p>Use only the logon information provided by your VoIP PBX administrator or Internet Telephony Service Provider (ITSP).</p> <p> For further information read the instructions in our administrator manual.</p> <p>http://www.doro.com/voipsupport/ip8X0c/</p>			

Adding / Editing Extensions


Action: Add a new extension “X” / Edit existing extensions “X”

ip810c	ip820c	ip830c	ip840c
<p>Verify the status and availability of your extensions:</p> <p> Status System Information SIP Identity Status</p> <p>Add / Edit the following identity information</p> <p> Setup Identity “X” Login Tab Login Information</p> <p>Account (SIP Username), e.g. 100, turner, smith1, etc.</p> <p>Password (SIP Password)</p> <p>Registrar (SIP Domain/ Server), e.g. .company.com, 192.168.0.100, etc.</p> <p>Save your changes by clicking </p>			
<p>① Note: This action requires a reboot of your phone (see page 28)</p>			

Result: After the phone has rebooted a new extension has been added to your phone configuration which can be used to place or receive calls. See page 51.

Blocking Extensions

Action: Block an extension (SIP identity) temporarily

ip810c	ip820c	ip830c	ip840c
<p> Setup Identity X Login Tab Login Information Identity active: <OFF></p>			


Result: The chosen extension (SIP identity) is blocked for both outgoing and incoming calls. All configuration settings are kept unchanged.

Removing Extensions

This functionality is called “hot desking” and is regularly used in office environments (“mobility centers”) where not all the employees are in the office at the same time or not in the office for very long at all (see page 75).

Single Extension

Action: Remove single extension “X” (SIP Identity “X”)


ip810c	ip820c	ip830c	ip840c
 Setup Identity X Login Tab Login Information Remove identity			

Result: The selected extension will be removed from your phone configuration.

All Extensions

Action: Remove all SIP Identities

⚠ Warning: Removing all extensions (SIP identities) will immediately unregister all currently configured extensions (SIP identities) and delete their configuration data from the phone. The phone can no longer be used and must be initialized anew.


ip810c	ip820c	ip830c	ip840c
 Setup Identity X Login Tab Login Information Remove all identities			

Result: All extensions are unregistered and removed from your phone configuration. The phone is placed out of operation and by default the logon wizard (see page 16) will be shown on the display.

This behavior can only be disabled via mass deployment: `logon_wizard: OFF`

Function Key Configuration Tasks

Various functionalities can be mapped onto the free function keys Px (see page 7); the adjacent yellow LEDs show their current status.

ip810c	ip820c	ip830c	ip840c
6 free function keys P1...P6	12 free function keys P1...P12		
❶ Note: We recommend using the web user interface to program the free function keys as it is more convenient:  Setup → Function Keys → Px			

Input fields

Context

The default setting is **<Active>**, i.e., the functionality chosen under “Type” will be applied to any currently active extension (SIP identity) for outgoing calls (see page 51).

If a specific extension (SIP identity) is chosen from the pull down menu, the functionality under “Type” will be applied only to the chosen extension (SIP identity).

Type


The default setting is **<Line>**. When another setting is selected from the pull down menu “Types”, that functionality will be applied to the extension (SIP identity) chosen as “Context”. See chapter “**Key Types**” for further details.

Number

The default setting is **<blank>**. You can enter a number / HTTP(S) URL / SIP URI as required by “Type”.

Key Types

The following free function key “Types” are available.

 For further information read the instructions in our administrator manual.
<http://www.doro.com/voipsupport/ip8X0c/>

Line

Dependencies: Context: **<SIP Identity>** or **<Active>**; Number: **<blank>**

Description: This is the default key function. It is used to indicate and accept incoming calls and allows placing active calls on hold or resuming them. It can also be used to make a call using a specific extension (SIP identity)

Usage:

An incoming call is indicated by the blinking LED of the first available free function “Line” key, whose “Context” is set to the extension (SIP identity) being called:

- Press the free function “Line” key to accept the call, see page 59 / 61.

- Press the free function “Line” key again to place the call on hold, see page 71
- Press the free function “Line” key again to resume the call, see page 71

Making a call:

- Press a free function “Line” key in idle state to select the extension (SIP identity) set under “Context” as the outgoing extension for this one call; for permanent selection see page 51

Extension

Dependencies: Context: <SIP Identity>; Number: <monitored extension>

Description: This key function allows you to monitor the status (idle, ringing, or busy) of other extensions (SIP accounts) within your VoIP telephony environment and to pick up unanswered calls to those extensions. Additionally the “Speed Dial” and “Manual Call Forwarding” functionality is provided by this key function.

Usage:

- Extension Monitoring & Call Pickup: See the detailed description on page 85

① Note: Your VoIP PBX must support this function (RFC 4235 compliant)

- Speed Dial Key: Press a free function “Extension” key during idle state to dial the extension specified under “Number”.
- Manual Call Forwarding: Press a free function “Extension” key to transfer an incoming call to the extension specified under “Number” without answering it first.

Intercom

① Note: Your VoIP PBX must support this feature.

The following settings must have been configured in advance:

Your phone: ☐ Setup → Advanced → Behavior → Enable Intercom: <ON>

Other phones: ☐ Setup → Advanced → Behavior → Auto Answer Policy: <Always>

Dependencies: Context: <SIP Identity> or <Active>; Number: <extension>

Description: This key function enables the “Intercom” mode and is useful in an office environment as a quick access to connect to the operator or the secretary.

Usage:

- Enable Intercom mode: Press this key to connect your phone directly to the extension specified under “Number”, if authentication has been set up properly. The adjacent LED lights up.
- Disable Intercom mode: Terminate the intercom call as usual (see page 56)

Park Orbit

① **Note:** Your VoIP PBX must support this feature; a valid park orbit extension (SIP account) is required.

Dependencies: Context: <SIP Identity>; Number: <park orbit extension (SIP account)>

Description: This key function allows you to park a call on one phone and continue the conversation from any other phone.

Usage:

- **Call Parking:** Press a free function “Park Orbit” key to park an active call in the “park orbit” specified under “Number”. The adjacent LED starts blinking on your phone (and on any other phones using the free function “Park Orbit” key).
- **Parked Call Pickup:** Press a free function “Park Orbit” key to pick up the parked call on any phone using this key function (adjacent LED is blinking). If several calls have been parked in the same “park orbit”, a list of parked calls will be displayed and the appropriate call can be picked from that list.

Voice Recorder

① **Note:** Your VoIP PBX must support this feature; a valid voice recording extension (SIP account) is required.

Dependencies: Context: <SIP Identity>; Number: <voice recorder extension (SIP account)>

Description: This key function allows you to record a conversation during an active call as well as short memos or minutes of a meeting when the phone is idle.

Usage:

- **Start Voice Recording:** Press a free function “Voice Recorder” key once to start sending the audio stream to the “voice recorder extension (SIP account)” specified under “Number”. The adjacent LED lights up and the audio stream is recorded on your VoIP PBX.
- **Stop Voice Recording:** Press the key again to stop recording. The adjacent LED is turned off.
- **Listen to voice recordings:** You can listen to the recorded audio stream by calling the “voice recorder extension (SIP account)” specified under “Number”.

DTMF

Dependencies: Context: <Active>; Number: <DTMF sequence> (allowed digits: "0-9", "*", "#", "A-D" and flash: "!"; for adding breaks use the character caret "^". Each "^" adds a break of 100 ms.

Description: This key function allows sending the specification of arbitrary key sequences via DTMF.

Usage: Press a free function “DTMF” key during an active call to send the key sequence specified under “Number” via DTMF.

Shared Line

① Note: This feature must be supported by your VoIP PBX (currently available for Sylanro and Broadsoft)

Dependencies: Context: <SIP identity>; Number: <BLA / SLA resource URI >

Description: This key function is used by the “Bridged or Shared Line Appearance (BLA or SLA)” feature which allows users to share SIP lines and also provides status monitoring of the shared line.


Usage:

When a user places an outgoing call using such an appearance, all members belonging to that particular SLA group are notified of this usage and are blocked from using this line appearance until the line goes back to idle state or when the call is placed on hold.

Similarly all members of the SLA group are notified of an incoming call and the call can be picked up on a line appearance associated with the SLA extension.

SLA members can monitor the status of the bridged line via the LED adjacent to the free function “Shared Line” key:


- LED “on” indicates the line is in use
- LED “off” indicates an idle status.


 For further information read the instructions in our administrator manual.
<http://www.doro.com/voipsupport/ip8X0c/>

Push2Talk

① Note: Your VoIP PBX must support this function.

The following settings must have been configured in advance:

Your phone:  Setup → Advanced → Behavior → Enable Intercom: <ON>

Other phones:  Setup → Advanced → Behavior → Auto Answer Policy: <Always>

Dependencies: Context: <SIP Identity> or <Active>; Number: <extension>

Description: Similarly to the “Intercom” function, users can make intercom calls. This feature is particularly useful for group announcements.

Usage:

- Enable Intercom mode: Press this key to connect your phone directly to the extension specified under “Number”, if authentication has been set up properly. The adjacent LED lights up. **The intercom call will remain active as long as the programmed key is pressed.**
- Disable Intercom mode: The intercom call will be released as soon as the free function “Push2Talk” key is released. The adjacent LED will be turned off.

Action URL

Dependencies: Context: <Active>; Number: <HTTP URL>; LED: inactive

Description: This key function allows you to send HTTP requests to a web server, e.g. you can set a status on the server or retrieve Minibrowser (see page 79) applications.

Usage: Press a free function “Action URL” key to send the HTTP URL specified under “Number” to the web server.



For further information read the instructions in our administrator manual.

<http://www.doro.com/voipsupport/ip8X0c/>

Key Event

Dependencies: Context: <SIP Identity> or <Active>; Number: <key event short cut>

Description: Key events are predefined shortcuts to phone and call functions. See the complete mapping on page 88.

Usage: Press a free function “Key Event” key to call the predefined function of the shortcut specified under “Number”.

Speed Dial

Dependencies: Context: <SIP Identity> or <Active>; Number: <extension>

Description: This key function allows you to speed up dialing numbers often used or hard to remember. As opposed to key type “Extension”, this key type does not provide “Extension Monitoring & Call Pickup”

Usage: Press a free function “Speed Dial” key to call the extension specified under “Number”.

None



Description: This key function provides no functionality.

Maintenance Tasks

Administrator Password

⚠ Warning: You need to know the administrator password to return to administrator mode; otherwise you have to perform a reset to factory values! All current setting changes will be lost! Use the following URL to reset the phone:
<http://<IPAddress>/advanced.htm?reset=Reset>

Action: Change the Administrator Password via Web user interface

ip810c	ip820c	ip830c	ip840c
 Setup Advanced QoS/Security Administrator Password: <Your Password>  Setup Advanced QoS/Security Administrator Password (Confirmation): <Your Password> <div style="text-align: right;">Save by clicking on Save</div>			

Result: The administrator password has been changed.





Operation Modes

The default operation mode is “Administrator Mode”.

User Mode

User Mode limits the configuration rights, i.e. no access to parts of the menus on both web and phone user interface.

Action: Enable User Mode via Web User Interface or Phone User Interface

ip810c	ip820c	ip830c	ip840c
 Setup Advanced QoS/Security Administrator mode: <OFF> <div style="text-align: right;">Save by clicking on Save</div>			
or			
 Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed:			
not supported	not supported	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> 1 2 </div> <div style="border-top: 1px dashed black; height: 10px; margin-top: 5px;"></div> </div>	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> 1 User Mode 2 </div> <div style="border-top: 1px dashed black; height: 10px; margin-top: 5px;"></div> </div>
		Press 	
		<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> — User Mode — </div> <div style="border-top: 1px dashed black; height: 10px; margin-top: 5px;"></div> </div>	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> User Mode </div> <div style="border-top: 1px dashed black; height: 10px; margin-top: 5px;"></div> </div>
		Enter the administrator password and press 	

Result: User Mode has been enabled.

Methods

Firmware updates can be conducted using the following methods:

Only for advanced users or system administrators:

1. **Manual TFTP update:** Exceptional situations or downgrade, see page 12
2. **Manual update/downgrade:** Most convenient when updating/downgrading within the same major release level, e.g. 6.X: from version 6.2.3 to 6.5.10, etc.

① Note: We do not recommend manual updates between different major release levels, e.g. from 3.X/4.X/5.X to 6.X or 6.X to 7.X. Use → automatic updates instead.

3. **Automatic update:** This method updates your phone firmware to the current official release.

Manual update

① Note: This method requires an internet connection.

The manual update is conducted via the phone's web user interface.

Version Check

Action: Check the firmware version currently installed on your phone

ip810c	ip820c	ip830c	ip840c
<div> <div>Status</div> <div>System Information</div> <div>System Information</div> <div>Application-Version:</div> </div>			
ip810c-SIP X.Y.Z	ip820c-SIP X.Y.Z	ip830c-SIP X.Y.Z	ip840c-SIP X.Y.Z
or			
<div> <div>Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed:</div> <div> <div>Information</div> <div>Version</div> </div> <div> <div>Press</div> <div>✓</div> </div> <div> <div>Version:</div> <div>s300-SIP X.Y.Z</div> </div> </div>	<div> <div>← Information →</div> <div>IPAdr MAC Version</div> <div> <div>Version</div> <div>S4</div> </div> <div> <div>Version:</div> <div>ip820c-SIP X.Y.Z</div> </div> </div>	<div> <div>Press</div> <div>?</div> <div>Help</div> <div> <div>About</div> <div>ip830c-SIP-X.Y.Z</div> <div>IP Adr: X.X.X.X</div> <div>MAC: 0004132XXXXX</div> </div> </div>	<div> <div>Info</div> <div>ip840c-SIP-X.Y.Z</div> <div>IP Adr: 192.168.0.10</div> <div>MAC: 0004132XXXXX</div> </div>

Result: The firmware version currently installed on your phone is displayed.

Version Comparison











Compare the major release level of the latest available firmware version published on Doro's website <http://www.doro.com/> with the firmware version installed on your phone. If they differ you are strongly advised not to conduct a manual update!

Example: Latest available firmware version for ip830c is 7.1

- ip830c (1): Installed: ip830c-SIP 4.5 → use **automatic** update
- ip830c (2): Installed: ip830c-SIP 6.2.2 → **manual** update can be used

Firmware Update

Action: Conduct a manual firmware update

ip810c	ip820c	ip830c	ip840c								
<p>Navigate to Doro's firmware download website http://www.doro.com/</p> <p>Copy the link (URL) of the appropriate firmware version X.Y.Z by right-clicking on the "File" Symbol </p> <table border="1"> <thead> <tr> <th>Version</th> <th>Type</th> <th>File</th> <th>Size</th> </tr> </thead> <tbody> <tr> <td>X.Y.Z</td> <td>applications</td> <td>.bin</td> <td><File Size> MB</td> </tr> </tbody> </table> <p>Access the phone's web user interface</p> <p> Setup Software Update Manual Software Update Setup Firmware and paste the link into the "Firmware" field.</p> <p>Start the update by clicking on Load </p> <p> The phone reboots automatically and you are prompted to confirm the update.</p> <p>Press  to confirm or press  to abort the update process.</p> <p>The phone loads the new software from Doro's web server. This process may take some time depending on the <File Size> and the speed of your internet connection.</p>				Version	Type	File	Size	X.Y.Z	applications	 .bin	<File Size> MB
Version	Type	File	Size								
X.Y.Z	applications	 .bin	<File Size> MB								
<p> Warning: Any power interruption during the following process will most likely lead to a flash memory error. As a result the system cannot boot up anymore and the phone must be sent in for repairing at your own expense.</p>											
<p>After successful download the old firmware is erased and the new firmware is written into the phone's flash memory.</p> <p>The phone reboots again and will be initialized using the previously stored phone configuration.</p>											



Result: The firmware is updated. You can verify the successful update as described in chapter "Version Check" on page 46.

Automatic update

Note: This method requires an internet connection.

The automatic update is conducted via the phone's web user interface.

Action: Conduct an automatic firmware update

ip810c	ip820c	ip830c	ip840c
<p>For further information read the instructions in our administrator manual. http://www.doro.com/voipsupport/ip8X0c/ Copy the link of the appropriate update method (recommended "Update once to current official firmware release"):</p> <p>Access the phone's web user interface (below Version 7):  Setup Advanced Update Setting URL and paste the link into that field.</p> <p>Save the change by clicking on Save and start the update by clicking on Reboot</p> <p> The phone reboots automatically</p>			
<p>Warning: Any power interruption during the following process will most likely lead to a flash memory error. As a result the system cannot boot up anymore and the phone must be sent in for repairing at your own expense.</p>			
<p>The phone automatically loads the necessary software from Doro's web server successively. The whole update process may take some time.</p>			
<p>The phone will be initialized using the previously stored phone configuration.</p>			

Result: The firmware is updated. You can verify the successful update as described in chapter "Version Check" on page 46.

Reboot

① **Note:** You should reboot the phone when you are challenged, e.g. after applying changes to the phone configuration

Action: Reboot the phone.

ip810c	ip820c	ip830c	ip840c
<div>⚙ Setup Advanced Enter Administrator Password</div> <div>Save by clicking on Save</div> <div>or</div> <div>☎ Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed:</div>			
<div>Configuration Reboot</div> <div>Press ✓</div> <div>Reboot?</div>	<div>← Configuration → Reg Reset Reboot</div> <div>Reboot S3</div> <div>Reboot? Cancel</div>	<div>4 5 ...</div> <div>Press ✓</div> <div>Reboot Reboot?</div>	<div>4 Reboot 5 ...</div> <div>Press ✓</div> <div>Reboot Reboot?</div>
<div>Press ✓</div>			

Result: The phone reboots.

Rebooting...	Rebooting...	Rebooting...	Rebooting...
--------------	--------------	--------------	--------------

Factory Reset

① **Note:** You should reset the phone only in the following situations:

- The phone configuration was changed and the phone is not functioning anymore.
- The help desk of your vendor advised you to do so.

Action: Reset the phone configuration to factory values

ip810c	ip820c	ip830c	ip840c
Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed:			
<div>Configuration Reset</div> <div>Press </div> <div>Admin Password:</div>	<div>← Configuration → Reg Reset Reboot</div> <div>Reset Press </div> <div>Admin Password: Cancel</div>	<div>5 Reset 6 ...</div> <div>Press </div> <div>Reset Admin Password:</div>	<div>5 Reset 6 ...</div> <div>Reset Admin Password:</div>
<p>⚠ Warning: If you confirm by entering the admin password all current setting changes will be lost and your phone must be configured anew manually unless mass provisioning is used!</p>			
Enter the administrator password and press			

Result: The phone reboots and the phone configuration is reseted.

Rebooting...	Rebooting...	Rebooting...	Rebooting...
--------------	--------------	--------------	--------------




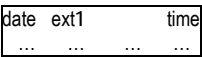
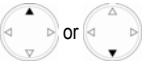
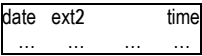
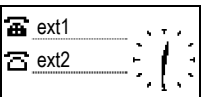
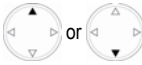
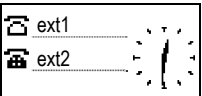
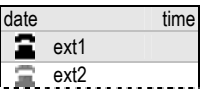

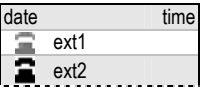
Basic Call Functions

Outgoing Calls


Extension (SIP identity) for Outgoing Calls


Example: There are two extensions (ext1, ext2) registered on your phone; “ext1” is currently used for outgoing calls.

Action: Select **ext2** for outgoing calls.

ip810c	ip820c	ip830c	ip840c
 <p>Press</p>  	 <p>Press</p>  	 <p>Press</p>  	 <p>Press</p>  

Result: The extension displayed will be used for outgoing calls.

Result: The extension indicated by  will be used for outgoing calls.

Result: The highlighted extension () will be used for outgoing calls.



Making Calls

You can make calls using the supported number formats described below. Change the input mode in accordance with the number format (see “Input Mode” on page 52). Use the appropriate audio operation mode (see page 54) for dialing.



Supported Formats

The following types of numbers/addresses can be dialed.

Phone Numbers



ip810c	ip820c	ip830c	ip840c
Phone numbers; format is specified in E.164, e.g. 0049030398330 or +4930398330 <ul style="list-style-type: none"> Use the alphanumeric keys  to , see page 6. Use numeric input mode [123], see page 53 			

SIP Addresses (SIP-URI)

ip810c	ip820c	ip830c	ip840c
SIP addresses; SIP-URI format is specified in RFC 3261, e.g. 123456@domain.com abcd@192.168.0.2 etc.			
<ul style="list-style-type: none"> Use the alphanumeric keys  to , see page 6. Use numeric input mode [123], see page 53, and/or alphanumeric mode [abc / ABC], see page 52 			

IP Addresses

Note: We do not recommend the use of IP addresses.

ip810c	ip820c	ip830c	ip840c
IP addresses; IPv4 specification, e.g. 192.168.0.2 etc.			
<ul style="list-style-type: none"> Use the alphanumeric keys  to , see page 6. Use numeric input mode [123], see page 53 			

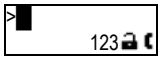

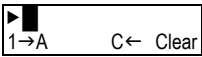

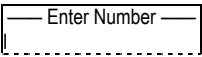

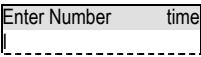

Input Mode

The default input mode is the **numeric** mode.

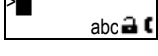
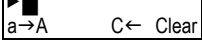
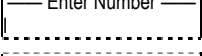

Note: Change the input mode in accordance with the type of number to be dialed. The last input mode will remain active.

Numeric Mode to Alphanumeric Mode (Lower case)

Action: Change input mode from numeric to alphanumeric mode (lower case)

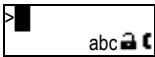

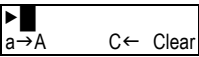

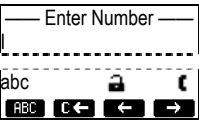

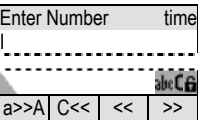

ip810c	ip820c	ip830c	ip840c
 Press 	 Press  → a S1	 Press  S1	 Press  >> a S1

Result: The input mode has been changed to lower case. The display shows:


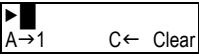
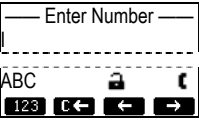
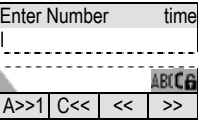
ip810c	ip820c	ip830c	ip840c
		 abc ABC	 a>>A C<< << >>

Lower Case to Upper Case


Action: Change input mode from lower to upper case

ip810c	ip820c	ip830c	ip840c
 <p>Press </p>	 <p>Press  S1</p>	 <p>Press  S1</p>	 <p>Press  S1</p>

Result: The input mode has been changed to upper case. The display shows:

			
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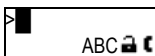

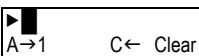

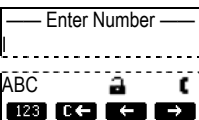

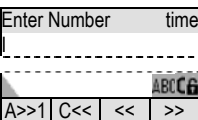

Action: Toggle between lower case and upper case input mode

ip810c	ip820c	ip830c	ip840c
<p>Press </p>			

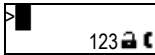
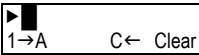
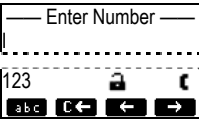
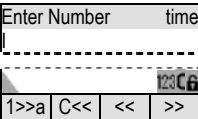
Result: The input mode is toggled between lower and upper case. The phone displays the current input mode.

Alphanumeric Mode (Upper Case) to Numeric Mode

Action: Change input mode from alphanumeric (upper case) to numeric mode


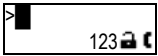
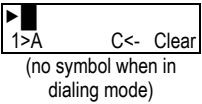
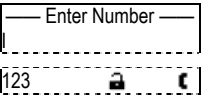
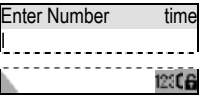


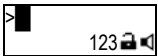
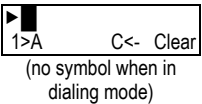
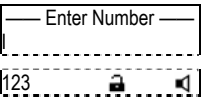
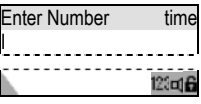



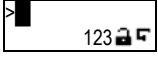
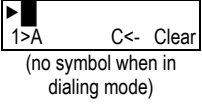
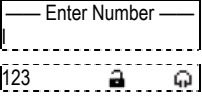
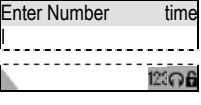
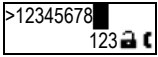
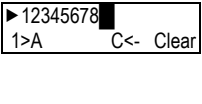
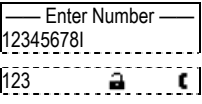
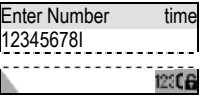

ip810c	ip820c	ip830c	ip840c
 <p>Press </p>	 <p>Press  S1</p>	 <p>Press  S1</p>	 <p>Press  S1</p>

Result: The input mode has been changed to numeric. The display shows:

			
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Audio Operation Mode

Action: Make a call using handset, handsfree, or headset mode (see page 9)

ip810c	ip820c	ip830c	ip840c
Take the handset off the hook. Handset mode has been activated ( symbol) and a dial tone is heard in the handset speaker. The display shows:			
			
or leave the handset on the hook and press  Speaker			
Handsfree mode will be activated ( symbol) and a dial tone can be heard in the casing speaker. The display shows:			
			
or switch from handsfree to headset mode by pressing  Speaker			
Handset mode will be activated ( /  symbol) and a dial tone can be heard in the headset speaker. The display shows:			
			
Make sure the phone is in numeric mode (see page 53), then enter the number using the alphanumeric keys (see page 52)			
			
Press  to confirm that number is complete.			

Result: The phone number entered will be dialed.

You can also make a call using handset or handsfree mode without confirming the previously entered number:

ip810c	ip820c	ip830c	ip840c
Enter the number to be dialed. Lift the handset or press  .			

Result: The phone begins to dial.


Auto Completion (Number Guessing)


① Note: The following setting must have been provisioned in advance:


- 📞 Setup → Advanced → Behavior → Number Guessing: <ON>
- 📞 Setup → Advanced → Behavior → Number Guessing Minimum Length: <2..4>

Action: Dial a supported format (see page 51) using auto completion (number guessing)

ip810c	ip820c	ip830c	ip840c
Enter a supported format (number or name → digits/letters) to be dialed.			




Result: After the minimum number (Number Guessing Minimum Length) has been entered, the phone will search the call lists (page 78) and the phone directory (page 77) for numbers/names containing those digits/letters and present the search results in a list on the display. The resulting list can be browsed using .

The displayed entry can be dialed by pressing 

The highlighted entry can be dialed by pressing 

or continue entering numbers/letters

Action: Turn off auto completion (number guessing) temporarily

ip810c	ip820c	ip830c	ip840c
<div style="text-align: center;"> Press  </div>			
-		or press  S3	or press <<  S3

Result: The entered number will not be auto-completed by number guessing. Dial the number by pressing 

Call Completion

This call function allows you to establish calls successfully when the other party is busy or not answering.

Note: Your VoIP PBX must support this feature.

Enabling

Action: Enable call completion via the web or phone user interface:

ip810c	ip820c	ip830c	ip840c
Setup Advanced Behavior Call Completion: <ON> Setup Advanced Behavior Peer to Peer Call Completion: <ON>			

When “Busy” (CCBS)

You can activate call completion when the called party **extB** is busy.

Activate CC

Action: Activate call completion when called party **extB** is busy

ip810c	ip820c	ip830c	ip840c
<div>Activate Call Completion?</div>	<div>Activate Call Completion Cancel</div>	<div>— Busy —</div> <div>Activate Call Completion?</div>	<div>Busy time</div> <div>Activate Call Completion?</div>
Confirm with <input checked="" type="checkbox"/> or abort with <input type="checkbox"/>			

Result: Call completion has been activated and the display shows:

<div>Waiting: extB</div>	<div>Waiting: extB Cancel Ok</div>	<div>— Call Completion —</div> <div>Waiting: extB</div>	<div>Call Completion time</div> <div>Waiting: extB</div>
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While Waiting

Action: Optionally: Continue using the phone while waiting for call completion


ip810c	ip820c	ip830c	ip840c
Press <input checked="" type="checkbox"/> to return to the idle screen			

Result: The idle screen is displayed and the message “CC” is shown on the display.

<div>ext1 time</div> <div>CC</div>	<div>date CC time</div> <div>... ..</div>	<div>ext1</div> <div>CC date</div>	<div>date ext1 time</div> <div>Call Completion</div>
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Call Completion

Action: Dial the number when called party **extB** becomes idle.

ip810c	ip820c	ip830c	ip840c
The following message will be displayed when the called party extB becomes idle:			
Call: extB?	Call: extB? Cancel Ok	— Call Completion — Call: extB?-----	Call Completion time Call: extB-----
Press  to dial the number.			

Result: The call to the busy party **extB** could be completed.




On “No Responding” (CCNR)

You can activate call completion when the called party **extB** is not responding.

① **Note:** Be aware that activity detection only detects whether the phone you are calling is being used. It cannot detect whether the person you want to reach is in the room or not!





The following settings must have been provisioned in advance:

ip810c only:

-  Setup → Function Keys → Px → Context: <Active>
-  Setup → Function Keys → Px → Type: <Key Event>
-  Setup → Function Keys → Px → Number: F_CALL_COMPLETION

Activate CC

Action: Activate call completion when called party **extB** is not responding


ip810c	ip820c	ip830c	ip840c
extB ...	extB CC Cancel	— Calling — extB -----	Calling time extB name extB number ext1 name ext1 name ----- ... CC ...
LEDx  Px F_CALL_COMPLETION	When the called party is not responding press: CC  S3	 S2	CC  S2

Result: Call completion has been activated and the following message is displayed:


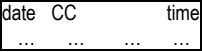
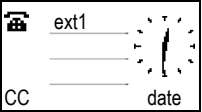
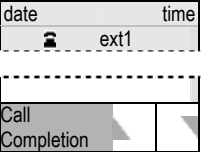
Waiting: extB	Waiting: extB Cancel Ok	— Call Completion — Waiting: extB-----	Call Completion time Waiting: extB-----
---------------	----------------------------	---	--

While Waiting

Action: Optionally: Continue using the phone while waiting for call completion

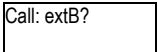
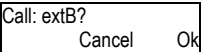
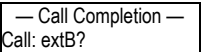
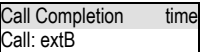

ip810c	ip820c	ip830c	ip840c
Press  to return to the idle screen			

Result: The idle screen is displayed and the message “CC” is shown on the display.

			
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Call Completion


Action: Dial the number when called party **extB** becomes available.

ip810c	ip820c	ip830c	ip840c
			
Press  to dial the number.			

Result: The call to the non-responding party **extB** could be completed.

Call Termination

Action: Terminate a call






ip810c	ip820c	ip830c	ip840c
(1) Replace the handset, (2) press the handset hook (see page 9) or (3) press 			

Result: The call is terminated.

Redial

This function allows the redialing of previously dialed numbers (see page 78).

Action: Redial a previously dialed number

ip810c	ip820c	ip830c	ip840c
<p>Press</p> <p>LED3  P3</p> <p>Redial</p> <p>The previously dialed numbers are displayed, one at a time.</p> <p>Use  to navigate through the entries. Begin dialing the displayed or highlighted entry by pressing .</p>	<p>Press </p> <p>Redial</p>	<p>Press </p> <p>Redial</p>	<p>The list of previously dialed numbers is displayed.</p>

Result: A previously dialed number is redialed.

Incoming Calls

Call Indication

An incoming call is indicated acoustically and visually:

Acoustic


- Ringtone (see page 33)

Visual

- Fast Blinking LEDs

- LED adjacent to  Free Function “Line” Key


Note: Use the default settings (see page 39)

 Setup → Function Keys → Px:



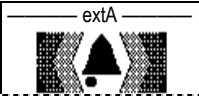
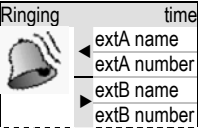


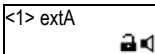
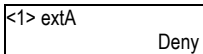
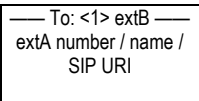
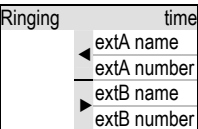
Context: <Active>, i.e. the extension for outgoing calls is used

Type: <Line>

Number: <empty>



-  “Message” LED, see page 9
 - Call Indication LED (ip840c only), see page 9
- Flashing backlight (not available on ip820c), see page 31
- Display
 - Calling party’s extension and optionally calling party’s picture
 - Called party’s extension/SIP Identity index

Example: Ringing Screen Appearance (calling party **extA**; called party **extB**)

ip810c	ip820c	ip830c	ip840c
			
When the following settings are made, the “ringing screen” will change appearance:			
 Setup → Preferences → General Information → Show Identity Index: <ON>  Setup → Preferences → General Information → Ringer animation: <OFF>			
			

Accepting Incoming Calls

Action: Accept an incoming call

ip810c	ip820c	ip830c	ip840c
<p>Pick up the handset (enable handset mode)</p> <p>or</p> <p>press  (enable handsfree mode)</p> <p>or</p> <p>press  (enable handsfree or headset mode, if used)</p>			

Result: The incoming call has been accepted.

Call Waiting

This call feature allows your phone to accept other incoming calls to an extension (SIP identity) **extB** already in an active call.

Note: The default setting has to be configured in advance:




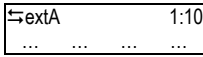


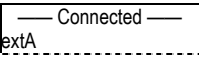


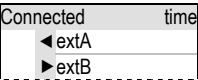
Setup → **Advanced** → **Audio** → **Call Waiting Indication**:

<ON>: A recurring knocking sound will be heard in the background of the ongoing call to signal further incoming calls.




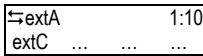


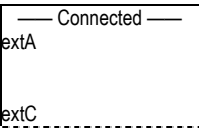


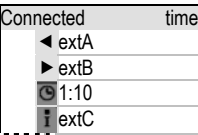
<VISUAL> Further incoming calls are indicated only on the display.

One free function “Line” key per call is required (see page 39).

Example: There is one active call from **extA** indicated by the permanently lit LED1.

ip810c	ip820c	ip830c	ip840c
 LED1  P1 LED2  P2	 P1  LED1 P2  LED2	 P1  LED1 P2  LED2	

Action: Receive another incoming call at **extC** while in an active call at **extA**.

ip810c	ip820c	ip830c	ip840c
Another incoming call is signaled on the display and by the blinking LED2.			
 LED1  P1 LED2  P2	 P1  LED1 P2  LED2	 P1  LED1 P2  LED2	





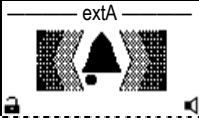



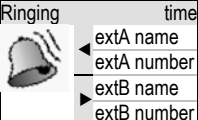

Answer the call by pressing the free function “Line” key next to the blinking LED2.

Result: The first active call on the free function “Line” key P1 is placed on hold and the 2nd incoming call on the free function “Line” key P2 is accepted. This is indicated by a slowly blinking LED1 and a permanent lit LED2. Additionally a tone sequence can be played to remind you of the waiting call.

ip810c	ip820c	ip830c	ip840c
<div> <div>extC 1:10</div> <div>...</div> </div> <div> <div>LED1</div> <div>LED2</div> </div> <div> <div>P1</div> <div>P2</div> </div>	<div> <div>extC 1:10</div> <div>...</div> </div>	<div> <div>Connected</div> <div>extC</div> </div> <div> <div>P1</div> <div>P2</div> </div> <div> <div>LED1</div> <div>LED2</div> </div>	<div> <div>Connected time</div> <div>extC</div> <div>extB</div> </div>

Denying Incoming Calls


Action: Deny an incoming call to extA

ip810c	ip820c	ip830c	ip840c
 <p>Press </p>	 <p>Deny</p> <p></p>	 <p>Press  or</p> <p></p> <p></p>	 <p>Deny</p> <p></p>


Result: The incoming call has been denied.


Denying Incoming Calls Automatically


① **Note:** The following settings must have been configured in advance (via mass deployment or manually):

 Setup → Advanced → Behavior → Deny All Feature: <ON>

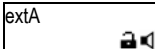

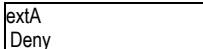

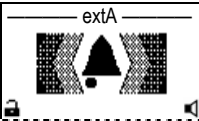


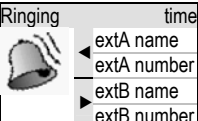

ip810c only:

 Setup → Function Keys → Px → Context: <Active>

 Setup → Function Keys → Px → Type: <Key Event>

 Setup → Function Keys → Px → Number: F_DENYALL

Action: Deny incoming calls to extA automatically

ip810c	ip820c	ip830c	ip840c
 <p>F_DENYALL</p> <p></p> <p>Px</p>	 <p>DenyAll</p> <p></p> <p>S2</p>	 <p>Press</p> <p></p> <p></p> <p>S2</p>	 <p>Deny All</p> <p></p> <p>S2</p>

Result: The incoming call is denied and the related caller information is added to a **deny list** in the phone's directory (see page 77). All calls from this number will be rejected automatically.

DND (Do Not Disturb) Mode

① **Note:** The following settings must have been provisioned in advance:

☞ Operation → Directory / Address Book → Add or Edit Entry/Contact Type: <VIP>






The following configuration is mandatory on ip810c, but optional for ip820c/360/370 if additional feedback via LEDx is desired:

☞ Setup → Function Keys → Px → Context: <Active>


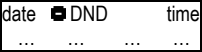
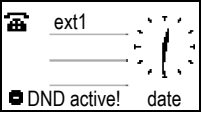
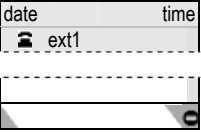
☞ Setup → Function Keys → Px → Type: <Key Event>

☞ Setup → Function Keys → Px → Number: F_DND



Action: Activate DND (Do Not Disturb) Mode

ip810c	ip820c	ip830c	ip840c
Press LEDx   Px	Press  DND	or press	LEDx   Px






Result: DND Mode has been activated. Further incoming calls will be rejected (except those from "VIP" numbers). The display shows:

			
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or

LEDx lights up
LEDx   Px

Action: Deactivate DND (Do Not Disturb) Mode

ip810c	ip820c	ip830c	ip840c
Press LEDx   Px	Press  DND	or press	LEDx   Px

Result: DND Mode has been deactivated. Further incoming calls will not be rejected anymore.

Call Forwarding

This feature allows you (**extB**) to forward an incoming call from **extA** to another phone number (**extC**), e.g. a cell phone or voice mailbox.

The following call forwarding events can be configured:

- **Off:** Call forwarding is **deactivated by default**.
- **Always:** Incoming calls are immediately forwarded.
- **Busy:** Incoming calls are immediately forwarded when the phone is busy.
- **Time:** Call forwarding is activated when the time (in seconds) entered has passed without the call having been answered.

Always

Action: Activate call forwarding event “Always” (to **extC**)

ip810c	ip820c	ip830c	ip840c
<p> Setup Preferences Call Forwarding Always Target: <extC> Setup Preferences Call Forwarding Event: <Always> Save by clicking on Save </p>			
<p>or</p> <p> Call Forwarding Always Press Enter <extC> Press </p>		<p> 7 Call Forwarding 3 Always Target Enter <extC> and press 7 Call Forwarding 1 Call Forwarding Event Choose “Always” and press </p>	
<p> ① Note: To turn the call forwarding event “Always” on and off more quickly and conveniently, it can be programmed onto one of the free function keys. </p> <p>The following setting must have been configured in advance:</p> <p> Setup Function Keys Px Context: <Active> Setup Function Keys Px Type: <Key Event> Setup Function Keys Px Number: F_REDIRECT or F_REDIRECT:extC </p> <p>Press Px F_REDIRECT</p>			

Result: Call forwarding is activated. Incoming calls are immediately forwarded to **extC**.

<div>ext1 time</div> <div>CFwd to extC </div>	<div>date CFwd to extC time</div> <div>... ..</div>	<div> ext1 </div> <div>CFwd to extC date</div>	<div>date time</div> <div> ext1 </div> <div>CFwd to extC </div>
---	---	--	---

Busy

Action: Activate call forwarding event “when busy” (to **extC**)

ip810c	ip820c	ip830c	ip840c
<div> Setup Preferences Call Forwarding Busy Target: <extC> Setup Preferences Call Forwarding Event: <When Busy> </div> <div>Save by clicking Save</div> <div>or</div> <div> <div> Call Forwarding Busy <div>Press </div> </div> <div>Enter <extC></div> <div>Press </div> </div> <div> <div> 7 Call Forwarding 4 Busy Target <div>Enter <extC> and press </div> </div> <div> 7 Call Forwarding 1 Call Forwarding Event </div> <div>Choose “When Busy” and press </div> </div>			

Result: Call forwarding is activated. Incoming calls are immediately forwarded to **extC** when the phone is busy.

<div>ext1 time</div> <div>CFwd to extC </div>	<div>date CFwd to extC time</div> <div>... ..</div>	<div> ext1 </div> <div>CFwd to extC date</div>	<div>date time</div> <div> ext1 </div> <div>CFwd to extC</div>
---	---	--	--

Timeout

Action: Activate call forwarding event “on timeout” (to **extC**)

ip810c	ip820c	ip830c	ip840c
Setup Preferences Call Forwarding Timeout Target: <extC>			
Setup Preferences Call Forwarding Timeout Timeout (sec): <time in sec>			
Setup Preferences Call Forwarding Event: <After Timeout>			
Save by clicking on Save			
or			
Call Forwarding Time Press <input checked="" type="checkbox"/> Enter <extC> Press <input checked="" type="checkbox"/> Enter <time in sec> Press <input checked="" type="checkbox"/>		7 Call Forwarding 5 Timeout Target Enter <extC> and press <input checked="" type="checkbox"/> 7 Call Forwarding 2 Call Forwarding Time Enter <time in sec> and press <input checked="" type="checkbox"/> 7 Call Forwarding 1 Call Forwarding Event Choose “After Timeout” and press <input checked="" type="checkbox"/>	

Result: Call forwarding is activated. Incoming calls are forwarded to **extC** when the time (in seconds) entered has passed without the call having been answered.

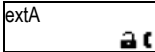
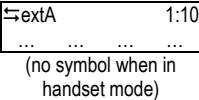
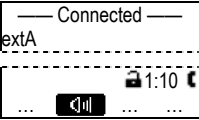






<div>ext1 time</div> <div>CFwd to extC </div>	<div>date CFwd to extC time</div> <div>... ..</div>	<div> ext1 </div> <div>CFwd to extC date</div>	<div>date time</div> <div> ext1 </div> <div>CFwd to extC</div>
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Active Calls


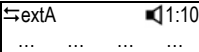
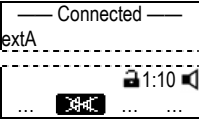
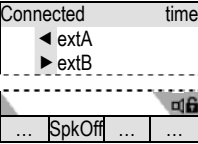
Audio Operation Modes


The audio operation modes **handset**, **handsfree**, and **headset** can be alternated during active calls.





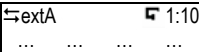
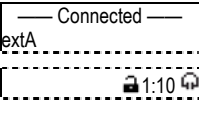
Action: Switch between **handset**, **handsfree**, and **headset** mode during an active call.

ip810c	ip820c	ip830c	ip840c
			
Press	 Speaker	Press	 or  SpkOn
		 S2	 S2

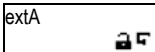
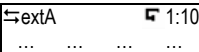
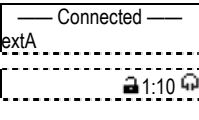
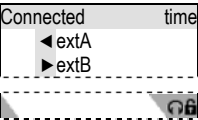
Result: Handsfree mode has been activated and the display shows:

			
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You can either opt to stay in handsfree mode by replacing the handset or return to handset mode by pressing Speaker  or switch to headset mode:

Press 	Press 	Press 
		

Result: Headset Mode has been activated. The display shows:






			
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Mute / Unmute



This function allows you to mute the microphone of the active audio device during a call, i.e. the other party cannot hear you. Unmute the microphone to return to normal conversation.

Mute

Action: Mute the microphone of the active audio device during a call.






ip810c	ip820c	ip830c	ip840c
Press LED6  P6 Mute	Press Mute  S2	 Mute  S1	or press Mute  S1

Result: The microphone of the active audio device has been muted and the other party cannot hear you. This is indicated as follows:



LED 6 lights up LED6  P6 Mute	 1:10 ... Unmute ...	— Connected — extA ... 1:10 ... Unmute ...	Connected time ◀ extA ▶ extB Unmute ...
--	--	---	--

Unmute

Action: Unmute the microphone of the active audio device during a call.

ip810c	ip820c	ip830c	ip840c
Press LED6  P6 Mute	Press Unmute  S2	 Mute  S1	or press Unmute  S1

Result: The microphone of the active audio device has been activated again. This is indicated as follows:

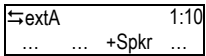

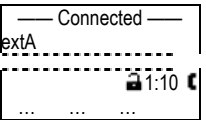

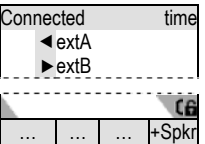

LED6  P6 Mute	 1:10 ... Mute ...	— Connected — extA ... 1:10 ... Mute ...	Connected time ◀ extA ▶ extB Mute ...
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Multiple Speaker Mode

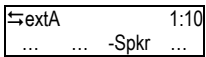
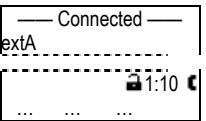
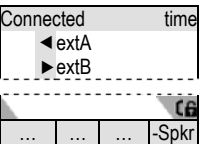
This option is only available during an active call and allows you to use two speakers simultaneously for listening (handset/casing speaker or headset/casing speaker).

Enable Casing Speaker

Action: Turn on the casing speaker during an active call in handset mode.




ip810c	ip820c	ip830c	ip840c
Not applicable	 Press 	 Press 	 Press 

Result: The casing speaker has been activated as indicated by the changing text/icon above the corresponding context-sensitive key

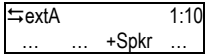
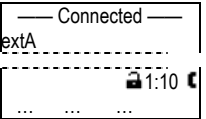
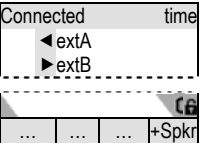
		
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Disable Casing Speaker

Action: Turn on the casing speaker during an active call in handset mode.

ip810c	ip820c	ip830c	ip840c
	Press 	Press 	Press 

Result: The casing speaker has been deactivated as indicated by the changing text/ icon above the corresponding context-sensitive key



		
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Hold and Resume

This call function allows you (**extB**) to place an active call from **extA** on hold. When placing a call on hold, your IP PBX might play a melody or message to the other party while waiting. Other calls can be received and made while having a call on hold.

Hold

Action: Place an active call on hold



ip810c	ip820c	ip830c	ip840c
Press the free function "Line" key whose adjacent LED is lit up 			
-	or press  Hold		

Result: The current call is placed on hold. This is indicated by the slowly blinking LED of the free function "Line" key. The following message is displayed:

Calls on Hold: 1 extA	Calls on Hold: 1 extA	— Calls on Hold: 1 — extA	Calls on Hold: 1 →extA extB
--------------------------	--------------------------	------------------------------	-----------------------------------



Resume



Action: Resume a held call

ip810c	ip820c	ip830c	ip840c
Press the free function "Line" key whose adjacent LED is blinking slowly 			
-	or press  Hold		

Result: The held call is resumed. The number of the calling party is displayed.

extA 1:10 extA	→extA 1:10	— Connected — extA	Connected time ←extA →extB
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Several calls, e.g. to **extA**, **extC**, and **extD**, can be placed on hold simultaneously. Navigate through the calls on hold with  and resume the highlighted one with .

Calls on Hold: 3 extA	Calls on Hold: 3 extA	— Calls on Hold: 3 — extA	Calls on Hold: 3 →extA extB →extC extB →extD extB
Press  or 			
Calls on Hold: 3 extC	Calls on Hold: 3 extC	— Calls on Hold: 3 — extC	

Call Transfer

This call function allows your phone (**extB**) to transfer an active call from **extA** to a third phone (**extC**) without announcing the call to **extC** (“Blind Transfer”) or with prior announcement (“Attended Transfer”).

Note: Your VoIP PBX must support this functionality.

Blind Transfer

Action: Perform a “Blind Transfer”

ip810c	ip820c	ip830c	ip840c
<div>extA 1:10</div> <div> </div> <div>Press</div> <div>LED5 P5</div> <div>Transfer</div>	<div>extA 1:10</div> <div> </div> <div>...</div> <div>...</div> <div>...</div>	<div>Connected</div> <div>extA</div> <div> </div> <div>Press</div> <div> </div> <div>Transfer</div>	<div>Connected time</div> <div>extA</div> <div>extB</div>
<p>extA will be placed on hold automatically.</p> <p>Enter extC and press or hang up to confirm.</p>			

Result: The call from **extA** is blindly transferred to **extC**. If **extC** is busy or not responding there will be no feedback to **extB** and the call would be forwarded to **extC**'s voicemail if so configured.

Attended Transfer

Action: Perform an “Attended Transfer”

ip810c	ip820c	ip830c	ip840c
<p>Place the caller on hold (see page 68), and then dial extC's number. When extC answers, announce the call. If extC wishes to accept the call, press:</p>			
<div>LED5 P5</div> <div>Transfer</div>		<div> </div> <div>Transfer</div>	
<p>The list of held calls is displayed. If there is more than one held call, choose the party you want to transfer by using and press or to confirm.</p>			
<div>Number: extA</div>	<div>Number: extA</div> <div>Edit</div> <div>Cancel</div>	<div>Number</div> <div>extA</div>	<div>Number</div> <div>extA</div> <div>extB</div>







Result: The call from **extA** is transferred to **extC**.

Conference





This call function allows your phone (**extA**) to establish a three-party conference, i.e. three phone parties can communicate with each other.

Establishing

Action: Establish three-party conference on your phone (**extA**)






ip810c	ip820c	ip830c	ip840c
Call extB and place the call on hold (see page 68) Call extC and initiate the conference as follows:			
	Press		or press
Press 			

Result: The three-party conference has been established. The participants extA, extB, and extC can hear each other. This is indicated as shown:

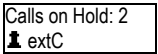
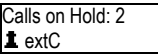
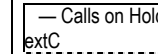
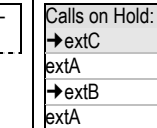
			
---	---	---	---

Disconnecting

Action: Disconnecting a Conference

ip810c	ip820c	ip830c	ip840c
Press 	Press		or press
			

Result: The conference has been disconnected; extB and extC are placed on hold:

			
---	---	---	---

Call Recording

You can record active calls. The recordings are available through your voice mailbox (see page 83)

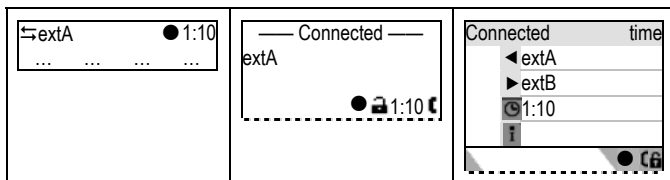
Note: Your VoIP PBX must support this functionality.

Turn On

Action: Turn on Call Recording


ip810c	ip820c	ip830c	ip840c
Not supported	Press  Record		

Result: Recording starts. A blinking symbol ● is shown in the display while recording.



Turn Off

Action: Turn Off Call Recording

ip810c	ip820c	ip830c	ip840c
Not supported	Press  Record		

Result: Recording stops. The recording is now available in your voice mailbox and a message waiting indication is sent to your phone.

Advanced Phone Functions

Hot Desking

This basic functionality allows logging off existing user accounts (extensions/SIP identities) and logging on new user accounts (extensions/SIP identities).

① Note: This feature can be enhanced to allow automatic provisioning of customized phone configuration when different users logon to your phone. Your VoIP PBX must support this enhanced functionality.

Logoff All Users (Extensions/SIP Identities)

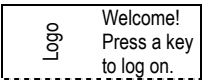
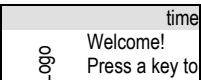
Action: Logoff all users (extensions/SIP identities)

ip810c	ip820c	ip830c	ip840c
See page 38 "Removing All Extensions (SIP Identities)"			
Not supported		or 5 Identity 5 Logoff All Press	
or			
① Note: To logoff off all extensions (SIP identities) more quickly and conveniently, it can be programmed onto one of the free function keys.			
The following setting must have been configured in advance:			
Setup Function Keys Px Context: <Active> Setup Function Keys Px Type: <Key Event> Setup Function Keys Px Number: F_LOGON_USER			
Press Px F_LOGON_USER			
Log off all user	Log off all users? Cancel	Logoff All Log off all users?	Logoff All time Log off all users?
Confirm with or abort with			
⚠ Warning: If you confirm, all currently configured extensions (SIP identities) will be unregistered immediately and their configuration data deleted from the phone.			

Result: All extensions are unregistered and removed from your phone configuration. The phone is placed out of operation and the logon wizard will be shown on the display.

Logon New User (Extension/SIP Identity)

Action: Logon new user

No Logon Wizard screen	No Logon Wizard screen	The Logon Wizard screen is displayed:  	
Press a key.			
Change the input mode as needed and enter the new extension to log on, e.g. 100			
Account: 123 100	Account: 100 123	Account: 100 123 abc [C] [←] [→]	Account: 100 123 1>>a C<< << >>
Confirm with <input checked="" type="checkbox"/> . Change the input mode as needed and enter the registrar of the new extension to log on, e.g. test.com			
Registrar: test.com	Registrar: 123 test.com	Registrar: test.com abc ABC [C] [←] [→]	Registrar: test.com abc a>>A C<< << >>
Confirm with Ok <input checked="" type="checkbox"/> or abort with <input type="checkbox"/>			

Result: The phone attempts to register the new user (see page 18).

① **Note:** The enhanced functionality requires the following steps:

1. The log off information is sent to the VoIP PBX via "Action URL" <Log off>
2. The new user information is sent to the VoIP PBX via "Action URL" <Log on>
3. The VoIP PBX sends a reboot request to the phone
4. The phone restarts and will be provisioned with customized configuration settings

Directory

The built-in phone directory stores the names and phone numbers of your contacts and allows you to group them into “friends”, “family members”, “colleagues”, and “VIPs”, which groups can be assigned distinct ringtones (see page 34).

ip810c	ip820c	ip830c	ip840c
100 entries max.			250 entries max.
Contact Types: Friends, Family, Colleagues, VIP, Deny List			
<p>① Note: We recommend using the web user interface to add or edit entries, import or delete directory more conveniently:</p> <ul style="list-style-type: none">• Releases < 7: 📞 Operation → Address Book• Release 7: 📞 Operation → Directory• 📖 For further information read the instructions in our administrator manual.• http://www.doro.com/voipsupport/ip8X0c/			

Access

Action: Access the phone directory

ip810c	ip820c	ip830c	ip840c
Press LED4 P4 Directory	Press Dir S3	Directory S3	or press Directory S3

Result: The phone directory entries will be displayed. Use for navigation through the list. Dial the highlighted entry by pressing .


Call Lists

Your phone maintains locally stored lists of missed, received, and dialed calls. Each list entry has a timestamp and shows the called or calling party number respectively.

A maximum of 100 entries per list is supported.











① Note: When the phone is rebooted, the entries on all lists are cleared. Save them to another file if you need to keep the information.


Repeated calls from or to the same number will show the time of the last call and the total number of calls dialed/missed/received.

We recommend using the web user interface to import or delete call list entries:  Operation → Home

Access

Action: Access call lists on the web or phone user interface.

ip810c	ip820c	ip830c	ip840c
 Operation Home Dialed Numbers / Missed Calls / Received Calls or  Press			
 <div>Call History: Missed</div> Select a list by pressing	<div>CHist</div> <div>S2</div> <div>Call History: Missed Received Dialed</div> Select a list by pressing	 <div>S2</div> <div>Received Dialed</div>	<div>CHist</div> <div>S2</div> <div>Call History Missed Received Dialed</div>
 or  Press 	<div>Missed Received Dialed</div> <div>S1 S2 S4</div>	Select a list by pressing  or  Press 	

Result: The Call History Lists are displayed. Dial the highlighted entry by pressing . (see page also 58)

Minibrowser

This function enables your phone to use services provided by standard web servers using the HTTP/HTTPS protocol. Typical services are:

- To-do lists
- Stock information
- Weather information
- Provisioning
- Scheduler
- Phone directory







Availability

ip810c	ip820c	ip830c	ip840c
-	-	Release 6	-
Release 7	Release 7	Release 7	Release 7

Access

You can configure access to the Minibrowser via web user interface using “Action URLs” pointing to XML files.

Action: Access the Minibrowser via phone user interface.

ip810c	ip820c	ip830c	ip840c
<p>The following settings must have been configured in advance in order to access the Minibrowser from the phone user interface.</p> <p>  Setup Function Keys Px Context: <Active>  Setup Function Keys Px Type: <Action URL>  Setup Function Keys Px Number: <URL to XML Minibrowser Application> </p> <p>  Press </p> <p> LEDx   Px Action URL </p>			

Result: The XML file will be loaded and the Minibrowser displays the application on the screen.

Presence

This feature allows you to publish a presence state to indicate your current communication status in order to inform your contacts of your availability and willingness to communicate.

① **Note:** Your VoIP PBX must support this functionality. This feature is only available from firmware release 7 onwards.

The following settings must have been configured in advance:

☞ Setup → Advanced → SIP/RTP → Publish Presence: <ON>

☞ Setup → Identity X → SIP → Contact List: <ON>

☞ Setup → Identity X → SIP → Contact List URI: <SIP URI>

For ip820c / ip830c / ip840c only:















Configure one context-sensitive key S1...S4 to call up the “Presence State” list and another one to call up the “Contacts” list:

☞ Setup → Function Keys: Sx <Presence> / <Contacts>

Changing the Presence State

The default presence state is **Online**, i.e. your contacts are informed of your availability. You can change your presence state to one of the following options: Online, Offline, Invisible, Busy.

Action: Change your presence state








ip810c	ip820c	ip830c	ip840c
<p>Press </p> <p>Configuration Reg</p> <p>Press </p> <p>Choose the currently active extension (*) by pressing</p> <p> or </p> <p>1* ext1</p> <p>Press </p> <p>1* Presence Edit</p> <p>Press </p> <p>Presence State Online</p>	<p>Presence</p> <p> Sx</p>	<p>Press</p> <p>  Sx</p>	<p>Presence</p> <p> Sx</p>
	<p>Presence State Online</p>	<p>Presence State</p> <p>Offline Invisible Busy</p>	<p>Presence State</p> <p>Online Offline Invisible Busy</p>
<p>Select your presence state by pressing  or </p> <p>Confirm with  or abort with </p>			


Result: Your presence state has been changed and will be published to your contacts.







Contact Presence

The **Contacts** list shows the presence state of your contacts without you having to call them.

Action: Check the presence state of your contacts

ip810c	ip820c	ip830c	ip840c
not supported	not supported	<div>Press</div> <div></div> <div>Sx</div>	<div>Contacts</div> <div></div> <div>Sx</div>
		<div>Contacts</div> <div> Contact 2</div> <div> Contact 3</div>	<div>Contacts</div> <div> Contact 1</div> <div> Contact 2</div> <div> Contact 3</div>

Result: The Contacts list is displayed and you can check the presence state of your contacts, as indicated by the following symbols, by using  :

 Online	 Online
 Offline	 Offline
 Busy	 Busy

Voice Mailbox

Your voice mailbox messages, which are usually stored on a media server of your local or hosted VoIP telephony system, can be accessed from your phone.

Note: Your VoIP telephony system must support this functionality.

New voice messages can be indicated both acoustically and visually as described below.

Acoustical Indication

A “Message Waiting Indication (MWI)” notification (tone sequence) can be played when a new message arrives. The “MWI Dial Tone” is a stuttering tone which can be played when a new call is started.

Action: Activate acoustical indication when a MWI arrives

ip810c	ip820c	ip830c	ip840c
Setup Preferences General Information MWI Notification: <Silent> MWI Notification is turned off <Beep> Beep tone is played once <Reminder> Beep tone is played repeatedly			
Setup Preferences General Information MWI Dial Tone: <Normal> MWI Dial Tone is turned off <Stutter> Stuttering Dial Tone is played or Enter the settings menu (see page 24) and navigate through the menu (see page 21) until the following screen is displayed: Not supported			

Result: The MWI configuration has been changed.








Visual Indication

Message LED

The “Message LED” starts blinking when new MWIs arrive and stops when all messages have been retrieved.









ip810c	ip820c	ip830c	ip840c
	Message  yellow		Message  red

Idle Screen Symbols/Messages

ip810c	ip820c	ip830c	ip840c
Not supported	<div>date ext1 time</div> <div>... VMail ...</div> <div>VMail</div> <div></div> <div>S2</div>	<div> ext1</div> <div></div> <div> 1 new 0 old messages</div> <div></div>	<div>date ext1 time</div> <div></div> <div>1 new 0 old messages</div> <div></div> <div>... VMail</div>

Retrieve New Messages

Action: Listen to your new messages

ip810c	ip820c	ip830c	ip840c
Press 	Press <div>VMail</div> <div></div> <div>S2</div>	<div></div> <div>Retrieve</div> <div></div> <div></div> <div>S4</div> <div>Mailbox of: ext1@... You have 1 new 0 old messages</div> <div>Confirm with  or abort with </div>	<div>or press</div> <div>VMail</div> <div></div> <div>S4</div> <div>Mailbox of: ext1@... You have 1 new 0 old messages Go to Mailbox?</div>

Result: Your voice mailbox is called and you are able to listen to your new and old messages.

Extension Monitoring and Call Pickup

This feature allows you to monitor the call state of other extensions and to answer calls to these extensions. It is very useful for a user, especially a phone receptionist, to know the call state of other phones so that he or she knows if a call can be successfully made to a phone.

① Note: Your VoIP PBX must support this functionality.

- Single subscriptions (RFC 4235 compliant)
- Event-list subscriptions (RFC4662 compliant); this feature is only available from firmware release 7 onwards.

Busy Lamp Field (BLF) feature

The following settings must have been configured in advance (see page 40)

☰ Setup → Function Keys → Px:




Context: <SIP Identity>

Type: <Extension>

Number: <Extension (SIP identity) of monitored phone>

The status of monitored extensions will be indicated by the LEDs adjacent to the previously configured free function “Extension” Keys.

Action: Monitor the call state of other phones.

ip810c	ip820c	ip830c	ip840c
Idle state →  LED off			
Ringing state →  LED blinking rapidly			
Busy or Connected State →  LED on			

“Calls” List

The “Calls” List represents a visual and functional extension of the BLF feature:

- The call state of monitored phones is shown on the display (ip830c/ip840c only)
- The “Calls” list can be updated via an “Extension Monitoring & Call Pick Up List”, i.e. instead of handling each monitored resource individually, the monitoring phone can subscribe to an entire list and then receive notifications when the state of any of the monitored resources in the list changes.

Setup → Identity X → SIP → Extension Monitoring & Call Pick Up List: <ON>
 Setup → Identity X → SIP → Extension Monitoring & Call Pick Up URI: <SIP URI>
 Setup → Function Keys: S1...S4 <Calls>

Action: Check the call status of other phones assigned to your call group.

ip810c	ip820c	ip830c	ip840c
Not supported	Not supported	Press	
		 S4	 S4
		 Calls extC ♦ extD	 Calls extA ➔ extB extC ♦ extD time

Result: The Calls list is displayed and the call statuses ringing (➔) and connected (♦) of other phones assigned to your call group can be monitored.

Use to navigate when there are several simultaneous calls.

Call Pickup

Action: Pick up an incoming call to one of the monitored extensions



























ip810c	ip820c	ip830c	ip840c
If the status of any of your monitored extensions is ringing you can select that call and press			

Result: The selected call is picked up.

Appendix

Mapping of Context-Sensitive Function Keys


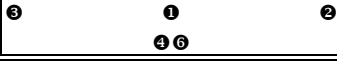
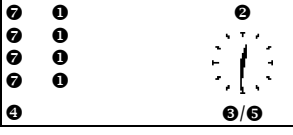
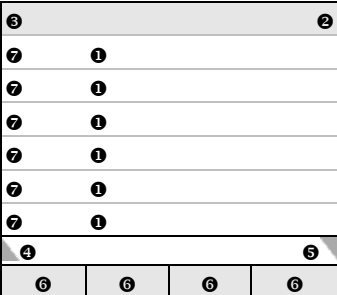
The following table gives an overview of the individual functions and its relation to the text or symbol displayed above each key as mentioned on page 8.

Functionality mapped to context-sensitive function keys S1 to S4	ip820c Text	ip830c Icon	ip840c Text
Idle screen (see page 19 / 88)			
Calls up Registration List (default S1)	Reg		Reg
Calls up Call History Lists (default S2)	CHist		CHist
Calls up Phone Directory (default S3)	Dir		Dir
Speed Dial Prompt (default S4)	Speed		Speed
Calls up Presence State List (optional)	Presence		Presence
Calls up Contact List (optional)	-		Contacts
Calls up Extension Monitoring List (optional)	-		Calls
Retrieves new voice mail messages	VMail		VMail
Basic navigation			
Cancels or aborts actions	Cancel		Cancel
Confirms actions	Ok		Ok
Scrolls down in a list	-		Down
Scroll up in a list	-		Up
Moves the Cursor to the right	-		<<
Moves the Cursor to the left	Next		>>
Moves to Next Item	Next		>>
"Edit" / "Enter number" screen			
Deletes the last character	Clear		Clear
Deletes left character	C ←		C <<
Input Mode numeric lower case	.1a		1>>a
Input Mode lower case upper case	aA		a>>A
Input Mode upper case numeric	A1		A>>1
"Ringing", "Calling", "Connected", "Holding", "Transfer", "Conference" screens			
Denies an incoming call	Deny		Deny
Denies incoming calls automatically	DenyAll		DenyAll
Places a call on hold / Resumes a call	R		R
Establishes a three-party conference	Cnf.On		Cnf.On
Disconnects a three-party conference	Cnf.Off		Cnf.Off
Mutes the active microphone	Mute		Mute
Unmutes the active microphone	Unmute		Unmute
Turns on handsfree mode	-		SpOn
Turns off handsfree mode	-		SpOff
Turns on casing speaker simultaneously	+Spkr		+Spkr
Turns off casing speaker	-Spkr		-Spkr

Mapping of Key Events

Key Event	Description	Page
F_REC	Toggles recording on/off during an active call.	8 / 74
F_RETRIEVE	Retrieves the mailbox messages.	83
F_REDIAL	Shows the list of dialed records. Pressing it twice dials the last dialed record.	58
F_REDIRECT	Toggles unconditional redirection on/off. Can be followed by redirection target.	65
F_HELP	Shows helpful information about the phone.	25 / 46
F_CALL_LIST	Shows the local call lists.	78
F_DENY	Denies an incoming call.	63
F_DENYALL	Denies an incoming call and put the caller in the deny list.	63
F_SPEED_DIAL	Offers the speed dial prompt.	43
F_REGS	Shows the SIP registrations menu.	
F_MUTE	Puts the current call on mute i.e. disabling microphone.	69
F_ADR_BOOK / F_DIRECTORY	Shows phonebook/directory.	77
F_CONFERENCE	Toggle control for 3-way conference.	73
F_TRANSFER	Used to transfer a call. Can be followed by the transfer target.	72
F_R	Holds / unholds current call.	71
F_DND	Toggles Do Not Disturb (DND) feature.	64
F_CC / F_CALL_COMPLETION	Enables Call Completion feature while making a call. (CCNR/CCSB)	56
F_LOGOFF_ALL	Logs off all SIP lines on the phone. (Needs confirmation)	38
F_LOGON_USER	Launches the logon wizard to setup a SIP line on the phone.	75
F_PRESENCE	Shows presence state for the current SIP line to be altered.	80
F_BUDDIES	Shows the contact list for the current SIP line.	82
F_DIALOG	Shows current calls being monitored.	86

Idle Screen

Phone Type	Idle Screen on Display	Pos	Element
ip810c		1	Extension (SIP Identity)
ip820c		2	Time
ip830c		3	Date
		4	Status Line for Messages
		5	Status Indicators (Audio etc.)
ip840c		6	Text or Symbols for Context-sensitive Keys (see page 8 and 87)
		7	Extension Status Indicators

FCC Statement

For ip8X0c VoIP phones

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does not cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

HAC (Hearing Aid Compatible)

Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.....

English

Version 1.0

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