

ITP-110 User Guide

CLASS B Digital device or Peripheral

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to 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 cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Important Safety Information

Do not use alcohol or other organic solvents for cleaning the telephone.

This may damage the telephone's surfaces and may cause a malfunction.

Qualified technical persons must only do any opening of the telephone.

Unqualified handling may result in risk for injuries or malfunction for the telephone.

Keep the telephone away from sources of static electricity or electromagnetic noise.

Placement close to such sources may result in malfunction. It is recommended to do what is needed to remove sources of static electricity or electromagnetic noise.

The telephone should be placed in a clean and well-ventilated place.

Place the telephone in a well-ventilated place to ensure circulation of cooling air through the telephone. Dust may also result in malfunction. Therefore the telephone should be placed in a place where it is clean and reasonably dust-free.



Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

User Guide Web Site

This guide can be downloaded from the following web site:

♣ <http://www.samsungnetwork.com/>

You can also download programming guide to program the system parameters on the ITP-110 (ITP-110 programming guide) in the same web site in addition to the items described in this manual.

Introducing the User Guide

This document is the user guide for Samsung ITP-110 Internet Protocol Phone. It contains an introduction of the product and how to install and use the standard features of the ITP-110.

It is strongly recommended that new users, as well as those who are familiar with Internet Telephones similar to ITP-110, read through this guide before using the product.

If the ITP-110 is out of order and you feel that its case must be opened in order to repair it, please contact the retailer from which you purchased the product in order to obtain expert assistance. Similarly, if you should have any other queries, please contact the store from which you purchased the product.

Contents of This Guide

This document provides an introduction to the ITP-110 and provides information on installation, configuring and troubleshooting the ITP-110 Internet Protocol Phone. It begins with an introduction of the product, followed by explanation on how to use the product stage-by-stage. This enables users to pick and read the section containing the most pertinent information.

We recommend reading the User Guide thoroughly before using the ITP-110. For those who wish to pick and read particular sections, each chapter has been summarized below.

Chapter 1 "**ITP-110 Overview**" provides an introduction to the ITP-110 and explains product features and the names of its buttons.

Chapter 2 "**Installing ITP-110**" discusses installation.

Chapter 3 "**How to Use ITP-110**" talks about using common features of the product such as making a conference call, putting a call on hold, and recording or ending calls and so forth.

Chapter 4 "**Starting ITP-110**" outlines how to boot up the product after connection to a power source and after a file is downloaded from a server.

Table of Contents

Chapter 1 Overview of ITP-110	1-1~1-10
Introduction to the ITP-110	1-1
Button Names and Layout	1-2
Front of ITP-110	1-2
Rear of ITP-110	1-3
Button Description	1-4
Dial Buttons	1-4
Programming Buttons	1-4
Fixed Feature Buttons	1-5
Programmable Buttons	1-6
Feature Status	1-7
ITP-110 Call Appearance Management Features	1-8
One Press Feature	1-8
Primary Call Appearance	1-8
Alerting Call Appearance Preference	1-8
Idle Call Appearance Preference	1-9
Chapter 2 Installing ITP-110	2-1~2-4
Checking the Items Inside the Package	2-1
Conditions for Safe Installation	2-2
ITP-110 Installation	2-2
Connection the Handset	2-2
Connecting LAN cable	2-3
Connecting to the Computer	2-3
Connecting Power Adapter and Cable	2-4
Chapter 3 How to Use the ITP-110	3-1~3-8
ITP-110 Basic Function.....	3-1
Receiving calls	3-1
Making a call	3-3
Redial	3-3
Hold	3-3
ITP-110 Special Function	3-4
MSG	3-4
Drop	3-4
Transfer	3-4
Conference	3-4
Making a Conference call	3-5

3-way conference call	3-5
Multi-way Conference Call	3-6
Additional Methods for Adding Parties to a Conference Call	3-6
Transferring call	3-7
Call transfer	3-7
Conference Call Transfer	3-7
Chapter 4 Starting ITP-110	4-1~4-6
Booting	4-1
Downloading Script File	4-2

Chapter 1

Overview of ITP-110

Chapter 1 Overview of ITP-110

This chapter provides an overview of the ITP-110 telephone's features, hardware and button layout. The following sections should be reviewed before using the ITP-110.

- Introduction to the ITP-110
- Button Names and Layout
- Button Description

Introduction to the ITP-110

The ITP-110 is a new concept telephone. The ITP-110 uses data networks such as the Internet for placing and receiving phone calls. This makes it possible for companies to support their phone service needs over the same networks used to support their computer services.

For your convenience there are a number of Fixed Feature buttons on the ITP-110 such as [Hold], [Conf], [Drop] and [Transfer]. A brief introduction to these Fixed Feature buttons is given in this chapter. A detailed explanation on how to use these buttons is given in Chapter 3.

Button Names and Layout

This is about the name and function of each sector of ITP-110's front and rear.

Front of ITP-110

In the front of ITP-110, there are dial buttons, Fixed Feature buttons, 20 Programmable buttons, programming buttons, Volume buttons and an LCD panel. In the back, there are network ports for computer and LAN and a power connector.

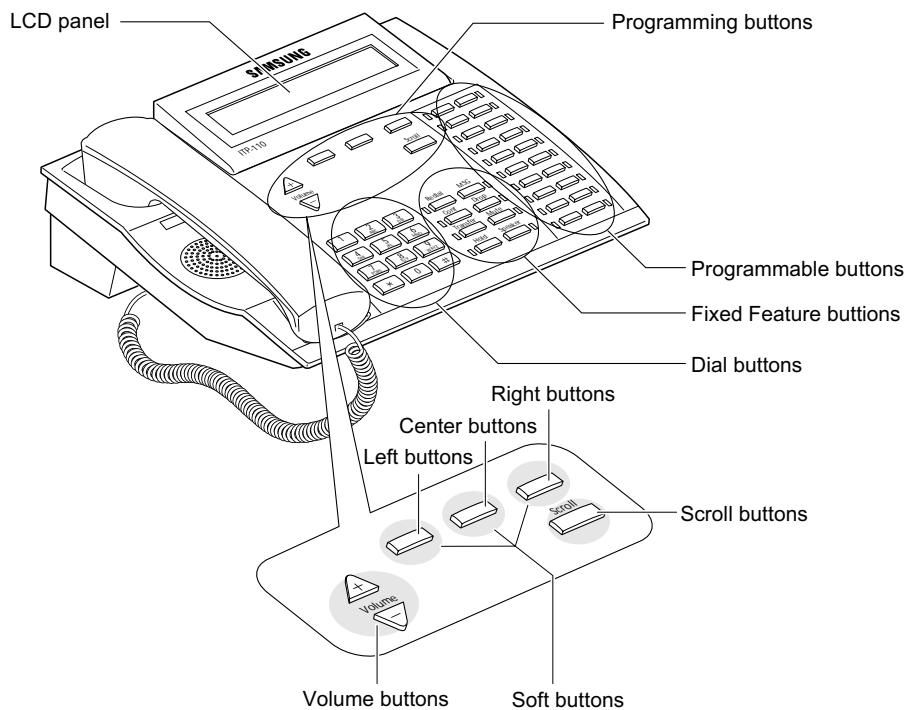


Figure 1-1 Front of ITP-110

Rear of ITP-110

At the rear of the ITP-110, there are ports for power, LAN and PC.

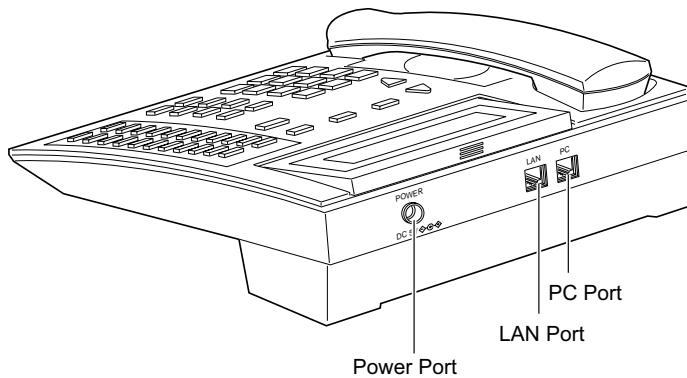


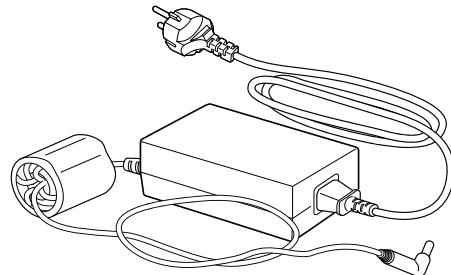
Figure 1-2 Rear of ITP-110

Power Adapter Connecting Port (POWER)

This is the port connecting electricity-supplying adapter to ITP-110. Power adapter is 100~240VAC free-volt.



Use only the power adapter and cable provided with the product. The power adapter can be used for both 110V and 220V (Free Voltage). Use of adapters and cables other than those provided with the product may cause serious damage to the ITP-110.



Button Description

Features associated with the Fixed Feature buttons on the ITP-110 are briefly described in this chapter. Details on how to use the features associated with these buttons are described in Chapter 3.

Dial Buttons

The dial buttons are used for dialing phone numbers. When the telephone is in the programming mode, the dial buttons are used to enter numerical data. In the programming mode, pressing the “#” or the “*” button both produce a period or a dash depending on the type of data field being entered. A period is needed as a separator for the numbers entered in some of the programming fields. The dash is useful when entering the phone number to be displayed on the LCD panel when the telephone is not in use.

Programming Buttons

The following buttons are used to program the ITP-110. The telephone service provider usually performs the telephone programming for the user.

- **Scroll button**

The **[Scroll]** button is used to enter and exit the telephone’s programming mode. The programming mode can be entered only when no calls are present on the telephone.

- **Left/Center/Right Soft Button**

The three buttons underneath the LCD panel from left to right are: the ‘Left Soft button’, the ‘Center Soft button’, and the ‘Right Soft button’. These buttons are used to program variables on the ITP-110. In the programming mode, the Right Soft button moves the cursor to the right and the Center Soft button stores the input data. The Left Soft button is used to delete one character to the left of the cursor and also move the cursor to the left.

- **Volume Buttons**

The **[Volume]** buttons are used to control the ITP-110 handset volume, speakerphone volume and alerting volume. In the programming mode, the volume buttons can be used to scroll up and down through the menus and field options presented on the LCD panel.

Fixed Feature Buttons

- **Redial Button**

The **[Redial]** button can be pressed after receiving dial tone, after lifting the handset or after pressing the speaker button. The **[Redial]** button can also be pressed when the handset is on its cradle and the speaker button is off. In this case, the base's speaker is automatically activated and the digits are dialed using the currently selected Call Appearance button.

- **MSG Button**

If a caller leaves a message, the red light by the **[MSG]** button will illuminate to indicate to the user that a message is waiting retrieval.

- **Conf Button**

The **[Conf]** button is used for creating conference calls. When the **[Conf]** button is pressed while connected to a call, the conference feature is invoked. The conference feature places the connected call on hold and then returns dial tone to the user on the next available call appearance. The directory number of the next party to add to the conference is then dialed. After the called party answers, the **[Conf]** button is pressed again to remove the conference from hold and to add the new party to the conference call. This feature is explained in more detail in Chapter 3.

- **Drop Button**

The **[Drop]** button is used to disconnect the call on the currently selected Call Appearance button. If the selected Call Appearance button is in control of a conference call, then the **[Drop]** button releases the last party added to the conference call. This is useful when an unanswered call was added to the conference call and the called party does not answer.

- **Transfer Button**

The **[Transfer]** button provides access to the call transfer feature. The procedures for transferring calls and conference calls are provided in the Chapter 3.

- **Mute Button**

Pressing the **[Mute]** button illuminates the red light beside the **[Mute]** button and disables the telephone's microphone. While the mute function is active, a private side conversation can occur without the parties in the call hearing the conversation. Pressing the **[Mute]** button a second time enables the microphone and turns off the **[Mute]** button's red light.

- **Hold Button**

The **[Hold]** button is used to place a call on hold. When the telephone is in the programming mode, the **[Hold]** button is used to clear all data displayed on the display panel. In addition, **[Hold]** button is also used to clear data from the cursor position to the end of the data field.

- **Speaker Button**

Pressing the **[Speaker]** button activates the telephone's speaker and microphone for hands free use of the telephone. The **[Speaker]** button is used to originate a call or answer an incoming call. Lifting the handset turns off the speakerphone and activates the handset's speaker and microphone. To switch from the handset to speakerphone operation, press the **[Speaker]** button and place the handset back on its cradle.

Programmable Buttons

The telephone service provider programs the 20 buttons on the right side of the ITP-110. A programmable button can be programmed as a Call Appearance button (also known as a line button) or as a Feature button. The Call Appearance buttons are button 1 through button X. Where "X" is the number Call Appearance buttons setup by the telephone service provider. The buttons following the call appearance can be programmed by the service provider to provide additional features offered by the service provider.

You can identify if calls are on hold, a conference call or incoming by the color and status of the LED on the Call Appearance buttons. The status of these buttons is explained in more detail in Chapter 3.



If necessary, you can increase or decrease the number of Call Appearance buttons by ITP-110 system programming (PGM451 and 452). You can download the ITP-110 programming guide from www.samsungnetwork.com.

Feature Status

The following table describes the meaning of the different colored lights and flash rates that are used to convey the status of a feature associated with a feature button.

Fixed Feature Button		
Light Color	Rate	Meaning
Red	Off	The feature is not active
Red	Steady On	The feature is active
Red	Flashing	The feature is prompting for more information
Red	Fluttering	The feature is pending

Service Provider Programmable Feature Button		
Light Color	Rate	Meaning
Green	Off	The feature is not active
Green	Steady On	The feature is active
Green	Flashing	The feature is prompting for more information
Green	Fluttering	The feature is pending

ITP-110 Call Appearance Management Features

One Press Feature

The One Press feature allows the user to originate a call, answer an alerting call, place a call on hold or retrieve a held call by simply pressing a Call Appearance button. If the user presses an idle Call Appearance button, the One Press feature will originate a call on the pressed call appearance. If an alerting Call Appearance button is pressed, the One Press feature will answer the alerting call appearance. If a Call Appearance button of a held call is pressed, the One Press feature will retrieve the held call. If another Call Appearance button is pressed while connected to a party on the selected Call Appearance button, the One Press feature will automatically place the connected party on hold and will answer, retrieve or originate a call on the call appearance which was pressed. In all cases just described, the One Press feature will also automatically active the base's speaker and microphone if the handset is on its cradle.

Features associated with the Fixed Feature buttons on the ITP-110 are briefly described in this chapter. Details on how to use the features associated with these buttons are described in Chapter 3.

Primary Call Appearance

The service provider can program the telephone to select from a range of call appearances for automatic selection of an alerting or an idle call appearance. This feature is useful when the telephone has call appearances of directory numbers that are shared by two or more telephones. The directory numbers are in addition to the call appearances of the user's personal directory number. The range of primary call appearances is usually setup to only include the call appearances buttons associated with the user's personal directory number. This specifies which Call Appearance buttons are allowed for automatic selection by features that select a Call Appearance button for the user, such as, Alerting Call Appearance Preference, Idle Call Appearance Preference, Conference and Call Transfer features.

Alerting Call Appearance Preference

This feature selects the first alerting primary call appearance when the telephone is not connected to any call appearance. If incoming calls are received while connected on a call appearance, then this feature will select the lowest numbered alerting primary call appearance when the currently connected call is released or placed on hold.

Idle Call Appearance Preference

This feature automatically selects the lowest numbered idle primary call appearance on the telephone when no call appearance is currently connected.

(This page is left blank intentionally.)

Chapter 2

Installing ITP-110

Chapter 2 Installing ITP-110

This chapter tells you how to install your ITP-110 safely after unpacking. It is strongly recommended that you read this chapter before installing the ITP-110. This chapter contains the following:

- Checking the items Inside the package
- Conditions for safe installation
- Installation

Checking the Items Inside the Package

Check if the following are inside your ITP-110 package.

- ITP-110 main body
- A power adapter, a power cable
- A handset
- A LAN cable
- The ITP-110 User Guide

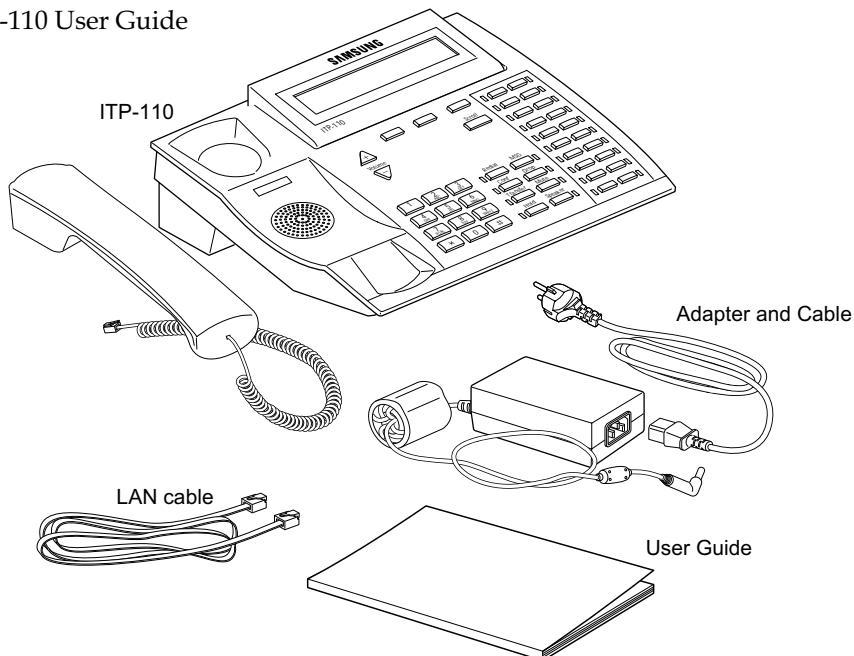


Figure 2-1 Unpacking the System

Conditions for Safe Installation

The ITP-110 should be installed in a place where the following conditions are met.

- Environmental temperature: 5°C to 45°C (41°F to 113°F)
- Relative humidity: 10 ~ 90% (not condensed)
- Power consumption: 5 Watts
- Power supply: 110V / 220V (free voltage)
- Frequency: 50/60Hz

ITP-110 Installation

This section describes how to install ITP-110.

Connecting the Handset

When you open the package the main body of ITP-110 and its handset are not connected. Connect the handset to the terminal on the bottomside of the main body.

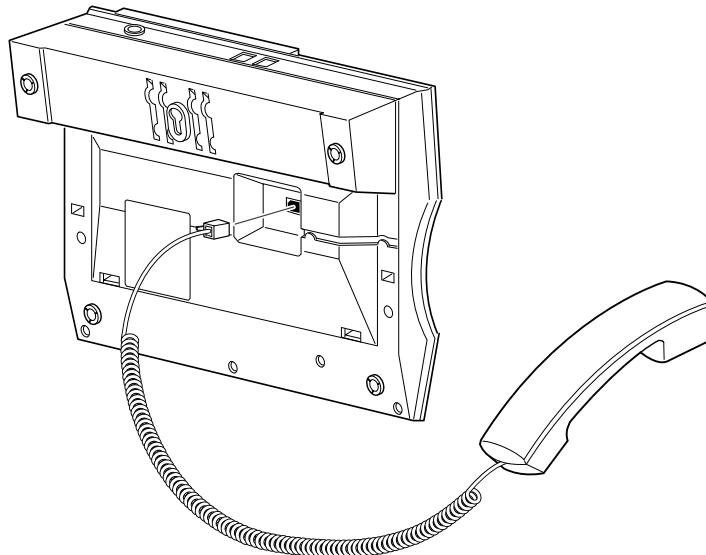


Figure 2-2 Connecting Handset

Connecting LAN Cable

There is a [LAN] port at the rear of ITP-110. Connect the LAN cable to this port. [LAN] port is a RJ-45 connector and it is based on the customer-provided.

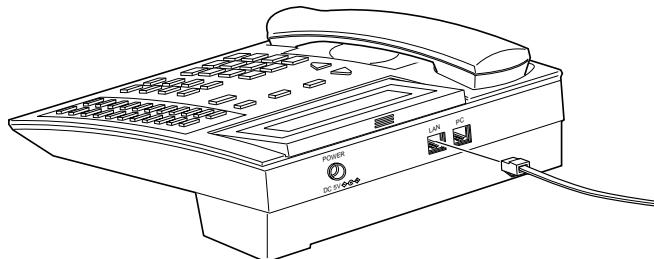


Figure 2-3 Connecting LAN Cable

Connecting to Computer

There is a [PC] port next to the [LAN] port at the rear of your ITP-110. Using this port and a LAN cable provided with ITP-110, connect [PC] port and a network card installed in your PC.

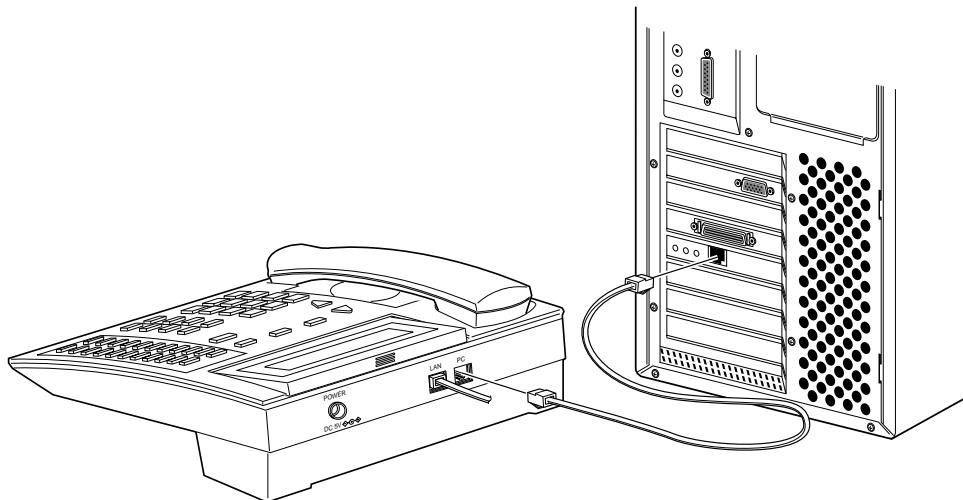


Figure 2-4 Connecting PC and ITP-110



NOTE Make sure that you connect the network LAN cable to the [LAN] port correctly. Connecting the network LAN cable to the [PC] port disables both telephone and PC communications.



CAUTION USE the [PC] port only for the connection between the ITP-110 and computer. Do not connect any kind of equipment to the [PC] port except the computer itself using the provided LAN cable. It may cause malfunction of the ITP-110 or computer.

Connecting Power Adapter and Cable

The power adapter provided with ITP-110 is free-volt (AC 100-240V). There is a power plug (POWER) at the rear of the ITP-110. Connect the power adapter to this plug and connect the other end of the adapter to the power cable. Connect the power plug of the power cable to a grounded power socket. The ITP-110 will start booting automatically.

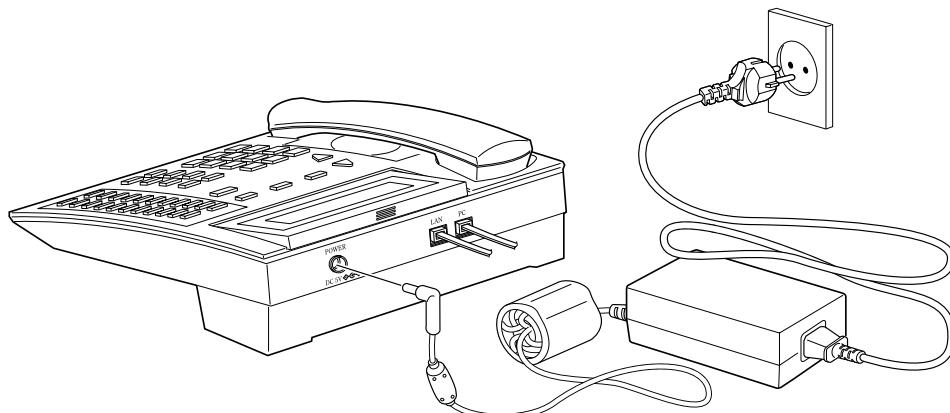


Figure 2-5 Connecting Power Adapter



WARNING Use only the power adapter and the cable provided with the product. Use of adapters and cables other than those in DC 5V provided with the product may cause serious damage to your ITP-110.

Chapter 3

How to Use the ITP-110

Chapter 3 How to Use the ITP-110

Basic and special functions identifying call status with Call Appearance buttons, programmable feature buttons, conference calls and call transfer are described in this chapter.

ITP-110 Basic Functions

Receiving calls

To receive calls, lift the handset or press the Speaker button. Or, you can receive the call by pressing the flashing Call Appearance button. Refer to the following discussion to identify Call Appearance buttons.

Identifying Call Appearance buttons

The first Call Appearance button is always button one. The number of Call Appearance buttons available for use depends on how many Call Appearance buttons were requested when ordering service. The following discussion will assume the telephone has at least two Call Appearance buttons and all Call Appearance buttons have been setup as Primary Call Appearance buttons.

① Red light

When the ITP-110 is not in use, the light beside Call Appearance button number one is **red**. This indicates that Call Appearance button one is selected and is not in use.

② Flashing in amber and red light

When an incoming call is received, the light beside the Call Appearance button one will flash in an **amber and red** color. This indicates that the Call Appearance is selected and has received an incoming call.

③ Flashing green light

If another call is received while Call Appearance one is in use, the green light beside the second Call Appearance button begins flashing. The **flashing green light** indicates that the Call Appearance is not selected, but has received an incoming call.

At this point there is an incoming call on Call Appearance button one and two. If the user lifts the handset or presses the [Speaker] button, then the incoming call on Call Appearance button one is answered because it is the currently selected Call Appearance button.

④ Amber light

The user can also answer an incoming call by pressing any Call Appearance button associated with an incoming call. This allows the user to pick which call they want to answer. When an incoming call is answered, the light beside the answered Call Appearance button will turn an **amber** color. The amber colored light indicates that its Call Appearance button is selected and is currently connected to a call.

⑤ Fluttering green light

The user can answer the second incoming call by pressing the Call Appearance button beside the flashing green light. The current call is placed on hold and the green light beside the held Call Appearance button begins to flutter. A **fluttering green light** indicates that the Call Appearance button has a held call.

⑥ Amber light

The caller from newly pressed Call Appearance button is connected and the light beside the pressed Call Appearance turns an **amber** color. Once again, the amber color indicates that the Call Appearance is selected and connected to a call.



When a flashing Call Appearance button is pressed while connected to a call, the connected call is automatically placed on hold and the user is connected to the call on the pressed Call Appearance button. Pressing the Call Appearance button of the held call will put the currently connected call on hold, and connects the user to the call on the pressed Call Appearance button.

The colors of Call Appearance buttons are summarized in the following table.

Color	Flash Rate	Meaning
Red	Steady On	Selected idle call appearance
Green	Steady On	Call appearance that is use on another phone sharing this call appearance
Green	Flashing	Alerting call appearance that is currently not selected
Green	Fluttering	Held call appearance
Amber	Steady On	Connected call appearance
Alternating Red and Amber	Flashing	Selected alerting call appearance
--	Off	Idle call appearance which is not selected



If necessary, you can increase or decrease the number of Call Appearance buttons by ITP-110 system programming (PGM451 and 452). You can download the ITP-110 programming guide from www.samsungnetwork.com.

Making a call

- First, pick up the handset, or press an idle Call Appearance button or press the **[Speaker]** button.
- Then dial the telephone number using the dial buttons.

Redial

[Redial] button allows one to automatically redial the last called number. The **[Redial]** button can be pressed after receiving dial tone after lifting the handset or pressing the **[Speaker]** button. The **[Redial]** button can also be pressed when the handset is on its cradle and the speaker button is off. In this case the base's speaker will automatically be activated and the digits will be dialed using the currently selected call appearance.

Hold

The call **[Hold]** button places a call or conference call on hold. The **[Hold]** button is useable only when connected to a call or conference call. The Call Appearance button associated with the call is deselected and its green light begins to flutter (fast flash). Pressing the Call Appearance button of the held call retrieves the call.

The **[Hold]** button has another function. In the programming mode, the **[Hold]** button is used as a Clear All Clear data button. Pressing this button during programming mode will delete any data input and displayed on the LCD panel. Also, **[Hold]** button clears data from the cursor position to the end of the data field.

ITP-110 Special Functions

MSG

The phone is equipped with a message waiting light. The red message waiting light will become illuminated when a message has been left for retrieval. The light will be turned off when there are no messages waiting to be retrieved. This feature is only provided if the user has subscribed to a message service, such as, voice mail.

Drop

If the selected Call Appearance button is connected to a conference call initiated by the ITP-110 user, then the **[Drop]** button causes only the last added call to the conference call to be released.

Transfer

The procedures for transferring a call or a conference call are described at the end of this chapter.

Conference

The **[Conf]** button allows the user an easy means of making a multiple party call. To bring in another party to an active call, press the **[Conf]** button and dial the number of the party. The active call is held. When the **[Conf]** button is pressed again, the new party is brought into the active call. The number of parties allowed into a conference call is determined by the service provided to the subscriber.

The procedure for making a conference call is described in the next page.

Making a Conference call

You can make 2 kinds of conference calls, such as 3-way conference call and multi-way conference call. 3- way conference call covers up to 3 parties and multi-way conference call covers more than 3 parties.



The type of conference call available is dependent on the service provided to the subscriber.

3-way conference call

Refer to the following steps to make a 3-way conference call.

- ① Lift the handset off of its cradle or press an idle call appearance button. Dial tone is returned on the handset speaker or on the base's speaker.
- ② Dial the first party to be added to the conference call. Ring-back tone is received.
- ③ When the first party answers, ask the party to please hold while you call another party.
- ④ Press the **[Conf]** button. The **[Conf]** button's red light turns on and the conference call is placed on hold. The next available idle call appearance is automatically selected and dial tone is received.
- ⑤ Dial the directory number of the next party to be added to the conference call. Ring-back tone is received.
- ⑥ When the next party answers, the conference call still remains on hold.
- ⑦ Press the **[Conf]** button to add the party on the selected call appearance to the conference call. The party is added to the conference call and the conference is automatically removed from hold. The call appearance button used to dial the second party is now idle. All three parties can now talk with each other.



If an idle call appearance button is not automatically selected, then the user can manually select an idle call appearance button. If all call appearance buttons are in use, then the user must free up a call appearance button by completing one of the calls in progress. Once a call appearance button has been idled, the user can select the idle call appearance button and place a call to the next party to be added to the conference call.

Multi-way Conference Call

Depending on your subscribed service, you may be able to create conference calls with more than three parties. Refer to the following steps to create a multi-way conference call.

- ❶ Lift the handset off of its cradle or press an idle call appearance button. Dial tone is returned to the user on the handset or on the base's speaker.
- ❷ Dial the first party to be added to the conference call. Then the ring-back tone is received.
- ❸ The first party answers. Ask them to please hold while you call another party.
- ❹ Press the **[Conf]** button. Then the **[Conf]** button light turns red and the conference is placed on hold. The next available idle call appearance is automatically selected and dial tone is provided.
- ❺ Dial the next party to be added to the conference. Then the ring-back tone is received.
- ❻ When the next party answers, the conference call still remains on hold.
- ❼ Press the **[Conf]** button to add the party on the connected call appearance to the conference call. The party is added to the conference call and the conference is automatically removed from hold. The call appearance button used to dial the next party is now idle. All parties can now talk with each other.
- ❽ To add additional parties to an N-way conference call, repeat steps 4 through 7.



If an idle call appearance button is not automatically selected, then the user can manually select an idle call appearance button. If all call appearance buttons are in use, then the user must free up a call appearance button by completing one of the calls in progress. Once a call appearance button has been idled, the user can select the idle call appearance button and place a call to the next party to be added to the conference call.

Additional Methods for Adding Parties to a Conference Call

In order to add a party to a conference call, the conference call must be on hold. After a conference call is initiated, the conference call can be placed on hold using the **[Conf]** button, the **[Hold]** button, or by pressing another call appearance button. The new party is added into the active conference call by pressing the **[Conf]** button again.

This allows one to select a call appearance of a call previously placed on hold, or one can select an alerting call appearance to answer an incoming call. After connecting to the non-conference call appearance simply press the **[Conf]** button to add the party to the conference.

Transferring call

The call transfer feature enables one to transfer a held call to a call on the selected call appearance. Pressing [**Transfer**] button enables you transfer a call whether it is a general call or a conference call.

Call transfer

Refer to the following steps to transfer a call.

- ① While connected to the call to be transferred press the [**Transfer**] button. The party is automatically placed on hold and the [**Transfer**] button's red light begins flashing. The next available idle call appearance is automatically selected and dial tone is received.
- ② Dial the directory number of the transfer to party. Then the ring-back tone is received.
- ③ Press the [**Transfer**] button again to transfer the held call to the called party. The [**Transfer**] button can be pressed before or after the called party answers the call. The held call appearance is transferred to the call appearance receiving ring-back tone.

The [**Transfer**] button's red light is turned off and both call appearance buttons become idle. The phone's display message indicates that the transfer is complete.

Conference Call Transfer

A conference call can be transferred if the conference call contains at least two other parties besides the party performing the transfer.

While connected to the call appearance of the conference call to be transferred, press the [**Transfer**] button. The conference call is transferred to the parties in the conference. The [**Conf**] button's red light is turned off and the set's display reads "Conference call cleared".



Depending on your service options you may also be able to transfer a conference call by disconnecting while connected to the conference call appearance.

(This page is left blank intentionally.)

Chapter 4

Starting ITP-110

Chapter 4 Starting ITP-110

Booting

Once the ITP-110 has power, it will boot up and the following will appear on the LCD panel one by one.

SAMSUNG IP PHONE
ROM ver x.xx(200x.xx.xx)

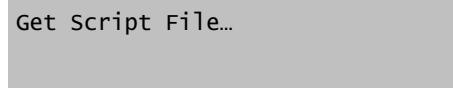
SAMSUNG IP PHONE
Image decompressing...

SAMSUNG IP PHONE
Image running...

Fig 4-1 ITP-110 Booting

Downloading Script file

After booting, the following message appears on the LCD panel and the script file that enables the operation of the ITP-110 is automatically downloaded from the TFTP server. Script files contains several setup parameters with which ITP-110 is optimized automatically.



Get Script File...

Fig 4-2 Downloading script file

Various messages (outlined below) may appear on the LCD panel depending on the status of the download.

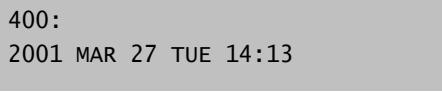


NOTE The ITP-110 automatically downloads the script file between 2:00 and 4:00 am and therefore the user does not need to power cycle the ITP-110 to receive a new script file. When the ITP-110 is setup to receive downloads without user confirmation, downloading will commence without a message being displayed on the LCD panel. If the ITP-110 is setup to prompt the user for download confirmation, then a display message will appear on the LCD panel requesting the user to accept or reject the download request.

Normal case

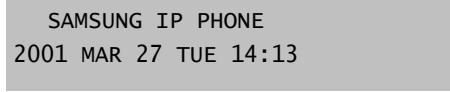
- ① If the script file stored in the flash memory of ITP-110 is same as that on server, the ITP-110 will finish downloading and return to the initial stage.

There are two types of initial stage. The first is when the ITP-110 is connected to a server and is allocated a telephone number (Fig. 4-3). The other is when the ITP-110 is only connected to the main power without a connection to a server (Fig. 4-4). 400 in Fig. 4-3 indicates a telephone number of ITP-110.



400:
2001 MAR 27 TUE 14:13

Fig 4-3 With a telephone number allocated



SAMSUNG IP PHONE
2001 MAR 27 TUE 14:13

Fig 4-4 Only connected to the main power

② When the script file stored in the flash memory of the ITP-110 is different from that on the server, the following message will appear asking if you whether or not to replace the flash memory with the newer version of software.

Download Newer Software ?
1(YES) 2(NO)

Fig 4-5 Replacing software



On the TFTP server you can set the ITP-110 to download software without asking. In this case the above message will not appear.

Select 2 to refuse to download the newer file and you will be returned to the initial stage as shown in Fig 4-3 or 4-4. Select 1 to download the newer file and the TFTP server will receive the newer file, store it in flash memory and update the software. If you are not in rush, it is recommended to select 1 and update the software.

► When downloading newer software

The following message will appear on the LCD panel during the downloading of new software.

Downloading...
>>>>>>>

The file is being downloaded from the TFTP server.
Progressing status is shown with '">>>>' .

Fig 4-6 Downloading screen

Flash writing...
>>

Downloaded file is being stored in flash memory.
Version information is also stored in the Setup area.

Fig 4-7 Screen showing flash memory saving

rebooting...

Upon storage of a newer file, the ITP-110 is automatically booted.

Fig 4-8 Rebooting

Abnormal case

① When there is a problem during the download, a number of messages will appear depending on the cause of the error. Press 1 to retry, or 2 to return to the initial stage shown in Fig 4-3 or 4-4.

Get Script: time out 1(RETRY) 2(CANCEL)	Server is down or Lan connection is poor.
Get Script: not found 1(RETRY) 2(CANCEL)	Wrong file name.
Get Script: Xfer error 1(RETRY) 2(CANCEL)	TFTP protocol error.
Get Script: read error 1(RETRY) 2(CANCEL)	Error during reading data
Get Script: error 1(RETRY) 2(CANCEL)	Other errors

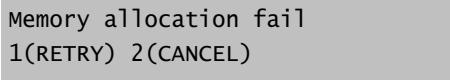
Fig 4-9 Script error

② When there is a problem during the image download, a number of messages will appear depending on its causes. Press 1 to retry or 2 to return to the initial stage shown in Fig 4-3 or 4-4.

Get image: time out 1(RETRY) 2(CANCEL)	Server is down. Lan connection is poor
Get Script: not found 1(RETRY) 2(CANCEL)	Wrong file name
Get image: Xfer error 1(RETRY) 2(CANCEL)	TFTP protocol error
Get Script: read error 1(RETRY) 2(CANCEL)	Error during reading data
Get image: error 1(RETRY) 2(CANCEL)	Other errors

Fig 4-10 Image file error

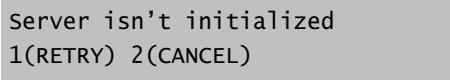
③ When there is a problem during Memory Allocation, the following message will appear. Press 2 to return to the initial stage shown in Fig 4-3 or 4-4 and unplug the power cable. Re-plug in the cable to reboot the ITP-110.



Memory allocation fail
1(RETRY) 2(CANCEL)

Fig 4-11 Memory allocation error

④ When the server address stored on the ITP-110 is incorrect, the ITP-110 will not connect to the server and display the following message.



Server isn't initialized
1(RETRY) 2(CANCEL)

Fig 4-12 Server address error

If pressing Retry fails to find the server address, press 2 to return to the initial stage shown in Fig 4-3 or 4-4 and unplug the power cable. Re-plug in the cable to reboot the ITP-110. If the problem persists, contact your server administrator.

(This page is left blank intentionally.)