

REV 1.0

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*Total Office Solution*  
**TOS 3000**



**ICON Voice Networks**

8001 Jetstar Drive  
Irving, TX 75063  
[www.iconvn.com](http://www.iconvn.com)

**IP2032**

**Quick Reference Guide**

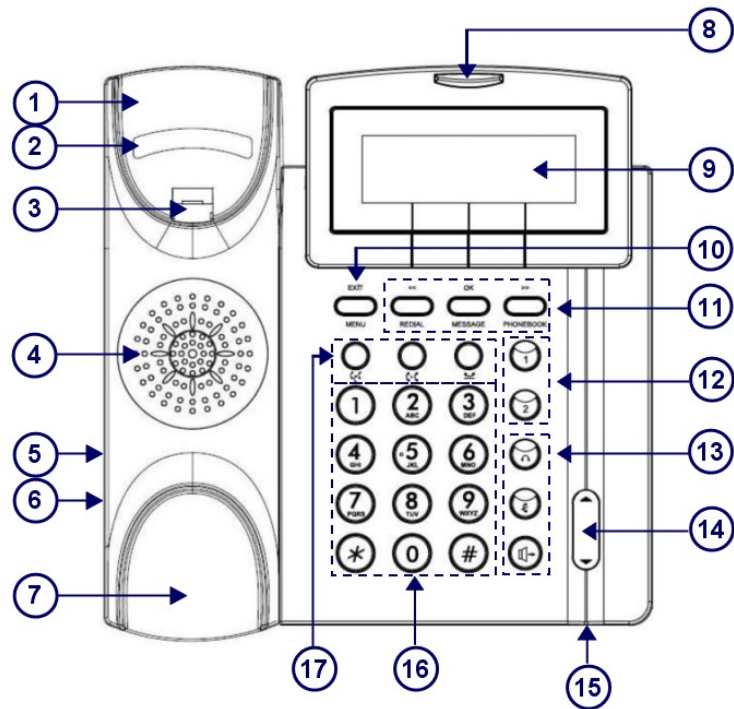
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# Introduction

The IP2032 includes a three-line LCD display, dial pad, three dynamic soft keys, handset, I/O ports, and a desktop pedestal with a wall-mount option. The IP2032 supports Power-over-Ethernet (PoE), but also ships with a 5VDC/2A power adapter when PoE is not available.

Use the illustrations and tables on the next few pages to familiarize yourself with the IP2032.



Depending on the TOS 3000 software version and how your phone is programmed feature availability and operation may differ from the instructions in this guide. For more information contact your authorized ICON Voice Networks Dealer.

# Phone Information

Extension Number: \_\_\_\_\_

Passcode / Voice Mail Access Code: \_\_\_\_\_





IP Address: \_\_\_\_\_







MAC Address: \_\_\_\_\_

Serial Number: \_\_\_\_\_

press the Edit soft key. Use the dial pad to enter a new number and press OK.

4. To edit an existing number, find the number (0-9) you want to edit and press the Edit soft key. Use the Backsp soft key to clear the old number and use the dial pad to enter a new number. When finished press OK.

No	Part Name	Description
1	Handset Cradle (Top)	For the placement of handset (receiver end).
2	Hook switch	On-hook / off-hook switch.
3	Handset Hook	Secures the handset when wall-mounted.
4	Speaker	Provides sound for ringing and hands-free conversation.
5	Handset Jack	RJ-9 handset jack for connecting the handset cord.
6	Headset Jack	RJ-9 headset jack for connecting a headset.
7	Handset Cradle (Bottom)	For the placement of handset (transmitter end).
8		Indicates an incoming call, new voice message, or registration notification.
9	Telephone Display	The three-line LCD displays features such as the time, date, telephone number, caller ID, line/call status, number of messages, and soft key menus.
10	 MENU / EXIT Key	In the idle state, the MENU / EXIT key accesses the telephone menu. While in a menu, pressing MENU/EXIT returns you to the previous menu level.
11	 REDIAL / << Key	In the idle state, the REDIAL / << key accesses the call log. While in the telephone menu, use the key scroll left.
	 OK / MESSAGE Key	<b>Message Key:</b> In idle state, press the Message key to access your voice mailbox. <b>OK Key:</b> Use the OK key to confirm a menu setting or a dialed telephone number.

No	Part Name	Description
	 PHONEBOOK / >>	<p>The PHONEBOOK/&gt;&gt; key. In idle state, press to open the phonebook menu. In any other menu press to advance to the next submenu.</p> <p>Each of the soft keys above activates a soft key menu option. Soft key feature options are displayed along the bottom of the telephone display. Soft key feature availability is dependent upon the state of the telephone.</p>
12	 Line Keys 1 & 2	<p>Line keys 1 and 2 can be used for line selection or programmable features.</p> <p>Line Key In-Use = Red LED. Line Key Not In-Use = No LED.</p>
13	 Headset Key	<p>Toggles the Headset on or off.</p> <p>Headset On = Red LED. Headset Off = No LED.</p> <p>To make a call using the headset, press the Headset key then press the Speaker key.</p>
	 Mute Key	<p>Toggles Mute on or off.</p> <p>Mute On = Red LED. Mute Off = No LED.</p>
	 Speaker Key	<p>Toggles the speaker (headset if active) on or off.</p> <p>Speaker On = Red LED. Speaker Off = No LED.</p>
14	 Volume Control / Navigation Keys	<p><b>Volume Control:</b> Use to adjust/turn off the ringer, handset, headset, or speakerphone volume level.</p> <p><b>Navigation:</b> The +/- keys allow you to scroll through text and select features on the telephone display.</p>

### Delete a Phonebook Entry

1. Press the Menu key and use the navigation keys to select Phonebook. Press OK
2. Select Delete and either use the navigation keys to scroll through the list or use the dial pad to enter a phonebook bin number (1-200).
3. Press the Del soft key.
4. Press the Del soft key a second time to confirm.

### Ring Type

The IP2032 allows you to select one of eleven distinctive ring types for your phone. (Default = 0).

1. Press the Menu key and use the navigation keys to select Ring Type and press the OK.
2. Use the Backsp soft key to clear the current entry. Use the dial pad to enter a new Ring Type (0-10) and press OK.

### Speed Dialing

The Speed Dialing feature lets you store a list of 10 phone numbers that you can access easily using a speed dial number from 0 to 9.

#### Speed Dialing a Number

1. Press the Menu key and use the navigation keys to select Speed Dialing, then press OK.
2. Use the Navigation Keys to scroll through the speed dial list.
3. Press the Dial soft key to dial a number.

#### Editing your Speed Dial Directory

1. Press the LCD Menu key and use the navigation keys to select Speed Dialing, then press OK.
2. Use the navigation keys to scroll through the speed dial list.
3. To add a new number, find an empty position (0-9) and

forwarded to the no answer forwarding destination.  
(Default value is 15 seconds.)

**Call Log:**

1. Press the Menu key.
2. Select the Call Log option and press OK to enter the call log menu.
3. Scroll to select Dialed Calls, Missed Calls, or Received Calls and press OK.
4. Use the +/- navigation keys to scroll through your calls.
5. You may choose to Dial, Delete/Delete All Number(s) or press Cancel to exit the menu.

**Phonebook:**





The Phonebook feature allows you to store a list of phone numbers for fast dialing. The IP2032 can store up to 200 entries.

**Browse the Phonebook**






1. Press the Menu key and Use the navigation keys to select Phonebook. Press OK.
2. Select Dial and either use the Navigation keys to scroll through the list or use the dial pad to enter a phonebook bin number (1-200).
3. Once you have selected a phonebook contact you can press the Dial soft key to call.

**Edit or Add a Phonebook Entry**

1. Press the Menu key and Use the navigation keys to select Phonebook. Press OK.
2. Select Edit and either use the Navigation keys to scroll through the list or use the dial pad to enter a phonebook bin number (1-200).
3. Press Edit.
4. Press the Edit soft key to edit the name and telephone number using the dial pad. When finished press OK.

No	Part Name	Description
15	Microphone	Microphone input under the IP2032 lower front edge.
16	 Dial Pad	Telephone dial pad. (1-9, 0, *, and #).
17	 Conference Key	Press the Conference key to initiate a conference call after two calls are connected.
	 Transfer Key	Transfer a call to another station.
	 Hold Key	Press the Hold key to place a call on hold or retrieve a held call.

## LED Overview

LED	Color	Status	Description
 Message LED	Red	Off	Idle or no new message.
		Slow Blink	New voice message indication.
		Rapid Blink	There is an incoming call.
		Rapid Blink (Constant)	IP2032 cannot register to TOS3000 system.
 Speaker key	Red	Off	The hands-free speaker is not in use.
		Steady	In on-hook dialing mode or hands-free talking mode.
 Mute key	Red	Off	The microphone is on for handset, headset, or hands-free mode.
		Steady	The microphone is off (muted) for handset, headset, or hands-free mode.
 Headset key	Red	Off	Headset mode is disabled.
		Steady	Headset mode is enabled.
 Line keys 1 & 2	Red	Off	The line is idle.
		Steady	The line is active (dialing or on a call).
		Slow Blink	A call is on hold.
		Rapid Blink	Incoming call.

## Advanced Call Features

### Call Blocking Based on Caller ID:

1. Press the Menu key and use the navigation keys to select Call Blocking. Then press OK.
2. To enable choose Status and use the navigation keys to toggle to ON. Press OK to save.
3. To edit one of the ten entries, select Blocking List, then a number (0-9). Press OK, then Edit to enter a number. When finished press OK to save. Calls from this number will no longer ring your extension and instead receive a busy signal.

### Call Forward:

1. Press the Menu key and use the navigation keys to select Call Forward. Then press OK.
2. Scroll to select the call forwarding type you want to activate and press OK.
3. Select Always Forward to forward all calls, Busy Forward to forward only busy calls, No Answer Forward to forward only unanswered calls, or DND Forward to forward calls when the phone is in DND mode.
4. Select Status and press OK.
5. Use the +/- navigation keys to enable call forwarding (on) or disable (off) call forwarding and press OK.
6. Select Forward Number to enter the phone number where you want calls forwarded and press OK.
7. Select Forward Call Type. ICM enables call forwarding only for calls from an internal extension. Outside enables call forwarding for calls from an outside line or networked TOS 3000 system. Both forwards all calls.
8. When enabling No Answer Forwarding, you must set the No Answer Timer. If the telephone is not answered after the no answer timer expires, the call is then

hands-free) you can mute the microphone by pressing the Mute key. The Mute key will light red when mute is active.

**Transfer (Blind Transfer):**

1. While on an active call press the Transfer key.
2. The system will prompt you to enter the number where you would like to transfer the call.
3. Use the dial pad to dial an extension or outside telephone number and press OK.
4. Hang up to complete the transfer.

**Transfer (Supervised Transfer):**

1. While on an active call place the first call on hold by pressing the Hold key.
2. The IP2032 will automatically switch to the second channel. Use the dial pad to dial an extension or outside telephone number and press OK.
3. When the called party answers you can speak to the called party before transferring.
4. Press the Transfer key to complete the transfer.

**Voice Mail:**

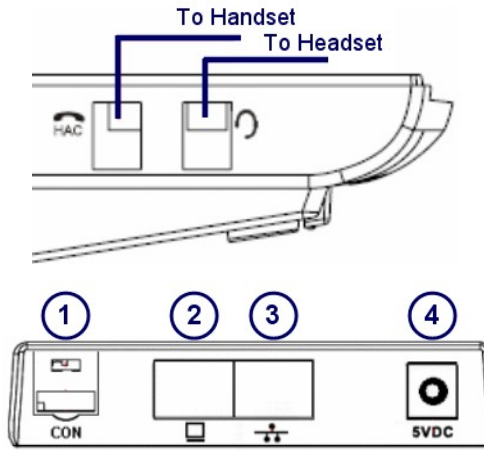
1. Press the OK/Message key or dial the voice mail access code \_\_\_\_\_ to access your voice mailbox.
2. When prompted, enter your voice mailbox pass code.




**Volume Adjustment While on a Call:**

1. During a conversation (handset, headset, or hands-free), you can adjust the receive audio through the handset, headset or speaker using the volume control key.
2. Press the volume control + key to raise the volume or volume control – key to lower the volume. The audio level will display on the LCD. Please note that the lowest level turns the receive audio OFF.

**IP2032 I/O Ports**

The side view and the connectors of the IP2032 are as follows:



No	Part Name	Description
1	CON	Not used.
2	 RJ-45 Ethernet Port	RJ-45 Jack 10/100 Mbps Ethernet port for connecting to PC. It could be used as a switch for a PC to access the IP network.
3	 RJ-45 Ethernet Port	10/100 Mbps Ethernet port for connecting the IP2032 to an IP network. This port also supports Power-over-Ethernet (PoE) (IEEE802.3af standard).
4	 5VDC Power Input	The IP2032 can be powered by the 5V/2A power adapter (included with the IP2032). This device supports a power auto-switch function and can switch from AC power to PoE (if available).

# Basic Call Features

## Three Ways to Use the Phone:

1. **Handset** – Lift the handset from the cradle to answer.
2. **Hands-Free / Speakerphone** – You can enter hands-free mode by pressing the Speaker key. To end a call, press the Speaker key to hang-up.
3. **Headset** – The Headset key is used to enable/disable headset mode, when enabled, it will switch the phone from hands-free to headset mode when the Speaker key is pressed. **When in headset mode use the Speaker key to answer and end a call.**

## Making a Call:

1. Lift the handset or press the Speaker key. Note. If using a headset make sure the Headset key is active.
2. Use the dial pad to dial an extension number or outside phone number. You may also choose to dial a phone number by entering the IP address of the telephone. E.g., To dial 192.168.1.11, enter the following: 192\*168\*1\*11.
3. Press OK or the Dial soft key to dial the number, or wait for the dial timeout (default 5 seconds). The IP2032 will select the first available line to dial the number.
4. When your party answers, begin speaking.
5. Hang up or press Speaker to end the call.

## Receiving a Call:

1. Lift the handset or press the Speaker key. Note. If using a headset make sure the Headset key is active.
2. Begin speaking.
3. Hang up or press Speaker to end the call.

## Conference:

1. While on an active call, you can invite another party to

join using the 3-party conference call feature.

2. Place the first call on hold by pressing the Hold key.
3. The IP2032 will automatically switch to the second channel. Use the dial pad to dial an extension or outside telephone number and press OK.
4. When the outside party answers press the Conference key to start the three-way conference. The LCD will display CONF to show that the two calls are joined in the conference.
5. Please note the conference call will end for all parties when the TOS 3000 extension hangs up.

## Do Not Disturb (DND):

1. Use this feature to prevent calls from ringing at your extension. When enabled, calls will follow the DND forward setting (default voice mail).
2. Press the Menu key and use the navigation keys to select DND and press OK.
3. Use the up/down navigation keys to enable (On) or disable (Off) DND and press OK.

## Hold:

1. While on an active call press the Hold key.
2. To pick-up the held call, press the Hold key or if the call is held on a Line key, you can also press the Line key to pick-up the call.

## Last Number Redial:

1. Press the <</Redial key.
2. The IP2032 phone will display the last 10 dialed numbers.
3. Use the Navigation keys to select a number and press the Dial soft key to redial.

## Mute:

1. During a conversation (handset, headset, or