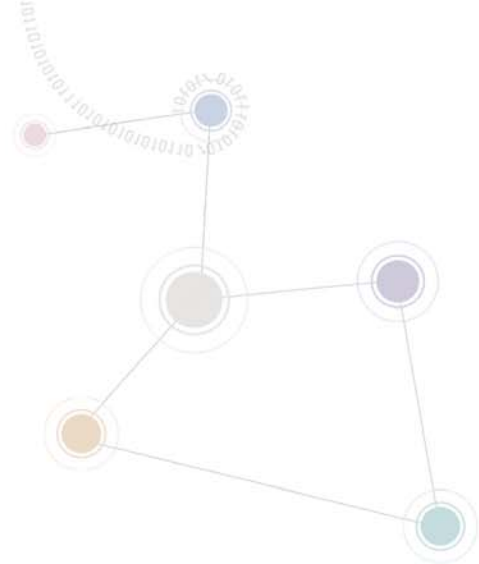Enterprise IP Solutions

OfficeServ

IP Telephone
User Guide

ITP-5112L

SAFETY CONCERNS

The following is the contents for securing user's safety and for preventing the damage to user's property. Please make a good use of our product with its description below.

Conventions

Warning
Provides information or instructions that you should follow in order to avoid personal injury or fatality.

Caution
Provides information or instructions that you should follow in order to avoid a service failure or damage to your phone.

Note
Indicates additional information for referrence.

Symbols

Caution
Indication of a general caution.

Restriction
Indication for prohibiting an action for a product.

Instruction
Indication for commanding a specifically required action.

⚠ WARNING

🚫

Do not leave the telephone in dusty areas or in environments with extreme thermal differences or near a heating apparatus(cigarette or heater and so on).
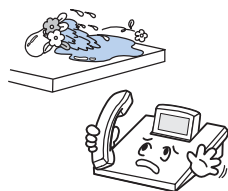
Failure to do so may cause fire or electric shock.

🚫

Do not use damaged power plug or cord, or loose outlet.

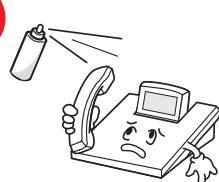Failure to do so may cause fire or electric shock.

🚫

**Do not pull or bend the power plug by force.
Do not touch the power plug with wet hands.**

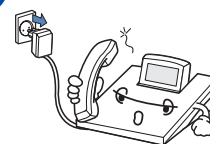Failure to do so may cause damage to the power cord, fire or electric shock.

🚫

Do not place vases, flowerpots, cosmetics, or medicine, which contain water, near the telephone.
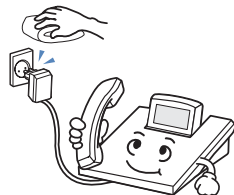
Failure to do so may cause fire or electric shock.

🚫

Do not use or store flammable spray or materials near the telephone.

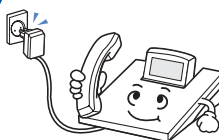Failure to do so may cause fire or electric shock.

❗

Pull out the power plug when the telephone is not used for a long time.

Failure to do so may cause fire or electric shock.

❗

Pull out the power plug and brush it with a cloth if the contact surface with power plug pins is dusty or gets wet. Contact the service center if the foreign materials or water is not removed even after brushing.

Failure to do so may cause fire or electric shock.

❗

Be sure to connect the power connection port to the power adapter(for 220 V) offered with the telephone.

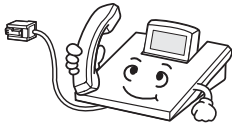The use of another adapter may cause the critical damage to the telephone.

❗

Pull out the telephone line at once and contact the service center if unusual sound, smell, or smoke comes out.

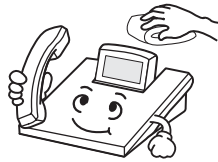Failure to do so may cause fire or electric shock.

⚠ CAUTION

Be sure to connect the LAN cable linked to network to the LAN connection port of the telephone, not to the PC-connection port of the telephone.

If the LAN cable is connected to the PC connection port, the telephone or PC communication will be out of service.

Clean the telephone with a soft and dry cloth when cleaning. Do not spray water directly or do not use chemical solvents such as wax, benzene, alcohol, thinner, mosquito spray, aerosol, lubricant, and detergent.

The use of those chemical solvents may cause the telephone's surface to be discolored.
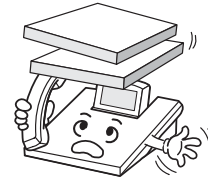
Do not put a heavy material on the telephone.

Failure to do so may cause the damage to the parts of the telephone and the telephone to be out of order.
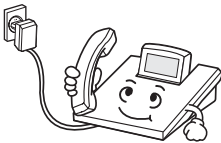
Do not turn off the power while the telephone is upgrading its software.

Failure to do so interrupts the upgrades by stopping the operation of the telephone.
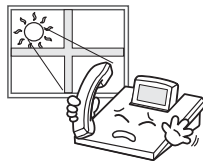
Do not place the telephone under direct sunlight.

Failure to do so may cause the damage to the parts of the telephone and the telephone to be out of order.

Do not separate, repair, or remodel at your discretion.

Contact the retailer or the service center if repair needs.

TABLE OF CONTENTS

BEFORE USE

Main Functions

IP Network

Network	ITP-5112L telephone uses the already established data network for voice communication with no additional telephone line, which results into no additional expenses and reduction of telephone charges for companies or individuals with much usage of international telephone service.

Large LCD Screen

SoftMenu 8.31 PM 3:10 / LAST REDIAL / SAVE/REPEAT / SPEED DIAL / DIRECTORY / VM MESSAGE	ITP-5112L telephone displays many functions on the LCD screen for user's convenience so that a user can use the functions by means of the direction button and [Enter] button of Navigation.

Navigation Button
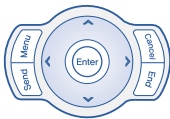
(Navigation button: Send, Menu, Cancel, End, Enter)	You can display many functions of ITP-5112L telephone (Phonebook, E-diary, Message, Sound/Screen, Conference, Call forward, My phone, Setting) on the LCD screen through icons or menus and use the functions conveniently by operating the navigation.

Speed Button

(1/4page) PM 3:10 / CALL 1 CALL 2 / MESSAGE	After setting the functions or telephone numbers with frequent use to the Add On Module(AOM) button, you can use the functions or dial the numbers only by pressing the speed button.

Call Pick-Up

You can pick up a call to other telephone into yours.

Auto-Redial

You can use the functions of auto-redial, call waiting, and call queuing right after a call is completed if you want to use the functions during a call.

Call Hold
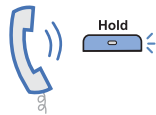
If an urgent matter arises or an urgent call arrives while you are on the line, you can put the caller on hold and resume the call after a while.

Conference Calls

You can make a conference call by pressing the [Conference] button. Up to five people can make a conversation.

Call Forwarding
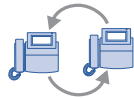
You can forward an incoming call to another station when you cannot answer the call.

Do Not Disturb (DND)

You can set DND if you don't want to answer the telephone. Then, bell does not ring even when a call is connected.

Paging

You can use this function when you deliver an urgent message. The function enables you to announce your message via the speakers of other telephones or external speakers without notifying one by one.

Executive/Secretary

When the Executive/Secretary button is pressed once, the executive and his/her secretary can be connected.
The secretary can use this Executive/Secretary feature to receive an incoming call and then simply forward it to the executive.

Call ID
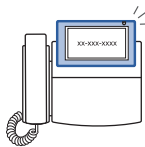
When there is an incoming call, the caller ID or name will be displayed on the LCD screen. You can see who is calling before answering the call and respond accordingly.

Checking Parts in the Package

Handset

UTP(LAN) Cable

ITP-5112L

Handset Support

Quick Reference Guide

Power Adapter(Optional)
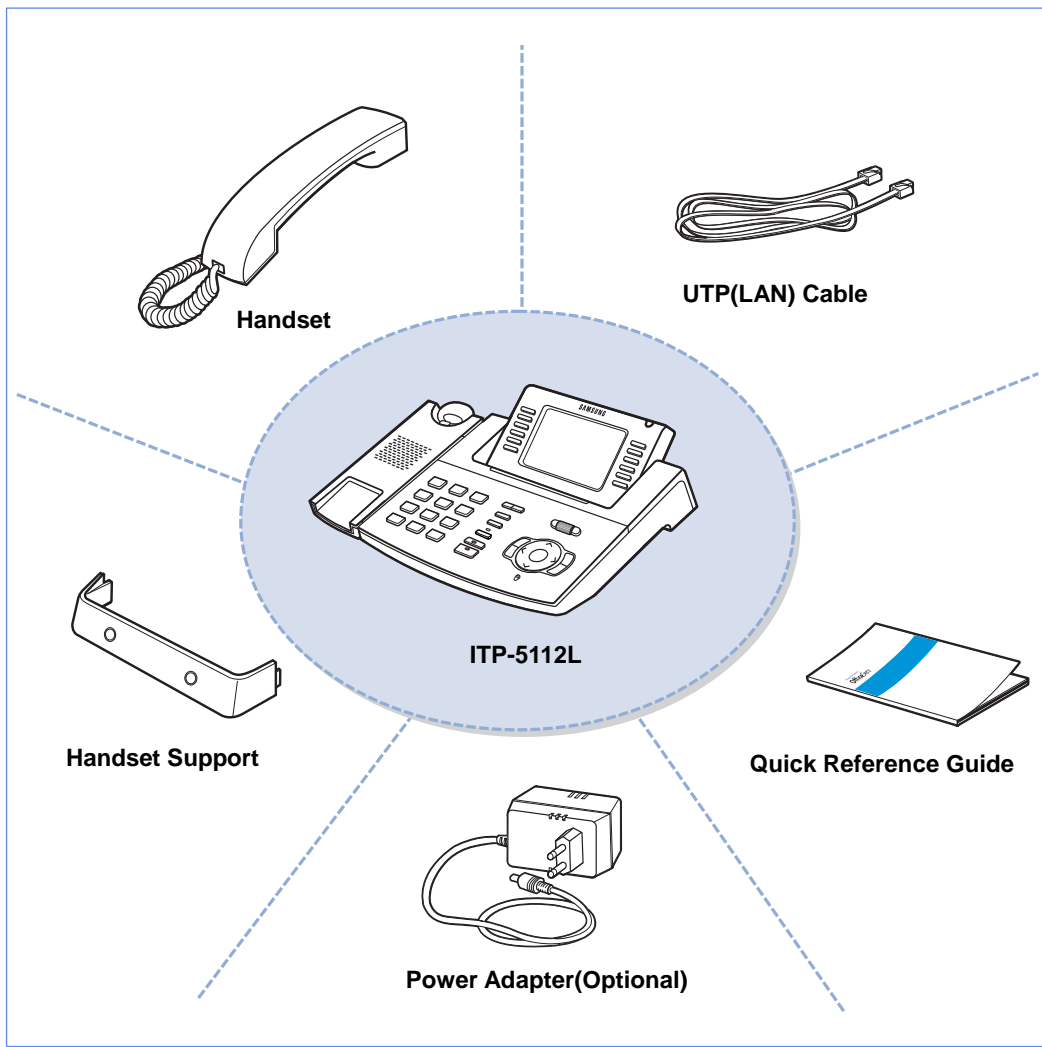
NOTE If any item is missing or damaged, please contact your dealer.

Names and Functions of Each Part

Front View of Telephone

Speaker

Dial Button
Speaker Button
Hold Button
Microphone

Navigation Button

Select Buttons(6EA)
LCD Screen
Status Light
Select Buttons(6EA)
Screen Button
Volume Button
Scroll Key
Conference Button
Transfer Button

BEFORE USE
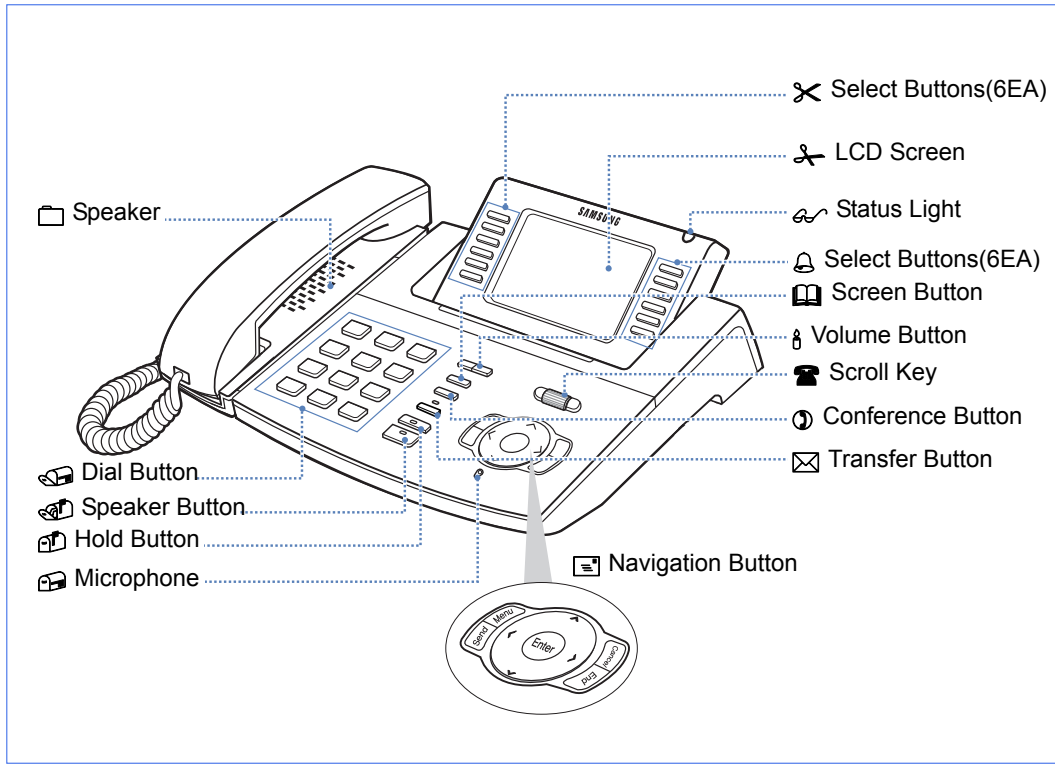
Functions of Each Part

Button	Functions
✂, ☎ **Select Buttons**	This button is used to select a desired function from the menus displayed on the LCD screen.
✂ **LCD Screen**	LCD screen is composed of the status and main screens. - The setup status of the telephone function is displayed on the upper part of the LCD screen as icons. - The LCD main screen, except the status screen, displays the menus, call process status, or various messages.
✍ **Status Light**	The red LED displays the telephone status such as busy, ringing and receiving internal message.
📖 **Screen Button**	This button is used to select the screens of AOM, Soft menu, or background.
🎙 **Volume Button**	This button is used to adjust the volume of handset, speaker, or key tone.
☎ **Scroll Key**	This button performs the same function as [∧][∨] of Navigation when selecting functions. You can see the menus or contents of the next page that is not displayed on the current screen by scrolling the key up and down
◑ **Conference Button**	This button is used to make a conference call.
✉ **Transfer Button**	This button is used when transferring a busy call, or setting functions in the button on the AOM screen.
▤ **Navigation Button**	This button is used to operate Phonebook, E-diary, Message, Sound/Screen, or Conference function.
📟 **Microphone**	You can speak via the microphone when making a conversation with speakerphone.
🔲 **Hold Button**	This button is used to hold a call.
📢 **Speaker Button**	This button is used to call via the speakerphone, not use the headset.
⌨ **Dial Button**	This button is used to enter numbers and characters.
▭ **Speaker**	You can hear caller's voice or various incoming rings via the speaker.

Installing the phone

Connecting the Phone

1 Connect the headset to the headset connection port of the phone.

2 Connect a side of the LAN cable for linking PC provided with the phone to **PC connection port** of the phone, and the other to the network port of the PC.

3 Connect the LAN cable linked to the network to the **LAN connection port** of the phone.

4 Connect the power adapter provided with the phone to the **power connection port**. Connect the plug of the power adapter to the outlet. Then, the phone boots.

5 Connect a tape recorder to the recorder connection port on the bottom of the phone if you want to connect the recorder to the phone.

BEFORE USE
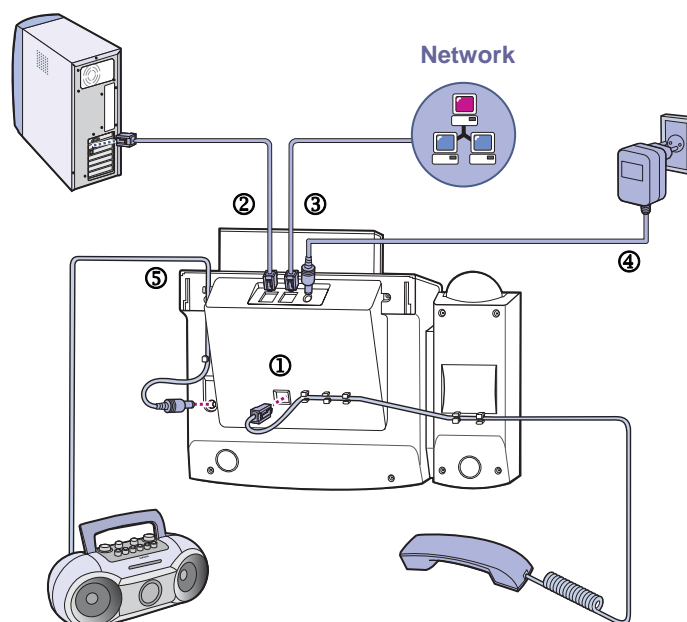
Installing the Support

Align the support with both grooves on the bottom of the phone and push the support upward as shown in the figure below:
Check if the phone is fixed completely on the flat floor.
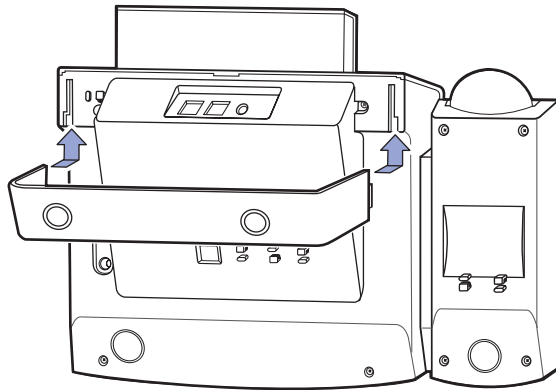
THINGS YOU SHOULD KNOW

Adjusting Volume

This function adjusts the volume of the handset, speaker and bell sound by pressing the [▼Volume▲] button.

Adjusting the Handset Volume

This function is used to adjust the handset volume.

1	Perform the following steps while holding the handset in busy state.	
2	Press the **[Volume▲]** button to increase the handset volume.	▼Volume▲
3	Press the **[▼Volume]** button to decrease the handset volume.	▼Volume▲

Adjusting the Speaker Volume

This function is used to adjust the speaker volume.

1 Perform the following steps while making a conversation via the speaker.
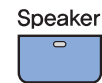
Speaker

2 Press the **[Volume▲]** button to increase the speaker volume.

▼Volume▲

3 Press the **[▼Volume]** button to decrease the speaker volume.

▼Volume▲

Adjusting the Bell Sound Volume

This function is used to adjust the bell sound volume.

1 Press the **[Volume▲]** button to increase the bell sound volume while ringing.

▼Volume▲

2 Press the **[▼Volume]** button to decrease the bell sound volume while ringing.

▼Volume▲

Entering Characters

You can use the dial button and the navigation button to enter or edit English letters, numbers, or special characters.

---

1   Press the **[Menu]** button when the Memo screen appears. Repeat pressing the **[Menu]** button until the cursor moves to the target input mode.

Memo Screen

Input Mode

A	: Capital Letter
a	: Small Letter
1	: Number
S	: Special Character

---
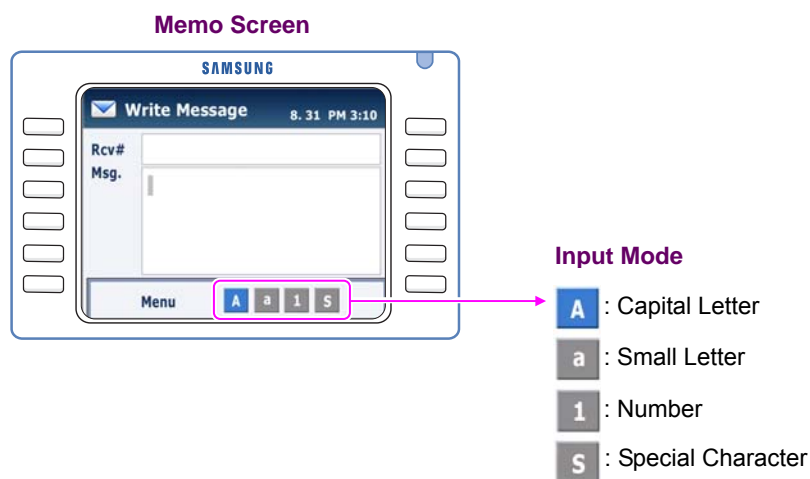
2   Enter English letters or numbers by pressing the Dial button, and enter special characters by using the direction button of the navigation button.

- **Entering English letters**: Default is English input mode. Enter or edit an English letter by pressing the dial button.

- **Entering numbers or special characters**: Select number of special character input mode by pressing the [Menu] button. Enter or edit a number or special character by pressing the dial button.

Navigation Button

Dial Button
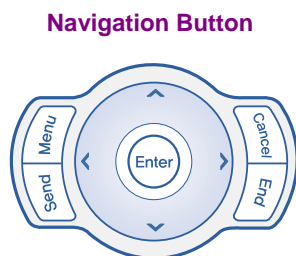
Using AOM/Soft Menu Screen

You can use various functions of a phone conveniently on the Add On Module(AOM) screen or Soft menu screen.

In standby mode or during a call, if the [Screen] button is pressed once, the **AOM screen** appears. If the [Screen] button is pressed twice, the **Soft menu** appears. Each screen displayed is as follows:

AOM Screen

The AOM screen appears during a call or when pressing the **[Screen]** button once in standby mode. On each screen, various functions set in a phone appear. Use the direction button of navigation or the scroll key to select the target function and press the **[Enter]** button on the AOM screen displayed during a call. Then, the function can be performed.

Or, press the **[Select]** button of the target menu on the AOM screen displayed in standby mode.

The AOM screen displayed when pressing [Screen] button during a call

The AOM screen displayed when pressing [Screen] button in standby mode

SAMSUNG

Call (1/7pgae)   8. 31 PM 3:10

3289 :

CALL 1   CALL 2

SAMSUNG

▲ UP   (1/4page) PM 3:10   ▼ DOWN

CALL 1   CALL 2

MESSAGE

[Select] Buttons
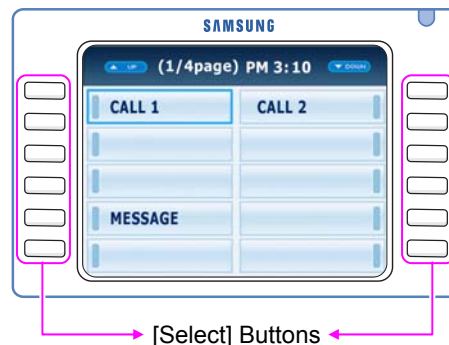
NOTE
- Standby mode indicates the case that the handset is not lifted.
- The menus not displayed on the screen can appear by using the scroll key.

Soft Menu Screen

Soft menu screen appears during a call or when pressing the **[Screen]** button twice in standby mode. Various functions of a phone are displayed as menus.
Use the direction button of Navigation or the scroll key to select the target function and press the **[Enter]** button. Then, the function can be performed.(The [Select] button cannot be used.)

**Soft menu screen
displayed during a call**

**Soft menu screen displayed when
pressing [Screen] button in standby mode**

THINGS YOU SHOULD KNOW
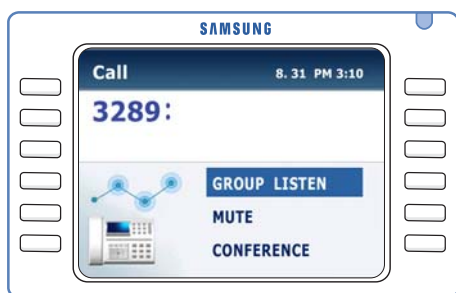
Phone Status LED

Phone status light is turned on or off according to the phone status.
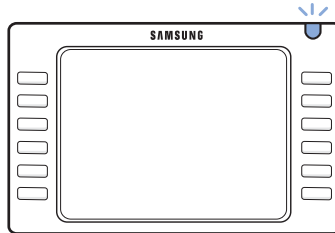
Status	Status LED
Line is busy.	Red light continuously turns on.
Internal call is ringing.	Red light blinks.
External call is ringing.	
Re-incoming call is ringing.	
Message is left	

LED

There are LEDs on the [Hold] and [Speaker] buttons. The LEDs are turned on or off according to the phone status.

Button LED	LED Status	Function
Hold	Red LED is turned on.	A call is on hold. Back Ground Music(BGM) is set.
Speaker	Red LED is turned on.	Speaker phone is activated.

BASIC FUNCTIONS

Making Calls

This function is used to make internal or external calls.

> **NOTE**
> Phone is set to enblock mode that a caller should press the target number buttons and press the [Send] button by default. If a caller changes the mode to overlap mode, a caller can make a call just by pressing the target number buttons. This guide describes how to use a phone in enblock mode.

Making Internal Calls

This function is used to make an internal call.

1 Lift the handset and check if a calling tone is heard. Press the number of the recipient's station.

- Or, press the [Speaker] button to check if a calling tone is heard.
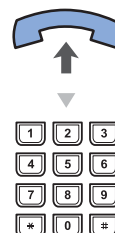
2 Press the **[Send]** button. Then, a ring back tone is heard.

3 Start conversation when the recipient answers.

Hello~

> **NOTE**
> - Internal call is a call connected to a user who use another internal phone connected to the system in an office.
> - External call is a call directly connected to the switching system of a phone company. The call is made from an office to another area(e.g., house) or from another area to an office.

Making External Calls

This function is used to make an external call.

1 Lift the handset and check if a calling tone is heard.

- Or, press the [Speaker] button to check if a calling tone is heard.

2 Press the **[9]** button, a C.O. line group number, and press the target number.
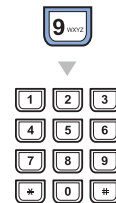
3 Press the **[Send]** button. Then, a ring back tone is heard.

4 Start conversation when the recipient answers.

Hello~

Making Calls Via Speakerphone

This function is used to make a call via a speakerphone without using a handset.

1 Press the **[Speaker]** button without lifting the handset.

Speaker

2 Press the target phone number and the **[Send]** button.

Send
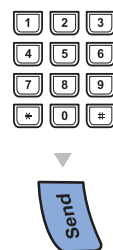
3 Start conversation when the recipient answers.

- If the handset is lifted during a call, the speaker is turned off and you can continuously make a conversation via the handset.

Hello~

4 After finishing the conversation, press the **[Speaker]** button again.

Speaker

BASIC FUNCTIONS

Making External Calls Again

This function is used to use a C.O. line previously used without disconnecting a C.O. line after the C.O. line is being connected.

1 After finishing an external call, use the navigation button or the scroll key to select **[NEW CALL]** item and press the **[Enter]** button.

2 After checking if an external calling tone is heard, press the target number.
(At this time, pressing the [9] button is not required.)
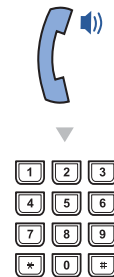
Redialing C.O. Line Number

This function is used to dial a recently dialed number without pressing the target number when making an external call.

1 Press the **[Screen]** button twice in standby mode to enter into Soft menu.

Screen

2 Select **[LAST REDIAL]** item from the Soft menu and press the **[Enter]** button.

- Or, press the **[1] ► [9]** buttons, function codes of redial, in standby mode and press the [Send] button. (Do not press the [Send] button in overlap mode.)
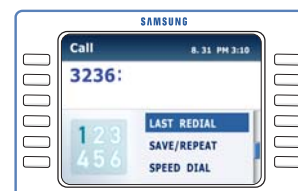
Saving C.O. Line Number

When you make an external call, the recipient may be busy or may not answer to the call. At the time, this function is used to make a call immediately without pressing the target number by saving the number of the recipient.

1 Select **[SAVE/REPEAT]** item and press the **[Enter]** button before disconnecting a call.
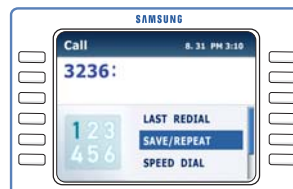
2 When the 'number saved' message appears, replace the handset.
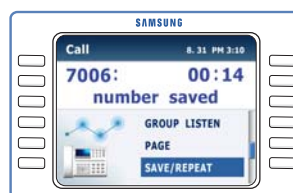
Redialing C.O. Line Number Saved

This function is used to dial a C.O. line number saved.

1 Press the **[Screen]** button twice in standby mode to enter into the Soft menu.

Screen

2 Select **[SAVE/REPEAT]** item from the Soft menu and press the **[Enter]** button.

- Or, press the [1] ► [7] buttons, function codes of [Dial Saved Number], in standby mode and press the [Send] button.(Do not press the [Send] button in normal phone mode.)

Dialing Recent Number

This function is used to dial a recently dialed internal/C.O. line number.

1 Press and hold the **[Send]** button in standby mode. Then, the number recently dialed is connected immediately.

- When pressing the [Send] button shortly, the list of numbers recently dialed appears.
  Move to the target number in the list and press the [Send] button.

2 Make a conversation via the speakerphone.

- If the handset is lifted during a call, the speaker is turned off and you can continuously make a conversation via the handset.

Answering Calls

This section describes how to answer an internal call or external call.

Using Handset

Calls can be answered using the handset.

1	Lift the handset if a bell rings.

2	Answer the call.

Hello~

3	Replace the handset to end the call.

Using Speakerphone

Calls can be answered using the speakerphone without lifting the handset.

1 Press the **[Speaker]** button if a bell rings.

Speaker

2 Answer the call.

- You can lift the handset to continue the call using the handset while speaking through the speakerphone.

Hello~

3 Press the **[Speaker]** button again to end the call.

Speaker

NOTE If the notification message only appears on the screen without the bell ringing, lift the handset to answer the call.

Page Pickup

This function allows you to pick up an incoming call to another station in the same group.

1 Another station rings in the same group.
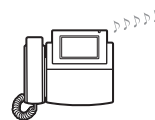
2 Select the **[PAGE PICKUP]** item from the soft menu and press the [Enter] button.

- Or press **[6] ► [5],** which are the function code of the Pick Up function, and press the [Send] button. **(You do not need to press the [Send] button in the overlap mode.)**

> **SAMSUNG**
> **SoftMenu** 8. 31 PM 3:10
> STN MESSAGE
> PAGE PICKUP
> DIR. PICKUP
> DND
> IN/OUT GROUP
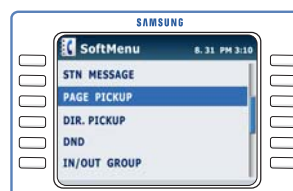
3 The 'enter station or line #' message appears.

> **SAMSUNG**
> **Call** 8. 31 PM 3:10
> enter station
> or line #
> 1 2 3
> 4 5 6
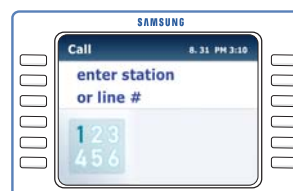
4 Press the ringing station number.

If the call is connected, answer the call.

```
1 2 3
4 5 6
7 8 9
* 0 #
```

▼

Hello~

NOTE To pick up an incoming call to another station, the station should be designated in the same group. For group designation, contact the system administrator.

Usable Functions While Calling

This section describes the usable functions during an internal call or external call.

Call Hold

If an urgent matter arises or an urgent call arrives while you are on the line, you can put the caller on hold and resume the call after a while.

1 Press the **[HOLD]** button during a call to put the call on hold and replace the handset.

Hold

2 The 'On ex-hold' message appears with its background screen.
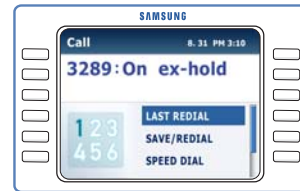
3 Press the **[Screen]** button to resume the call.

If the AOM screen appears, press the [Select] button, which is blinking in the screen.
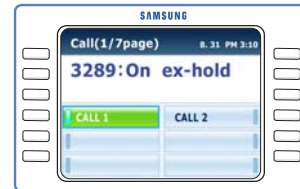
> **NOTE**
> - If clicking the [Hold] button once, the call on hold can be resumed by the station that have held the call or another station.
> - If double-clicking the [Hold] button, the call on hold can be only resumed by the station that have held the call.

Call Waiting

When making a call to a station, if the recipient is busy, you can use this function to have a conversation urgently.

1   When making a call, if the recipient is busy, select the **[CALL ON]** item on the screen and press the **[Enter]** button.
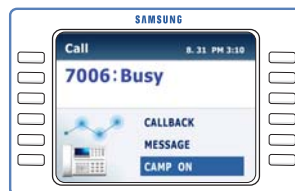
2   The 'a call back is set to 0000' message appears.

3   The recipient's phone rings right after the previous call ends. If the recipient lifts the handset, the call is made.

Hello~

BASIC FUNCTIONS
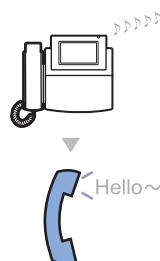
Mute

This function allows you to hear the recipient during an internal call while the recipient cannot hear you.

1 Select the **[MUTE]** item during a call and press the **[Enter]** button.
Then the recipient cannot hear you.

2 Select the **[mute(Off)]** menu to cancel the mute and the **[Enter]** button.
Then the mute is cancelled.

Call Transfer

This function allows you to transfer a connected call to another station or a C.O. line.

1 Press the **[Transfer]** button to transfer the call.

Transfer

2 After hearing a transfer calling tone, press the internal number or external number.

- For an external number, press the number after the C.O. line group number such as [9]. For an internal number, press only the internal number.

3 If a ring tone is heard, replace the handset.

- Or replace the handset after waiting until the call is answered and having a conversation.

When transferring a call, the following situations may occur:

- When the recipient to whom the call is transferred is busy or does not answer
 Press the [Transfer] button again to return the call to the original caller.

- In the case there is no answer when transferring an external call to a station
 The call returns to the recipient who has transferred the call.

- When the recipient to whom the call is transferred is busy
 Return the call to the original caller or wait until the recipient to whom the call is transferred ends the previous call by transferring to the call-waiting mode.

NAVIGATION MENU

Navigation Button

This section describes the navigation buttons of ITP-5112L that allows you to use its functions conveniently.

Button	Function
Menu	Press the [Menu] button in the standby state or during a call. Then, the main menu appears.(For the description of the menu window, refer to the next page.)
Send	- Used when checking the recent calling/called numbers or when making calls to the numbers directly. - Press the [Send] button long in the standby state to make a call to the most recent number. - Press the [Send] button short in the standby state to use the [Recent Calling Number Search] function.
Enter	- Used when selecting/saving an item where the cursor indicates in the menu mode. - Used when verifying a caller information from a C.O. line.
Direction	Used when editing letters/numbers or moving menu items.
Cancel	- Used when moving to the previous stage from the menu mode. - Used when ending the menu mode. - Used when deleting entered letters/numbers.
End	- Used when ending calls. - Used when ending the menu mode.

NOTE This phone is basically set in the enblock mode. In this mode, you should press the [Send] button after telephone number to make a call. If changing into the overlap mode, you can make a call only by pressing a telephone number.

Navigation Menu

Press the [Menu] button of the navigation buttons to display the main menu on the LCD screen when the phone is in a standby state. Select a desired menu using the direction button, and press the [Enter] button.

Button	Submenu	Function
Phonebook	1. Search	Searches phone numbers using the speed dials registered in the phone.
	2. View Outgoing Call Log	Retrieves recent outgoing call numbers or makes calls to the numbers.
	3. View Incoming Call Log	Retrieves recent incoming call numbers or make calls to the numbers.
	4. Missed Call	Retrieves call numbers received while absent or make calls to the numbers directly.
	5. New Number	Saves phone numbers. You can register four numbers per person(home, mobile phone, office and another number) and also register fax numbers, e-mails, groups, and memo.
	6. Edit Group	Adds/Modifies/Deletes group names.
	7. Delete All	Deletes all registered phone numbers.
	8. My Own Number	Shows its own phone number.

Button	Submenu	Function
E-Diary	1. Wakeup Call	Sets a wake-up call time and the interval.
	2. Alarm	Sets an alarm time and the interval.
	3. Daily Planner	Registers the date and hour of an important schedule and sets as an alarm rings at the designated time for a minute.
	4. Memo Pad	Saves brief memos in the phone.
	5. Calculator	Performs the four arithmetical rules(+, -, *, /) using the calculator built in the phone.
	6. World Time	Shows the local times in 39 cities across the world.
	7. D-Day Plus	Registers an important schedule and shows the left time or the past time.
	8. Unit Convert	Converts a unit such as length, weight, extent, temperature, and volume into another unit.
Message	1. Message Send	Writes new messages or import sentences.
	2. Received Box	Shows text messages received or sets the message receipt status.
	3. Sent Box	Manages sent message.
	4. Message Box	Imports various messages stored in the message box.
Sound/Screen	1. Bell Select	Sets the bell sound of the phone.
	2. KeyTone Select	Sets the sound coming out when pressing the telephone button.
	3. Volume	Controls the volume of the bell/handset/speaker/key/background music/broadcast tone.
	4. Select Background	Sets the background screen of the LCD screen.
	5. Menu Style	Sets the screen of the navigation menu.
	6. Background Style	Sets the background color of the LCD screen.

Button	Submenu	Function
Sound/Screen	7. Select Brightness	Sets the brightness of the LCD screen.
	8. Screen Saver	Sets the screen wait time (10/30/60 minutes/user define).
Conference	-	Up to 5 persons(caller included) can have a conference and speak simultaneously in the conference.
Call Forward	-	Forwards an incoming call to another station when the user is absent.(Disable, Always, Busy, No Answer, Busy/No answer, DND)
My Phone	1. My Name	Enters the user's name to the phone. The name registered here is displayed on the LCD screen of the opponent's phone when making an internal call.
	2. 언어/Language	Sets a language between Korean and English.
	3. Change Password	Changes the four-digit password in order to protect the user's privacy when setting various functions of the phone.
	4. Locked	Sets the lock status of the phone in order that other person may not use the phone.
	5. Private Life Protection	Limits the use of telephone by other person.
	6. Phone Version	Confirms the software version of the telephone.
	7. Reset to Default	Removes the data(phone number, message) set by user and set into the initial status.
Setting	1. Answering Mode	Sets the answer mode.(Ring, Auto Answer Mode, Voice Announce)
	2. Absent Msg.	Sets the message to be displayed on the LCD screen when user is absent.
	3. Internal Call	Sets the mode displaying the AOM button.

NAVIGATION MENU

Button	Submenu	Function
Setting	4. AOM Page Setup	Sets the displaying the number of AOM pages.
	5. Dial Mode	Sets the dial mode when making a call. The basic status is set as the enblock mode that can make a call by pressing the [Send] button after dialing. If you change the basic mode into overlap mode, you can make a call only by dialing.
	6. Station ON/OFF	Sets various additional functions.
	7. Out-Code Setup	Sets in order to display '-' between the phones numbers when dialing in the enblock mode.
	8. Network Info	Shows the network information set in the phone.

TROUBLESHOOTING

This section describes the problems that may occur while the phone is used and the troubleshooting of the problems. Check the following cases before contacting a service center.
Please, contact the service center for troubles not solved with the following solutions.

The phone is connected, but the phone is not booted. ▶	- Check if the cables are properly connected to the phone. - Check if a power adapter suitable for the phone(included in the package) is connected. - Pull out the plug of the phone's power adapter and plug in again after 10 seconds.
The phone is booted, but the phone does not work. ▶	- When more than one device(phone or PC) has the same IP address, 'IP conflict' is displayed on the screen of the phone. Contact the system operator. - When more than one phone has the same ID, 'IP conflict' is, also, displayed on the screen of the phone. Contact the system operator.
When you pick up the handset or press the [Speaker] button, you cannot hear the dial tone. ▶	- Check if the power adapter and various cables are properly connected to the phone. - Check if the network environment such as IP address of the phone is properly configured.(See 'navigation menu' → 'setting' → '8. network info'.) - With the 'ping' command in the computer connected to the phone, check if the IP address of the phone is available. If the address is duplicated, contact the system operator to get a new, available IP address for the phone.
Nothing is displayed on the LCD screen while the phone is used. ▶	Check if the phone line is properly connected to the phone line connection port of the phone. (See the 'Installing the Phone' of 'BEFORE USE' in this Guide).

A bell is not ringing, or the bell sound is low.	Press the [▼Volume▲] button to turn the bell volume up. (See 'Adjusting Volume' of contained of 'THINGS YOU SHOULD KNOW' in this document.
The call status is bad because of noise and interference while calling.	Use the handset for the call if you were using the speakerphone.
There is too much howling in the announcement.	The speaker may echo if the internal phones are too closed each other. Please keep the distance between the phones at the interval of one meter.
Caller ID is not displayed on the LCD screen.	- Check if the (Calling Line Identification Presentation)CLIP service is requested to the telephone company. - Caller requested the telephone company not to disclose his/her ID. - Call was made from an area where the CLIP service is not provided(e.g., international calls). - Call was made from a public phone. - Information provided by the telephone company is damaged. - The telephone company does not service CLIP.
Alarm is not ringing at the setting time.	Check if the current time is properly set at the phone. Contact the system operator if the time setup should be changed.

ANNEX

Specification

The specification of ITP-5112L is as follows:

Item	Description
Model Name	ITP-5112L
Weight(kg)	1.1
Size(mm)	266(Width) × 206(Depth) × 122(Height)
Adapter Input Power	AC 220 V/60 Hz; 0.5 A
Adapter Output Power	DC 5 V; 3 A
POE Input Power	DC 36-57 V(Standard 48 V); 400 mA
Temperature(°C)	0~45
Humidity(%)	10~90
No. of [Select] Buttons	12
Navigation Buttons	0
Conversation through Speaker Phone	Available
LCD	Color Graphic LCD(320 × 240 px)

B Class Device (Home IT Equipment)

▫ This product is made for home and is a device that has passed Electromagnetic Compatibility. This product can be used anywhere including residential area.

▫ This product is a B class device that has passed electromagnetic interference.