

# SB8725 IP Phone User's Guide

## IP Phone User's Guide

This User's Guide includes installation and operating instructions for the SB8725 IP Phone.

The SB8725 IP Phone is a full-featured business phone that provides voice communications over VoIP (Voice over Internet Protocol). The SB8725 IP Phone is fully interoperable with leading IP-PBX platforms provided by ITSPs (Internet Telephone Service Providers).

The SB8725 IP Phone has all the features of a regular business phone such as making and receiving calls, transferring calls, conference, and more. Calls can be made or received with a corded handset, corded headset, speakerphone or cordless headset.

There are two network jacks, known as the Ethernet jack and PC jack, at the back of the phone. The Ethernet jack allows the telephone to connect to the network and SIP PBX via a router. The PC jack is for another device such as a personal computer to connect to the Ethernet network through the phone.

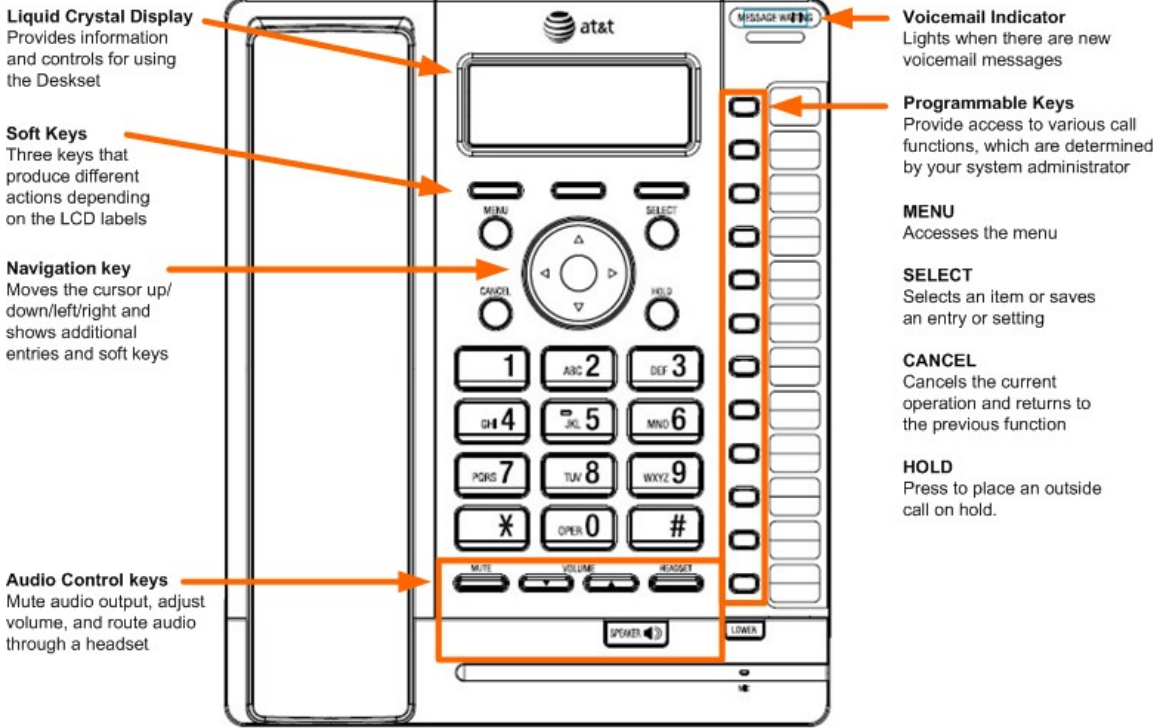
This telephone also features 12 dual-function programmable keys. The network can host a directory that can store up to 200 additional numbers with names. This telephone has a caller ID feature that supports caller ID with call waiting service. Caller ID services are subscriber services available from many telephone service providers for a fee. The telephone can store up to 200 Call Log entries.

## Introduction

The SB8725 IP Phone features include:

- 2.5-inch backlit Liquid Crystal Display
- Speakerphone, Headset, Hold and Mute
- Up to 3 SIP Registrations
- Up to 3 active SIP sessions
- 3-way conferencing
- 12 dual-function programmable keys
- Message Waiting alert LED
- Dual 10/100 Mbps Ethernet ports
- Power over Ethernet enabled
- DECT Headset support
- 200-entry Call Log

## Phone Overview



## Programmable Keys

The table below lists the default settings for the programmable keys. The key assignments on your phone may be different. Some keys may be programmed as Quick Dial keys, for example.

Key Number	Setting
1	Line 1
2	Line 2
3	Line 3
4	Directory
5	Call History
6	Redial
7	Messages
8	Do Not Disturb
9	Call Forward All
10	None
11	None
12	None
13 – 24	None

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<b>Other programmable key settings</b>
Quick Dial
ACD — Logs you in and out of an Automatic Call Distribution group (set up with your service provider)
BLF — Busy lamp field keys let you monitor activity on other phones in your office.

## Installation

This section assumes that your network infrastructure is established and that the SIP PBX service has been ordered and configured for your location.

Install the phone close to a router or network switch. If you are not using PoE, install the phone near a power outlet not controlled by a wall switch. The phone can be placed on a flat surface or vertically mounted on the wall.

Avoid placing the phone too close to:

- Communication devices such as television sets, DVD players, or cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

**NOTE:** The phone shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

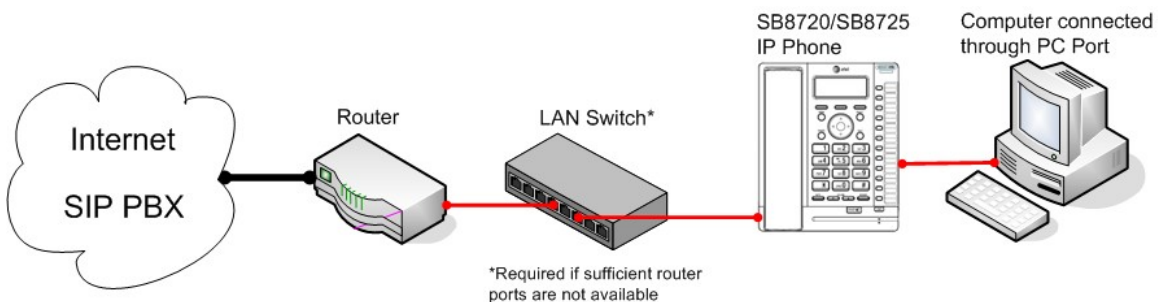
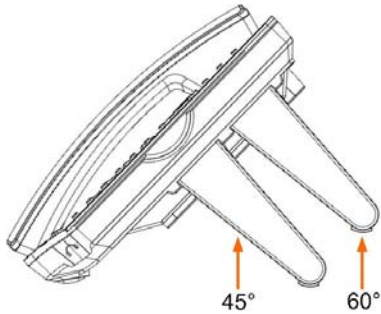


Figure 1: SB8725 Installation Example

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### To install the phone:

1. If you plan to place the phone on a flat surface, attach the stand. The stand can be attached in two positions that provide two angles: 45 and 60 degrees.



2. Plug the end of the coiled handset cord into the jack on the left side of the telephone.
3. Make sure your router is connected to the Ethernet network. Plug one end of the Ethernet cable into the Ethernet port at the back of the console, and plug the other end into the router.

**NOTE:** You may need to use a network switch connected to your router if your router does not have sufficient ports for the number of phones you want to install. If you use a network switch, connect the phone to the switch instead of the router in the previous step.

4. If you are not using PoE, plug the power adapter into an electrical outlet not controlled by a wall switch.

If there is a networked computer and no extra Ethernet wall jacks near the phone, then the phone and PC can share the same network connection.

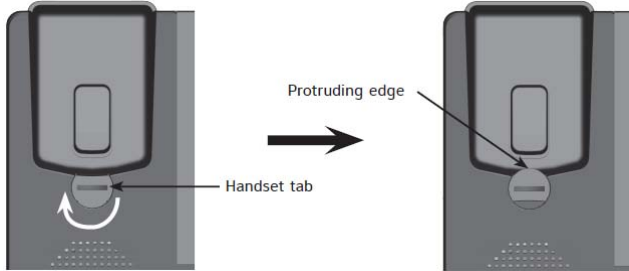
### To share a network connection with a PC:

1. Unplug the Cat.-5 Ethernet cable from your computer.
  2. Plug that Cat.-5 Ethernet cable into the Network port on the back of the phone.
  3. Plug another Cat.-5 Ethernet cable into the PC port on the phone.
  4. Plug the other end of the second Cat.-5 Ethernet cable into your computer.
- If a GigE network is being used, a computer connected through the phone will be limited to 100 Mbits/s. If you require a GigE Ethernet rate, use separate Ethernet connections for the phone and the computer so that the computer can take advantage of the greater bandwidth.
  - If a PC is connected to your LAN through a phone, any phone resets and power or network interruptions will disrupt the PC's connection to the network.

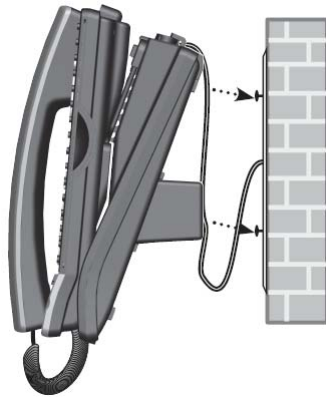
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## To mount the phone on the wall:

1. Put the corded handset aside. Use a coin to rotate the handset tab 180 degrees. The protruding edge holds the corded handset when the phone is mounted on the wall.



2. Connect the network cable(s) and power adapter (if required).
3. Align the upper wall mounting hole on the back of the phone with the upper tab of the standard wall plate. Make sure the lower wall mounting hole on the phone also aligns with the lower tab of the standard wall plate. Push the phone down until it clicks securely in place.



4. Bundle the network cable(s) and power adapter cord (if using the power adapter) neatly with twist ties.



## Using the Phone

### Idle Screen

The Idle screen appears after the phone is connected and configured for your SIP PBX service. The Idle screen indicates that you have no active or held calls.

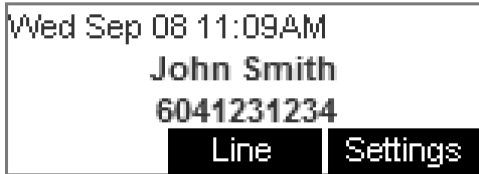


Figure 2: Idle screen

In the Idle screen, you can press:

- **Line** to select another line (SIP Account). When you make a call, the phone will use this line. See Making Calls.
- **Settings** to view the phone settings menu. See Configuring the Phone.

### Making Calls

You can make a call by pre-dialing, then going “off hook,” or by going off hook, then dialing.

#### To go off hook and make a call:

1. To use the default line, lift the handset, press HEADSET, or press SPEAKER. To use a specific line, press a Line key. You hear a dial tone.
2. Use the key pad to enter the desired phone number.
  - Press **Backspc** if you enter an incorrect digit.
  - Press **123** to change from entering digits to entering letters (if you need to enter a domain name as part of the number).



Figure 3: Dial screen

When the phone accepts the number as valid, it dials the number.

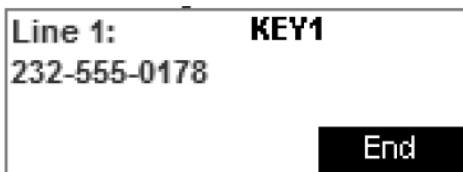


Figure 4: Dialing

#### To make a call by pre-dialing:

1. Use the key pad to enter the desired phone number.

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- Press **Backspc** if you enter an incorrect digit.
- Press **123** to change from entering digits to entering letters (if you need to enter a domain name as part of the number).



Figure 5: Pre-dial screen

2. Dial the number by:

- Pressing **Dial**. The phone will use the speakerphone until you lift the handset or press HEADSET.
- Lifting the handset.
- Pressing the Line key for the desired line.
- Pressing SPEAKER or HEADSET.

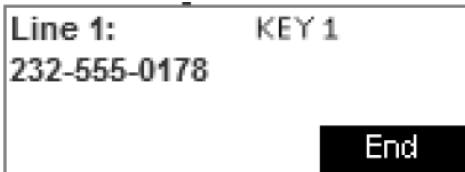


Figure 6: Dialing screen

When the call is answered, the active call screen appears.



Figure 7: Active call screen

To end the call, hang up or press **End**. If you are on speakerphone and the handset is "on hook," press SPEAKER to end your call.

## Answering Calls

**To answer a call:**

1. Lift the handset, or press **Answer**, SPEAKER, or HEADSET.



Figure 8: Incoming call screen

- You can also press a flashing green Line key to answer that incoming call.
- If you have multiple incoming calls, press the UP or DOWN navigation keys to select the call you want to answer.



Figure 9: Multiple incoming calls screen

Press **Reject** to terminate the incoming call or forward the call to voicemail (depending on how your administrator has configured your phone).

Press **Forward** to forward the call to another number.

If you don't respond to an incoming call, the phone displays a missed-call alert screen.

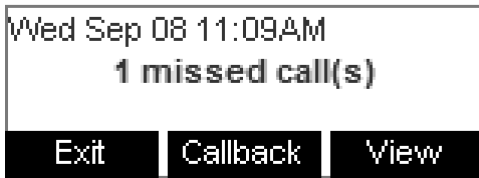


Figure 10: Missed call alert screen

If a missed call alert screen appears, you can press:

- **Exit** to return to the Idle screen.
- **Callback** to immediately dial the caller's number.
- **View** to see the caller's information on the Call Log.

## Retrieving Messages

The phone alerts you when you have a new message.



Figure 11: New message alert screen

On the New Message alert screen, you can press:

- **Exit** to return to the Idle screen.
- **View** to view your messages. The Messages list displays the mailboxes you can access from your phone. Highlight the desired mailbox and press SELECT to access messages in that mailbox.



Figure 12: Messages list



### Configuring the Phone

You can configure the phone using one of two methods: the User Settings menu on the phone, or the WebUI, which you access using your Internet browser.

#### To access the User Settings menu:

1. From the Idle screen, press **Settings**.

The User Settings menu appears.

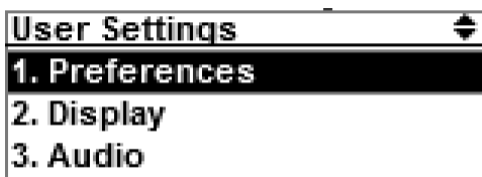
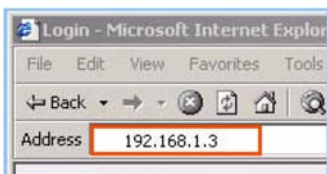


Figure 13: User Settings menu

You can also view the User Settings by pressing the MENU key, then selecting **User Settings**.

#### To access the WebUI:

1. Find the IP address of your phone.  
Press MENU, then 2 (Status), then 1 (Network) to view the Network Status screen. On the Network Status screen, find the IP Address.
2. On your computer, open an Internet browser.
3. Type the phone IP address in the browser address bar and press ENTER on your computer keyboard.



A Login page appears.

4. Under Login Name, enter your extension number.
5. Enter your password, if you have created one. Otherwise, leave the password blank.
6. Click **Login**.

The User Preferences page appears.

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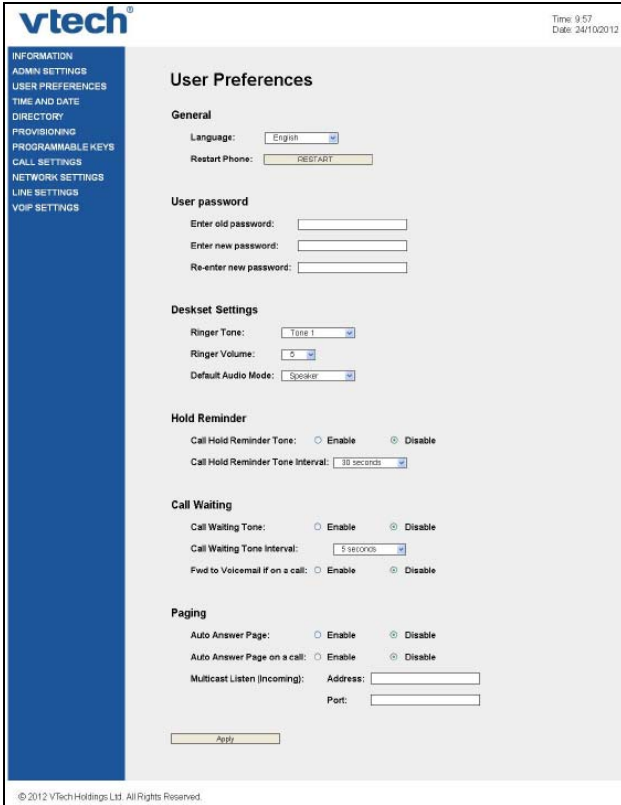


Figure 14: User Preferences WebUI page

## Specifications

RF frequency band	1921.536–1928.448 MHz
Channels	5
Operating temperature	32–122 °F 0–50 °C
AC adapter output voltage	5 Vdc @ 1000 mA
Ethernet network ports	10/100 Mbps RJ-45 Ports

### Maintenance

#### Taking care of your telephone

- Your telephone contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the corded handset down gently.
- Save the original packing materials to protect your telephone base if you ever need to ship it.

#### Avoid water

- You can damage your telephone if it gets wet. Do not use the corded handset in the rain, or handle it with wet hands. Do not install the telephone near a sink, bathtub or shower.

#### Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

#### Cleaning your telephone

- Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND NETWORK CABLE FROM THE WALL, then pull the unit out by the unplugged cords.

## Important Safety Information



This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

### Safety Information

- Read and understand all instructions in the user's manual. Observe all markings on the product.
- Avoid using a telephone during a thunderstorm. There may be a slight chance of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquid, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- Install this product in a protected location where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- If this product does not operate normally, see the Troubleshooting section in your product's manual. If you cannot solve the problem, or if the product is damaged, refer to the Limited warranty. Do not open this product except as directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- This power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, an under-the-table or cabinet outlet.



**Warning:** Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**Caution:** Use only the power adapter provided with this product. To obtain a replacement, visit our website at [www.telephones.att.com](http://www.telephones.att.com) or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

**SAVE THESE INSTRUCTIONS**

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### Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Industry Canada technical specifications.

### FCC part 15

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at the user's expense.

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.