IRIS 3000®
DIGITAL VIDEO PHONE

IRIS 3000® DIGITAL VIDEO PHONE USER MANUAL

Contents

Safety Instructions

This guideline is for user safety and prevention of any financial loss in advance. Read thoroughly before using your digital video phone.

Precautions are categorized in two types and meanings are as follows:

⚠	**Warning**
	This is a sign alerting you of possible death or severe injury if the instruction is not followed.

⚠	**Caution**
	This is a sign alerting you of possible injury or financial loss if the instruction is not followed.

⚠	**Caution**
	When removing the power adapter, turn off the power switch and unplug the power plug.
	Unplugging while the power is on may cause breakage of your IRIS 3000® Digital Video Phone. Do not install the IRIS 3000® Digital Video Phone in an unsafe place or on an unstable surface.
	The digital video phone may not operate properly, or may not work at all. Use a soft fabric when cleaning the LCD or camera.
	Do not use strong chemical solutions or abrasive materials to clean your IRIS 3000® Digital Video Phone as they can damage the equipment, especially the LCD or camera.
	Install your IRIS 3000® Digital Video Phone close to the most accessible electrical outlet.

⚠	**Warning**
	Do not install the unit in a location where it can be affected by dust or gas. Do not disassemble or modify the IRIS 3000® Digital Video Phone or power adapter. The warranty will not cover any defect that occurs due to such mishandling. To avoid damage, overheating or shock, do not install in a humid location.
	Do not install the unit in direct sunlight or near heat sources, such as radiators. To avoid electric shock, do not touch the power adapter during thunder and lightning. To prevent damage, keep the unit safe from sudden shock. Do not apply excessive force, especially to the LCD screen or camera.
	Sudden changes of temperature may cause damage to the unit. Disconnect the power cable or unplug the power adapter when the unit is not in use for an extended period of time. Only use the power adapter supplied with the IRIS 3000® Digital Video Phone.

1. INSTALLING THE IRIS 3000® DIGITAL VIDEO PHONE

1.1 IRIS 3000® Digital Video Phone Components

The following items should be included with your IRIS 3000® Digital Video Phone. If an item is missing, please contact IRIS 3000® Digital Phone Service Customer Support –1-866-619-6444.

__Warning:__ Use the power adapter that comes with your IRIS 3000® Digital Video Phone. Use of any other power adapter, other than one provided by IRIS 3000® Digital Phone Service, may result in corruption of your IRIS 3000® Digital Video Phone or even fire.

Main Body of IRIS 3000® Digital Video Phone	Handset	Ethernet Cable (RJ-45)	Power Adapter

Before you get started:
Wired Internet service with 256 kbps upload speed or higher is required to use IRIS 3000® Digital Video Phone Service
The IRIS 3000® Digital Video Phone only works with IRIS 3000® Digital Phone Service
Recommended Set-up: Router with Ethernet cable (LINKSYS WRT 160N Recommended)

1.2 Connecting Your IRIS 3000® Digital Video Phone

For the best result, please follow the installation procedures provided in the Quick Installation Guide located in the box with your device.

1. Plug in the handset line to the body.	2. Connect the power cable to the power adapter.	3. Connect the Ethernet cable to the WAN port.	4. Turn on the power switch.

NOTE: *The IRIS 3000® Digital Video Phone's first boot up may take up to 15 minutes. The system will perform an initial software update and provision the IRIS 3000® Digital Video Phone as part of this boot up process. Please allow ample time for the first boot up. The IRIS 3000® Digital Video Phone's LCD screen will display a status as it moves through the process. On completion, the registration light will turn green.*

1.3 Part Names and Functions

FRONT

1. Handset: Handset of digital video phone base
2. Speaker: Plays ring tones and transfers voice/sound in speakerphone mode
3. Camera: Transmits video to the called party
4. LCD Screen: Displays your image and the image of the calling party during a call
5. Keypad: Buttons that operate the functions of the digital video phone
6. Microphone: Receives and transmits audio in speakerphone mode

REAR

1. ON/OFF (I/O): Turns the digital video phone on/off
2. POWER (DC IN): Connects to the power adapter
3. USB: Universal Serial Bus port used to store data on the digital video phone
4. LAN: Local Area Network connection
5. WAN: Connects to Internet via Ethernet cable
6. PHONE: Connects cordless phone or corded phone to the digital video phone - FSX port
7. VIDEO OUT: Transmits video data to external monitor (TV or computer)
8. AUDIO OUT: Transmits audio data to external speakers or audio system

LAN (Local Area Network) is a computer network covering a small geographic area, like a home, office or group of buildings. 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 two or more PCs for sharing files, printers and a single connection to the Internet (usually broadband Internet through a cable or DSL provider).

WAN (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 video phones to share one IP address and Internet connection. The router can be identified as it almost always has five 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.

2. KEYS and SHORTCUTS

Get Started With Your New IRIS 3000® Digital Video Phone

Keys and Shortcuts

KEY	USE
1. REGISTER	The green LED light is lit when the digital video phone is connected to the IRIS 3000® Digital Phone Service
2. POWER	Indicates if the digital video phone is switched on and the power cord is connected
3. MAIL	Allows you to retrieve voice mail messages
4. HOLD	Enables you to place or remove calls on hold
5. MUTE	Disables voice transmission during call
6. PHONEBOOK	Provides access to your Phonebook
7. CONFERENCE	Allows you to audio conference multiple callers on to one line (3 caller audio conference call)
8. PRIVACY	Disables video transmission during a call or becomes self-view when the phone is not in use
9. *	Enters "*"
10. NUMERIC KEYPAD	Enters numbers or letters
11. #	Enters "#" or rejects incoming call
12. MENU	Activates the Main Menu
13. BACK	Moves to the previous menu, finishes a sequence or deletes characters or letters
14. MY CONTENT	This is a future enhancement of IRIS 3000® Digital Phone Service
15.	Navigation buttons used to navigate or set values for selected items
16. OK	Use to select or confirm selections
20. STATUS	Lists information needed for technical support such as configuration and software version
21. CAPS	Allows you to capital, lowercase or numeric mode
22. MY APPLICATIONS	This is a future enhancement of IRIS 3000® Digital Video Phone Service
23. REDIAL	Calls the last number dialed
24. SPEAKER	Activates/deactivates the speakerphone
25. CALL	Calls the dialed number

Making a Call

• Pick up handset or press **SPEAKER**
• Enter the phone number
• Press **CALL**

Making a Call from the Call Log Menu

• Scroll to Call Log from the Main Menu and press **OK**
• Select the menu location of the number you wish to call (Total Calls, Answered, Dialed, Missed) and press **OK**
• Scroll to the number and press **OK**
• Scroll to Make A Call and press **OK**

Ending a Call

Hang up handset or press **SPEAKER**

Receiving a Call

When you receive an incoming call, you can view the number and location of caller along with any additional contact information you entered into the enhanced Phonebook. Pick up the handset or press **SPEAKER** to answer the call.

Redialing a Call

To redial the last number dialed, press **REDIAL**. The digital video phone will automatically call the last number dialed.

Rejecting a Call

To reject an incoming call, press **#**. The call will be sent directly to your voice mail.

Volume Control

Control the volume by pressing the Navigation buttons or **MUTE** during a call.

⌕ Left Navigation – Lowers the Volume

⌕ Right Navigation – Raises the Volume

🔇 Mute – Disables the voice transmission

To adjust the Speaker Volume when not on a call:
• Scroll to Settings from the Main Menu and press **OK**
• Scroll to System Settings and press **OK**
• Scroll down to Sound and press **OK**
• Scroll down to Speaker Volume and use the ⌕ or ⌕ to select the desired Speaker Volume
• Press **BACK** and select **YES** to save your settings

To adjust the Handset Volume when not on a call:
• Scroll to Settings from the Main Menu and press **OK**
• Scroll to System Settings and press **OK**
• Scroll down to Sound and press **OK**
• Scroll down to Handset Volume and use the ⌕ or ⌕ to select the desired Handset Volume.
• Press **BACK** and select **YES** to save your settings

Call Waiting

While on the digital video phone, a tone alerts you of another incoming call.
• To accept the incoming call, press **HOLD** (the current call will be placed on hold)
• Once the incoming call is completed, press the **HOLD** button to reconnect to the original caller. To switch between calls, press **HOLD**

Call Conference

• Press **HOLD** during the initial call (the call can be incoming or outgoing). This places the existing caller on hold.
• Dial the number of the third party and press **CALL**. When the third party answers, press **CONFERENCE**.

Digital Photo Frame

To turn your Digital Photo Frame on:
• Scroll to Settings from the Main Menu and press **OK**
• Scroll to System Settings and press **OK**
• Scroll down to Display and press **OK**
• Scroll down to Digital Photo Frame and change settings to On
• Scroll down to Digital Photo Frame Delay and select the desired delay between each photo
• Press **BACK** when finished and select **YES** to save your settings

NOTE: *If you are displaying large photo files (more than 3 mega pixels), set the delay to 20 seconds to allow time for each photo to load.*

To display your Digital Photos:
• Insert the USB device or SD card into your digital video phone
• Scroll to Digital Photo Frame from the Main Menu and press **OK**
• Scroll to View Another Picture and press **OK**
• Select the device (SD or USB) where the pictures are stored and press **OK**
• Select the directory where the pictures are stored and press **OK**
• Select the first image and press **OK**
• The images will begin to appear with a set delay in between each picture. Press **BACK** until you reach the Main Menu

Self-View

If you are not on a call, you can press **PRIVACY** to see what your callers will see when they call.

Listening to Your Voice Mail

An envelope icon will appear in the bottom right-hand corner of your screen to indicate you have voice mail and the number of messages waiting.

To listen to your voice mail messages:
• Press **MAIL**
• Enter your 4-digit PIN and press #
• After announcing the number of new messages, the messages will automatically begin to play

Voice Mail Functions

Press	Command
1	Save message
2	Replay message
3	Delete message
4	Forward message
6	Play message envelope information
9	Hear user options
*Key	Exit voice mail

For more information on your IRIS 3000® Digital Video Phone, please refer to the User Manual located on **www.wgatesupport.com**.

3. USING BASIC FUNCTIONS OF YOUR DIGITAL VIDEO PHONE

3.1 Making a Call

3-1-1. Making a call in dial pad mode
Pick up the handset or press the **SPEAKER** button
- Enter the phone number
- Press the **CALL** button

Note: Refer to Section 3-3 in this User Manual for instructions on entering numbers and characters.

3-1-2. Making a call in standby mode (when LCD screen is off)
Enter the first digit of the phone number
- The dial pad window is displayed
- Enter the remaining digits of the phone number
- Press the **CALL** button

3-1-3. Making a call from the Call Log menu
Press the MENU button
- Use the Navigation buttons to select "**Call Log**"
- Press the **OK** button
- Using the Navigation buttons, select the menu location of the number you wish to call (Total Calls, Answered, Dialed, Missed) using the Navigation buttons
- Press the **OK** button
- Use the Navigation buttons to select the number
- Press the **OK** button
- Use the Navigation buttons to select the icon "**Make A Call**"
- Press the **OK** button

Select "**Call Log**" and Press **OK**	Select the type of Call Log Menu and Press **OK**	Select the desired number and Press **OK**	Select "**Make A Call**" and Press **OK**	Makes the call

3-1-4. Making a call in Phonebook menu
Press the MENU button when the LCD is off or in idle mode
- The Main Menu is displayed
- Select the Phonebook menu by using the Navigation buttons
- Press the **OK** button
- Select **All Contacts** and press **OK**
- Scroll to the desired contact and press **OK,** select "Make A Call" and press **OK**
- Select Number you wish to call and press **OK**

Select the "**Phonebook**" from the Main Menu and Press **OK**	Select "**All Contacts**" and Press **OK**	Select the desired contact and Press **OK**	Select "**Make Call**" and Press **OK**	Select the type of number you wish to call and Press **OK**
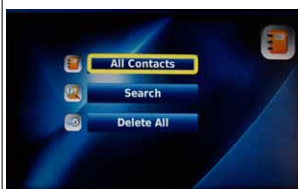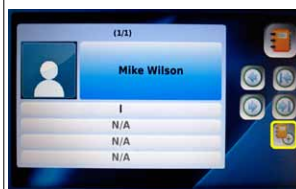
Calling United States and Canada Telephone Numbers

• Directory Assistance: 411

• Emergency: 911

• Local and Long Distance Calls: Dial 1 + Area Code + Phone Number (Example: 1-281-555-1212) (US & Canada)

• International Calling: To make an international call, dial 011 + (country code) + phone number

Makes the call

3.2 Receiving a Call

The digital video phone begins ringing and 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.

3.3 Rejecting a Call

To reject an incoming call, press #. The call will be sent directly to your voice mail.

3.4 Ending a Call

Hang up the handset or if you are in speaker phone mode, press the **SPEAKER** button.
NOTE: Your call data is stored in the Call Log.

3.5 Listening to Your Voice Mail

An envelope will appear in the bottom right-hand corner of your screen to indicate you have a voice mail message and the number of message(s) waiting or you will hear a voice mail message tone (5 beeps) when you lift the handset.

To listen to your voice mail messages:
- Press the **MAIL** button on the front of your digital video phone
- Enter your 4 digit PIN and press **#**
- After announcing the number of new messages, the messages will automatically begin to play

Voice Mail Functions	
Press	Command
1	Save message
2	Erase message
3	Replay message
4	Forward message
6	Play message envelope information
9	Hear User Options
* Key	Exit Voice Mail

3.6 Viewing the Status

Press the **STATUS** button to view information about your digital video phone.

Press the back button or highlight the box in the bottom right-hand corner of your screen and press **OK** to exit the Status Menu.

3.7 Useful Functions During a Call

3-7-1. Mute
Press the **MUTE** button to prevent the other party from hearing your voice. If you want to release mute, press **MUTE** button again.
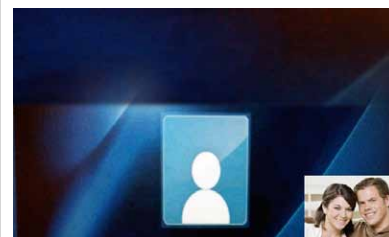
3-7-2. Privacy
Press the **PRIVACY** button to keep your image from being displayed to the other party. In privacy mode, instead of your image, a logo image is displayed on the other party's screen. If you want to release privacy mode, press the **PRIVACY** button again.

3-7-3. Volume Control
To adjust the volume during a call:

"⊙" Lowers the volume

"⊙" Raises the volume
Press the **MENU** button
- Select **Volume Control** by using the Navigation buttons "⊙⊙"
- Press the **OK** button
- Use "⊙⊙" to adjust volume
- Press the **BACK** button to return to the previous menu

3-7-4. Brightness Control
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
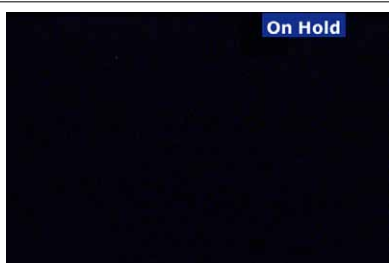
"⊙" Decreases the Brightness

"⊙" Increases the Brightness
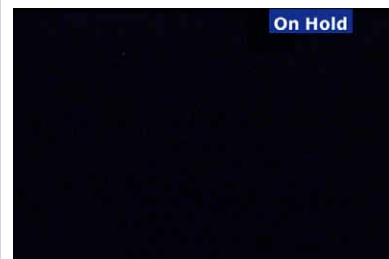
3-7-5. Hold
You can place a call on hold by pressing the **HOLD** button during a call. The LCD screen will become dark. To resume your call, press the **HOLD** button again.

Caller screen **Hold**	Person called screen **On Hold**	**3-7-6. Conference Call** If you wish to conference another party into an existing phone call, press **HOLD** during the call. This places the existing caller on **HOLD**.

Dial the number of the third person and press **CALL**.

When the third party answers, press **CONFERENCE**.

If the conference originator hangs up during the call, it will hang up the call for all three parties on the digital video phone.

3-7-7. Call Waiting
You will hear a call waiting tone to indicate "Incoming Call signal" and the Caller ID information will be displayed.
- To accept the incoming call, press "1" (the current call will be placed on hold).
- To reject the call, press "2" (the new caller will receive a voice mail **Busy Greeting**).
- Once the incoming call is completed, press **HOLD** again to reconnect to the original caller.

If the calling party hangs up, you will be automatically connected to the original caller.

4. SET-UP

4.1 Menu

Press **MENU** to display the Main Menu.

To navigate the menu screens, press the Navigation buttons " ⬨ *" until you reach the desired menu item. Then press the **OK** button.*

Main Menu Selections	
Phonebook	• Store contact names and phone numbers for frequently called numbers • Search for phone numbers by name and number • Place a call directly from this menu
Call Log	• View recent calls including total calls, answered, dialed and missed calls • Place a call directly from this menu
Settings	• Provides access to a variety of settings including System Settings, Time Setting, Upgrade and Administrator Settings • In the System Settings Menu, you can set the parameters for Network, Factory Reset, Sound and Display options. • In the Network Menu, you can set your Net Settings, (NAT model or Bridge Model) interface (DHCP, PPPoE or Fixed IP). • In the Sound Menu, you can set your ringtones, ring volume, sound effect type, sound volume and audio output. • The Display Menu allows you to select your Video Output, set LCD brightness, upload bandwidth and use picture capture, which captures and stores picture from live video conversation. This menu is also where you can adjust settings for self view, power saving, wallpaper, digital photo frame, language options and more. • The Time Setting Menu allows you to set the time parameters such as NTP, D.S.T. and G.M.T. • In the Upgrade Menu, you can set the upgrade server address and the upgrade method. • The Administrator Menu provides access to more complex settings, such as SIP, A/V Codec setting, DNS, Proxy and LAN settings. Please do not attempt to adjust items in the Administrator Menus. Please contact IRIS 3000® Digital Phone Service Customer Support for assistance – 1-866-619-6444.
Digital Photo Frame	• Digital Photo Frame allows you to view pictures stored on a SD card or USB flash drive inserted into your digital video phone.
Information	• The Information page shows you the main system settings on your digital video phone

4.2 Using Keypad in Set-Up

Numeric Keys	• Used for character input
CAPS Key	• Enables you to select the type of characters to enter (Numeric/Lowercase/Capital)
BACK Key	• Enables you to return to the previous menu
OK Key	• Used to select and enter selections
Navigation Buttons	• Used to navigate between menus • Directs you to edit mode or set values for selected items

4.3 Entering Numbers and Characters

Press the **CAPS** button to select the input mode (Numeric/Lowercase/Capital) you wish to use. The current input type is indicated on left top of LCD screen, shown by an icon representing the current input type:

1   Indicates you are entering "Numbers"

a   Indicates you are entering "Lowercase" letters

A   Indicates you are entering "Capital" letters

Key \ Mode	English		Numeric
	Small	Capital	
1 Key	: @ /	: @ /	1
2 Key	abc	ABC	2
3 Key	def	DEF	3
4 Key	ghi	GHI	4
5 Key	jkl	JKL	5
6 Key	mno	MNO	6
7 Key	pqrs	PQRS	7
8 Key	tuv	TUV	8
9 Key	wxyz	WXYZ	9
0 Key	- . _	- . _	0
***** **Key**	*	*	*
# Key	# .	# .	# .
◌	Forward Space	Forward Space	Forward Space
BACK Key	Backspace	Backspace	Backspace

4-3-1. Entering Numbers
Example: To Enter "123"
- Press the **CAPS** button until the **1** appears in the upper left side of the screen
- Press the buttons **1, 2, 3** consecutively

4-3-2. Entering Letters
Press the **CAPS** button until the **A** appears in the upper left side of the screen
You will press the corresponding key until the desired letter appears. Example: To enter "SKY"
- Press the **CAPS** button to set input mode to A
- Press buttons **'S', 'K', 'Y'** consecutively   **(7, 7, 7, 7 ⟶ 5, 5 ⟶ 9, 9, 9)**

4-3-3. Entering Numbers and Letters
Example: To enter "123.com" You will press the corresponding key until the desired letter appears
- Press the **"CAPS"** button to set input mode to 1
- Press buttons **1, 2, 3** and the **#** key
- Press the **"CAPS"** button to set input mode to A
- To spell out "com", press buttons **2, 2, 2, 6, 6, 6** consecutively, pause and press **6** again

4.4 Phonebook

Select **"Phonebook"** in the main menu and Press **OK**
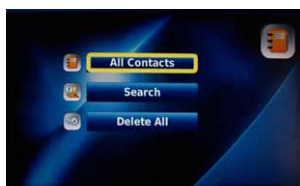
Phonebook Menu

The Phonebook enables you to save frequently used phone numbers and place phone calls directly from the Phonebook. Up to 300 contacts can be stored in the Phonebook.

4-4-1. All Contacts
"All Contacts" lists all the contacts you have saved in the Phonebook. You can edit and save or delete contact information here.

Select **"Phonebook"** in the main menu and Press **OK**
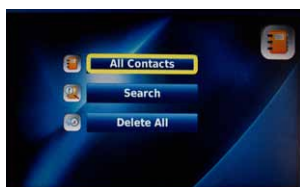
Select **"All Contacts"** in the Phonebook Menu and Press **OK**

All Contacts List

4-4-1-1. Add New Entry

You can add new contact information (such as name or phone number), set up a corresponding ring tone or post a picture of the contact. Once you enter the information, select "Save" to save the data in the Phonebook. If you don't want to save the information, select "Cancel".

Select **"Phonebook"** in the Main Menu and Press **OK**	Select **"All Contacts"** in the Phonebook Menu and Press **OK**	Select **"Add New Entry"** in the All Contacts Menu and Press **OK**	Enter information in **"Add New Entry"** window and select **"Save"**

4-4-1-2. Make Call

You can make a call to anyone listed in your **"All Contacts"** list by selecting the name and the phone number you wish to call.

Select **"Phonebook"** in the Main Menu and Press **OK**	Select **"All Contacts"** in the Phonebook Menu and Press **OK**	Select the contact in the All Contacts List and Press **OK**	Select **"Make Call"** option in the Menu and Press **OK**
Select desired type of number in the phone number list and Press **OK**			

4-4-1-3. Edit Contact
You can edit information such as phone number, name, ring tone and the picture of the contact. Once you have edited the information, select "Save" to save the data.   If you don't want to save, select "Cancel".

Select **"Phonebook"** in the Main Menu and Press **OK**	Select **"All Contacts"** in the Phonebook Menu and Press **OK**	Select the contact in the All Contacts List and Press **OK**	Select **"Edit"** option in the menu and Press **OK**
Enter information in Edit Entry window and select **"Save"** and Press **OK**			
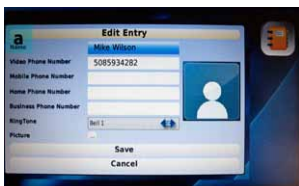
4-4-1-4. Delete Contact
You can delete contact information that you do not need anymore.

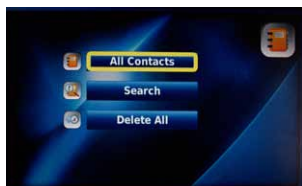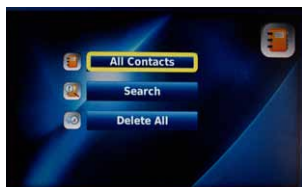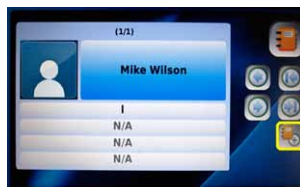|			
Select **"Phonebook"** in the Main Menu and Press **OK**	Select **"All Contacts"** in the Phonebook Menu and Press **OK**	Select the contact in the All Contacts List and Press **OK**	Select "**Delete**" option in the menu and Press **OK**
Select **"Yes"** to delete the contact and Press **OK**			

4-4-2. Search Contact
You can search for a contact stored in the Phonebook by name or phone number. When you locate the desired information, you can make a call, edit or delete the contact information.
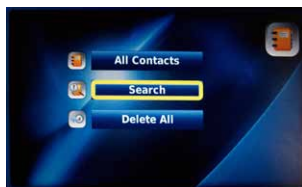
Select **"Phonebook"** in the Main Menu and Press **OK**	Select "**Search**" in the Phonebook Menu and Press **OK**	Select **"Search by name"** or **"Search by number"** in the Search Menu	

4-4-2-1. Search by Name
You can search for a contact by name in the Phonebook by selecting "Search by name".
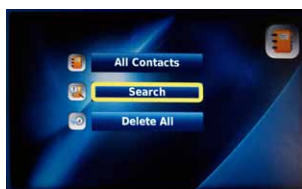
Select **"Phonebook"** in the Main Menu and Press **OK**	Select **"Search"** in the Phonebook Menu and Press **OK**	Select **"Search by name"** in the Search Menu and Press **OK**	Enter the name that you wish to find and Press **OK** then Press **OK** to search
The contact information will be displayed. Press **OK** and select **"Make Call"** and select the number you wish to call.			
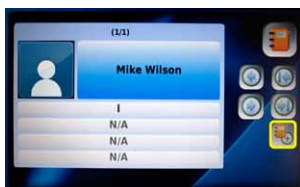
4-4-2-2. Search by Phone Number
You can search for a phone number that has been saved.
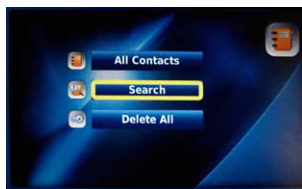
Select **"Phonebook"** in the Main Menu and Press **OK**	Select "**Search**" in the Phonebook Menu and Press **OK**	Select "**Search by number**" in the Search Menu and Press **OK**	Enter the phone number you wish to find in the "**Search by number**" window and Press **OK** then Press **OK** to search
The contact information will be displayed. Press **OK** and select **"Make Call"** and select the number you wish to call.			
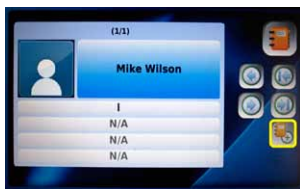
4-4-3. Delete All
You can "Delete All" of the information in the Phonebook. If you want to "Delete All", select "Yes" after selecting "Delete All".
WARNING: SELECTING "YES" WILL AUTOMATICALLY DELETE ALL ENTRIES IN YOUR PHONEBOOK. YOU WILL NOT BE GIVEN A SECOND WARNING AND WILL NOT BE ABLE TO RETRIEVE THESE ENTRIES AFTER YOU SELECT "YES".
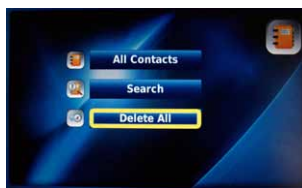
Select **"Search by name"** in the Search Menu and Press **OK**	Select **"Delete All"** in the Phonebook Menu	Select **"YES"** in the Delete All Menu and Press **OK**	
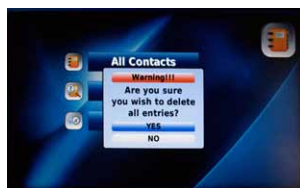
4.5 Call Log

The user can see all of the calls answered, dialed or missed by the digital video phone. A call can be placed by selecting a number from the "Call Log" or selected entries can be saved or deleted from the Phonebook.

		Note: A total of 300 calls (answered, dialed or missed) will be stored on the digital video phone. The oldest calls will be deleted first.
Select **"Call Log"** from the Main Menu and Press **OK**	Call Log Menu	

4-5-1. Total Calls
Total calls answered, dialed or missed are listed in "Total Calls". You can make a call by selecting the desired number.

Select **"Call Log"** from the Main Menu and Press **OK**	Select "**Total Calls**" from the Call Log Menu and Press **OK**	Select the number or contact name and Press **OK**	Select **"Make A Call"** and Press **OK**

Your digital video phone makes a call	

4-5-2. Viewing Answered Calls
"Answered" lists all calls recently answered. You can see numbers of recently received calls, make a call by the number selected and record the number in Phonebook.

Select "**Call Log**" from the Main Menu	Select "**Answered**" in the Call Log Menu and Press **OK**	Select the number or contact name in the Answered Calls window and Press **OK**	Select "**Make A Call**" in the menu and Press **OK**
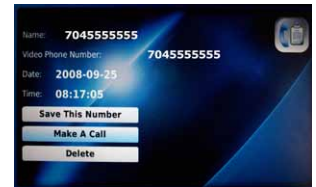
Your digital video phone makes a call	

4-5-3. Dialed Calls
You can see all the numbers of recently dialed calls, make a call by the number selected and save the number in Phonebook.

Select "**Call Log**" from the Main Menu	Select "**Dialed**" in the Call Log Menu and Press **OK**	Select the number or contact name in the Dialed Calls window and Press **OK**	Select "**Make A Call**" in the menu and Press **OK**

Your digital video phone makes a call	

4-5-4. Missed Calls
You can see all the numbers of recent calls which were missed and make a call by the number selected and record the number in Phonebook.

Select "**Call Log**" from the Main Menu and Press **OK**	Select "**Missed**" in the Call Log Menu and Press **OK**	Select the number in the Missed Calls window and Press **OK**	Select "**Make A Call**" in the menu and Press **OK**
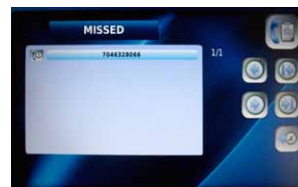
Your digital video phone makes a call	

4-5-5. Making a Call, Saving or Deleting a Number from the Call Log
You can make a call to a selected number in the Call Log menu as well as save or delete it.

Making a Call

Select "**Call Log**" from the Main Menu and Press **OK**	Call Log Menu	Select the type of call from the Call Log Menu and Press **OK**	Select the desired number and Press **OK**
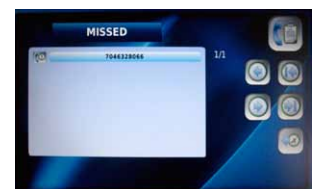
Select "**Make A Call**" in the menu and Press **OK**	Your digital video phone makes a call

Saving a Phone Number from the Call Log Menu

Select **"Call Log"** from the Main Menu and Press **OK**	Select the type of call from the Call Log Menu and Press **OK**	Select the desired number from the list to save	Select **"Save This Number"** in the menu and press **OK**
Edit information if desired, select Save and Press **OK**			

Deleting a Phone Number from the Call Log Menu

Select **"Call Log"** from the Main Menu and Press **OK**	Select the type of call from the Call Log Menu and Press **OK**	Select the desired number from the list to delete	Select "**Delete**" in the menu and Press **OK**
Select "**YES**" to delete the phone number and Press **OK**			
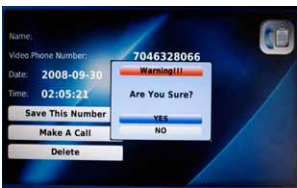
4.6 Settings

In this menu, you can control the settings for your digital video phone for the system, time, upgrade and Administrator. Always press the **BACK** button to save and exit the menu. After each entry, you will see a screen asking you to verify your changes. Select "**Yes**" or "**No**" and hit the **OK** button .

Select "**Settings**" in the Main Menu and Press **OK**	Setting Menu

4-6-1. System Settings
You can set up the network and control the sound and display settings for your digital video phone here.

Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	System Setting Menu	

4-6-1-1. Network
The Network settings of your digital video phone are pre-set to allow calls through the Internet.

Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Network**" from the System Settings Menu and Press **OK**	Select the "**Net Settings**" or "**Interface**"

PLEASE DO NOT ATTEMPT TO ADJUST ITEMS IN THE NETWORK MENUS. PLEASE CONTACT IRIS 3000® DIGITAL VIDEO PHONE CUSTOMER SUPPORT FOR ASSISTANCE – 1-866-619-6444.

4-6-1-2. Factory Reset
You can reset your digital video phone to pre-set Factory Settings. If your digital video phone is initialized, all configurations you previously saved are deleted.

Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Factory Reset**" from the System Setting Menu and Press **OK**	Select **"Start Factory Reset"** or **"Factory Reset"** in field provided

PLEASE DO NOT ATTEMPT TO ADJUST ITEMS IN THE FACTORY RESET MENUS. PLEASE CONTACT IRIS 3000® DIGITAL VIDEO PHONE CUSTOMER SUPPORT FOR ASSISTANCE – 1-866-619-6444.

4-6-1-3. Sound
You can select the sound settings for ring tones, sound effects and volume controls.

Select "**Settings**" in the Main Menu and Press **OK**	Select "**Systems Settings**" in the Settings Menu and Press **OK**	Select "**Sound**" in the System Settings Menu and Press **OK**	Use the Navigation buttons to choose the "**Ring Tone**"
Use the Navigation buttons to control the "**Ring Volume**"	Use the Navigation buttons to choose the "**Sound Effect Type**"	Use the Navigation buttons to choose the "**Effect**"	Use the Navigation buttons to control the "**Sound Volume**"
Select the "**Audio Output**" as Internal or External (External Output allows you to use external speakers.)	Use the Navigation buttons to adjust the "**Speaker Volume**"	Use the Navigation buttons to adjust the "**Handset Volume**"	To save your settings press the **BACK** button then Select "**Yes**" and Press **OK**

Always press the **BACK** button to save and exit the menu. After each entry, you will see a screen asking you to verify your changes. Select "**Yes**" or "**No**" and select **OK** to save your settings.

4-6-1-4. Display
You can set-up the Video Output Device, LCD Brightness, Picture Capture, Self View, Power Saving, Wallpaper, Digital Photo Frame On/Off, Digital Photo Frame Delay, Language, Upload Bandwidth, Screen Size, Frame Rate and Video Codec Display from menu.
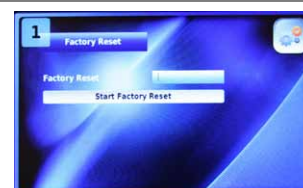
Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Display**" in the System Settings Menu and Press **OK**	

Your digital video phone gives you the flexibility to move your digital video phone's visual image to an external monitor. You can set the Video Output device to activate this option. Always press the **BACK** button to save and exit the menu. After each entry, you will see a screen asking you to verify your changes. Select "**Yes**" or "**No**" and select **OK** to save your settings.

4-6-1-5. Video Output	4-6-1-6. LCD Brightness	4-6-1-7. Picture Capture	4-6-1-8. Self View
Select the "**Video Output**" choosing between "LCD", "TV Out (PAL)" and "TV Out (NTSC)". Use Video Output if you wish to connect your digital video phone to a TV or computer screen.	Use Navigation buttons to adjust the "**LCD Brightness**". This is used to adjust the brightness of your screen.	Select the device where the pictures are stored (either "SD" or "USB"). Use to capture pictures while on a call.	Select "**On**" if you want to enable the self view option. Use this to allow you to see what the caller on the other end of the call sees on their screen.

4-6-1-9. Power Saving

Select the interval at which the phone will switch to power saving mode from "30 - 60 - 90 seconds"

4-6-2. Wallpaper

The wallpaper is the background displayed on your LCD screen. You can choose a different wallpaper pattern to be displayed from an SD card or USB flash drive inserted in your digital video phone.

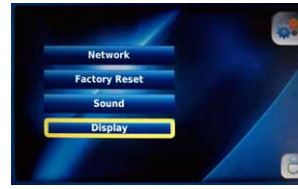|			
Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Display**" in the System Settings Menu	Select "**ON**" to enable the Wallpaper function
You will receive a "Wallpaper should be selected!" screen	Select "**Type**" from the Display Menu and Press **OK**	Select the device type – USB or SD and Press **OK**	Select the image and Press **OK** or the location of the images and Press **BACK** to save
	Note: You will receive a "No USB/SD device!" warning if you do not have a USB or SD device plugged into your digital video phone.		
Select "**Yes**" or "**No**" and Press **OK** to save			

4-6-2-1. Digital Photo Frame On/Off

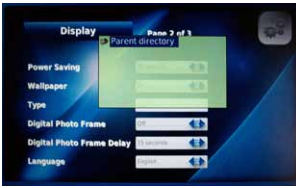|			
Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Display**" in the System Settings Menu	To enable Digital Photo Frame, select "**On**". To disable, select "**Off**".

4-6-2-2. Digital Photo Frame Delay	4-6-2-3. Language	
		See Section 4.7 Digital Photo Frame for more details
Select the delay you wish in between each Digital Photo Frame from 10-15-20 seconds *NOTE: If you are displaying large photo files (greater than 3 mega pixels or larger than 600 x 800 pixels), set the delay in between each picture to 20 seconds. This will allow ample time for each photo to load.*	Use the Navigation buttons to change the language displayed on the screen. You can choose between English, Spanish or French, Francais, Español - US, Svenska, Nederlands, Norsk, Dansk, Haliano, Polski, Deutsch, Portugisisk, Español - EU, Suomia	

4-6-2-4. Upload Bandwidth

Upload Bandwidth is the capacity at which the digital video phone can upload data over your Internet connection. The IRIS 3000® Digital Video Phone comes with pre-set optimal factory settings. If the video image you are sending is not as clear as you would like, you can adjust the upload bandwidth speed of your video phone.
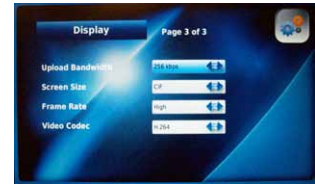
Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Display**" in the System Settings Menu	From the Display Menu, use the Navigation buttons to select "**Upload Bandwidth**"
Select appropriate "**Upload Bandwidth**" speed 128, 256, 384 or 512 kbps	Press **BACK** when finished then, "**YES**" and Press **OK** to save your settings		

If your upload bandwidth is less than 200 kbps, please contact your ISP about higher speed service.
If your upload bandwidth is between 200 kbps and 365 kbps, you should select an Upload bandwidth speed of 128 kbps.
If your upload bandwidth is between 366 kbps and 531 kbps, you should select an Upload bandwidth speed of 256 kbps.
If your upload bandwidth is between 532 kbps and 698 kbps, you should select an Upload bandwidth speed of 384 kbps.
If your upload bandwidth is greater than 699 kbps, you should select an Upload bandwidth speed of 512 kbps.

Note: You cannot change your display settings while on a call. You must make and save your selection prior to making calls. To see the effects of the change, you'll need to place a call. The party you have called will be able to tell you if your picture is clearer. If you set the upload bandwidth speed too high, it will distort the quality of picture. To adjust, simply reset your upload bandwidth speed to the next setting down.

4-6-2-5. 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.

4-6-2-6. Frame Rate
The Frame Rate is the speed at which your digital video phone updates images. You can select Low, Normal or High depending on your bandwidth speed.

Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Display**" in the System Settings Menu	From the Display Menu, using the Navigation buttons scroll to Frame Rate
Using the Navigation buttons select the appropriate Frame Rate: Low, Normal or High	Press the **BACK** button when finished and select "**YES**" to save your settings then Press **OK**		

4-6-2-7. Video Codec
Video Codec represents the video compression on your phone. The IRIS 3000® Digital Video Phone uses two video codecs: H.263 and H.264. The Video Codec will automatically adjust to the appropriate setting based on the upload bandwidth and frame rate selected.

4-6-2-8. Time Setting
Your digital video phone provides you with a world time function.

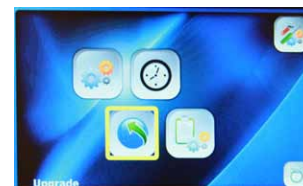|			
Select "**Settings**" in the Main Menu and Press **OK**	Select "**Time Setting**" in the Settings Menu and Press **OK**	Time Settings Menu	
NTP (Network Time Protocols)		DST (Daylight Saving Time)	GMT (Greenwich Mean Time)
Select "**On**" to enable the NTP option	Select "**Off**" to disable the NTP and enter the time and date manually	Select "**On**" to enable "**Daylight Saving Time**" or "**Off**" to disable it	Use the Navigation buttons to select the time zone for your area

Time Zone Settings			
(GMT −10:00)	Hawaii	(GMT −06:00)	Central Time
(GMT −09:00)	Alaska	(GMT −05:00)	Eastern Time
(GMT −08:00)	Pacific Time	Note: Additional Time Zone Settings outside of the U.S. are available.	
(GMT −07:00)	Mountain Time		

4-6-3. Upgrade The Upgrade section shows the details of your digital video phone's software. If the present version of software is not the most current, you can upgrade the present software through the Internet. **PLEASE DO NOT ATTEMPT TO ADJUST ITEMS IN THE UPGRADE MENU. PLEASE CONTACT IRIS 3000® DIGITAL PHONE SERVICE CUSTOMER SUPPORT FOR ASSISTANCE – 1-866-619-6444**	
4-6-4. Administrator The Administrator Menu provides access to more complex settings, such as SIP, A/V Codec setting, DNS, Proxy and LAN settings. **PLEASE DO NOT ATTEMPT TO ADJUST ITEMS IN THE UPGRADE MENU. PLEASE CONTACT IRIS 3000® DIGITAL PHONE SERVICE CUSTOMER SUPPORT FOR ASSISTANCE – 1-866-619-6444**	

4.7 Digital Photo Frame

Your digital video phone provides you with the functionality of displaying digital photos taken on other devices such as cameras, camera phones, etc.

Insert the USB device or SD card into your digital video phone	The screen will then show Reading SD or Reading USB	Select "**Digital Photo Frame**" from the Main Menu and Press **OK**	Select "**View Another Picture**" and Press **OK**

Select the file type where your pictures are stored and Press **OK**	Select the image and Press **OK**. Your images should begin to appear after the appropriate delay time frame	*Digital Photo Frame will automatically display all images on the SD or USB device. If you do not wish for a specific image to appear, you must remove it from the device before inserting it into your digital video phone.*

To initialize Digital Photo Frame, you must turn Digital Photo Frame "On" and set the desired delay between photos in the Digital Photo Frame Delay menu.

Select "**Settings**" in the Main Menu and Press **OK**	Select "**System Settings**" in the Settings Menu and Press **OK**	Select "**Display**" in the System Settings Menu	

Digital Photo Frame On/Off	Digital Photo Frame Delay		
Select "**On**" if you want to enable the Digital Photo Frame option or "**Off**" to disable it	Select the amount of delay you wish in between each Digital Photo Frame from 10-15-20 seconds. *Note: If you are displaying large photos (more than 3 mega pixels), set the delay to 20 seconds to allow time for each photo to load*	Press the **BACK** button when finished. Select "**YES**" to save and Press **OK**	*Note: If you are displaying large photos (more than 3 mega pixels), set the delay to 20 seconds to allow time for each photo to load.*
View Another Picture		Next Picture	Previous Picture
Select "**View Another Picture**"	Select the file type you want to display and Press **OK**	Select "**Next Picture**" in the window to view the next photo and Press **OK**	Select "**Previous Picture**" in the window to view the last photo and Press **OK**

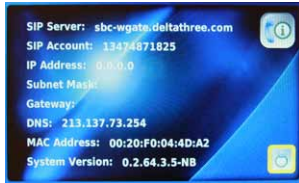*Note: The digital video phone can only use JPG and PNG image formats. If the size of your image is greater than 3 megapixels, increase the time delay between pictures to 20 seconds in order to give each photo time to load.*

Delete the Current Picture			
Select "**Delete the Current Picture**" in the window	Select "**YES**" if you want to delete the picture and Press **OK**		

4-8. Information
You can view information about your digital video phone in this section.

Select "**Information**" in the Main Menu and Press **OK**	IRIS 3000® Digital Video Phone Information		

TROUBLESHOOTING GUIDE

Problem	Troubleshooting
I cannot turn on the power.	• Verify the power cable is connected correctly. • Press top part of power switch on back of phone to verify it is down. • Verify power outlet works by connecting a clock, radio or other device to it.
LCD screen is not turned on.	• Power cycle the digital video phone by turning the digital video phone off and then on again. • Verify the power cable is connected correctly. • Press a key or lift handset to verify power saver mode is not on.
I cannot hear the call connection signal from handset.	• Verify the handset is connected to the left port of the digital video phone.
I cannot make a call.	• Verify the Internet cable is connected to the WAN port or LAN port. • Verify the handset is connected to digital video phone. • If the digital video phone is connected properly to the Internet, verify the registration lamp turns on. If not, check if the server and user information are correct. • If the digital video phone is connected correctly to the network, the called party may not be registered with the same network. • Power cycle the digital video phone by turning the phone off and then on again. • If you are using speed dial, verify the number is correctly registered in the Phonebook. • If a called party uses a digital video phone installed on a private network or firewall system, the call may not be connected. • Verify the called number is correct. Long distance and toll free calls require 1+ the area code and phone number of the number called.
I cannot receive incoming calls.	• If the digital video phone is installed on a private network or a firewall system, you may not receive calls. • Verify registration light is on. If the digital video phone is not registered, you cannot receive calls. • Power cycle the digital video phone by turning the phone off and then on again.
When I receive a call, the screen is turned on but there is no ringing sound.	• Verify the ringtone volume level is set higher than "1" in the "Sound Settings" menu.
The call is connected, but the other party's screen is dark and the sound quality is poor.	• If the digital video phone is installed on a private network or behind a firewall, you may not be receiving the other party's screen. • Check and verify if a camera is connected to the called party's digital video phone.
The call is connected, the screen is visible, but there is no sound.	• Check and verify if the called party's microphone is working. • Increase the volume levels. • If the digital video phone is installed on a private network or behind a firewall, you may not be receiving the other party's audio.
The call is connected, both audio and video are present, but the called party cannot see or hear me.	• Check and verify if the called party's digital video phone is installed on a private network or a firewall system. • Check and verify if the audio/video input path is correctly configured in the "Sound Settings" menu during a call. • Check to see if the other party's audio/video device works properly.
The call is connected, and I can see the screen and hear the sound and the other party can see me but cannot hear me.	• Verify the audio input path is configured correctly in the "Sound Settings" menu during a call. • Verify that the called party's audio device works properly.
The call is connected, both the audio and video are present, and the called party can hear me but cannot see me.	• Verify that the video output path is correctly configured in the "Display Settings" menu during a call. • Verify that the called party's digital video device is working properly.
The other party's screen is frozen and there is no sound.	• Verify the digital video phone is connected to Internet properly. • Verify the called party's digital video phone was not disconnected from Internet.

Alternate Phone connected to IRIS 3000® Digital Video Phone FXS, port does not ring.	• Verify that digital video phone is functioning properly without the alternate phone connected to digital video phone "Phone" (FXS) port. • Verify phone cable from digital video phone to the alternate phone are securely connected. • Connect the alternate phone directly to digital video phone "Phone" (FXS) port. Do not use house wiring or external CID or answering machine. • Verify the alternate phone has ringer turned on. • Test with a different alternate phone if possible. Some phones may require more than the digital video phone can supply. Not all phones are compatible.
Unable to answer call from alternate phone connected to FXS port.	• Verify the digital video phone is functioning properly without the alternate phone connected to digital video phone "Phone" (FXS) port. • Verify phone cable from digital video phone to the alternate phone is securely connected. • Connect the alternate phone directly to digital video phone "Phone" (FXS) port, do not use house wiring or external CID or answering machine. • Test with a different alternate phone if possible. Some phones may require more than the digital video phone can supply. Not all phones are compatible.
Unable to make call from alternate phone connected to the digital video phone FXS port.	• Verify the digital video phone is functioning properly without the alternate phone connected to the digital video phone "Phone" (FXS) port. • Verify phone cable from the digital video phone to the alternate phone is securely connected. • Verify that the alternate phone is set to TONE dialing, not PULSE. • Connect the alternate phone directly to the digital video phone "Phone" (FXS) port. Do not use house wiring or external CID or answering machine. • Test with a different alternate phone if possible. Some phones may require more than the digital video phone can supply. Not all phones are compatible.
Unable to use *1 or *2 feature on alternate phone connected to the digital video phone "Phone" FXS port.	• Verify the digital video phone is functioning properly without the alternate phone connected to digital video phone "Phone" (FXS) port. • Verify phone cable from the digital video phone to the alternate phone is securely connected. • Verify that the alternate phone is set to TONE dialing, not PULSE. • Connect the alternate phone directly to digital video phone "Phone" (FXS) port. Do not use house wiring or external CID or answering machine. • Test with a different alternate phone if possible. Some phones may send DTMF differently. Not all phones are compatible.
When the digital video phone is connected to TV or monitor, the images displayed on the LCD screen and TV or monitor are different.	• When the external video output port is connected to TV or monitor, certain parts of the image will not be displayed as shown on the LCD screen of your digital video phone.
My digital video phone will not register.	• Ensure the digital video phone is pulling an IP address from your modem/router. • Power Cycle your modem, router and digital video phone. • Firewalls can block ports needed for registration.

WARNING MESSAGES

DURING	WARNING MESSAGE	DESCRIPTION/MEANING
Power On	Loading System	Loading the latest firmware.
	Initializing UI	Loading Personal settings.
	Initializing Network	Obtaining IP. Contacting NTP server.
	Provisioning	Checking for and downloading updates.
	Updating	Phone is updating software.
	Reading Files USB	A USB storage device was inserted.
	Removing Files USB	A USB storage device was removed.
	Reading Files SD	A SD storage device was inserted.
	Removing Files SD	A SD storage device was removed.
	Unplugged Network Cable	LAN cable is disconnected.
Power On	Loading the system…	Personal data settings are being loaded.
	Setting current time…	Connection to NTP server is being made.
	Initializing GUI Menu	Image data for GUI is being decompressed.
	REGISTRATION FAIL	The video phone is attempting to connect to the Registration Server but there is no response.
During a Call	Hold	You are in Hold mode (Video & Audio).
	On Hold	The call was put on hold by other phone.
	Privacy On	You are in Privacy mode.
	Mute On	You are in Mute mode.
	Extension In Use	FXS phone is in use.
	Call Transfer	Transferring call from IRIS 3000® Digital Video Phone to FXS.
	You do not have a storage device	No storage device detected (SD Card or USB device)
Configuring ADSL	Connecting to a ADSL Server… Network configuration. Press "#" to interrupt.	Connection to an ADSL service is being made.
	Network Settings Failed. Press "#" to interrupt.	The digital video phone is attempting to connect to an ADSL Server but there is no response.
Attempting to Place a Call	The phone is busy now.	The called party is on another line.
After Completing a Call	The phone is busy now.	The called party is on another line.
Setting User Configuration	Invalid Password	Your password is incorrect.
	Initializing the system…	All personal information is being initialized.
	Initializing the Phonebook data	Digital Video Phone & Call Log data is being initialized.