Using Pingtel phones

- Pingtel xpressa™
- Pingtel instant xpressa™
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Introduction

This guide introduces your Pingtel xpressa™ phone. It’s the world’s first Java™ VoIP (Voice over Internet Protocol) phone. When you use its basic phone services to make and receive calls, the xpressa phone won’t seem very different from other phones. However, xpressa phones use technology that is completely different from that of other phones.

Your xpressa phone, like your PC, is part of an Ethernet/IP data network such as the Internet or a company intranet. Instead of using traditional phone lines, an xpressa phone uses this data network for making and receiving calls. And your xpressa phone, again like your PC, has its own memory and CPU for processing data. As a result, you can add applications to your xpressa phone at any time to extend basic phone services and help you increase your productivity.

Using this guide

This guide is written for anyone who will make and receive calls on an xpressa phone. This guide describes:

- Setting up your xpressa phone on page 4.
- Exploring your xpressa phone on page 25.
- User interface fundamentals on page 35.
- Using the xpressa phone on page 13.
- Customizing your xpressa phone on page 55.
- Working with xpression applications on page 74.

You’ll also find an Icon atlas and a Troubleshooting section at the end of the guide. If you use an instant xpressa softphone, be sure to review the appendix on page 87.
Introduction

This guide assumes that your xpressa phone and its environment are already configured and ready for use. For detailed information on installing or configuring xpressa phones, see Installing & Configuring Pingtel phones.

Tip This guide is optimized for online review. Click on any cross reference, such as a page number, to go directly to that page. For best results when printing, use Acrobat Reader’s Fit to page or Expand small pages option.

About network installation

When you install an xpressa phone you connect it to a network of resources that includes your PC, the servers set up at your workplace, the company intranet, and the Internet. Adding an xpressa phone to this network means that it can exchange data with any other network resource to help you perform tasks.

Before you use your xpressa phone, your system administrator assigns two types of identifiers to it:

- A unique IP address identifies your xpressa phone to network resources, so that network messages can be sent and received.
- An extension identifies your xpressa phone to the people in your organization, so that they can make calls to your phone.

Both identifiers must be assigned before you can make and receive calls with your xpressa phone. See Installing & Configuring Pingtel phones for more information.

You may also be assigned a SIP URL address for receiving phone calls. This address is similar to your address for receiving e-mail. If you have a SIP URL address, when other xpressa phone users call you they can dial either your extension or your SIP URL.

Your system administrator may install your xpressa phone for you, or ask you to do the installation yourself. Basic installation procedures are
For more information

described on page 4; see Installing an xpressa phone in Installing & Configuring Pingtel phones for complete detail on installation options.

For more information

For detail on integrating xpressa phones into a network environment, see Installing & Configuring Pingtel phones. You can review or download this document from Pingtel's web site at www.pingtel.com/docs.

For information on installing and using an instant xpressa softphone see page 87.

Using www.pingtel.com

On the web, you can visit Pingtel's web site at http://support.pingtel.com for information about support services, FAQ, troubleshooting tips, and new releases.

If you still have a question, contact your system administrator or your company help desk.

Learning about applications

Each time you install a new application on your xpressa phone, be sure to refer to the user’s guide, help, hints, or other documentation that accompanies it. Doing so assures that you will use all of the application’s features as intended.

For a general description of user interface procedures see page 35. For information on installing xpression applications see page 74.
Setting up your xpressa phone

When you unpack your xpressa phone you’ll find:
• The xpressa phone base (with an attached foot)
• A matching phone handset and cord
• One network cable
• A Power Insertion Module (PIM)
• A power transformer with power cord

This section describes how to complete xpressa phone assembly and connect your phone to power and the network.
Assemble your xpressa phone

To complete phone assembly, you connect the handset to the phone base. You can also:

- Adjust the phone’s foot to change the angle of the phonetop.
- Connect an optional headset.

Connecting the handset

Use the handset connection jack on the phone’s base to install the handset. This connection jack is located on the left side of the phone, under the speaker.

1. Turn the phone base so that you can see the handset connection jack.
2. Plug the connector on the handset cord into the jack.
Setting up your xpressa phone

Adjusting the foot

The base of your xpressa phone rests on a foot. You can remove this foot and reattach it to change the angle of your xpressa phone’s LCD screen. This procedure can improve your ability to read your xpressa phone’s screen.

1. Locate the xpressa phone’s foot on the bottom of the phone.
2. Squeeze the foot close to the body of the phone.
   Use firm pressure to press the top of the foot in until the tab that anchors it releases, then press to release the bottom of the foot.
Assemble your xpressa phone

3 Remove the foot and rotate it 180 degrees.

4 Squeeze the center of the foot while reinserting one tab, then the other tab into the body of the phone.
Setting up your xpressa phone

Connecting an optional headset

You can use the connection jack that is located on the right side of your xpressa phone, near the scroll knob, to connect a telephone headset with a single universal 2.5 mm connector. Your xpressa phone supports monaural audio input and output through such a device.

1. Turn the phone base so that you can see the headset connection jack.

2. Plug the headset into the jack.

Note Make sure you use a telephone headset with a single jack. Telephone headsets use a single jack for both the microphone and ear piece. Headsets with two separate jacks for the microphone and ear piece, such as those designed for a PC sound card, cannot be used. For more information on using a headset see page 24.
Connect to the network and power

There are two ways to connect your xpressa phone to the network and a power source. To make these connections you use one of these powering options:

- Inline power
- Power Insertion Module (PIM)

**Note** Check with your system administrator to determine which method to use, or see *Installing an xpressa phone* in *Installing & Configuring Pingtel phones*.

**Installing with inline power**

You use this installation method if your network supplies inline power from a Cisco® powered switch port or power patch panel. Check with your system administrator before you proceed.

1. Connect the supplied network cable to the Ethernet/LAN port in your work area.
2. Connect the network cable to the xpressa phone. This cable carries power, so do not connect it to any other equipment.

The xpressa phone starts as described on page 11.

**Tip** The supplied power transformer and PIM (Power Insertion Module) are not
Setting up your xpressa phone

used for this type of installation.

Installing with the PIM

You use this installation method if your network does not supply inline power. Check with your system administrator before you proceed.
For this installation method, you need one additional network cable.

1 Connect the supplied network cable to the xpressa phone.
2 Connect that network cable to the side of the PIM that has just one possible connection.
3 Connect the second network cable to the Ethernet/LAN port in your work area.
4 Connect that network cable to the other side of the PIM, the side that has connections for both network and power.

5 Connect the power transformer to the PIM.
6 Plug in the power transformer.
The xpressa phone starts.
Your xpressa phone starts as soon as it has power. Each time your xpressa phone starts, it performs several verification steps:

1. Your phone obtains its network settings. These settings are stored on the phone itself (static) or supplied by the network (dynamic). When this step is complete the splash screen displays and an audio file plays.

You can adjust the contrast and volume of your phone when startup is complete. See page 67.

2. The xpressa phone loads software.
   If new software is available from Pingtel, a prompt displays so that you can upgrade to it automatically. See page 73.

3. The home screen displays.

4. If your xpressa phone has any installed xpression applications, they load.
Setting up your xpressa phone

and startup is complete.

For information on restarting your xpressa phone, see page 71.

**Note** Before you make calls with your xpressa phone, a unique IP address may need to be assigned to the phone. Check with your system administrator or see *Assigning network settings* in *Installing & Configuring Pingtel phones*. 
Using the xpressa phone

This section describes your options for making and receiving calls on an xpressa phone. If you have never used an xpressa phone before, refer to:

- *Exploring your xpressa phone* on page 25 for an introduction to the xpressa phone’s layout and other features.

Make a call

To make a call, you can dial:

- An extension or telephone number
- A SIP URL
- An IP address

Additional options, including redial, a call log, and speed dial, are available to help you make calls.

Dialing a number

1. Lift the handset.
2. Alternatively, press New Call or SPEAKER to use the speakerphone.
Using the xpresa phone

2 Begin dialing the phone number or extension.

3 When the number is complete wait for the xpresa phone to put your call through or press Dial or #.

Tip If you misdial, you can make corrections with the Backspace and Move Left or Move Right commands. See page 81.

Dialing a SIP URL

You can use addresses that are similar to e-mail addresses to call other xpresa phone users, as described on page 2. These addresses start with sip: so you might enter a SIP URL like sip:tjones@pingtel.com to make a call. Your system administrator sets up SIP URL addresses.

1 On your xpresa phone’s home screen, press Dial by URL.
2 Use the dial pad to enter the alphanumeric SIP URL. Press each dial pad button one or more times to enter a letter or the number that is assigned to it. See page 44.

3 When your entry is complete, press Dial or # on the dial pad.

**Tip** Set up speed dial numbers for the SIP URLs that you dial regularly. See page 16.

**Dialing an IP address**
To make a call to another xpressa phone in your network, you can dial that phone's IP address. To dial an IP address you follow the steps for Dialing a SIP URL, but you enter the IP address instead of a full SIP URL. For example, you might enter `sip:140.201.1.65` to dial the phone of another person in your office.

For information on finding an xpressa phone's IP address, see page 33.

**Redialing the last party**
Redial is a one-touch method for dialing the last party you called. On the xpressa phone's home screen, press Redial.

**Dialing a call log entry**
Your xpressa phone keeps a log of the calls that you make and receive. You can use this log to make a new call.

1 On your xpressa phone's home screen, press Call Log.
2 Scroll through the entries to find the party you want to call.
3 Select a party by scrolling to it or pressing the screen display button to
Using the xpressa phone

4 Press Dial.

**Tip** You can sort or filter the entries in your call log. See page 38.

**Dialing a speed dial number**

Before you can make a call with a speed dial number, you must add at least one speed dial number.

**Add a speed dial number**

1 On your xpressa phone's home screen, press Speed Dial .

2 Press Add .

3 For the Speed Dial ID, use the dial pad to enter the number that you want to dial instead of the full phone number or SIP URL.
4 Press the screen display button to the right of the Label field, then use the dial pad to enter an identifying label. You press each dial pad button once, twice, or several times to supply letters or numbers. For more information see page 44.

5 Use the Is a Phone Number check box to identify the type of value that will actually be dialed:
   • If the value is a phone number, check the check box.
   • If the value is a SIP URL, clear the check box.

6 Enter the value to dial:
   • If this is a phone number, the dial pad supplies numbers.
   • If the value is a SIP URL, the dial pad supplies letters and numbers. See page 44 for information on entering letters.

7 Press OK to add the new speed dial number.

**Tip** You can also use the MyPingtel user portal or your xpressa phone’s browser-based interface to add speed dial numbers. See page 46 or page 51.

**Dial a speed dial number**

1 On your xpressa phone’s home screen, press Speed Dial .
Using the xpressa phone

2 Use the dial pad to enter the speed dial ID. The numbers you dial display in the title bar. Alternatively, scroll through your list of speed dial numbers to find and select the party you want to call.

3 Press Dial to make a call to the phone number or SIP URL stored with that speed dial ID.

Receive a call

When you receive a call on your xpressa phone, the simplest thing to do is answer it. However, calls may also come in while you are busy with another call, when you are away from your xpressa phone, or when you are unable to take the call. To help you manage incoming calls in these different situations you can set up the call waiting and call forwarding features. For more information see page 55.

Answering calls

When you receive a call, your xpressa phone displays information about your caller (if available).
Call processing features

To answer an incoming call:

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<th>To use the</th>
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<td>Handset</td>
</tr>
<tr>
<td>Press SPEAKER</td>
<td>Speakerphone</td>
</tr>
<tr>
<td>Press Answer</td>
<td>Speakerphone</td>
</tr>
<tr>
<td>Press HEADSET</td>
<td>Headset (requires a headset; see page 24)</td>
</tr>
</tbody>
</table>

Ignoring calls

If you decide not to answer an incoming call, press Ignore when your phone rings. When you press Ignore:

- Your xpressa phone stops ringing.
- Your caller continues to hear the ring tone.

Tip
Your system administrator defines how calls that you ignore are handled. For example, these calls may be forwarded to either your Forward on no answer destination or your Forward on busy destination. See page 55 for more information on forwarding calls.

Call processing features

This section describes how you use your xpressa phone’s fixed function buttons to use call processing features like hold, transfer, and conference. If your organization offers voice mail service, you use a screen display button on the home screen to access your messages when you have voice mail.

HOLD

To put an ongoing call on hold, press HOLD. The HOLD button lights up and the xpressa phone’s home screen shows the number of calls currently on hold.
Using the xpressa phone

You can place up to four calls on hold. A reminder plays (three short rings) if you leave a call on hold for more than a minute.

To take a call off hold, press HOLD or press the screen display button to the right of the Show Held Calls indicator on the home screen.

- If only one call is on hold, it is taken off hold immediately.
- If two or more calls are on hold, the xpressa phone lists them so you can choose the one you wish to take off hold:

Select a call and press Release.

TRANSFER

When you transfer a call you can either announce the transfer when the destination party answers or simply hang up after you dial that destination number.
Optionally, place your caller on hold: press HOLD.

2. Press TRANSFER.
   If more than one call is on hold, choose the call that you want to transfer and press Select.

3. Dial the number or choose another option for making the call, such as Speed Dial or Call Log.

4. Press Consult. You can now:
   - Announce the call when the party answers and then hang up.
   - Hang up right away (or press Transfer).

**Note** For a transfer to succeed, the party you want to transfer must be calling from a phone that supports transfer. A warning alerts you if that phone is not compatible.

**CONFERENCE**
Using your xpressa phone, you can participate in conversations with up to four other parties.

**Build a conference call**
1. Press CONFERENCE.
2. Dial the first participant or choose another option for making the call...
Using the xpressa phone

(such as Redial or Dial by URL).
When your call connects, a Conference: Status screen lists your current call as Active.

3 To add another party to your conference, press Add then dial the next party.

4 Press Add again to include additional conference participants.
You also can start a conference when you are already in a call: press CONFER, then from the Status screen press Add to dial the next party.

Manage a conference call

During a conference call, you use your xpressa phone's fixed function buttons (HOLD, SPEAKER) to affect the entire conference, and the screen display buttons (Disconnect, Hold) to affect an individual, selected conference participant.
Call processing features

- To put the entire conference call on hold, press HOLD. The home screen shows the number of held calls as illustrated on page 19. Press HOLD again to take the conference off hold.
- To put an individual participant on hold, select the participant then press the Hold screen display button. That participant’s status changes to On Hold. To take a participant off hold, select the participant and press the Include screen display button.

Similar procedures apply to ending a conference call or disconnecting a single participant:
- To end your conference call, hang up the handset or press SPEAKER or HEADSET. This disconnects all conference participants.
- To disconnect one participant, select that participant then press Disconnect. A warning message displays: when you press Ok, the participant’s status changes to Unavailable. When you select an Unavailable participant, you can Redial to add that party back in to the conference, or Remove the party from the list of participants.

MUTE
To silence your side of a conversation, press MUTE. The MUTE button lights up.
To resume participation, press MUTE again.

Tip MUTE applies whether you use the handset, speakerphone, or headset.

SPEAKER
To use the speakerphone to make or answer calls, press SPEAKER. The SPEAKER button lights up.
Using the xpressa phone

To stop using the speakerphone, press SPEAKER again. Pressing SPEAKER disconnects your call.

Tip To switch from the speakerphone to the handset, lift the handset first then press SPEAKER.

HEADSET

To attach a headset to your xpressa phone, see Connecting an optional headset on page 8.

To use the headset to make or answer calls, press HEADSET. The HEADSET button lights up.

To stop using the headset, press HEADSET again. Pressing HEADSET disconnects your call.

Accessing voice mail

When you have voice mail, your message light lights up and a voice mail indicator displays on your xpressa phone’s home screen.

To access your voice mail, press the screen display button to the right of this indicator. Your xpressa phone connects you to your voice mailbox.

Tip Your system administrator must configure your phone for you to retrieve voice mail messages in this way. See Basic configuration in Installing & Configuring Pingtel phones.
Exploring your xpressa phone

This section introduces your xpressa phone’s features and important xpressa phone screens.

Phonetop layout

Here’s the phonetop layout:

To make calls and use other features, you press the xpressa phone’s buttons and respond to the messages on its display screen.
Exploring your xpressa phone

**Scroll knob**
The scroll knob helps you navigate through data on screen: to view different portions of a list or a text description you turn the scroll knob.

**Buttons**
The xpressa phone’s buttons can be divided into four basic groups:

<table>
<thead>
<tr>
<th>Button type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>dial pad</td>
<td>12 buttons, labeled 0 through 9, *, and #. Supply numbers or both letters and numbers, depending on the current context.</td>
</tr>
<tr>
<td>fixed function</td>
<td>8 buttons, labeled HEADSET, MUTE, HOLD, TRANSFER, SPEAKER, CONF, ▲, and ▼. Enable call processing features.</td>
</tr>
<tr>
<td>MORE</td>
<td>Provides access to additional commands, online help, and installed applications.</td>
</tr>
<tr>
<td>screen display</td>
<td>11 buttons, dynamically labeled with text or icons. Select data items or execute commands shown on screen. Press and hold down any screen display button for a hint about its function.</td>
</tr>
</tbody>
</table>

When the speakerphone, hold, headset, or mute function is in use, the SPEAKER, HOLD, HEADSET, or MUTE fixed function button lights up.

**Tip** This guide uses all uppercase letters to identify the fixed function buttons; for example, HOLD. Mixed case identifies the labels of screen display buttons; for example, Disconnect.

**LCD display**
The xpressa phone’s LCD display shows text and images to represent data and the actions that you can take on it. Each set of images shown on the LCD display is referred to as a screen.
To select a command or data item that displays on a screen, press the screen display button that is next to or below it.

Message light

By default, the message light flashes to alert you to an incoming call. The xpression applications that you install on your xpressa phone may also use this indicator: for example, to alert you to a new voice mail message.

Other phone features

On the bottom of an xpressa phone you’ll find useful information and more features.

Model, serial number, and REV labels

The hardware model number, serial number, and REV manufacturing code identify your xpressa phone in case you (or your system administrator) need to report a problem to Pingtel.

Tip The serial number is also called the MAC address.
Exploring your xpressa phone

**Manual reset switch**
You can use the recessed switch on the bottom of an xpressa phone to restart the phone. For more information on restart see page 71.

**Network indicators**
xpressa phones provide two network indicator "TO HUB" lights to indicate your phone's network link and network traffic.

**Screen summary**

**Reviewing the home screen**
When your xpressa phone is in an idle state it displays the home screen. The home screen offers basic commands and options.
From the home screen, you press screen display buttons to:

- Redial the last number
- Use a Speed Dial number
- Consult your Call Log
- Dial a SIP URL to make a call
- Make a New Call (speakerphone)

The home screen displays whenever you complete a task on the xpressa phone. After you finish a call and hang up, or after you exit from an xpression application, the home screen displays.

**Using the MORE button**

The MORE button changes the display from your current application screen and a screen that gives you access to more features:

- A menu of commands.
- Help for the current screen.
- A list of xpression applications that you can start.

To use the MORE button from any xpressa phone screen:

1. Press MORE.
2. Press one of the bottom screen display buttons to choose one of the...
Exploring your xpressa phone

three options:

Alternatively, return to the screen you just left: press MORE again.

**Tip** Pressing MORE does not affect data.

**The Menu tab**

The menu that displays when you press MORE then Menu applies to the current xpression application. Use this menu to review and execute commands for that xpression.

For example, if you are using the Call Log when you press MORE and then the Menu tab, a menu of commands for the Call Log displays:
You may need to scroll down to review all of the commands shown on this tab.

You can choose a command from this menu or press MORE again to return to your starting point.

**The Help tab**

The information that displays when you press MORE then Help answers your questions, describes procedures, or tells you more about the xpression application you're currently running.

For example, if you are using the Call Log when you press MORE and then the Help tab, this information displays:

Scroll to read the help. When you finish, press MORE again to return to your starting point.
Exploring your xpressa phone

The Apps tab

The list that displays when you press MORE and choose the Apps tab shows all of the xpression applications that are available to run on your phone. For example, you might see:

![Applications Screen](image)

To start an xpression application, press the screen display button next to it. You may need to scroll down to find a particular xpression on this tab.

When you start an xpression application, its initial home screen opens. Alternatively, press MORE again to return to your starting point.

Your system administrator specifies the xpression applications that are installed on your xpressa phone. You may be able to add your own applications: see page 74 for how to Install an xpression application.

**Tip** While the Menu and Help tabs display different commands or information depending on your current xpression application, the Apps tab always displays the same, complete list of xpression applications.
Getting hints

A text label, an icon, or both identify the commands that are available on an xpressa screen. To help you find out what a screen display button does in a given context, press the screen display button next to or below a command and hold it down. A short description displays until you release that screen display button.

Reviewing the About screen

You can learn more about your xpressa phone on the About screen.

1. From your xpressa phone's home screen press MORE.
2. Select the Menu tab.
Exploring your xpressa phone

3 Select About.
   The assigned extension and the current version of the xpressa software display.

4 Press Info.
   The IP address of your phone and other information displays.

5 Press OK.
   You return to the home screen.
User interface fundamentals

This section describes how you use the xpressa phone’s buttons, scroll knob, and commands to work with xpression applications. The user interface for xpressa phone applications is likely to become familiar to you quickly, particularly if you use a PC.

Tip Because each xpression application is different, this section provides general guidelines. For information about a specific xpression application, refer to its online help or accompanying documentation.

You also have the option to use the browser on your PC to access web sites where you can complete tasks for your xpressa phone. See MyPingtel user portal on page 46 or myxpressa browser-based interface on page 51.

Scroll through a list

In many xpression applications you work with lists of data. The speed dial numbers that you set up and the calls recorded in your call log are examples of data lists.

The xpressa phone’s LCD screen can only display four list items at a time. When a scroll bar appears next to a list, it indicates that there are additional items available in the list.

![Scroll bar at the start of a list](image1)

![Scroll bar at the end of a list](image2)
User interface fundamentals

To see all of the items, turn the scroll knob. The screen shows different items until you reach the other end of the list.

**Tip** Some xpression applications offer commands that help you navigate through lists in other ways. For information on Sorting data items or Filtering data items see page 38.

Select an item

Commands can apply to an xpression application as a whole (for example, Exit), to all of that xpression’s data items (Delete All), or to just one item at a time (Dial). If you choose a command that applies to just one item in a list, you indicate which item first by selecting it.

There are two ways to select an item:

- As you scroll through a list, one item is selected automatically.
- To select a different item, press the screen display button next to it. In most applications, you’ll press the screen display button to the right of the item.

The selected item has a distinctive background color.

Execute a command

To work with xpression applications and data items, you use the commands that display next to or above your xpressa phone’s screen display buttons. When the display on your xpressa phone’s screen changes, the available commands can change too.

To execute a command, press and release the screen display button next to or below that command.

**Tip** If the command applies to a specific item, select the item that you want to work with first: scroll to locate the item, then press the screen display
When a list with one column of data like this displays, you:

**Tip** After you select an item, press the button to its right again to execute the default command. The default command is always placed at bottom right: in this example, Dial is the default command.
User interface fundamentals

Two-column lists allow you to select and execute in one step. When a list is arranged into two columns of items:

Press a left or right screen display button to both select an item and execute a predefined command on it

Launch Application is the predefined command in this example.

Navigational aids

An xpression application may offer one or more navigational aids to help you locate items in a list of data. These aids, which include sorting and filtering, can be faster than scrolling if a list is long.

Sorting data items

Sorting changes the order in which data items display. To sort data:

1. Start the xpression application.
   
   For example, start the Call Log from the xpressa phone’s home screen.
2 Press Sort \large{\textcopyright\textsuperscript{\textregistered}}. For some xpression applications, you may need to press MORE and select the Menu tab first if this command is available only on the menu.

3 Select a sort method: press the button to the right of one of the options.

4 Press OK.
   Data items display in the newly selected sort order.

Sorting leaves the complete data list available for scrolling.

**Filtering data items**

To filter a list of data, you select specific characteristics about the items that you want to review. To filter data:

1 Start the xpression application.
   For example, start the Call Log from the xpressa phone’s home screen.
User interface fundamentals

2 Press Filter \(\text{MORE}\). You may need to press MORE and select the Menu tab first.

3 To select or deselect different filtering options press one or more of the screen display buttons on the right. A checked box indicates selection.

4 Press OK. Data items that match any of the selected characteristics display.

Filtering subsets the data so that only items that have the selected characteristics display.

Data entry on the phonetop

This section describes how you add, change, and delete data items on your xpressa phone. Most xpression applications use these standard methods to help you keep your data up to date, although you should refer to the documentation supplied with a specific xpression to learn about any differences.
Reviewing data entry screens

When you choose a command to add or change data in an xpression application, a screen with one or more data entry controls on it displays.

Tip  Be sure to scroll down to see any additional fields on a data entry screen.

Using data entry controls

xpression applications provide different data entry controls to help you enter and change data.

<table>
<thead>
<tr>
<th>Control</th>
<th>Allows you to</th>
</tr>
</thead>
<tbody>
<tr>
<td>data entry field</td>
<td>Enter data using the dial pad. Supplies either numbers only or both letters and numbers. See Understanding data entry modes on page 44.</td>
</tr>
<tr>
<td>check box</td>
<td>Make a yes/no choice. Check to choose yes, clear for no. For an example, see Filtering data items on page 39.</td>
</tr>
<tr>
<td>radio button</td>
<td>Choose one from a small set of possible choices. For an example, see Sorting data items on page 38.</td>
</tr>
<tr>
<td>choice list</td>
<td>Choose one from a larger set of possible choices. The time zone list in the Prefs xpression is an example. See page 65.</td>
</tr>
</tbody>
</table>

You select the data entry control that you want to work with by pressing the screen display button to its right.
User interface fundamentals

Adding a data item

1. Start the xpression application.
   For example, press Speed Dial on the xpressa home screen.

2. Press Add \( \boxed{\text{Add}} \).
   For some xpression applications, you may need to press MORE and select the Menu tab first if this command is only available on the menu.
   A screen displays a set of data entry controls.

3. Press the screen display button to the right of a data entry control to:
   - Select that control, then use the dial pad to enter a value; for example, to enter data in a data entry field.
   - Change the current setting; for example, to check or clear a check box.
   For information on using the dial pad to enter alphabetic characters, see page 44.

4. Repeat step 3 for other data entry controls, scrolling down to be sure you see each one.

5. Press OK to save your entries and add the data item.

Tip If you make a mistake in a data entry field, you can use the Move Left, Move Right, and Backspace commands to correct your entry. See page 81.
Data entry on the phonetop

**Editing a data item**

1. Start the xpression application.
   For example, press Speed Dial on the xpressa home screen.
2. Scroll to the item you want to change and select it.
3. Press Edit 
   For some xpression applications, you may need to press MORE and select the Menu tab first to locate this command.
   A screen displays the current values for the selected item.
4. Scroll to the value you want to edit.
5. Depending on the type of control, press the screen display button to its right to:
   - Select the control, then use the dial pad to enter a value. For more information see page 44.
   - Change its setting.
6. Repeat step 5 as needed for other fields.
7. Press OK.

**Deleting a data item**

An xpression application may give you the option to remove data items. Deleting data is permanent.

1. Start the xpression application.
   For example, start the Call Log from the xpressa phone’s home screen.
2. Scroll to the item you want to delete and select it.
3. Press Delete 
   You may need to press MORE and select the Menu tab first if this command is only available from the menu.
User interface fundamentals

4 A warning displays. Press OK to confirm or press Cancel.

Some xpression applications offer a Delete All command. Choose this command to permanently remove all data items.

Understanding data entry modes

Data entry fields accept entries that are either all numbers or a mixture of letters and numbers. Based on the type of data that is required, the xpressa phone's dial pad is set to either numeric or alpha entry mode automatically.

For example, when you dial a phone number the dial pad is in numeric entry mode: it supplies only numbers. If you're entering a name or address, the dial pad is in alpha entry mode: it supplies both letters and numbers.

- When you enter data in a numeric-only field, you press each dial pad button once to enter its corresponding number in the data entry field.
- When you enter data in a field that accepts both letters and numbers, you press each dial pad button one or more times to enter a letter, a number, or a punctuation mark.

Enter letters and numbers

To enter a letter or a number in alpha entry mode, press each dial pad button once or more to access each of the letters and the number that are assigned to it:

<table>
<thead>
<tr>
<th>Press</th>
<th>Once to get</th>
<th>Twice to get</th>
<th>3 times to get</th>
<th>4 times to get</th>
<th>5 times to get</th>
<th>6 times to get</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>a</td>
<td>b</td>
<td>c</td>
<td>2</td>
<td>a</td>
<td>b</td>
</tr>
<tr>
<td>3</td>
<td>d</td>
<td>e</td>
<td>f</td>
<td>3</td>
<td>d</td>
<td>e</td>
</tr>
<tr>
<td>4</td>
<td>g</td>
<td>h</td>
<td>i</td>
<td>4</td>
<td>g</td>
<td>h</td>
</tr>
<tr>
<td>5</td>
<td>j</td>
<td>k</td>
<td>l</td>
<td>5</td>
<td>j</td>
<td>k</td>
</tr>
<tr>
<td>6</td>
<td>m</td>
<td>n</td>
<td>o</td>
<td>6</td>
<td>m</td>
<td>n</td>
</tr>
<tr>
<td>7</td>
<td>p</td>
<td>q</td>
<td>r</td>
<td>s</td>
<td>7</td>
<td>p</td>
</tr>
</tbody>
</table>
### Data entry on the phonetop

<table>
<thead>
<tr>
<th>Press</th>
<th>Once to get</th>
<th>Twice to get</th>
<th>3 times to get</th>
<th>4 times to get</th>
<th>5 times to get</th>
<th>6 times to get</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>t</td>
<td>u</td>
<td>v</td>
<td>8</td>
<td>t</td>
<td>u</td>
</tr>
<tr>
<td>9</td>
<td>w</td>
<td>x</td>
<td>y</td>
<td>z</td>
<td>9</td>
<td>w</td>
</tr>
</tbody>
</table>

Pressing 1 always returns 1; it does not offer any additional choices.

### Change letter case

All of the letters you enter in an alpha entry field are lowercase by default. To enter uppercase letters, press Caps Lock. All entries are capitalized until you press Caps Lock again.

![Caps Lock](image)

### Enter punctuation marks

To enter a punctuation mark in an alpha entry field you press 0 (zero) multiple times:

<table>
<thead>
<tr>
<th>Press</th>
<th>Once for</th>
<th>Twice for</th>
<th>3 times for</th>
<th>4 times for</th>
<th>5 times for</th>
<th>6 times for</th>
<th>7 times for</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>@</td>
<td>.</td>
<td>/</td>
<td>:</td>
<td>-</td>
<td>?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Press</th>
<th>8 times for</th>
<th>9 times for</th>
<th>10 times for</th>
<th>11 times for</th>
<th>12 times for</th>
<th>13 times for</th>
<th>14 times for</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>!</td>
<td>,</td>
<td>“</td>
<td>'</td>
<td>&amp;</td>
<td>$</td>
<td>(</td>
</tr>
</tbody>
</table>
User interface fundamentals

To enter a space at the end of a value, you also can press Move Right.

MyPingtel user portal

The MyPingtel user portal provides a desktop interface for working with your xpressa phone. With MyPingtel, you have the option to set up speed dial numbers, choose preferences, install xpression applications, and perform other tasks that may be easier to do on a PC than on the phonetop.

Use the web browser on your PC to visit http://my.pingtel.com and learn about all of the features of this user portal.

Registering for MyPingtel

To register for the MyPingtel user portal, you complete two steps:

1. When you visit the http://my.pingtel.com web site, click Registration at the top of the page. A form opens so that you can enter information about yourself, including a user name and a password.
You use this user name and password to log in each time you visit MyPingtel.

2. On your xpressa phone, use the MyPingtel Sign-In application to register your phone. To start this application on your xpressa phone, press MORE then go to the Apps tab. To sign in, you supply your registered MyPingtel user name and password, and provide your own identifying name for the phone.
User interface fundamentals

Making calls

After you log in to the http://my.pingtel.com web site with your registered user name and password, from the myxpressa menu choose make a call.

In the Make a Call box, enter the phone number or SIP URL of the phone you want to call then click Dial. Alternatively, if you have speed dial numbers set up you can click on one of those numbers then on Dial.
Your xpressa phone or instant xpressa softphone turns on its speakerphone and dials the phone number or SIP URL that you specified. You can pick up the handset or leave the speakerphone active for your call.

If you get a busy signal, you can use the Keep Trying option: check this box before you click Dial again to make your phone try again periodically until the other phone rings.

**Working with speed dial numbers**

You can add, edit, and delete your speed dial numbers with the MyPingtel user portal, as well as call them. To work with your speed dial numbers, from the myxpressa menu choose speed dial.

- To add a speed dial number, scroll down to a line with blank text entry boxes for the ID number, Name, and Phone Number or SIP URL. Type in the values you want to store.
- To edit a speed dial number, find the number you want to change and make your edits.
- To delete a speed dial number, find the number you want to delete and check the check box to its right.
User interface fundamentals

Click update when you're done. Changes you make on MyPingtel take effect on your phone immediately.

Performing other tasks

You can also use MyPingtel to set call handling preferences or install xpression applications on your xpressa phone. For more information, see page 55 or page 74. Visit http://my.pingtel.com to learn about all of the features of this user portal.
myxpressa browser-based interface

Some xpression applications offer another way for you to work with data: rather than using the phone itself, you use the web browser on your PC to perform data entry tasks. For example, you can use a web browser to set up speed dial numbers for your xpressa phone.

Tip You can also use the browser-based interface to perform maintenance tasks for your xpressa phone. For example, see Change the ring tone on page 68 or Install an xpression application on page 74.

Preparing to use the browser-based interface
Before you use the browser-based interface, you need to know:

- Your xpressa phone’s IP address: from your xpressa phone’s home screen press MORE, on the Menu tab select About, then press Info. IP addresses are formatted as a series of four numbers separated by periods (or “dots”). Each number can be zero to 255.
- Your assigned user name and password: your system administrator sets up these values. See Using administrative security features in Installing & Configuring Pingtel phones.

Check with your system administrator if you have trouble finding this information.

Entering data
In this example, you use the browser-based interface to add a speed dial number.

1. On your PC, open your web browser.
   You can use any PC attached to the same network as your xpressa phone.
2. In your browser’s Address or Location field, enter your xpressa phone’s
User interface fundamentals

IP address. For example, enter http://10.20.30.40/
Your system administrator may tell you to enter a two- or four-digit port number as well. If so, you enter it after the IP address and use a colon as a separator. For example, enter: http://10.20.30.40:8080/

3 Enter your user name and password in the dialog box that opens. Your phone’s myxpressa home page opens.
4 To set up a speed dial number click **Speed Dial: Add**.
A web page for entering speed dial numbers opens.

![Speed Dial Interface](image)

Instructions:

- Enter the number that you want to dial as if you were dialing on the all phone number or SIP URL.
- Enter an identifying label.
- Use the radio buttons to choose if the number will be dialed as a phone number or a SIP URL.
- Enter the number to dial either a phone number or SIP URL, as indicated by the radio button selection.
- Please Enter to add the new speed dial number.

5 Follow the instructions that appear on this web page to enter the ID number for the speed dial entry, a label, and the phone number or SIP URL to dial.

6 Click **Enter**.
A Status message displays after the speed dial number is added.
User interface fundamentals

To verify that the speed dial number has been added, on your xpressa phone press Speed Dial. The list of speed dial numbers includes your new value.

Tip If you have trouble working with your phone’s browser-based interface, contact your system administrator.

Changing your password

After you system administrator sets up your user name and password for the browser-based interface, you can change your password at any time.

1 On your PC, open your web browser.
   You can use any PC attached to the same network as your xpressa phone.

2 In your browser’s Address or Location field, enter your xpressa phone’s IP address. For example, enter http://10.20.30.40/

3 Enter your user name and current password.
   Your phone’s myxpressa home page opens.

4 Click Administration: Change Password.
   A web page for changing your password opens. Verify that your user name displays on this page.

5 Enter a new alphanumeric password.

6 Re-enter the password to confirm.

7 Click Change Password.
Customizing your xpressa phone

This section describes features that you can set to make your xpressa phone suit your individual needs. These features help you:

- Manage incoming calls: see below.
- Set time and location preferences: see page 65.
- Change the volume or contrast: see page 67.
- Change the ring tone: see page 68.

This section also describes features that help you maintain your xpressa phone, including how to:

- Restart an xpressa phone: see page 71.
- Restore all customized settings to factory default values: see page 72.
- Install new software versions: see page 73.

Manage incoming calls

xpressa phones offer call forwarding, call waiting, and do not disturb features to help you manage your incoming calls.

- Call forwarding manages calls that come in when you are away from your phone, on another call, or unable to answer.
- Call waiting alerts you to calls that come in while you are on another call.
- Do Not Disturb prevents your xpressa phone from alerting you to any incoming calls.

Forwarding your calls

You can redirect incoming calls to another destination in these situations:

- Only on no answer: forward calls to a destination such as a voice mail system when you do not answer. See page 56.
Customizing your xpressa phone

- Only when busy: forward calls to a destination such as a colleague’s phone when your phone is in use. See page 59.
- All calls: forward all incoming calls to a defined destination. See page 60.

You can provide the same destination or a different one for each situation.

Forward on no answer

When you don’t answer your xpressa phone within a certain number of rings, you can automatically forward your calls to another destination. This forwarding feature can be a useful default for your xpressa phone.

Tip Your system administrator may preconfigure your phone to forward calls to a voice mail system when you don’t answer. If your phone already has a Forward to address, check with your administrator before changing it.

To forward your calls when you do not answer you can use the phonetop, the MyPingtel user portal, or the browser-based interface. A description of each procedure follows.

Set forwarding on the phonetop

1. On the phonetop, from any xpressa screen press MORE.

2. On the Apps tab press Prefs 
   The list of preferences categories displays.
3 Select the Call Handling preference category and press Adjust. The Call Handling screen displays.

4 Check the Forward on no answer check box. Fields for additional data display.

5 Enter a phone number, extension, or SIP URL in the Forward to field. For information on entering data in this alpha entry field see page 44.

6 Scroll down and select how long the phone should ring before forwarding a call in the Forward after field.

7 Press OK.

To cancel this forwarding feature, repeat step 1 through step 3 and then clear the Forward on no answer check box. The Call Log records any calls that you miss.
Customizing your xpressa phone

Set forwarding with MyPingtel
To set this preference with the MyPingtel user portal:
2. Log in.
3. From the myxpressa menu choose call handling.
4. In the Call Forwarding section, click the Forward after option button.
Manage incoming calls

5 Optionally, select a number of seconds (six per ring).
6 Supply a phone number or SIP URL as the forward to address.
7 Click update.
For more information on the MyPingtel user portal see page 46.

*Set forwarding with the browser-based interface*

To set up Forward on no answer with the browser-based interface:
1 On your PC, point your web browser to your phone's IP address.
2 Log in.
3 Click Preferences: Preferences.
4 Set PHONESET_AVAILABLE_BEHAVIOR to Forward on no answer.
5 Enter the address of the destination phone as the SIP_FORWARD_ON_NO_ANSWER value.
6 Optionally, define the number of times your phone should ring with PHONESET_NO_ANSWER_TIMEOUT.
7 Click Save.
For more information on the browser-based interface see page 51.

*Forward when busy*

You can forward calls that come in when your xpressa phone is in use. This feature is useful if you prefer not to use call waiting.

Summarized procedures for setting this call forwarding preference follow. For step-by-step procedures, see Forward on no answer on page 56.

*On the phonetop*
1 Press MORE then Prefs. Select the Call Handling preference category then press Adjust.
Customizing your xpressa phone

2 Check the Forward on busy check box then enter a phone number, extension, or SIP URL in the Forward to field.
3 Press OK.
To stop forwarding calls when your phone is busy, clear the Forward on busy check box. Your callers will hear a busy signal.

With the MyPingtel user portal
1 From the myxpressa menu choose call handling.
2 In the Call Waiting section, click the Off (forward to) option button.
3 Supply a phone number or SIP URL as the forward to address.
4 Click update.
For more information on the MyPingtel user portal see page 46.

Using the browser-based interface
1 Click Preferences: Preferences, then:
   • Set PHONESET_CALL_WAITING_BEHAVIOR to Busy.
   • Set PHONESET_BUSY_BEHAVIOR to Forward.
   • Enter the destination address as the SIP_FORWARD_ON_BUSY value.
2 Click Save.
For more information on the browser-based interface see page 51.

Forward all calls
When you don’t want to take any calls at all at this xpressa phone, you can forward all of your calls. If you will be out of your office, you can forward all calls to voice mail; if you are working in a different office temporarily, you can forward your calls to the phone at that location.

Tip When the Forward all calls setting is in effect it overrides any other call
Summarized procedures for setting this call forwarding preference follow. For step-by-step procedures, see *Forward on no answer* on page 56.

**On the phonetop**

1. Press **MORE** then **Prefs**. Select the Call Handling preference category then press **Adjust**.
2. Check the Forward all calls check box then enter a phone number, extension, or SIP URL in the Forward to field.
3. Press **OK**.

To stop forwarding all of your calls, clear the Forward all calls check box. If set, the call handling features for forwarding calls on busy and on no answer take effect again.

**With the MyPingtel user portal**

1. From the **myxpressa** menu choose **call handling**.
2. In the Call Forward section, click the Forward all calls to option button.
3. Supply a phone number or SIP URL as the forward to address.
4. Click **update**.

For more information on the MyPingtel user portal see page 46.

**Using the browser-based interface**

1. Click **Preferences**: **Preferences**, then:
   - Set **PHONESET_AVAILABLE_BEHAVIOR** to **Forward**.
   - Enter the destination address in the **SIP_FORWARD_UNCONDITIONAL** field.
2. Click **Save**.
Customizing your xpressa phone

For more information on the browser-based interface see page 51.

**Using call waiting**

If you prefer to receive an alert for all incoming calls, even when you’re busy with another call, you can use call waiting. Your xpressa phone is shipped with call waiting enabled.

When you receive a waiting call, a tone plays and the message light flashes. This tone is not audible to your caller, and your xpressa phone does not ring.

- To answer a waiting call, press Answer. This places your current call on hold and answers the incoming call.
- When you complete the new call, press HOLD to take your original caller off hold and resume your call.

If you do not answer a waiting call, the Call Log lists it as a missed call. To return the call from the Call Log, select it then press Dial.

**Tip** If you use the call waiting feature, calls will be forwarded to the Forward on busy destination only when you receive a call and you already have four calls in progress.

To change the call waiting feature on the phonetop:

1. From any xpressa screen press More.
2. On the Apps tab press Prefs.
   Be sure to scroll down to review all of the applications on the Apps tab.
3. Select the Call Handling category then press Adjust.
4. Press to check or clear the Use call waiting check box:
   - Check this check box to use call waiting.
   - Clear this check box to turn call waiting off.
5 Press OK.

You can also change your call waiting preference with the MyPingtel user portal or the browser-based interface. To use these interfaces, refer to the online help or the instructions for Forward on no answer on page 56.

**Setting alerts**

When you receive an incoming call, your xpressa phone:

- Plays a ring tone.
- Flashes the message light.

You can use both of these alerts or just one. To set your alert preference on the phonetop:

1 From any xpressa screen press MORE.

2 On the Apps tab press Prefs 📄.
   
   You may need to scroll down to review all of the applications on this tab.

3 Select the Call Handling preference category then press Adjust.

4 Scroll down to the Call Indication radio buttons.
   
   - To flash the message light only, press the Visual Call Indication radio button.
   - To play the ring tone only, press the Audible Call Indication radio button.
   - To receive both alerts, press the Both Visual and Audible radio button.

5 Press OK.

**Tip** Your choice also applies to the alert for call waiting calls.

You can also change this preference with the MyPingtel user portal or the browser-based interface. To use these interfaces, refer to the online help or
Customizing your xpressa phone

to the instructions for Forward on no answer on page 56.

**Setting up Do Not Disturb**

You can override all of your other call handling settings by enabling the Do Not Disturb feature on your xpressa phone. If you set your phone to Do Not Disturb, you do not receive any alerts for your incoming calls.

When you set your phone to Do Not Disturb, an icon displays on the home screen as a reminder.

To set your phone to Do Not Disturb on the phonetop:

1. From any xpressa screen press **MORE**.
2. On the Apps tab press Prefs. You may need to scroll down to review all of the listed applications.
3. Select the Call Handling category then press Adjust. The Call Handling screen displays.
4. Press to check or clear the Do Not Disturb check box.
   - Check this check box to set your phone to Do Not Disturb.
   - Clear this check box to cancel Do Not Disturb.
5. Press OK.
Set time and location preferences

You can also cancel Do Not Disturb from the home screen: press the screen display button to the right of the icon.

To change your Do Not Disturb setting with the MyPingtel user portal or the browser-based interface, refer to the online help or to the instructions for Forward on no answer on page 56.

Tip Your system administrator defines how incoming calls are handled while your phone is set to Do Not Disturb. See Basic configuration in Installing & Configuring Pingtel phones.

Set time and location preferences

You can customize your xpressa phone to use your preferred time and location settings. You can set:

- Time zone
- Daylight saving time

Changing your time zone

On the phonetop:

1. From any xpressa screen press MORE.
2. On the Apps tab press Prefs.
   Scroll down to see all of the applications.
Customizing your xpressa phone

3 Select the Time & Locale preference category then press Adjust. The Time Preferences screen displays.

4 Press the screen display button to the right of the time zone choice list. A list of time zones displays. Each zone reflects a different one hour offset from Greenwich Mean Time (GMT).

5 Scroll through the list to select your time zone.

6 Press OK. The Time Preferences screen displays.

7 Optionally, add a partial hour increment to the selected time zone: check the Adjust GMT offset check box, then press either the Add 00:15 mins or the Add 00:30 mins radio button.

8 Press OK. A warning gives you the option to restart your phone immediately. Your new settings take effect only after you restart your phone.

9 Press Restart.

Tip To change the time zone using the browser-based interface, click Preferences: Preferences then supply an offset from Greenwich Mean Time (GMT) in minutes in the PHONESET_TIME_OFFSET field.

You cannot change your phone’s time zone with the MyPingtel user portal.
Setting daylight saving time

On the phonetop:

1. From any xpressa screen press MORE.
2. On the Apps tab press Prefs.  
   Scroll down to review all of the xpression applications listed on this tab.
3. Select the Time & Locale preference category then press Adjust.  
   The data entry screen for Time Preferences displays.
4. Press to check or clear the Observe daylight saving time check box.
   • Check this check box to apply daylight saving time changes to your xpressa phone automatically. Applies North American rules.
   • Clear this check box to disregard daylight saving time.
5. Press OK.  
   A warning gives you the option to restart your phone immediately. Your new settings take effect only after you restart your phone.
6. Press Restart.

Tip  To set your daylight saving time preference through the browser-based interface, click Preferences: Preferences then select a rule in the PHONESET_TIME_DST_RULE field.

You cannot change your phone’s daylight saving time setting with the MyPingtel user portal.

Set volume and contrast

To adjust the volume or the contrast on your xpressa phone press ▲ or ▼.
This changes the volume level of the speaker that is currently in use or, if your xpressa phone is idle, the contrast level used by the LCD display.
Customizing your xpressa phone

<table>
<thead>
<tr>
<th>If you're</th>
<th>You’ll adjust</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receiving a call</td>
<td>Ringer volume</td>
</tr>
<tr>
<td>Using the handset</td>
<td>Handset volume</td>
</tr>
<tr>
<td>Using the speakerphone</td>
<td>Speakerphone volume</td>
</tr>
<tr>
<td>Using a headset</td>
<td>Headset volume</td>
</tr>
<tr>
<td>At the xpressa phone home screen</td>
<td>Screen contrast</td>
</tr>
</tbody>
</table>

Information about the adjustment you’re making displays.

- Press ▲ and ▼ or the Up and Down screen display buttons until the level is acceptable.
- To adjust a different level, press Other then choose the adjustment you wish to make.
- To evaluate a volume setting press Test. Your xpressa phone plays the ring tone at the new volume.

To resume the original setting, press Default.

You can also access all of the adjustment settings though your xpressa phone’s Prefs. On the Apps tab press Prefs, then select the Volume & Contrast category.

**Tip** To improve the readability of information on the screen, you can change the contrast of your LCD display and also change the angle of your xpressa phone. See page 6.

**Change the ring tone**

Your xpressa phone comes with an audio file that plays as the ring tone. You can replace this file with another audio file that conforms to certain characteristics.
Selecting a new ring tone

In general, any audio file used as a ring tone should be six seconds in length. In addition:

- The file format can be .WAV, Sun .AU, or .RAW audio.
- All formats must be 16 bit signed PCM.
- All formats must use a sampling rate of 8000 samples/second.
- The maximum file size is 500KB.
- .WAV files must be mono.
- .RAW files must be in little-endian byte order.

Tip Contact your system administrator if you need help finding a suitable file.

Replacing the ring tone file

You use the browser-based interface to replace the audio file that plays as your phone’s ring tone.

Tip Before you proceed, you need to know your xpressa phone’s IP address and your user name and password. See page 46 for information about using your browser to perform tasks for your xpressa phone.

1. On your PC, open your web browser.
2. In your browser’s Address or Location field, enter your xpressa phone’s IP address. For example, enter http://10.20.30.40/
3. Enter your user name and password in the dialog box that opens. Your myxpressa home page opens.
Customizing your xpressa phone

4 In the Set your Ring Tone section of this page browse for the replacement audio file, or enter its full path and file name.

5 Click Upload.

Tip If you have trouble accessing the phone's browser-based interface, contact your system administrator.
Restart your xpressa phone

At times, you may need to restart your xpressa phone. For example, you must restart an xpressa phone after you change your phone’s time zone.

To restart your xpressa phone:

1. From the xpressa home screen, press MORE.

The start up audio file plays and your xpressa phone’s splash screen displays:

![xpressa splash screen]

The xpressa home screen displays next. When the xpressa home screen displays, your xpressa phone is ready for use.

Tip The xpressa phone also offers a manual reset switch that restarts your phone. This switch is located on the bottom of the phone as shown on page 28. Use a nonconductive tool such as a toothpick to press the reset switch.
Customizing your xpressa phone

**Restore settings to defaults**

You can set your xpressa phone to use its original, default settings. This procedure removes all of your xpression applications and replaces your customized preferences and settings with factory default values.

**Note** This procedure also affects the network settings that control your ability to make and receive calls on your xpressa phone. Check with your system administrator before you proceed.

To revert to factory defaults:

1. From the xpressa home screen, press **MORE**.
   - A warning message displays. Before you proceed, investigate other options with your system administrator.
3. To restore your xpressa phone to its default settings press OK.
   - To return to the home screen without making any changes press Cancel.
4. Restart your xpressa phone.

For more information see *Working with xpressa phones* in *Installing & Configuring Pingtel phones*. 
Install a new software release

Your xpressa phone comes with a pre-installed xpression application called VersionCheck. Each time you restart your xpressa phone, VersionCheck verifies that the core software that is installed on your xpressa phone is up to date.

When a new software release is available, VersionCheck gives you the option to upgrade to the new version immediately and automatically. Check with your system administrator before you upgrade.

To install the new software, press Upgrade.

Note Do not unplug your xpressa phone while a software upgrade is in progress.

If you have trouble using VersionCheck to upgrade, contact your system administrator.
Working with xpression applications

Applications for the xpressa phone are called xpression applications. The xpression applications that you install on your xpressa phone can perform tasks that you already associate with a phone, such as recording and managing voice mail, or offer functionality that previously was available only on a PC, such as providing a directory of your contacts.

Application basics

Your xpressa phone comes with several xpression applications pre-installed, including Speed Dial, Call Log, and Prefs. You can install more xpressions at any time.

When you “install” an xpression application, it’s not actually stored on your phone: what you install is a reference to the application’s location on a web server in the network.

Tip If a connection is not available to an xpression application’s web server, that application will not be available for your use.

Install an xpression application

To install an xpression application on your xpressa phone, you use a web browser on your PC. You can use either the MyPingtel user portal or your phone’s browser-based interface. A user name and password are required for both of these interfaces.

Using the MyPingtel user portal

2. Log in.
   For information on registering for MyPingtel, see page 46.
3. To learn about available applications, from the myxpressa menu
4 Click on the name of a featured application or use the View All, Search,
Working with xpression applications

or Browse links to find a specific application.

5 To install the selected xpression application follow the instructions at the bottom of the page.
   You may be able to install an application immediately, as in the example
Install an xpression application

above. Other applications may require you to register or perform other preliminary tasks prior to installation.

Using the browser-based interface

1 On your PC, open your web browser.
2 In your browser’s Address or Location field, enter your xpressa phone’s IP address. For example, enter http://101.12.33.140/
   See page 46 for information about using the browser-based interface.
3 Enter your user name and password in the dialog box that opens.
   Your myxpressa home page opens.
4 Click Applications.
   A page for working with xpression applications opens.
Working with xpression applications

5 Follow the instructions on this web page to enter the file name and location of the xpression application you want to install. Enter the location in URL format and specify a Java .JAR file, such as: http://appsrv.pingtel.com/pingtelapps/HelloWorld.jar.

6 Click Install. A Status message displays when the installation succeeds.

If installation is not successful:
- Repeat step 5 and step 6, making sure that you enter the correct URL for the application. The URL may be case sensitive.
- Verify that you can connect to the URL’s web server.
- If you enter an incorrect URL, be sure to remove it. See page 79.

Tip If you have trouble using your phone’s browser-based interface, contact your system administrator.

Start an xpression application

1 On your xpressa phone, press MORE and select the Apps tab. This tab lists all xpression applications available on your xpressa phone. Scroll down to review them all.

2 Press the screen display button next to the xpression application you want to start.

Use an xpression application

For information about a specific xpression application, refer to the documentation or online help supplied by its vendor. To help you get started, you’ll find:
- User interface fundamentals on page 35.
- Guidelines for data entry on the phonetop on page 40.
Remove an xpression application

**Using MyPingtel**
1. In a web browser, go to http://my.pingtel.com and log in.
2. From the **myxpressa** menu choose **apps+services**.
3. On the left side of the web page, use the drop-down list to select the xpression application.
4. Click **Remove**.
   
   For more information on MyPingtel see page 46.

**Using the browser-based interface**
1. On your PC, open your web browser.
2. In your browser’s Address or Location field, enter your xpressa phone’s IP address.
3. Enter your user name and password in the dialog box that opens.
4. Click **Applications**.
5. Use the drop-down List of current xpressions to select the xpression application you want to remove.
6. Click **Uninstall**.
   
   For more information about using the browser-based interface see page 46.
Icon atlas

Icon atlas

Commands

These icons represent common xpressa phone commands.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
<th>Icon</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>Other; additional options</td>
<td>🔍</td>
<td>Redial</td>
</tr>
<tr>
<td>🔁</td>
<td>Filter</td>
<td>☑</td>
<td>Sort</td>
</tr>
<tr>
<td>🔄</td>
<td>Caps Lock: shift to uppercase</td>
<td>🔄</td>
<td>Caps Lock: shift to lowercase</td>
</tr>
<tr>
<td>✍</td>
<td>Add item</td>
<td>❌</td>
<td>Delete item</td>
</tr>
<tr>
<td>✎</td>
<td>Edit item</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Status

Status icons display on your xpressa phone’s home screen to remind you when a particular feature is in effect.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚫</td>
<td>Do Not Disturb</td>
</tr>
</tbody>
</table>
Data entry

These commands help you correct data after you enter it.

<table>
<thead>
<tr>
<th>Press</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Backspace: move left and delete</td>
</tr>
<tr>
<td></td>
<td>Move Left without deleting</td>
</tr>
<tr>
<td></td>
<td>Move Right without deleting; adds spaces at the end of a value</td>
</tr>
</tbody>
</table>

Applications

These icons represent basic xpressa phone applications.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
<th>Icon</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Speed dial</td>
<td></td>
<td>Call log</td>
</tr>
<tr>
<td></td>
<td>Pingtel news</td>
<td></td>
<td>Prefs</td>
</tr>
<tr>
<td></td>
<td>Dial by URL</td>
<td></td>
<td>Menu</td>
</tr>
</tbody>
</table>

Messages

When a message displays on your xpressa phone, these icons indicate the type of information that it supplies.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
<th>Icon</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Informational message</td>
<td></td>
<td>Error</td>
</tr>
<tr>
<td></td>
<td>Warning</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Copyright © 2001 Pingtel Corp.  Version 1.2  Page 81
Troubleshooting

If you are having problems with your xpressa phone, these procedures may help you solve the problem on your own or provide useful information for your system administrator. See page 3 for more sources of information.

No dial tone

If your xpressa phone does not produce a dial tone, follow these procedures to eliminate some common causes.

Verifying the power

Make sure that your xpressa phone is receiving power by checking all of its connections. For information on installing your xpressa phone see Connect to the network and power on page 9.

Check with your system administrator to verify the source of power for your xpressa phone: if you do not have an inline power source you will need to use the power transformer and PIM (Power Insertion Module) supplied with your xpressa phone to provide power.

Checking the cable

The network cable connected to your xpressa phone should be the cable supplied with the phone. If you connect a different cable to your phone, be aware that some network cables contain only two pairs of wires; the xpressa phone requires a cable with four pairs of wires. Check with your system administrator if you are not sure how to verify this cable.

Handset vs. speakerphone

If you do not hear a dial tone on your handset, try using the speakerphone. If the problem is in your handset but not in the speakerphone, make sure that the handset is connected to the phone as described on page 5. You
can also connect a different handset (from a phone that you know works) to your phone to determine if the problem is in your handset only.

**No display**

If your xpressa phone’s display screen is blank, try verifying the power and checking the cable as described on page 82. You can also try adjusting the contrast.

*Adjusting the contrast*

Press the ▼ fixed function button to decrease the contrast level used by the LCD display or see page 67.

**Not receiving calls**

If your xpressa phone does not alert you to incoming calls, follow these procedures.

*Adjusting the volume*

Make sure that the volume setting for your xpressa phone’s ring tone is set to an audible level. To access this setting: press MORE, on the Apps tab press Prefs, then select the Volume & Contrast category and choose Ringer Volume, or see page 67.

*Checking the alert method*

Your xpressa phone may be set to use only a visual alert for incoming calls. If so, the phone does not ring. For more information see *Setting alerts* on page 63.

*Verifying the ring tone file*

If you replace the standard ring tone file with another file, make sure that the audio file you install conforms to the characteristics listed on page 68. If the audio file does not have these characteristics, your phone may not be...
Troubleshooting

able to play this “ring tone” to alert you to an incoming call. Try replacing the audio file with a different file.

No access to browser-based interface

If you cannot use the procedure detailed on page 51 to access your xpressa phone’s browser-based interface, follow these procedures.

Verifying your phone’s IP address

To verify that you have the correct IP address for your phone see Reviewing the About screen on page 33.

Then, make sure that you enter the correct IP address as the URL in your browser’s Location or Address field. The format you use is http://<phone IP address>.

Checking the myxpressa Web setting

Your system administrator controls your ability to access the browser-based interface. You can find out what the myxpressa Web setting is for your phone, although you cannot change it without the administrative password.

To check this setting:

1 Press MORE and on the Apps tab select Prefs.

2 Scroll down and select the myxpressa Web category then press Adjust.

3 When you are prompted for the admin password, press Cancel.

You can read (but not change) the myxpressa Web screen.

4 See if the Enable Web Server check box is checked.

• If blank, ask your system administrator to check it for you.

• If checked, your phone’s browser-based interface can be accessed.
Supplying the port number

You may need to enter a specific port number as well your phone’s IP address in order to access the browser-based interface. To find out if a specific port number is required follow the steps for Checking the myxpressa Web setting on page 84.

Make sure that the Enable Web Server check box is checked, then verify the value in the Port field.

- If the port is set to a number other than 80, you need to supply it after your IP address when you use the browser-based interface. The format you use is http://<phone IP address>:<port number>, for example, http://10.123.65.113:8080.
- If the port value is 80, you do not need to explicitly supply it with your phone’s IP address.

Using your assigned user name and password

To access the browser-based interface you must supply your assigned user name and password. Your system administrator sets up these identifiers for you. Work with your system administrator to find or set these values.

No access to MyPingtel

To access all of the features of the MyPingtel user portal you must register yourself and choose a user name and password, and then register your xpressa phone(s). Refer to the procedures detailed on page 46 to register for the MyPingtel user portal. Each time you visit http://my.pingtel.com, you log in.

Tip If you forget your password, click the Forgot Password link on the MyPingtel home page.

You can also check the myxpressa Web setting. See page 84.
Troubleshooting

Problems with xpression applications

If you have trouble installing an xpression application or running it after it is installed, follow these procedures.

Installing xpression applications

When you install an xpression application, you don’t actually add any new software to your phone. Instead, you provide your phone with the location of the application in the network as described on page 74. When you use the browser-based interface to install an application, make sure that:

• You supply the complete path name for the application file’s location in the format http://<web site>/<file name>.jar.
• You enter the path and file name using the correct case. File names may use upper case, lower case, or a mixture of both.

You can also ask your system administrator to verify that the web server that hosts the xpression application file is running.

Starting xpression applications

An xpression application only works if your xpressa phone can access its location in the network. If one of your installed xpression applications does not appear on the Apps tab, your xpressa phone may not be able to connect to the web site where that xpression is located. Check with your system administrator to verify that the web server that hosts the xpression application file is running.
Appendix: Introducing instant xpressa

Introducing the Pingtel instant xpressa™ softphone! Like the xpressa phone, instant xpressa is a Java VoIP (Voice over IP) phone. Both the xpressa phone and the instant xpressa softphone use the same software for making calls, and provide the same basic and enhanced features. For detail on working with these features, see page 25.

However, while the xpressa phone is a dedicated appliance, instant xpressa is a software application that you install and run on a PC. This appendix describes procedures that are different for an instant xpressa softphone than for an xpressa phone, including:

- Installing instant xpressa: see below.
- Using instant xpressa: see page 91.
- Using the MyPingtel user portal or the browser-based interface with instant xpressa: see page 94.
- Updating instant xpressa software: see page 98.

Known limitations are described on page 98.

Install instant xpressa

You install Pingtel’s instant xpressa softphone on a personal computer.

System Requirements

Operating System

The instant xpressa softphone requires a PC with one of the following operating systems:

- Windows NT 4.0
- Windows 2000
- Windows 98
Appendix: Introducing instant xpressa

Due to the non-real time nature of Microsoft Windows operating systems, you are likely to experience audio irregularities such as pops and other glitches while using instant xpressa.

**System Hardware**

Pingtel recommends a system configuration consisting of a Pentium processor running at 200 MHz or higher and with at least 64 MB of RAM.

The audio card in your PC must be a full duplex sound card. Otherwise, instant xpressa plays only audio output and does not support the microphone for audio input. For more information, refer to the documentation delivered with your PC or audio card.

Your PC’s audio driver must be up to date and able to support full duplex audio.

**Tip** Use a headset with microphone, rather than speakers with microphone, for best results.

If you install the instant xpressa softphone on a PC that has more than one network card or virtual adapter installed, you must configure the phone with the physical address of the card to use for making calls. Contact Pingtel’s TAC for assistance.

**License**

Your instant xpressa softphone accesses licensing information from a file named `key-config`. The `key-config` file contains a serial number that is required for you to start the instant xpressa softphone.

To obtain your `key-config` file:

1. In a web browser, go to [http://appdev.pingtel.com](http://appdev.pingtel.com).
2 Log in to the site.  
You must supply your user name and password. To obtain this information, register for the AppDev Zone.

3 Click **Tools + Info** at the top of the AppDev Zone web page.

4 Go to the Tools Download page.

5 In the Pingtel instant xpressa software license key section of this page, enter the name of your PC in the text box.
   To find your PC’s name, select Start/Settings/Control Panel/Network and check the Identification tab.

6 Press Download Key and save the **key-config** file to a temporary directory.

7 If necessary, rename this file to **key-config**. It should not have a file name extension such as .txt.

After you install your instant xpressa softphone, you move **key-config** to a directory that is created by the installation. See page 90.

**Installation procedures**

To install instant xpressa:

1 Double-click on the **ixpressa_install_<version_number>.exe** file.
   For example, double-click **ixpressa_install_1_2_0.exe**.
Appendix: Introducing instant xpressa

2 Installation begins. Follow the installation steps that display. Installation creates a pingtel directory that contains several sub-directories.

3 Move the key-config file that you downloaded from the Pingtel web site to the pingtel\InstantXpressa\env subdirectory. This file must be named key-config. It should not have a file name extension such as .txt or .html.

Installation is complete!
Configuring instant xpressa

After you install an instant xpressa softphone a system administrator can configure it for your environment. Configuration involves storing identifying information (such as an extension number) and otherwise preparing the softphone for use in a SIP call type environment.

Before you attempt to configure an instant xpressa softphone, note that:

- The Prefs application does not offer a Network Settings category. To change a PC’s network configuration, select Start / Settings / Control Panel / Network. On the Protocols tab, double-click on TCP/IP protocol, then make your changes on the IP Address tab.

- The Prefs application does not offer a Time & Locale category. To change a PC’s network configuration, select Start / Settings / Control Panel / Date/Time, then make your changes.

- By default, access to the instant xpressa softphone through a web browser is not enabled. Before you use either the MyPingtel user portal or the browser-interface a system administrator must perform a preliminary step. See page 95.

Refer to Installing & Configuring Pingtel phones for complete information on configuring Pingtel phones.

Use instant xpressa

Starting instant xpressa

To start the instant xpressa softphone, double-click on the instant xpressa desktop shortcut. The instant xpressa softphone opens.

Note If you receive a message stating that your key-config license is incorrect, make sure that you have downloaded this file (see page 88) and followed all installation procedures on page 90.
Appendix: Introducing instant xpressa

Emulating an xpressa phone

To use the instant xpressa softphone in the same way that you would interact with an xpressa phone, use your mouse to click on its buttons, including the screen display buttons, fixed function buttons, and dial pad. This emulates the action of pressing the xpressa phone’s physical buttons.

**Tip** Remember to click on the buttons, and not on the button labels.
To take the phone off hook, click on the instant xpressa softphone’s SPEAKER button or begin dialing.

**Using the keyboard**

When you use the instant xpressa softphone you can use your PC’s keyboard to enter numbers, letters, and punctuation when required. In addition, you can use these keyboard shortcuts to execute commands and navigate:

<table>
<thead>
<tr>
<th>Press</th>
<th>Instead of clicking on</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>MORE</td>
</tr>
<tr>
<td>F2</td>
<td>HDSET</td>
</tr>
<tr>
<td>F3</td>
<td>XFER</td>
</tr>
<tr>
<td>F4</td>
<td>MUTE</td>
</tr>
<tr>
<td>F5</td>
<td>CONFERENCE</td>
</tr>
<tr>
<td>F6</td>
<td>SPEAKER</td>
</tr>
<tr>
<td>F7</td>
<td>HOLD</td>
</tr>
<tr>
<td>Enter</td>
<td>the default command (bottom right screen display button)</td>
</tr>
</tbody>
</table>
Appendix: Introducing instant xpressa

Use instant xpressa’s web pages

Like xpressa phones, instant xpressa softphones feature access to the browser-based interface and the MyPingtel user portal to help you perform activities such as installing new xpression applications. Before you use a web browser to access either of these sites for an instant xpressa softphone a system administrator must start the web server.

For security, the instant xpressa softphone’s web server does not run by default. When you finish using these web pages, the web server can be stopped.

For the browser-based interface:

- You need the IP address of the PC on which instant xpressa is installed. For help finding the IP address, see page 95.
- A system administrator must assign you a user name and password. See Using administrative security features in Installing & Configuring Pingtel phones.
For the MyPingtel user portal, you need to register yourself on the http://my.pingtel.com web site, then sign your phone up for this service with the MyPingtel Sign-In application. See page 46.

**Starting the web server**

The embedded web server of an instant xpressa softphone runs directly on a PC and provides access to files that are stored on that PC. For security, this web server does not start automatically. A system administrator controls when the web server runs and when you have access to your phone’s browser-based interface.

**Note** When the instant xpressa softphone’s web server is running only files that are stored in the InstantXpressa directory or its subdirectories can be accessed. Directory listings or access to files stored elsewhere on the PC are not permitted.

1. From the instant xpressa softphone’s home screen, press **MORE**.
2. On the Apps tab press **Prefs**.
   Scroll down to review all of the categories.
3. Select the myxpressa Web category then press **Adjust**.
   This task requires the **admin** log on.
4. Check the Enable Web server check box.
5. Optionally, supply an HTTP port.
   If you do not supply a port number the default is 80.
6. Press OK.

**Finding the IP address**

The instant xpressa softphone uses the network information of the PC on which it is installed. You can find the IP address from within instant xpressa or on the PC.
Appendix: Introducing instant xpressa

In instant xpressa
1. From the home screen, click MORE.
2. On the Menu tab select About.
3. Click Info.

On a Windows NT and Windows 2000 PC
1. Open the Command Prompt.
2. Type `ipconfig`. Your IP address displays.

On a Windows 98 PC
1. Open the Command Prompt.
2. Type `winipcfg`. Your IP address displays.

Accessing the browser-based interface
1. Start instant xpressa. See page 91.
2. Open a web browser on your PC.
3. In the browser’s Address or Location field, enter the IP address. For example, enter `http://1.10.100.101`
   - If the browser and the instant xpressa softphone are installed on the same PC, you can enter `http://localhost`.
   - If the HTTP port is set to a number other than 80, include it using the format `http://<ip address>:<port>/` For example, enter `http://1.10.100.101:8080/`.
4. Enter your user name and password in the dialog box that opens. The instant xpressa softphone’s myxpressa home page opens.
5. Follow the instructions on the myxpressa web pages to perform maintenance activities.
Stopping the web server

A system administrator can prevent the web server from starting automatically the next time you start instant xpressa.

1. Open the instant xpressa softphone and go to Prefs. Find this xpression by pressing MORE then the Apps tab.
2. Select the myxpressa Web preference category then press Adjust.
   This task requires the admin log on.
3. Clear the Enable Web server check box.
4. Press OK.

To restart the web server, follow the instructions on page 95.

Tip  The instant xpressa softphone’s embedded web server always stops when you exit from instant xpressa.

Update instant xpressa

When Pingtel releases a new version of the instant xpressa softphone, the VersionCheck xpression alerts you that a new instant xpressa installation file is available as described on page 73. However, you do not have the option to upgrade your instant xpressa softphone automatically.

To update your version of instant xpressa, you remove the current version, then follow the procedures on page 89 to install the new version.
Appendix: Introducing instant xpressa

Removing instant xpressa

To uninstall instant xpressa:

1. From the Windows Start menu, choose Settings / Control Panel / Add/Remove Programs.
2. On the Install/Uninstall tab, select Pingtel instant xpressa.
3. Click Add/Remove.
4. You can now remove instant xpressa completely or install a new version.
   - To completely remove instant xpressa from your PC, delete the InstantXpressa directory manually. This directory contains your key-config file and other configuration data.
   - To install a new version of instant xpressa, leave this directory intact and follow the procedures on page 89.

Known limitations

Please be aware of the following limitations in the current version of the instant xpressa softphone.

- A maximum of five xpression applications can be installed on an instant xpressa softphone. This limit includes the pre-installed xpressions PingtelNews, MyPingtel Sign-In, and VersionCheck.
- A separate hookswitch control is not provided. To take the phone off hook and get a dial tone, click the SPEAKER button, press F6 on your keyboard, or begin dialing.
- The instant xpressa softphone supports only one microphone/speaker pair: typically, the headset that is connected to your PC’s sound card. As a result, the handset speaker and the speakerphone are not separate, as they are on xpressa phones.
- You cannot make independent contrast adjustments to the instant
Known limitations

- xpressa softphone’s “LCD” display. Adjust your PC monitor.
- Volume adjustments have no effect. Adjust your PC’s audio settings.
- While you can install multiple versions of the instant xpressa softphone on a single PC, only one instance can run at a time. Multiple instances are not supported.
- Audio quality is limited by the Microsoft Windows operating system. Audio quality may also be affected by your hardware, including your audio card and driver.
- VLAN 802.1p prioritization cannot be set for instant xpressa.
- The instant xpressa’s web page does not offer an upgrade log.
- The instant xpressa softphone is not supported as an SNMP agent. SNMP agent support is available only for xpressa phone appliances.
- If you install instant xpressa on a Windows 98 laptop, you may experience problems with your microphone and audio when you connect your laptop to a docking station. Detach your laptop from the docking station to avoid these problems.
- If you install instant xpressa on a PC running Windows NT 4, note that audio devices can only be used by one application at a time. If there is no audio when you run instant xpressa, make sure you exit from other applications that may be using audio devices. (This limitation does not apply to the Windows 98 and Windows 2000 operating systems.)
- The Ethernet duplex mode cannot be set for instant xpressa softphones. The instant xpressa phone uses the network settings of your PC.
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