

# *iP Series* • **IVX<sup>®</sup>128 Plus**

## **Using the Remote IP Feature Phone**

Supplement to the *User's Guide*

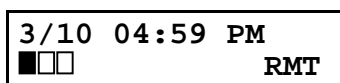
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### **Differences between standard ESI Feature Phones and the Remote IP Feature Phone**

Your Remote IP Feature Phone will operate like the standard ESI IP Series or IVX Series Feature Phone, with these exceptions:

#### ***1. Channel availability display***

The display on an idle Remote IP Feature Phone will show channel availability, rather than CO line availability:

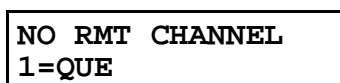


- Remote channel(s) in use
- Remote channel(s) not in use

As depicted above, the bottom right of the display of an idle Remote IP Feature Phone will show “RMT” (short for *remote*). The display’s bottom left will show a number of boxes — as few as one or as many as 12, depending upon your system’s installation and configuration — that represent the total number of available remote channels. A solid box indicates a remote channel that is in use; an open box indicates a remote channel that is available. If you access an outside line, your display will switch to the CO line usage display described in your *User's Guide*.

#### ***2. Channel queue display***

There may be times when all remote talk paths are in use. When this occurs and you try to access a remote channel, you will hear a “fast busy” signal, and the display will look like this:



If you wish to be queued to receive the next available remote channel, press **1** and hang up; when a path becomes available, your Remote IP Feature Phone will ring, the display will show “FREE RMT CHANNEL” and, when you answer, a prompt will automatically tell you that there is a channel available.

#### ***3. Paging limitation***

The Remote IP Feature Phone can initiate pages; however, it cannot receive pages. For example, when the operator performs an all-page (**# 0**), this will be heard on the speakers of all extensions **except** those on the Remote IP Feature Phones in the system. Additionally, the Quick Page and Auto Page features are not available when calling a Remote IP Feature Phone.

#### ***4. No 911/emergency calls***

Because your ESI Remote IP Feature Phone isn’t connected directly to your local telephone network, you must use a regular phone connected locally, **not** the Remote IP Feature Phone, to make 911 or other emergency calls. (See the enclosed 911-related insert, ESI item 0450-0262, for more information.)

## Troubleshooting

**Important:** The audio quality of the Remote IP Feature Phone is dependent on the quality of the connection between the Remote Phone and the IP PBX at the main office. High data traffic on a poor or overloaded connection will cause significant audio distortion, which may include pops and clicks, or warbling. In this case, contact your ESI Reseller or network administrator for assistance.

The quality of your main office's outside phone lines also can affect the audio quality of the Remote IP Feature Phone. Due to the interface between advanced, packet-based phone systems and the traditional public telephone network, a poor-quality phone line can degrade audio quality, causing an echo on outside calls. An **occasional** echo isn't unusual and doesn't necessarily indicate a problem with your system or lines; however, if this problem occurs **persistently**, contact your ESI Reseller for assistance.

Condition	Procedure
Remote Phone display is blank	<ul style="list-style-type: none"> <li>• Check other phone functions. If you get dial tone when you lift the receiver and the display is blank, the phone is defective.</li> <li>• If no phone functions operate check the phone power supply. It should be plugged into the phone and into an active AC outlet. If the display is still blank the phone is defective.</li> </ul> <p>Contact your ESI Reseller if the phone is defective.</p>
Remote Phone display shows software version (such as "IP SERIES V2.6")	The Remote IP Feature Phone either is faulty or is, in fact, a <b>non-remote</b> ( <i>i.e.</i> , local) IP Feature Phone. Contact your ESI Reseller.
Remote Phone connects but doesn't operate correctly	The remote phone may be defective. Contact your Reseller or use <i>Esi-Test</i> to test all of the Remote IP Feature Phone's capabilities. ( <i>Esi-Test</i> is part of the <i>Esi-Tools</i> Users' Kit and can be installed on a PC from the CD-ROM.)
Remote Phone won't connect	<ul style="list-style-type: none"> <li>• Check the cable between the phone and network access device (router, hub or switch). This cable should be plugged into the port on the bottom of the phone labeled <b>NETWORK</b>.</li> <li>• Check that the link light for the port on router is illuminated. If this light is not lit check the power supply connection for the router.</li> <li>• Check the cable between the network access device and the modem. The <b>WAN</b> port on a router should be plugged directly into the modem. If using a hub or switch, you should connect its <b>UPLINK</b> port to the modem.</li> <li>• Check your IP connection by using your PC to access a site on the Internet (after accessing a Web page, press <b>Ctrl R</b> [for <i>Refresh</i>] to verify that your Web browser is displaying fresh data).</li> <li>• Call the main office with a regular phone. Make sure the problem is not with the network or IP connection at the main office.</li> </ul>
Phone works correctly but the audio quality is poor	The problem is probably with the connection between the Remote Phone and the IP PBX at the main office. Ask your network administrator or ESI Reseller to evaluate your connection to the main office using <i>Esi-Network</i> .

