



# Videophone

## USER MANUAL



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# 1. Your ACN Videophone

## 1-1. VIDEOPHONE COMPONENTS


The following items should be included with your ACN Videophone. If an item is missing, please contact ACN Customer Services.


	
Main Unit	Handset
	
Ethernet Cable (RJ-45)	<div>Power Adapter</div> <div><small>*Warning: Use the Power Adapter that comes with your Videophone. Use of any other power adapter, other than one provided by ACN, may result in corruption of your Videophone or even a fire.</small></div>
	
Telephone Cable (RJ-11)	

## 1-2. SAFETY INSTRUCTIONS

This guideline is to advise you on user safely and prevention of any financial loss.  
Read thoroughly before using your Videophone.

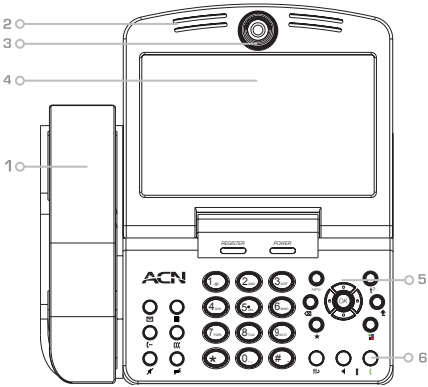
There are two types of precautions which are explained as follows:

<div></div> <div>CAUTION</div>		
<div>When unplugging the power adaptor, turn off the power switch before removing the plug from the electrical outlet.</div> <div><ul style="list-style-type: none"><li>Unplugging while the power switch is on may cause your Videophone to malfunction.</li></ul></div>	<div>Do not install your Videophone in an unsafe place, or on an unstable surface.</div> <div><ul style="list-style-type: none"><li>Your Videophone may not operate properly, or may not work at all.</li></ul></div>	<div>Use a soft fabric when cleaning the LCD screen and camera.</div> <div><ul style="list-style-type: none"><li>Do not use strong chemical solutions or abrasive cleaning materials as they can damage your Videophone, especially the LCD screen and camera.</li></ul></div>
Use the most accessible electrical outlet to install your Videophone.		

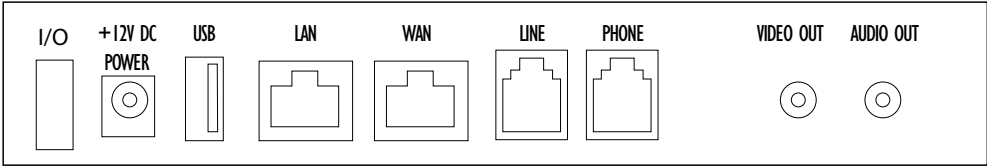
<div></div> <div>WARNING</div>		
Do not install your Videophone in a dusty environment or where it can be affected by gas.	Do not disassemble or modify your Videophone or power adapter. The warranty will not cover any defect that occurs due to such mishandling.	To avoid damage, over heating or the possibility of an electrical shock, do not install in a humid environment.
Do not subject your Videophone to direct sunlight, or install it near heat sources, such as radiators.	To avoid the possibility of an electric shock, do not touch the power adapter during thunder storms.	To prevent damage, protect your Videophone from sudden shock. Do not apply excessive force, especially to the LCD screen or camera.
A sudden change of temperature may cause damage to your Videophone.	Disconnect the power cable when your Videophone is not in use for an extended period of time.	Only use the power adapter supplied with your Videophone.

# 1-3. Getting to know your Videophone

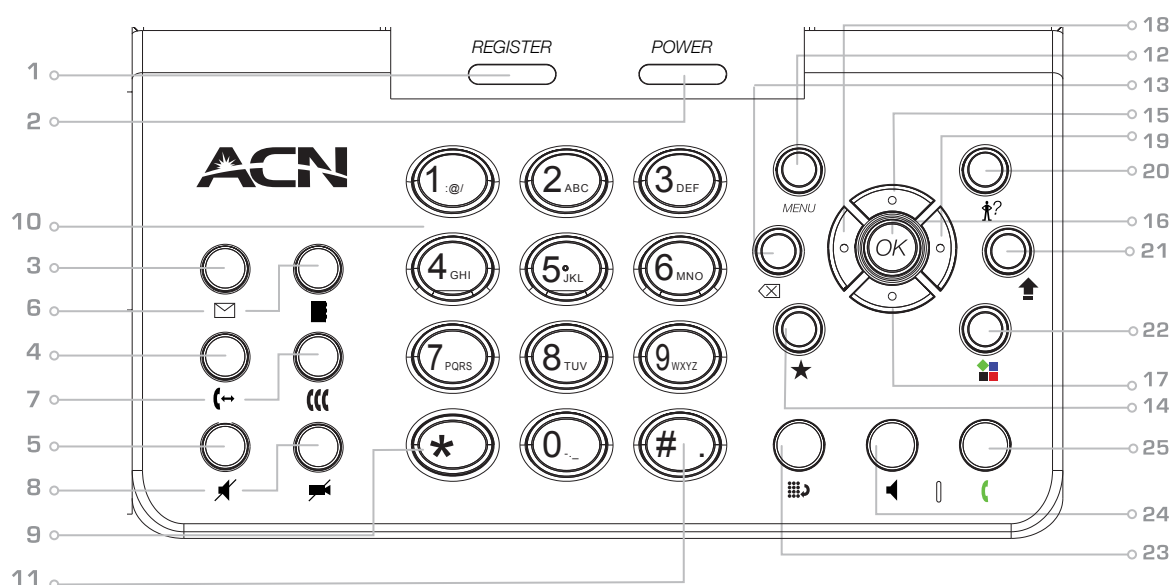
## FRONT




	<b>1</b>	<b>Handset</b>	Videophone handset
	<b>2</b>	<b>Speaker</b>	Plays ring tones and transfers audio in speakerphone mode.
	<b>3</b>	<b>Camera</b>	Captures images that are transmitted to the called party.
	<b>4</b>	<b>LCD Screen</b>	Displays your image and the image of the person you are talking to during a call.
	<b>5</b>	<b>Keypad</b>	Buttons that operate the functions of your Videophone.
	<b>6</b>	<b>Microphone</b>	Receives and transmits audio in speakerphone mode.

## REAR

	
<b>ON/OFF (I/O)</b>	Turns your Videophone on/off
<b>POWER (DC IN)</b>	Connects to the power adapter
<b>USB</b>	USB port used to transfer data to/from your Videophone
<b>LAN</b>	Local Area Network connection
<b>WAN</b>	Connects to Internet via the Ethernet cable
<b>PHONE</b>	Connects a cordless or corded phone to your Videophone
<b>VIDEO OUT</b>	Transmits video to a TV or Computer
<b>AUDIO OUT</b>	Transmits audio to external speakers or audio system.
<b>LAN</b>	<p>(Local Area Network) is a computer network covering a small geographic area, like a home, office, or a group of buildings i.e. a school.</p> <p>A home network is a residential local area network, and is used to connect multiple devices within the home. The simplest home networks are used to connect 2 or more computers for sharing files, printers, and a single connection to the Internet (usually broadband Internet through a cable or DSL provider).</p>
<b>WAN</b>	<p>(Wide Area Network) is a computer network that covers a broad area. WANs are used to connect LANs and other types of networks together, so that users and computers in one location can communicate with users and computers in other locations. The wide area network provides network address translation (NAT), allowing multiple devices such as computers or videophones to share one IP address and Internet connection. The router can be identified as it almost always has 5 Ethernet ports on the back. One port is separate from the four other ports. The largest and most well-known example of a WAN is the Internet.</p>

## KEYPAD







<b>(1) REGISTER</b>	The green LED light is on when your Videophone is connected to ACN's Digital Phone Service.
<b>(2) POWER</b>	Indicates if your Videophone is switched on.
<b>(3) MAIL</b>	Allows you to retrieve video/voicemail.
<b>(4) HOLD</b>	Enables you to place calls on hold.
<b>(5) MUTE</b>	Disables the voice transmission during the call.
<b>(6) PHONEBOOK</b>	Provides access to your personal phonebook.
<b>(7) CONFERENCE</b>	Allows you to audio conference multiple callers on to one call (3-Way Calling).
<b>(8) PRIVACY</b>	Temporarily disables the video signal transmission during a call.
<b>(9) *</b>	Enters " * "
<b>(10) NUMERIC KEYPAD</b>	Enters phone number in the dialling mode or letters in the "Settings" menu.
<b>(11) #</b>	Enters " # ". Rejects the incoming call.
<b>(12) MENU</b>	Activates the "Main" menu on your LCD screen.
<b>(13) BACK</b>	Moves to the previous menu from the "Settings" menu or "Set Up" menu during a call and deletes characters when entering information.
<b>(14) MY CONTENT</b>	Lists available content.
<b>(15) UP NAVIGATION</b> 	Up navigation button.
<b>(16) OK</b> 	Use to enter selections and save settings in the "Settings" menu.
<b>(17) DOWN NAVIGATION</b> 	Down navigation button.
<b>(18) LEFT NAVIGATION</b>	Left navigation button.

(19) RIGHT NAVIGATION	Right navigation button.
(20) STATUS	Lists information needed for technical support i.e. configuration and software version
(21) CAPS	Allows you to enter capital letters and selects the type of letters or characters to enter. Switches between numeric, lower-case letters and upper-case letters.
(22) MY APPLICATIONS	Lists available applications.
(23) REDIAL	Makes a call to the last number dialled.
(24) SPEAKER	Activates/deactivates the speakerphone.
(25) CALL	Makes a call to the dialled number.

# 1-4. Installing your Videophone

Please check to ensure you have the following components before installing your Videophone. For optimal results, please follow the installation procedures provided in the Quick Installation Guide, which is included with your Videophone.

	
Connect the handset to the connection point located on the side of your ACN Videophone.	Connect the power adaptor to the power port.
	
Connect the Ethernet cable to the WAN port.	Turn the Power Switch on.


**NOTE:** Your Videophone may take up to 3 minutes before it is ready to use. During this time the system will perform an initial software update and connect to ACN’s Digital Phone Service. The LCD screen will display a status as it moves through the process. When the process is complete, the registration light will turn green.




# 2.Using the Basic Functions of your Videophone

## 2-1. PLACING A CALL

### 2-1-1. PLACING A CALL USING THE KEYPAD

Pick up the handset or press the "Speaker" button 


- Enter the phone number
- Press the "Call" button 

**NOTE:** Refer to Section 3-2 for instructions on entering characters. The keypad tones are switched off by default. If you would like to switch on the keypad tones, refer to Section 3-6-1-3 Sound.

### 2-1-2. PLACING A CALL IN STANDBY MODE (WHEN THE LCD SCREEN IS OFF)
















Enter the first digit of the phone number

- A window will appear on the screen
- Enter the remaining digits of the phone number
- Press the "Call" button 

### 2-1-3. PLACING A CALL FROM YOUR CALL LOG



Press the "MENU" button

- Use the navigation buttons "    " to select "Call Log"
- Press the "OK" button 
- Select the category of the number you would like to call (Total Calls, Answered Calls, Dialed Numbers, Missed Calls) by using the navigation buttons "   " (for example: select "Dialed")
- Press the "OK" button 
- Use the navigation buttons "   " to select the desired number
- Press the "OK" button 
- Use the navigation buttons "   " to select "Make A Call"
- Press the "OK" button 




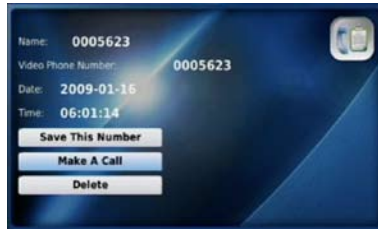
Select "Call Log" from the Main Menu




Select the required call category






Select the number you would like to call and press the "OK" button 











Select "Make A Call" and press the "OK" button 

## 2-1-4. PLACING A CALL FROM YOUR PHONEBOOK

Press the "MENU" button when the LCD screen is off or in idle mode.

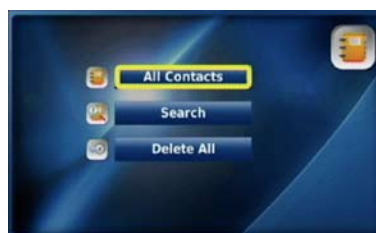
- The Main Menu is displayed
- Select the Phonebook menu by using the navigation buttons "  " 
- Press the "OK" button 

OR

- Press the "Phonebook" button  located on the front of your Videophone.
- Select "All Contacts" by using the navigation buttons "  " 
- Select the desired contact and then press the "Call" button  or the "OK" button 
- Select the number (video, mobile, home, company phone number) you would like to call by using the navigation buttons "  " 
- Press the "OK" button 





Select "Phonebook" from the Main Menu




Select "All Contacts"




Select the desired contact and press the "Call" button  or the "OK" button 



Select the number you would like to call and press the "OK" button 

## 2-2. RECEIVING A CALL


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When your Videophone rings the LCD screen will show the person calling or the name and phone number of the person calling. Pick up the handset or press the “Speaker” button  to answer the call. If there is a picture associated with a contact, it will be displayed.



## 2-3. REJECTING A CALL


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If you are unable, or do not want to answer, a call simply press the button  to reject it. The call will then be sent directly to your voicemail.



## 2-4. ENDING A CALL

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Simply hang up the handset or if you are in speakerphone mode, press the “Speaker” button .

**NOTE:** Your call data will be stored in your Call Log.


## 2-5. RETRIEVING YOUR VIDEO/VOICEMAIL

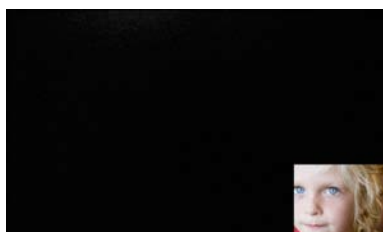
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An envelope will appear in the bottom right-hand corner of your screen indicating that you have video/voicemail and the number of message(s) waiting.

To retrieve your video/voicemail:



- Press the “Mail” button  on the front of your Videophone
- Enter your 4 digit access code and press #
- Press 1 to retrieve your video/voicemail
- If you have mail, the voice prompt will indicate whether it is a voicemail or video message.



## Video/Voicemail Functions

Press	Command
# Key	Save your message
7	Erase your message
2	Repeat your message
4	Go back to your previous message
5	Play your message
6	Go to your next message
8	Return the call
9	Additional options
* Key	Go back to the previous menu

## 2-6. YOUR VIDEOPHONE INFORMATION


Select the “Information” icon from the Main Menu to view information about your Videophone.



Press the “Back”  or the “OK” button  on the front of your Videophone to exit.


## 2-7. USEFUL FUNCTIONS DURING A CALL

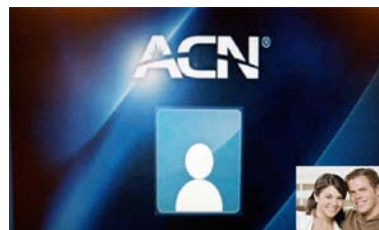
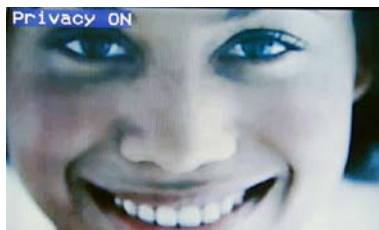
### 2-7-1. MUTE

Press the “Mute” button  to prevent the other party from hearing you speak. To release mute, press the “Mute” button again.




### 2-7-2. PRIVACY

Press the “Privacy” button  to keep your image from being displayed to the other party. In privacy mode, instead of your image, a logo image is displayed on the other party's screen. To exit from privacy mode, press the “Privacy” button again.



### 2-7-3. VOLUME CONTROL

You can control the volume by using the navigation buttons “” during a call.



The volume icon is shown at the top of the LCD screen.

“ ” Lowers the volume

“ ” Increases the volume



In order to control the volume during a call:



- Press the “MENU” button
- Select “Volume Control” by using the navigation buttons “ ”
- Press the “OK” button 
- Use “ ” to adjust the volume
- Press the “Back” button  to return to the previous menu

## 2-7-4. BRIGHTNESS CONTROL


You can adjust the LCD brightness by using the navigation buttons “ ” during a call. The brightness icon is shown at the top of the LCD screen.

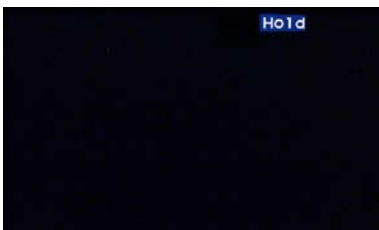


In order to control the LCD brightness during a call:

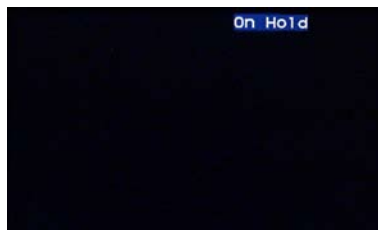
- Press the “MENU” button
- Select “Brightness Control” by using the navigation buttons “ ”
- Press the “OK” button 
- Use “ ” to adjust:
- Press the “Back” button  to return to the previous menu

## 2-7-5. Hold

You can place a call on hold by pressing the “Hold” button  during a call. The LCD screen will then become dark and not display anything. To resume your call, simply press the “Hold” button again.




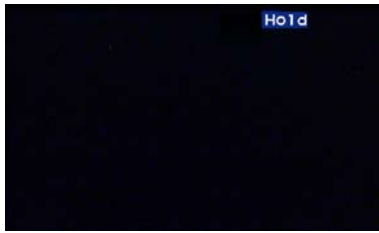
Caller will see “Hold”



Person called will see “On Hold”

## 2-7-6. AUDIO CONFERENCING (3-WAY CALLING)



The Audio Conferencing function enables 3-way calling during a voice call. To activate press the “Hold” button  during the call. This will place the existing caller on hold.



Caller will see “Hold”



Person called will see “On Hold”


- Dial the number of the 3rd person you would like to conference in and press the “Call” button 
- When the 3rd party answers, press the “Conference” button 



**NOTE:** If the person who initiated the conference call hangs up during the call, it will end the call for all parties.

## 2-7-7. CALL WAITING













You will hear a stutter tone to indicate an incoming call and the caller ID information will be displayed.

- To accept the incoming call, press “1” (the existing call will be placed on hold)
- To reject the call, press “2” (the new caller will hear a busy signal)
- Once the incoming call is completed, press the “Hold” button  again to reconnect to the original caller.




## 2-8. CALL FORWARDING

The Call Forwarding feature enables you to forward your calls to another telephone number or to your voicemail. To activate this feature simply following the below instructions depending on the option you would like:

<b>CALL FORWARDING ALWAYS</b>	
<b>Activation</b>	Press *72 followed by the "Call" button  , then the number that you would like your calls forwarded to followed by the # key
<b>De-activation</b>	Press *73 followed by the "Call" button 
<b>CALL FORWARDING ALWAYS TO VOICEMAIL</b>	
<b>Activation</b>	Press *21 followed by the "Call" button 
<b>De-activation</b>	Press #21 followed by the "Call" button 
<b>CALL FORWARDING TO BUSY</b> (caller will hear a busy signal)	
<b>Activation</b>	Press *90 followed by the "Call" button 
<b>De-activation</b>	Press *91 followed by the "Call" button 
<b>CALL FORWARDING BUSY TO VOICEMAIL</b> (caller will be forwarded to voicemail if you are on another call)	
<b>Activation</b>	Press *40 followed by the "Call" button 
<b>De-activation</b>	Press #40 followed by the "Call" button 
<b>CALL FORWARDING NO ANSWER</b>	
<b>Activation</b>	Press *92 followed by the "Call" button  , then the number that you would like your calls forwarded to followed by the # key
<b>De-activation</b>	Press *93 followed by the "Call" button 
<b>CALL FORWARDING NO ANSWER TO VOICEMAIL</b> (caller will be forwarded to voicemail if there is no answer)	
<b>Activation</b>	Press *41 followed by the "Call" button 
<b>De-activation</b>	Press #41 followed by the "Call" button 
<b>Please note, ACN's standard rates apply to the forwarded call depending on the fixed or mobile number the call is forwarded to.</b>	

## 2-9. TRANSFERRING CALLS TO/FROM AN AUXILIARY PHONE

To transfer calls to or from an auxiliary phone connected to the phone port of your Videophone simply do the following:

<b>TRANSFERRING CALLS FROM YOUR VIDEOPHONE</b>	
Press the "Call" button  . The auxiliary phone will ring. Simply answer the auxiliary phone to complete the transfer.	
<b>TRANSFERRING CALLS TO YOUR VIDEOPHONE</b>	
<b>Press *1</b> on the auxiliary phone to transfer audio only to your Videophone.	<b>Press *2</b> on the auxiliary phone to transfer both audio and video to your Videophone.







# 3. Set Up

## 3-1. MAIN MENU

Press the "MENU" button to display the Main Menu.







**NOTE:** To navigate the menu screen, use the "    " buttons to until you reach the desired menu item, then press the "OK" button 


MAIN MENU SELECTIONS	
Phonebook	<ul style="list-style-type: none"><li>Save contact names and phone numbers for frequently dialed numbers</li><li>Search for phone numbers by name and number</li><li>Place calls directly</li></ul>
Call Log	<ul style="list-style-type: none"><li>View recent calls in your Call Log, including total calls, answered calls, dialled numbers and missed calls</li><li>Place calls directly</li></ul>
Settings	<ul style="list-style-type: none"><li>Provides access to a variety of settings, including System, Time, Upgrade and Administrator settings</li></ul> <div data-bbox="327 1115 710 1341"></div> <ul style="list-style-type: none"><li>In the "System Settings" menu you can manage your Sound and Display options, in addition to accessing your network settings and the Factory Reset function.</li><li>In the "Network" menu you can access your Net and Interface settings. To adjust these settings please contact ACN Customer Services.</li><li>Factory Reset allows you to delete your configuration and reset to the factory defaults. If this is necessary, ACN Customer Services will provide you with the password to reset your Videophone</li><li>In the "Sound" menu, you can set your Ring Tones, Ring Volume, Sound Effects, Sound Volume and Audio Output.</li><li>The "Display" menu allows you to activate and manage Video Output, LCD Brightness, Upload Bandwidth, Picture Capture (captures and saves pictures from live video conversation, which you can associate with your phonebook contacts), Self View, Power Saving (controls timing for Digital Photo Frame and Wallpaper), Wallpaper and your Digital Photo Frame and Language options.</li><li>The "Time Setting" menu allows you to set the time parameters such as NTP, DST, and GMT.</li><li>In the "Upgrade" menu, you can access the Upgrade Server Address and the method for upgrading your software. To adjust these settings please contact ACN Customer Services.</li><li>The "Administrator" menu provides access to SIP, A/V Codec settings, DNS, Proxy and LAN settings. To adjust these settings please contact ACN Customer Services.</li></ul>
Digital Photo Frame	<ul style="list-style-type: none"><li>The Digital Photo Frame allows you to view the pictures from your memory stick or SD card as a slide show</li></ul>
Information	<ul style="list-style-type: none"><li>The Information screen shows you the main system settings for your Videophone</li></ul>



















### 3-2. USING THE KEYPAD

<b>Numeric keys</b>	<ul style="list-style-type: none"><li>Used for character input</li></ul>
 <b>(Caps)</b>	<ul style="list-style-type: none"><li>Enables you to select the type of characters to enter (Numeric/Lowercase/Capital)</li></ul>
 <b>(Back)</b>	<ul style="list-style-type: none"><li>Enables you to return to the previous menu</li></ul>
 <b>(OK)</b>	<ul style="list-style-type: none"><li>Used to select and confirm selections</li></ul>
 <b>Navigation buttons</b>	<ul style="list-style-type: none"><li>Used to navigate between menus</li><li>Directs you to edit mode, and allows you to set values for selected items</li></ul>

### 3-3. ENTERING CHARACTERS






Press the “Caps” button  to select the required input mode (Numeric/Lowercase/Capital). The current input type is indicated at the top left of the LCD screen, represented by one of the following icons:

-  Indicates numeric
-  Indicates lowercase letters
-  Indicates capital letters














Key \ Mode	Lowercase	Capital	Numeric
	:@/	:@/	1
	abc	ABC	2
	def	DEF	3
	ghi	GHI	4
	jkl	JKL	5
	mno	MNO	6
	pqrs	PQRS	7
	tuv	TUV	8
	wxyz	WXYZ	9
	" "	" "	0
	*	*	*
	#	#	#
	Space	Space	space

#### 3-3-1. ENTERING NUMBERS

Example: To enter “123”:
















- Press the “Caps” button  until the  appears at the top left of the screen.
- Press the    buttons consecutively.

## 3-3-2. ENTERING LETTERS

- Press the "Caps" button  until the  appears at the top left of the screen.
- Press the corresponding buttons until the desired letter appears. Example: To enter "SKY":
- Press the "Caps" button  to set the input mode to .
- Press the corresponding buttons for 'S', 'K', 'Y' consecutively:     ,   ,   

## 3-3-3. ENTERING NUMBERS AND LETTERS

Example: To enter "123.com"

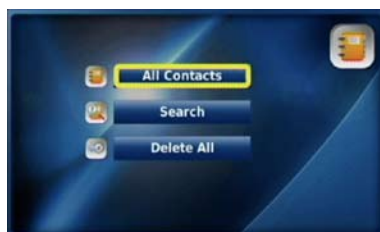
- Press the "Caps" button  to set the input mode to .
- Press the     buttons consecutively.
- Press the "Caps" button  to set the input mode to .
- Press the corresponding buttons for ""com" until the desired letter appears:
- Press the    ,    ,  buttons consecutively

## 3-4. PHONEBOOK

The Phonebook enables you to save any frequently dialed numbers as contacts, and place phone calls directly. Up to 300 contacts can be stored in the Phonebook.



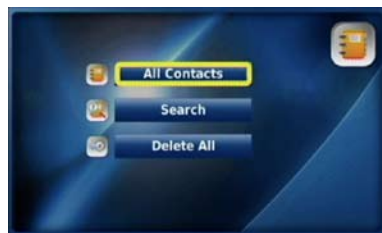
Select "Phonebook"  
from the Main Menu



Phonebook menu

### 3-4-1. ALL CONTACTS

"All Contacts" lists all the contacts you have saved in your Phonebook. You can edit, save or delete your contact information.



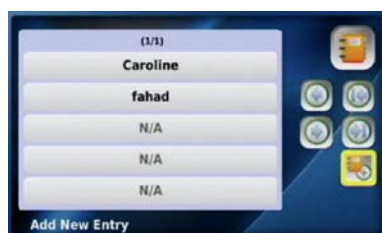
Select "All Contacts" from the  
Phonebook menu



"All Contacts" list

#### 3-4-1-1. ADD NEW ENTRY

"Add New Entry" enables you to add new contact information such as name, phone number, set up a corresponding ring tone, as well as a photo of the contact. After entering the information select "Save". If you do not want to save the information, select "Cancel".



Select "Add New Entry" from  
the All Contacts menu



Enter information and  
select "Save"

## 3-4-1-2. PLACE A CALL

You can place a call to anyone listed in your "All Contacts" list by selecting the name and number you would like to call.




Select the contact from your  
"All Contacts" list



Select the "Make Call" option



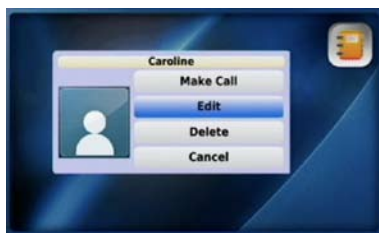
Select the number  
you would like to call and press  
the "OK" button 

## 3-4-1-3. EDIT A CONTACT

You can edit information such as phone number, name, ring tone and the photo of the contact. Once you have edited the information, select "Save" to save your changes. If you do not want to save, select "Cancel".



Select the contact from your  
"All Contacts" list



Select the "Edit" option



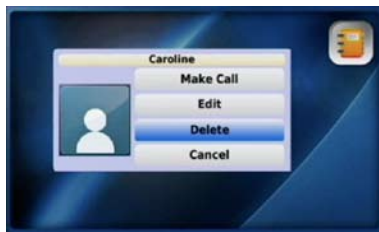
Enter information and  
select "Save"

## 3-4-1-4. DELETE A CONTACT

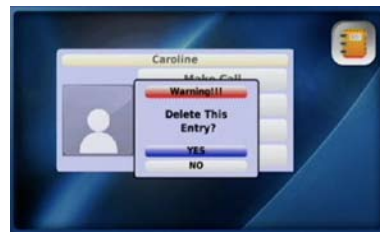
You can delete contact information that you no longer need.



Select the contact from your  
"All Contacts" list



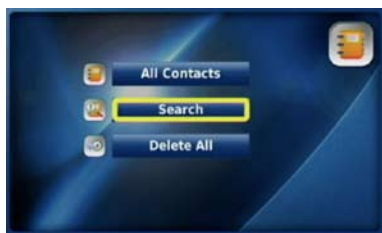
Select the "Delete" option



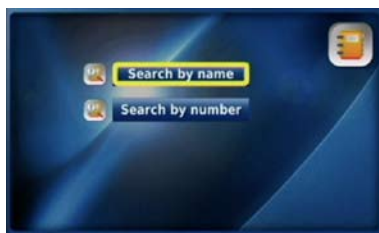
Select "YES" to delete

## 3-4-2. SEARCH

You can search for a contact stored in your Phonebook by name or number and directly place a call, edit or delete the contact information.



Select "Search" from the  
Phonebook menu

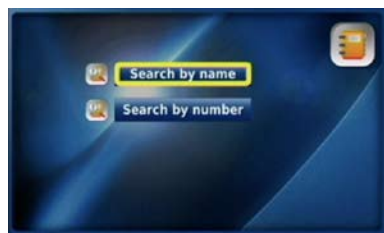


Search menu

### 3-4-2-1. SEARCH BY NAME


You can search for a contact by name in your Phonebook by selecting "Search by name".

**NOTE:** You should enter all characters using upper and lower case letters accordingly.



Select "Search by name" from the Search menu



Enter the name that you would like to find and press the "OK" button 



The contact information will be displayed


### 3-4-2-2. SEARCH BY NUMBER

You can search for a number that has been saved in your Phonebook



Select "Search by number" from the Search menu



Enter the number you would like to find and press the "OK" button 

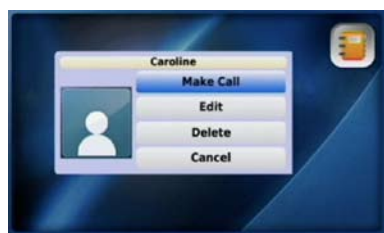


The contact information will be displayed

### 3-4-2-3. PLACING A CALL, UPDATING AND DELETING INFORMATION


You can place a call to a number in your Phonebook, or update or delete your saved contact information.

#### Placing a call

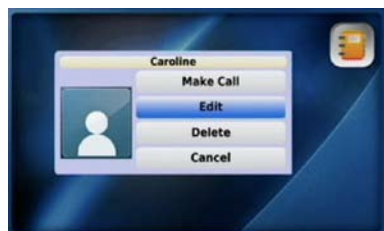



Select "Make Call"



Select the number you would like to call and press the "OK" button 


#### Updating information



Select "Edit" and press the "OK" button  to update an entry, then select "Save"

#### Deleting information

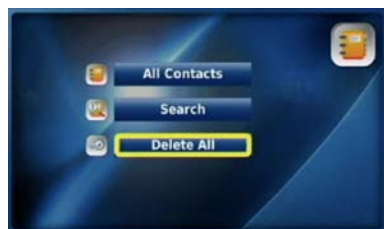


To "Delete" a contact, select "Delete" and then press the "OK" button . Select "Yes" to confirm the deletion

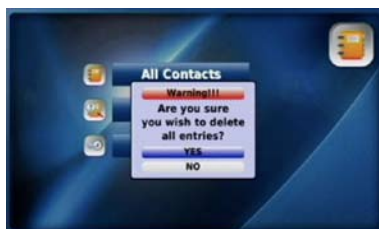
### 3-4-3. DELETE ALL

You can choose to delete all of the information in your Phonebook by selecting "Delete All", followed by "Yes".

**WARNING: SELECTING "YES" WILL AUTOMATICALLY DELETE ALL ENTRIES IN YOUR PHONEBOOK. YOU WILL NOT BE GIVEN THE OPTION TO CONFIRM THAT YOU WOULD LIKE TO DELETE ALL ENTRIES AFTER SELECTING "YES", AND YOU WILL NOT BE ABLE TO RETRIEVE THE DELETED ENTRIES.**



Select "Delete All" from the Phonebook menu



Select "Yes" to confirm the deletion

### 3-5. CALL LOG

You can view all your answered calls, dialed numbers and missed calls, and choose to directly call a number and save it to or delete it from your Phonebook.



Select "Call Log" from the Main Menu



Call Log menu

**NOTE:** A maximum of 300 calls (answered calls, dialed numbers and missed calls) can be saved in your Call Log. Should you exceed this amount your oldest calls will be deleted first.

#### 3-5-1. TOTAL CALLS

You can view a list of all answered calls, dialed numbers and missed calls by selecting "Total Calls". You can also directly place a call from this menu.



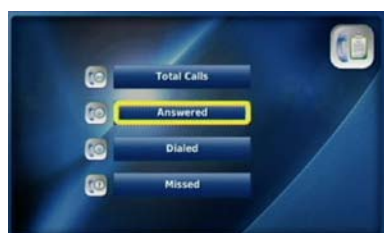
Select "Total Calls" from the "Call Log" menu



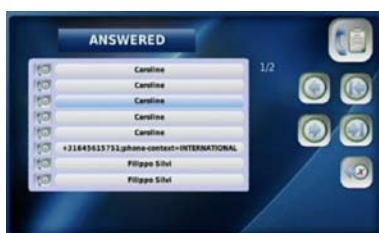
Select the desired number or contact name

#### 3-5-2. ANSWERED CALLS

You can view all the calls that you have recently answered by selecting "Answered Calls". You can also directly place a call from this menu and save numbers to your Phonebook.



Select "Answered" from the "Call Log" menu

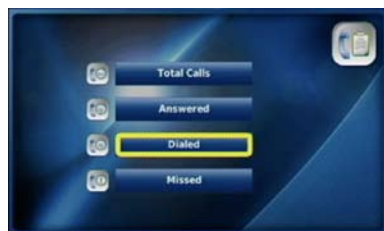


Select the desired number or contact name



### 3-5-3. DIALLED NUMBERS

You can view all your dialled numbers by selecting "Dialled". You can also directly place a call from this menu and save numbers to your Phonebook.



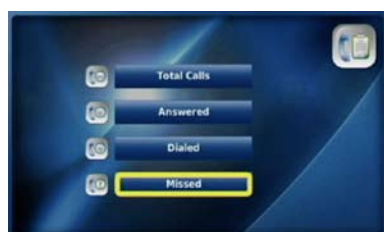
Select "Dialled" from the "Call Log" menu



Select the desired number or contact name

### 3-5-4. MISSED CALLS

You can view all the calls that you have recently missed by selecting "Missed". You can also directly place a call from this menu and save numbers to your Phonebook.



Select "Missed" from the Call Log menu

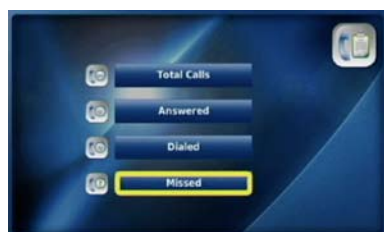



Select the desired number or contact name

### 3-5-5. PLACING A CALL, SAVING OR DELETING A NUMBER

You can directly place a call to a selected number in your "Call Log" in addition to saving or deleting numbers.

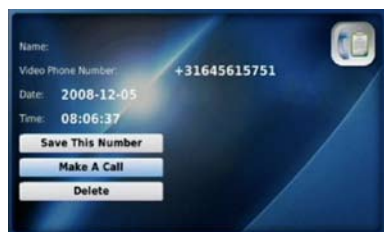
#### Placing a call



Select the required option from the "Call Log" menu and press the "OK" button 



Select the desired number

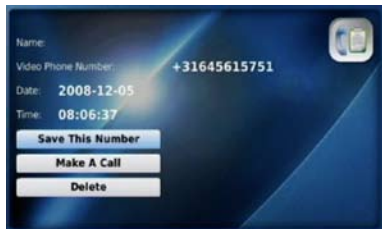


Select "Make A Call"

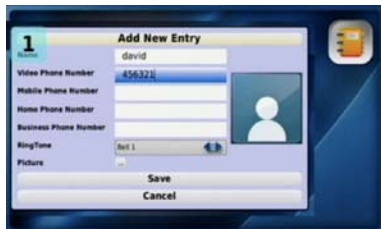


Your Videophone calls the selected number

## Saving a number

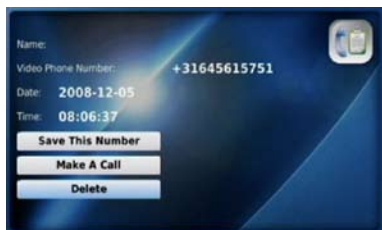


Select "Save This Number"



Complete the "Add New Entry" window and select "Save"

## Deleting a number





Select "Delete"



Select "YES" to delete the phone number

## 3-6. SETTINGS

In this menu you can control the System, Time, Upgrade and Administrator settings for your Videophone. Always press the "Back" button  to save your changes and to exit. After each entry you will see a screen asking you to confirm your changes. Select "YES" or "NO" and press the "OK" button .



Select "Settings" from the Main Menu



Settings menu

### 3-6-1. SYSTEM SETTINGS

You can set up the network in addition to managing the sound and display settings for your Videophone by selecting "System Settings".



Select "System Settings" from the Settings menu



Settings menu

### 3-6-1-1. NETWORK

The network settings of your Videophone are pre-configured to allow you to place and receive calls via the Internet. These settings can be accessed by selecting "Network".



Please do not attempt to adjust items in this menu. Contact ACN Customer Services for assistance.

### 3-6-1-2. FACTORY RESET

Factory Reset allows you to delete your configuration and reset to the factory defaults.



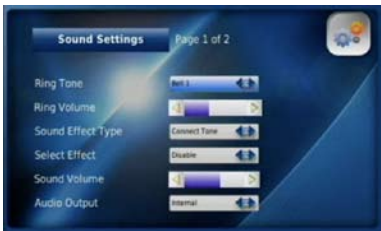
Please do not attempt to adjust items in this menu. Contact ACN Customer Services for assistance.

### 3-6-1-3. SOUND

You can manage the settings for Ring Tones, Sound Effects and Volume by selecting "Sound".



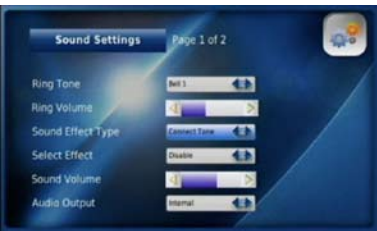
Select "Sound" from the System Settings menu



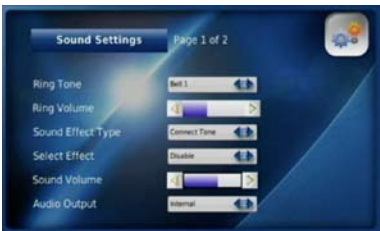
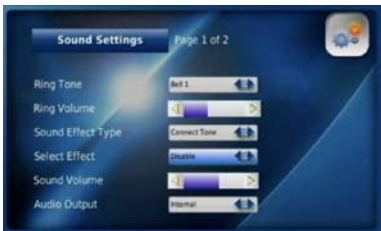
Select the required Ring Tone



Use the " " buttons to manage the Ring Volume

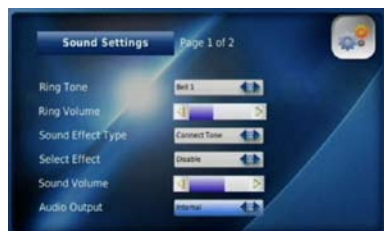


Select "Sound Effect Type" and "Select Effect" to manage the sounds for the warning, connect and keypad tones



Use the " " buttons to manage the Sound Volume





Select "Internal" or "External" for your desired Audio Output. "External" allows you to use external speakers





Use the " " buttons to manage the Speaker Volume



Use the " " buttons to manage the Handset Volume



Press the "Back" button , select "YES" and press the "OK" button  to save each change you make

### 3-6-1-4. DISPLAY

You can activate and manage Video Output, LCD Brightness, Self View, Power Saving, Wallpaper and your Language options by selecting "Display". You can also enable the Digital Photo Frame from this menu and set the timing for this feature.



Select "Display" from the System Settings menu

Press the "OK" button  after each setting:

#### Video Output



Select "LCD", "TV OUT (PAL)" or "TV OUT (NTSC)" as your Video Output

#### LCD Brightness



Use the " " buttons to manage the LCD Brightness

## Picture Capture



Select "SD" or "USB" as your storage device

## Self View



Select "On" to enable the Self View option

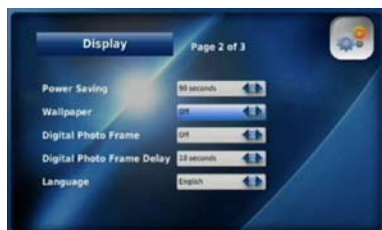
## Power Saving



Select the interval at which the phone switches to power saving mode (30, 60 or 90 seconds)

## Wallpaper

The wallpaper is the background on your Videophone's LCD screen. You can choose the wallpaper that will be displayed.



Select "On" to enable the Wallpaper function





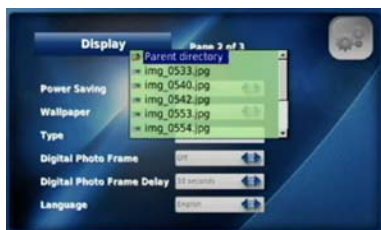
The above message will appear prompting you to select your Wallpaper




Select "SD" or "USB" as the "Type"



Press the "OK" button  Wallpaper and press the "Back" button 



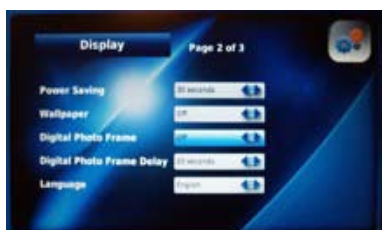
Select the image to use as your button  to save



Select "YES" to confirm the change of Wallpaper

**NOTE:** A "No USB/SD device!" warning will appear if a USB or SD device is not inserted.

## Digital Photo Frame



Select "On" to enable the Digital Photo Frame

## Digital Photo Frame Delay



Select the time delay you would like to use between images (10, 15 or 20 seconds)

## Language



To change the language displayed on the LCD screen simply select an alternative language

**NOTE:** If you are displaying large photo files (greater than 3 mega pixels or larger than 600 x 800), set the delay in between each picture to 20 seconds. This will allow enough time for each photo to load.

## Upload Bandwidth

Upload Bandwidth is the capacity at which your Videophone can upload data over your Internet connection. Your Videophone is pre-set with optimal factory settings. If the video you are sending is not as clear as you would like, you can adjust the upload bandwidth speed of your Videophone.

Before adjusting your upload bandwidth you should perform a test to determine your actual upload bandwidth speed. From your computer connected to your LAN, go to <http://eu-speed.acndigital.net/network-check.html>.



1. Enter your Digital Telephone Service telephone number
2. Click on "TEST". This process will take approximately 60 seconds
3. Write down the Download and Upload speed for your Videophone




Go to "Upload Bandwidth" in the Display menu



Select the Upload Bandwidth speed for your Videophone (128, 256, 384 or 512)



Press the "Back" button  and select "YES" to save your settings

- If your Upload bandwidth speed is between 128 and 255, you should select an Upload bandwidth speed of 128.
- If your Upload bandwidth speed is between 256 and 383, you should select an Upload bandwidth speed of 256.
- If your Upload bandwidth speed is between 384 and 511, you should select an Upload bandwidth speed of 384.
- If your Upload bandwidth speed is 512 or higher, you should select an Upload bandwidth speed of 512.
- 

**NOTE:** You cannot change your display settings while on a call. To see the effects of the change simply place a call after adjusting your settings. The called party will be able to confirm whether the video you are sending is clearer. If you set the upload bandwidth speed too high it will distort the quality of the image. To adjust simply reset your upload bandwidth speed to the next setting down.

## Screen Size

Screen Size refers to the resolution of your video. The screen size will automatically adjust to the appropriate setting (CIF or VGA) based on your bandwidth and frame selection.

## Frame Rate

The Frame Rate is the speed at which your Videophone updates images. You can select Low, Normal or High depending on your bandwidth speed.




Go to "Frame Rate" in the Display menu



Select the appropriate Frame Rate (Low, Normal or High)



Press the "Back" button  and select "YES" to save your settings

## Video Codec

Video Codec represents the video compression on your phone. Your Videophone uses two video codecs: H.263 and H.264. The Video Code will automatically adjust to the appropriate setting based on the upload bandwidth and frame rate selected.

## 3-6-2. SETTING THE TIME

Your Videophone provides you with a world time function.



Select "Time Setting" from the Settings menu



Time settings

**NTP** (Network Time Protocols)



Select "On" to enable the NTP option



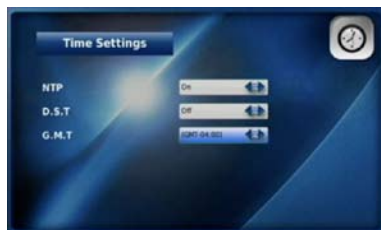
Select "Off" to disable NTP and enter the date and time manually

**D.S.T** (Daylight Saving Time)



Select "On" to activate D.S.T. and "Off" to disable it

**G.M.T** (Greenwich Mean Time)



Select the time zone for your area

## 3-6-3. UPGRADE SETTINGS

You can confirm the version and upgrade your Videophone's software by selecting "Upgrade". If the software is not the most current version, you can upgrade it via the Internet.



**Please do not attempt to adjust items in this menu. Contact ACN Customer Services for assistance.**



## 3-6-4. ADMINISTRATOR SETTINGS

The Administrator menu provide access to SIP, A/V Codec settings, DNS, Proxy and LAN settings.



**Please do not attempt to adjust items in this menu. Contact ACN Customer Services for assistance.**

## 3-7. DIGITAL PHOTO FRAME

Your Videophone provides you with the functionality of a digital photo frame, where you can view photos and images from your USB device or SD card as a slide show.

For optimum use of your Videophone, you should resize your photos to fit a 640x480 screen, as larger images (greater than 600x800) may cause the Videophone to become non-responsive when trying to automatically resize them. In addition, the Videophone may not be able to upgrade to the latest software version if it is trying to perform this function at the same time as an automatic upgrade. You can conveniently download a tool to help you to resize your photos. Simply click on one of the following links for instructions depending on whether you are a Windows XP/Vista or MAC OSX user:

**Windows XP:** <http://www.codeplex.com/PhotoToysClone>

**MAC OSX:** [http://www.1802.it/pixer\\_down.php](http://www.1802.it/pixer_down.php)

Please note, resizing your photos will not noticeably affect the image quality when displayed on the screen.



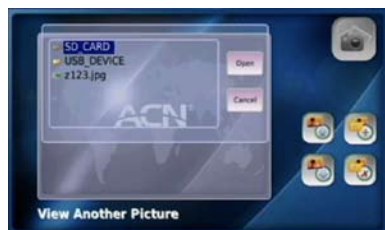
Insert your USB device or SD card




Select "Digital Photo Album" from the Main Menu




Select "View Another Picture"



Select the device where your photos are stored and press the "OK" button 



Select the desired image file and press the "OK" button . Your images should appear after the appropriate delay timeframe

**NOTE:** Digital Photo Frame will automatically display all images from your USB device or SD card. If you do not want an image to appear, you must remove it from the device before inserting it into your Videophone. For the Digital Photo Frame feature to work, you must enable it in the "Display" menu and select the required time delay between images. Refer to section 3-6-1-4. Display for details.


**NOTE:** Digital Photo Frame will automatically display all images from your USB device or SD card. If you do not want an image to appear, you must remove it from the device before inserting it into your Videophone. For the Digital Photo Frame feature to work, you must enable it in the “Display” menu and select the required time delay between images. Refer to section 3-6-1-4. Display for details.

### View another picture



Select “View Another Picture”



Select the desired image file and press the “OK” button 

### Next picture



Select “Next Picture” to view the next image

### Previous picture



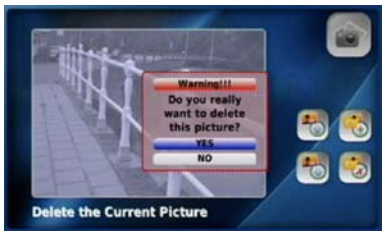
Select “Previous Picture” to view the

**NOTE:** The Videophone can only read JPG and PNG image files. If the size of your image is greater than 3 megapixels, increase the time delay between images to 20 seconds to allow enough time for each image to load.

### Delete the current picture



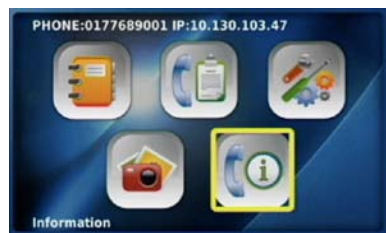
Select “Delete the Current Picture”



Select “YES” to delete

## 3-8. INFORMATION

To view the system information for your Videophone select “Information” from the Main Menu.



Select “Information” from the Main Menu



Your Videophone system information

# Troubleshooting Guide

PROBLEM	TROUBLESHOOTING
<b>I cannot turn on the power</b>	<ul style="list-style-type: none"> <li>• Check that the power cable is connected correctly.</li> <li>• Check that the power switch is in the "ON" position.</li> <li>• Check that the electrical outlet is working by connecting another electrical device to it.</li> </ul>
<b>LCD screen is not turned on</b>	<ul style="list-style-type: none"> <li>• Turn the power switch off and then on again.</li> <li>• Check that the power cable is connected correctly.</li> <li>• Press a button or lift the handset to check that your Videophone is not in Power Save mode.</li> </ul>
<b>I cannot hear the call connection signal from the handset</b>	<ul style="list-style-type: none"> <li>• Check that the handset is connected to the left port of your Videophone.</li> </ul>
<b>I cannot make a call</b>	<ul style="list-style-type: none"> <li>• Check that the Ethernet cable is connected to the WAN port of your Videophone.</li> <li>• Check that the handset is connected to the left port of your Videophone.</li> <li>• Turn the power switch off and then on again.</li> <li>• If your Videophone is connected properly to the Internet, check that the registration light is on.</li> <li>• If you are using speed dial, check that the number is correctly entered in your Phonebook.</li> <li>• If the person you are calling is using a Videophone installed on a private network or firewall system, the call may not be able to be connected.</li> </ul>
<b>I cannot receive incoming calls.</b>	<ul style="list-style-type: none"> <li>• If your Videophone is installed on a private network or a firewall system, you may not be able to receive calls.</li> <li>• Check that the registration light is on. If your Videophone is not connected properly to the Internet you will not be able to receive calls.</li> <li>• Turn the power switch off and then on again</li> </ul>
<b>When I receive a call the video is working but there is no ringing sound</b>	<ul style="list-style-type: none"> <li>• Check that the Ring Tone volume level is set higher than "1" in the "Sound Settings" menu.</li> </ul>
<b>The call is connected but the other party cannot see me, and the sound quality is poor</b>	<ul style="list-style-type: none"> <li>• If your Videophone is installed on a private network or behind a firewall, the other party may not be able to see you.</li> <li>• Check that a camera is connected to the called party's Videophone.</li> </ul>
<b>The call is connected, the video is working, but there is no sound</b>	<ul style="list-style-type: none"> <li>• Check that the called party's microphone is working.</li> <li>• If your Videophone is installed on a private network or behind a firewall, the other party may not be able to hear you.</li> <li>• Increase the volume levels.</li> </ul>
<b>The call is connected, both audio and video are working, but the called party cannot see or hear me</b>	<ul style="list-style-type: none"> <li>• Check whether the called party's Videophone is installed on a private network or a firewall system.</li> <li>• Check that the audio/video input path is configured correctly.</li> <li>• Check that the other party's audio/video device works properly.</li> </ul>
<b>The call is connected, the video is working and I can hear the called party, but they can only see me and not hear me</b>	<ul style="list-style-type: none"> <li>• Check that the audio input path is configured correctly.</li> <li>• Check that the called party's audio device works properly.</li> </ul>
<b>The call is connected, both the audio and video are working, but the called party can only hear me and not see me</b>	<ul style="list-style-type: none"> <li>• Check that the video input path is configured correctly.</li> <li>• Check that the called party's video device works properly.</li> </ul>

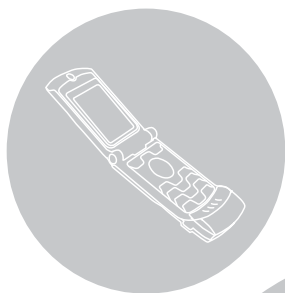
PROBLEM	TROUBLESHOOTING
<b>The other party's screen is frozen and there is no audio.</b>	<ul style="list-style-type: none"> <li>• Check that your Videophone is connected properly to the Internet.</li> <li>• Check that the called party's Videophone was not disconnected from the Internet.</li> </ul>
<b>Phone connected to phone port does not ring.</b>	<ul style="list-style-type: none"> <li>• Check that your Videophone is functioning properly without a phone connected to the phone port.</li> <li>• Check that the phone cable from your Videophone to the auxiliary phone is securely connected.</li> <li>• Connect phone directly to the phone port. Do not use any extension cables, or external Caller ID or answering devices.</li> <li>• Check that the ringer of the auxiliary phone is turned on.</li> <li>• Test with a different phone if possible. Some phones may require more power than your Videophone can supply. Not all phones are compatible.</li> </ul>
<b>Unable to answer call from phone connected to phone port.</b>	<ul style="list-style-type: none"> <li>• Check that your Videophone is functioning properly without a phone connected to the phone port.</li> <li>• Check that the phone cable from your Videophone to the auxiliary phone is securely connected.</li> <li>• Connect phone directly to the phone port. Do not use any extension cables, or external Caller ID or answering devices.</li> <li>• Test with a different phone if possible. Some phones may require more power than your Videophone can supply. Not all phones are compatible.</li> </ul>
<b>Unable to make call from phone connected to the phone port</b>	<ul style="list-style-type: none"> <li>• Check that your Videophone is functioning properly without a phone connected to the FXS port.</li> <li>• Check that the phone cable from your Videophone to the auxiliary phone is securely connected.</li> <li>• Check that the phone is set to TONE dialing, not PULSE.</li> <li>• Connect phone directly to the phone port. Do not use any extension cables, or external Caller ID or answering devices.</li> <li>• Test with a different phone if possible. Some phones may require more power than your Videophone can supply. Not all phones are compatible.</li> </ul>
<b>Unable to use *1 or *2 feature on phone connected to the phone port.</b> <b>This feature enables you to transfer the call to your Videophone, as long as the caller is using a Videophone to call you (*1 transfers video and 2* transfers audio).</b>	<ul style="list-style-type: none"> <li>• Check that your Videophone is functioning properly without a phone connected to the phone port.</li> <li>• Check that the phone cable from your Videophone to the auxiliary phone is securely connected.</li> <li>• Check that the phone is set to TONE dialing, not PULSE.</li> <li>• Connect phone directly to the phone port. Do not use any extension cables, or external Caller ID or answering devices.</li> <li>• Test with a different phone if possible. Some phones may require more power than your Videophone can supply. Not all phones are compatible.</li> </ul>
<b>When the Videophone is connected to a TV or monitor, the images displayed on the LCD screen and TV or monitor are different.</b>	<ul style="list-style-type: none"> <li>• When the external video output port is connected to a TV or monitor certain parts of the image will not be displayed as shown on the LCD screen of your Videophone.</li> </ul>
<b>My Videophone will not register</b>	<ul style="list-style-type: none"> <li>• Check that your Videophone is acquiring an IP address from your modem/ router.</li> <li>• Turn the power switch off and then on again, and disconnect and reconnect your modem/router.</li> <li>• Firewalls can block ports needed for registration. Disable your firewall as a test</li> </ul>



# Warning Messages

DURING	WARNING MESSAGE	DESCRIPTION/MEANING
<b>Power On</b>	<ul style="list-style-type: none"> <li>Loading System</li> </ul>	System is loading
	<ul style="list-style-type: none"> <li>Initialising UI</li> </ul>	Loading personal settings
	<ul style="list-style-type: none"> <li>Initialising Network</li> </ul>	Obtaining IP address. Contacting NTP server
	<ul style="list-style-type: none"> <li>Provisioning</li> </ul>	Checking for and downloading software updates
	<ul style="list-style-type: none"> <li>Updating</li> </ul>	Phone is updating software
	<ul style="list-style-type: none"> <li>Reading Files USB</li> </ul>	A USB storage device was inserted
	<ul style="list-style-type: none"> <li>Removing Files USB</li> </ul>	A USB storage device was removed
	<ul style="list-style-type: none"> <li>Reading Files SD</li> </ul>	A SD storage device was inserted
	<ul style="list-style-type: none"> <li>Removing Files SD</li> </ul>	A SD storage device was removed
	<ul style="list-style-type: none"> <li>Unplugged Network Cable</li> </ul>	LAN cable is disconnected
	<ul style="list-style-type: none"> <li>Loading the system...</li> </ul>	Personal data settings are being loaded
	<ul style="list-style-type: none"> <li>Setting current time...</li> </ul>	Connection to NTP server is in progress.
	<ul style="list-style-type: none"> <li>Initialising GUI Menu</li> </ul>	Image data for GUI is being decompressed
	<ul style="list-style-type: none"> <li>REGISTRATION FAIL</li> </ul>	Your Videophone is attempting to connect to the ACN Digital Phone Service registration server but there is no response
<b>During a call</b>	<ul style="list-style-type: none"> <li>Hold</li> </ul>	You are in Hold mode (Video & Audio)
	<ul style="list-style-type: none"> <li>On Hold</li> </ul>	The call was put on hold by the other caller
	<ul style="list-style-type: none"> <li>Privacy On</li> </ul>	You are in Privacy mode
	<ul style="list-style-type: none"> <li>Mute On</li> </ul>	You are in Mute mode
	<ul style="list-style-type: none"> <li>Extension In Use</li> </ul>	Auxiliary phone connected to the phone port is in use
	<ul style="list-style-type: none"> <li>Call Transfer</li> </ul>	Transferring call from your Videophone to your auxiliary phone connected to the phone port
	<ul style="list-style-type: none"> <li>You do not have a storage device</li> </ul>	No storage device detected (SD Card or USB device)
<b>Configuring ADSL</b>	<ul style="list-style-type: none"> <li>Connecting to an ADSL Server Network configuration. Press "#" to interrupt</li> </ul>	Connection to an ADSL server is in progress
	<ul style="list-style-type: none"> <li>Network Settings Failed. Press "#" to interrupt</li> </ul>	Your Videophone is attempting to connect to an ADSL server but there is no response

DURING	WARNING MESSAGE	DESCRIPTION/MEANING
After completing a call	<ul style="list-style-type: none"> <li>Wait a minute....</li> </ul>	User configuration is being saved or the menu is being updated
Setting User Configuration	<ul style="list-style-type: none"> <li>Invalid Password</li> </ul>	Your password is incorrect
	<ul style="list-style-type: none"> <li>Initialising the system...</li> </ul>	All personal information is being loaded
	<ul style="list-style-type: none"> <li>Initialising the Phonebook data</li> </ul>	Phone and Call Log data is being loaded



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