IP5000 1.0 Series

VoIP Speakerphone

Installation & Setup

Administrator Guide

Code Blue®
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Table of Contents

TCP/IP Facilities
Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

2 Introduction

Thank you for choosing the Code Blue **IP5000** full duplex VoIP speakerphone, intercom and paging device for indoor and outdoor applications. This speakerphone is part of our Emergency Signaling group of products built to meet the latest regulations, withstand the harshest elements and be proactive solutions for when you need them most. This guide provides basic and advanced configuration information for obtaining the best performance with the **IP5000** speakerphone.

IP5000 Single Button

IP5000 Dual Button

IP5000 Dual Button w/ Keypad

3 Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the IP5000 speakerphone. It is strongly recommended that the entire guide is read before configuring your IP5000 speakerphone to ensure you get maximum performance.

Throughout this guide you will see the following two references:

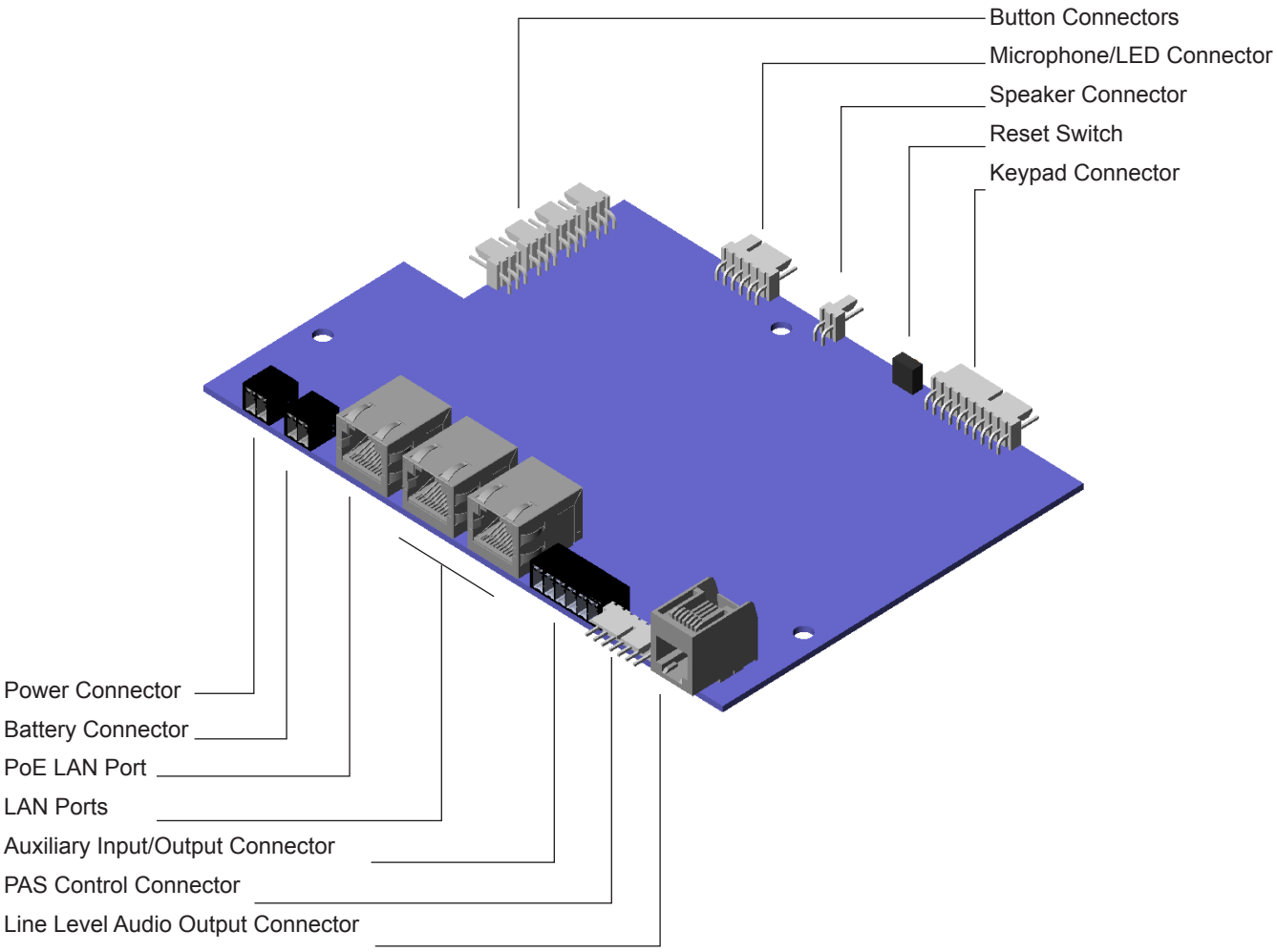
Caller: This is the person activating the IP5000 speakerphone by pressing a button or activating the auxiliary input.

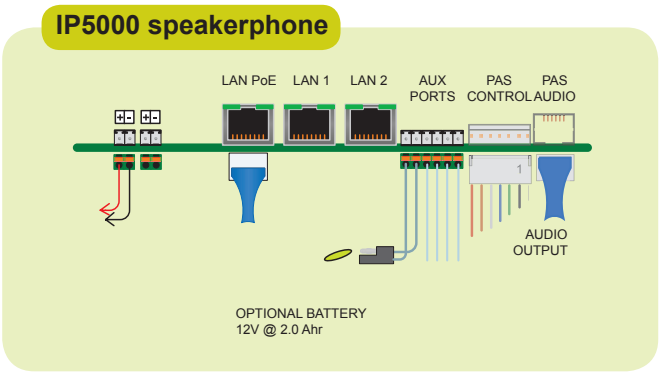
Callee: This is the person receiving the call from the IP5000; typically a guard, 911 operators, dispatch officer, etc.

The IP5000 speakerphone provides powerful, yet flexible IP emergency communications, delivering excellent voice quality for your emergency speakerphone, intercom and paging solution.

3.1 Connectors, Ports and Switch List

The IP5000 speakerphone comes with your choice of single button, dual button or dual button with keypad faceplate. The internal components consist of a speaker, microphone, PCB and mounting hardware.





3.2 Installing the IP5000

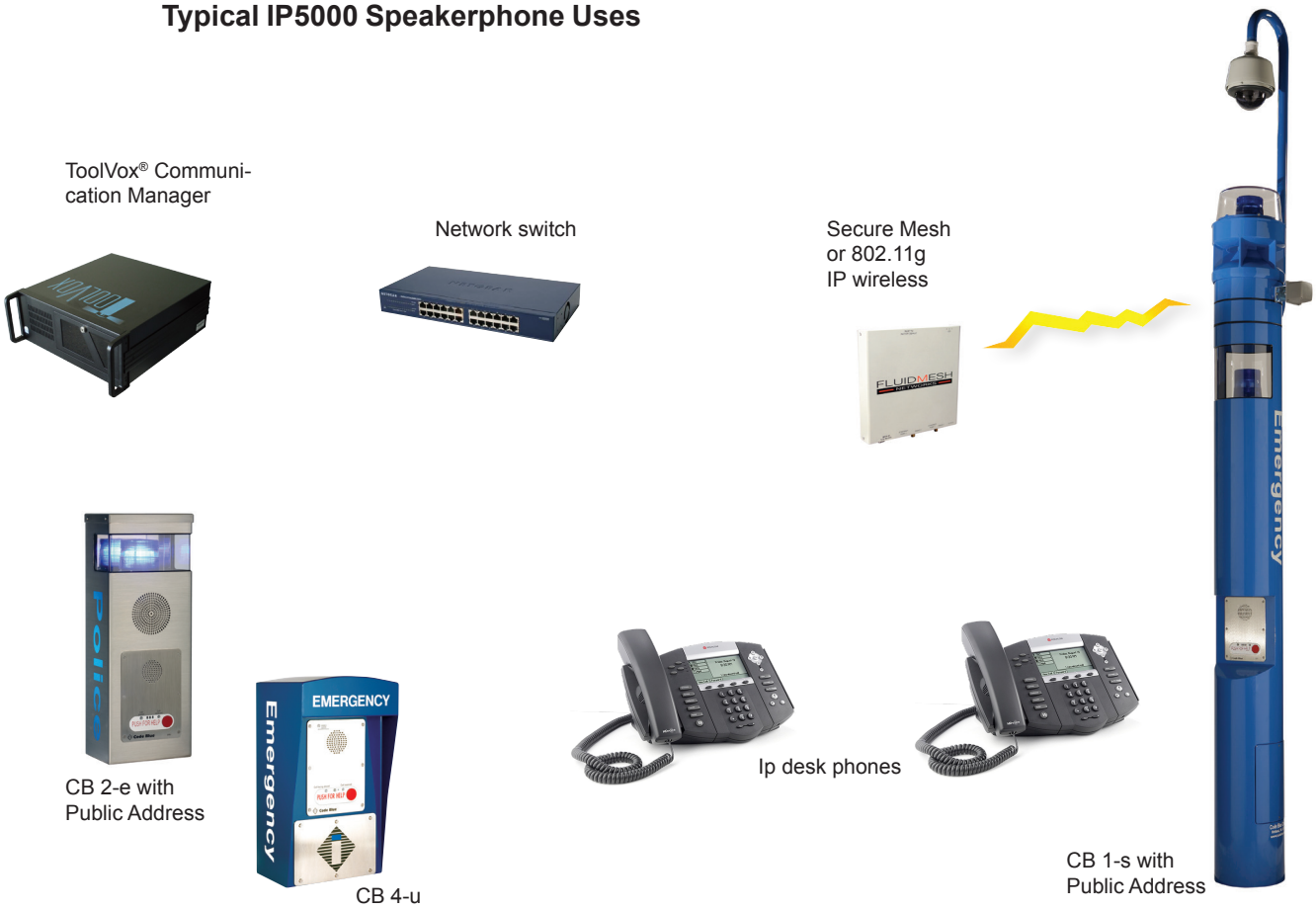
The IP5000 speakerphone is capable of being connected to PoE (802.11af), 12-24 Volts DC or 12-24 Volts AC power sources. Additionally, the IP5000 may also be configured with a 12 Volts DC battery backup system, which monitors and reports on the battery voltage for ensured up time.

The IP5000 speakerphone has three Ethernet switch ports, one PoE LAN and two non-PoE LANs available for connectivity to network services and for additional network connectivity for auxiliary devices such as IP cameras, card readers, etc.

The IP5000 speakerphone has two normally open auxiliary output contacts for connecting devices such as the LED beacon/strobe, camera preset activation inputs, third party controllers, etc. There is also one normally open auxiliary input contact closure for connecting devices such as door contacts, relays, etc., which can be programmed to perform any function of the phone.

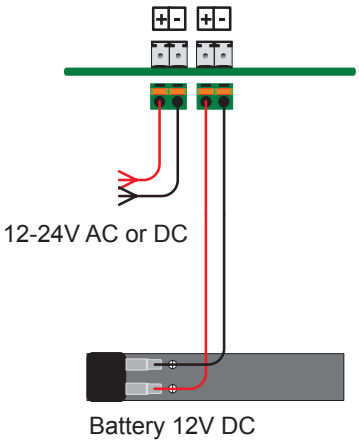
The IP5000 speakerphone has been designed to be mounted in any Code Blue enclosure. Custom faceplates are available for mounting in other product enclosures. Contact your local dealer for additional information and availability of custom options.

Typical IP5000 Speakerphone Uses



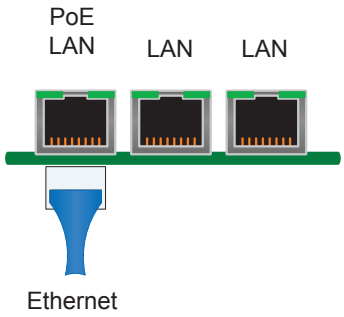
Connecting Power Sources

The IP5000 speakerphone is capable of being connected to any power source that provides 12-24 Volts AC or DC with a minimum of 430 mA current rating. An optional battery can be connected to the secondary power input and the IP5000 speakerphone will monitor the battery for low voltage conditions, typically utilized in solar or NightCharge® applications. It is strongly recommended that you disconnect any power to the unit prior to installation. Consult your local electrician for proper power connectivity to your Code Blue equipment.



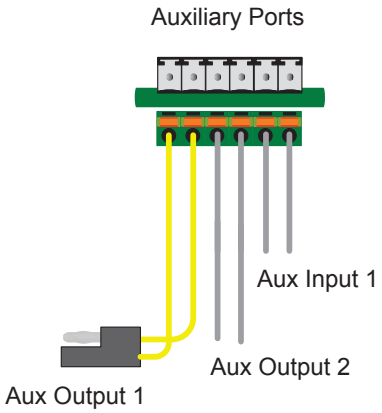
Connecting Network Services

The IP5000 speakerphone has one PoE switch port for connectivity to existing networks and two additional Ethernet switch ports for connectivity of auxiliary Ethernet based devices such as IP cameras, card readers, etc.



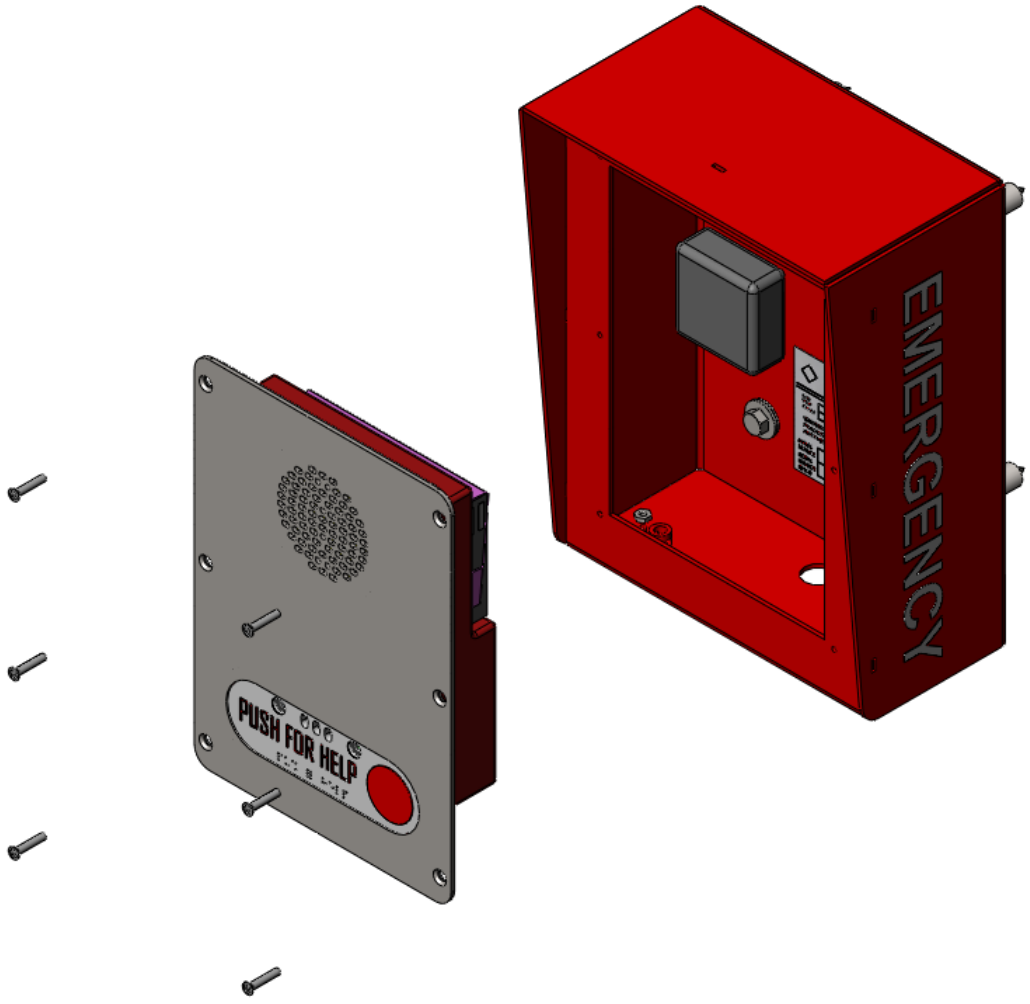
Connecting Network Devices

The IP5000 speakerphone analog auxiliary connections are two normally open outputs and one normally open input. Typically, any Code Blue unit with an LED beacon/strobe will have the trigger connected to Auxiliary Output 1. The Auxiliary Outputs can be programmed to be active during a call or by entering a specific time period. The Auxiliary Input can be programmed to perform any script entered into the phone.



Installation into Code Blue Units

The IP5000 speakerphone is designed to fit into any existing or new Code Blue unit enclosure. It is a direct replacement for the InterAct analog series: IA2000, IA3000, IA3100 and IA4100. Additionally, Code Blue offers custom faceplate designs allow the IP5000 to be placed in many different enclosure types. Code Blue provides six custom security screws and security bits with each Code Blue unit for attaching the IP5000 speakerphone. Consult your unit installation instructions for further information.



4 Configuring the Network Settings

The IP5000 speakerphone comes equipped with one PoE LAN port and two non-PoE LAN ports. The IP5000 speakerphone can be configured for DHCP or Static IP addressing. The additional 10/100 Ethernet LAN ports can be utilized for connectivity of auxiliary IP-based devices such as IP cameras, card access readers, etc.

4.1 Connecting to the IP5000 for the first time

The IP5000 speakerphone will be configured via DHCP by default.

The IP5000 speakerphone may also be configured via TFTP server which can be set up in your DHCP configuration.

1. Connect the IP5000 speakerphone to your network and connect power. The green **Call Placed** LED and red **Call Received** LED will flash momentarily and an audible beep will be heard out of the speaker when the unit is ready for use.

   The IP5000 speakerphone will acquire IP Network settings from your DHCP server.

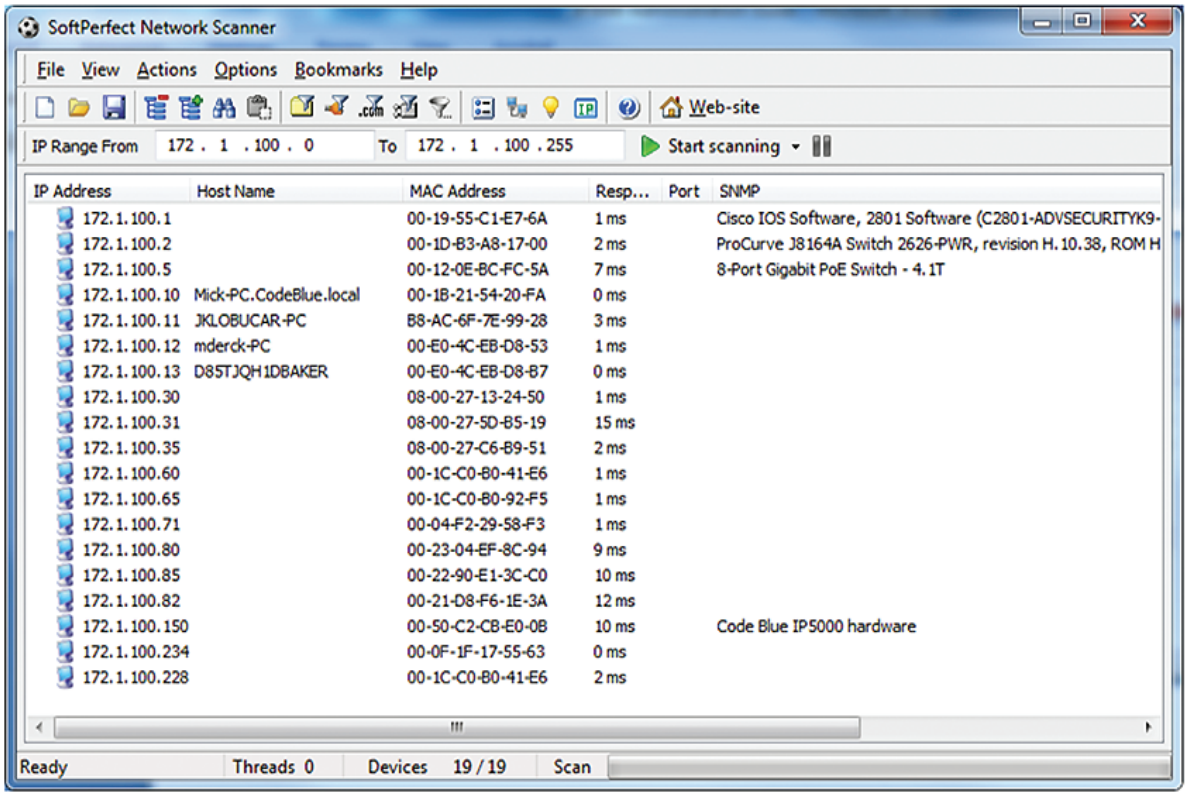
2. Check your DHCP lease records or utilize a network scanner such as SoftPerfect Network Scanner to match the MAC address of the IP5000 speakerphone to the correct IP address in your lease table or output of the network scanner.

3. Once you have obtained the IP address, you can connect to the IP5000 speakerphone via https://IP5000_IP_Address.

4. The default **username** is “admin” and the default **password** is “admin”.

Lease Table and Network Scanner Example

IP Address	Ethernet	Hostname	Start Date	End Date
172.1.100.234	00:0f:1f:17:55:63	IP5000	2010/09/29 04:52:45	2010/09/29 16:52:45
172.1.100.228	00:1c:c0:b0:41:e6	IP5000	2010/09/29 05:26:40	2010/09/29 17:26:40
172.1.100.238	00:1c:c0:b0:3a:20	IP5000	2010/09/29 09:17:08	2010/09/29 21:17:08
172.1.100.234	00:0f:1f:17:55:63	IP5000	2010/09/29 09:53:35	2010/09/29 21:53:35



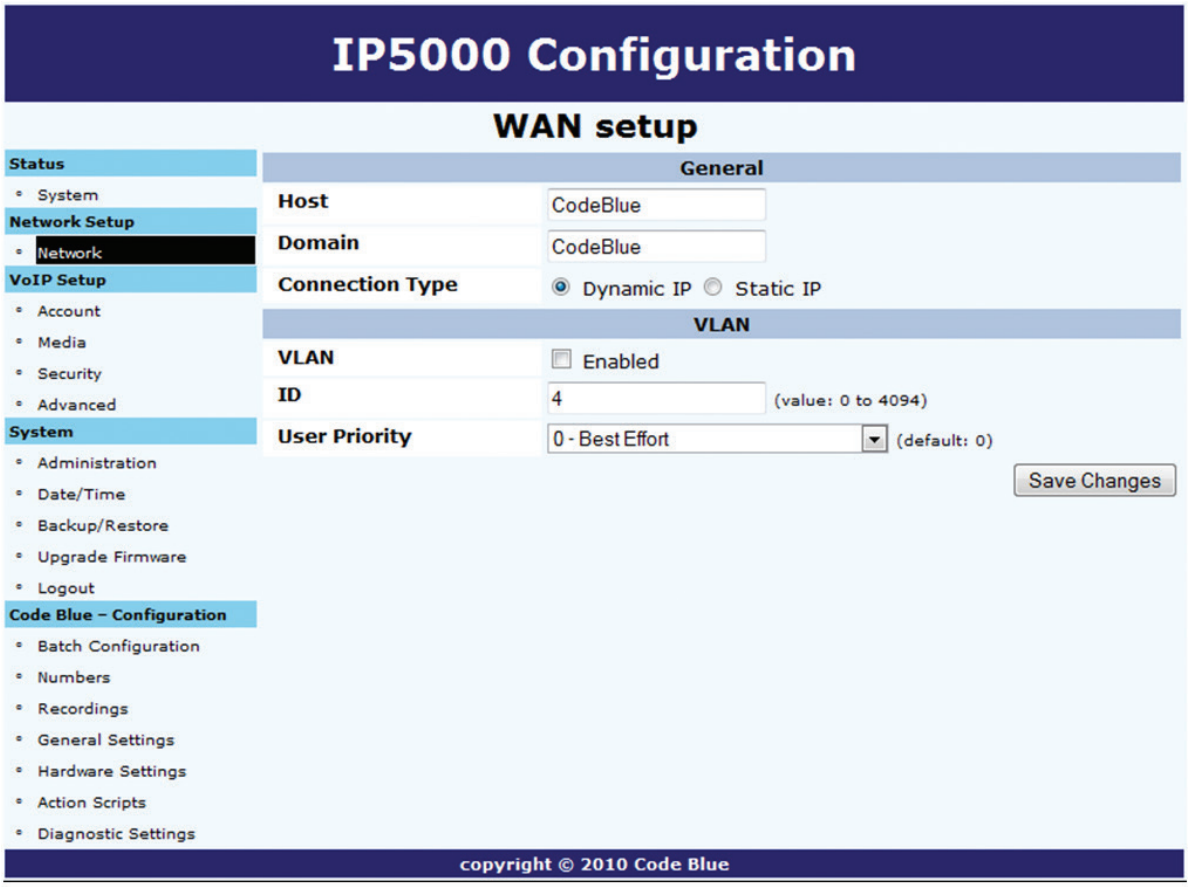
DHCP Network Configuration

The IP5000 speakerphone is DHCP enabled by default.

1. Consult your network administrator if you are having trouble obtaining an IP address via DHCP.

2. If you are utilizing Code Blue's ToolVox® Media Gateway, consult the Administrator Guide at http://codeblue.com/resources/admin-guides/.

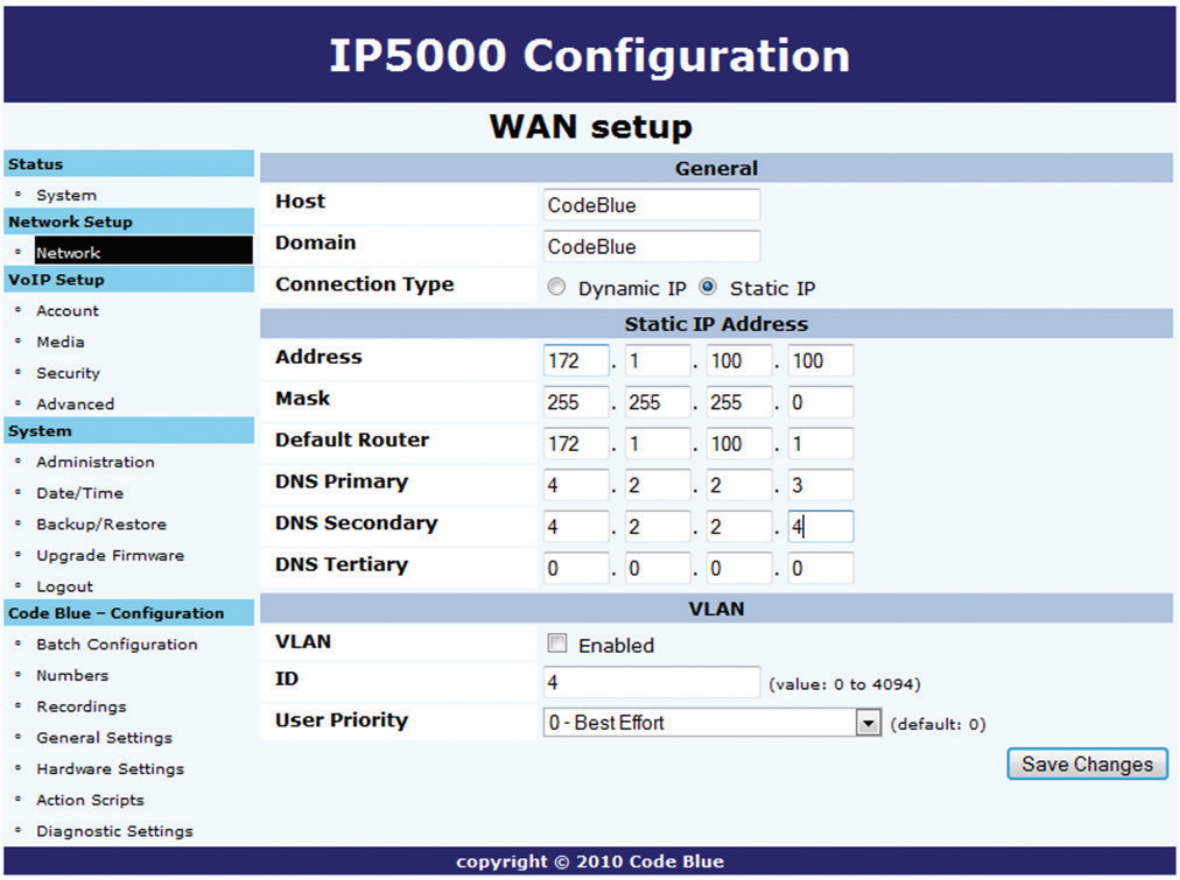
3. Additional support for setting up a DHCP server on Code Blue's ToolVox Media Gateway is provided as a paid service by Code Blue Technical Support.



Static Network Configuration

Once you have obtained the DHCP address of the IP5000 speakerphone you can log in and set a static IP address.

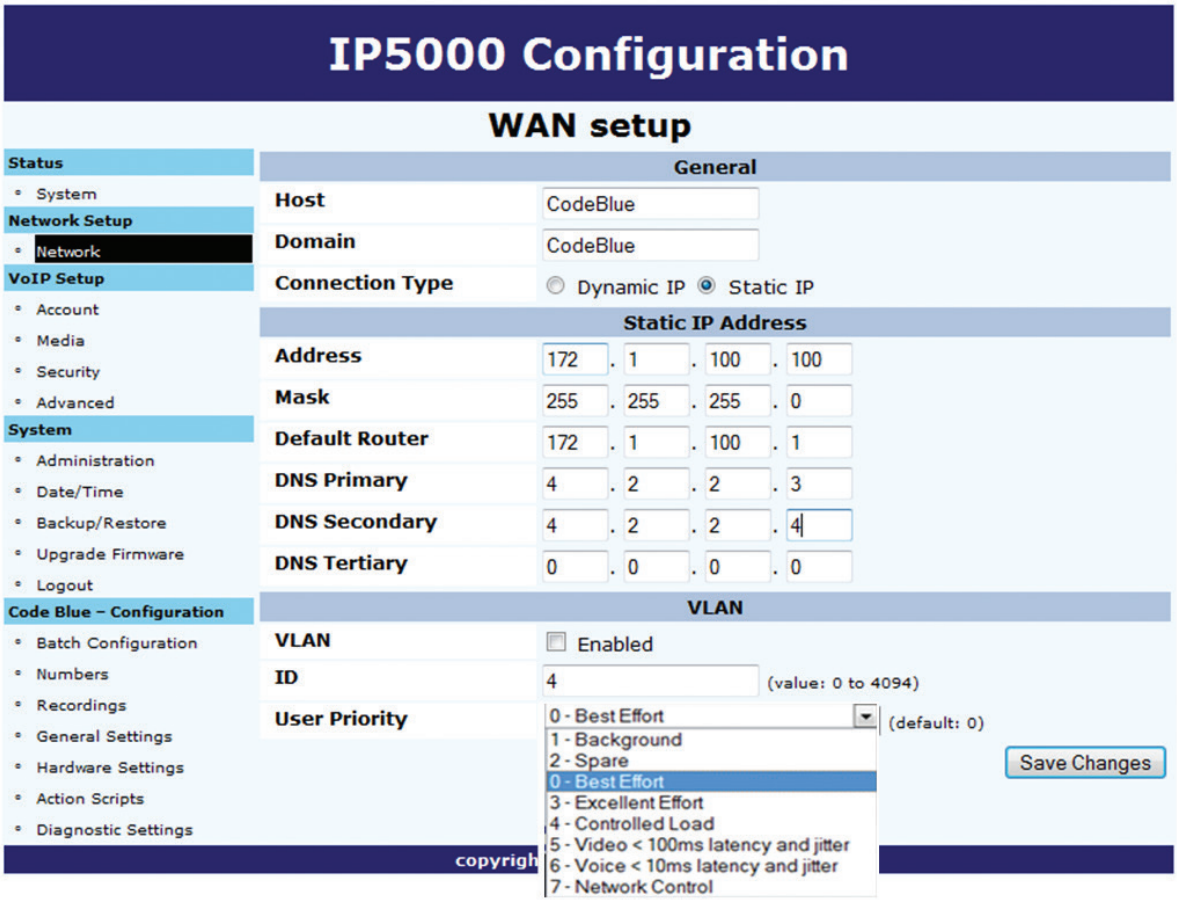
1. Click on the **Network** menu item under **Network Setup** (see far left-hand column).
2. Under **General,** click on **Static IP** for **Connection Type.**
3. Enter your desired IP settings under **Static IP Address.**
4. Once you have entered your settings, click on **Save Changes.**



VLAN Configuration

The IP5000 speakerphone is capable of performing IEEE 802.1Q frame tagging and user priority settings.

1. Click on the **Network** menu item under **Network Setup** (see far left-hand column).
2. Click on the **VLAN Enabled** check box in the **VLAN** section and select your desired VLAN **ID** and **User Priority.**
3. Once you have entered your settings, click on **Save Changes.**



5 Configuring the VoIP Settings

The IP5000 speakerphone is an advanced VoIP device capable of connectivity to VoIP systems via SIP and IAX2 protocols. Advanced SIP negotiation options are available to provide enhanced security of your VoIP calls. Built-in codecs provide multiple options for communicating with your VoIP system or Code Blue's ToolVox Media Gateway. STUN server capabilities are also built-in for helping traverse firewalls when connecting the unit outside of the hosting network.

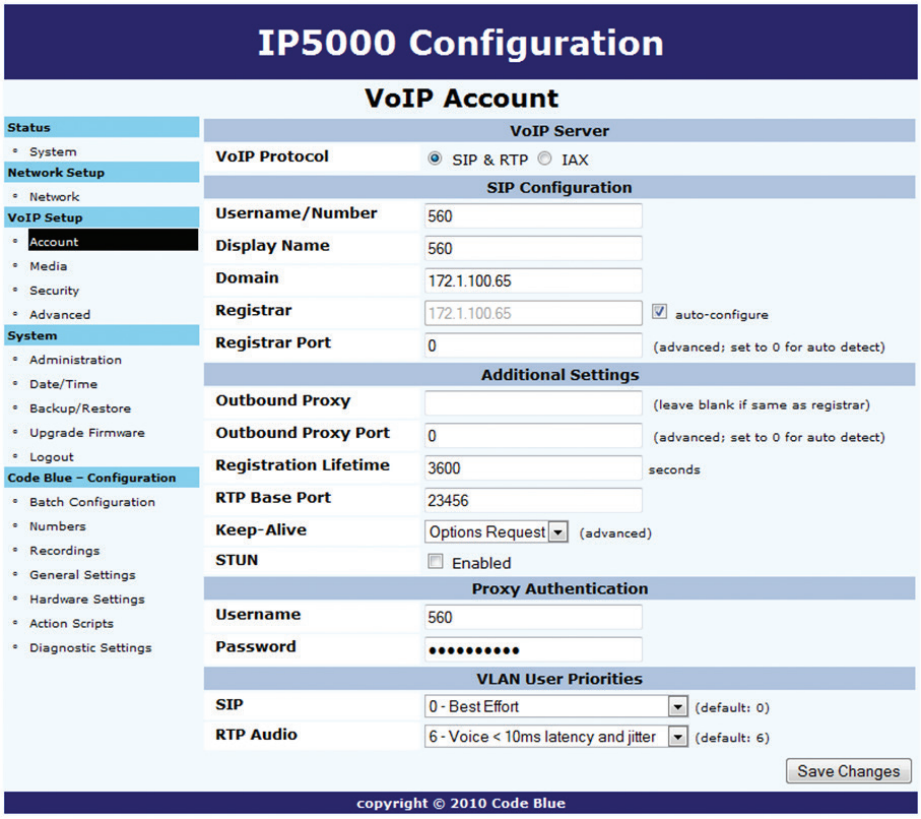
5.1 Configuring a SIP Account 1

The IP5000 speakerphone is capable of connecting to VoIP systems via the SIP protocol.

1. Click on the **Account** menu item under **VoIP Setup** (see far left-hand column).
2. Click on the **SIP & RTP** radial button for **VoIP Protocol** under **VoIP Server**.
3. Enter all appropriate information under **SIP Configuration**, **Additional Settings**, **Proxy Authentication** and **VLAN User Priorities**.
4. Once this information is entered, select **Save Changes**.

The Register keep-alive will send out a REGISTER request every 30 seconds. The REGISTER request does not have a timeout of 30 seconds, however. The timeout value will be the value that was set up on the account webpage. Beyond just being a keep-alive mechanism, the Register keep-alive has the side effect of quickly re-registering a user if the server rebooted before the Register timeout expires. The Register keep-alive will be authorized by the server, forcing some extra traffic (421 response and a second REGISTER request with authentication credentials).

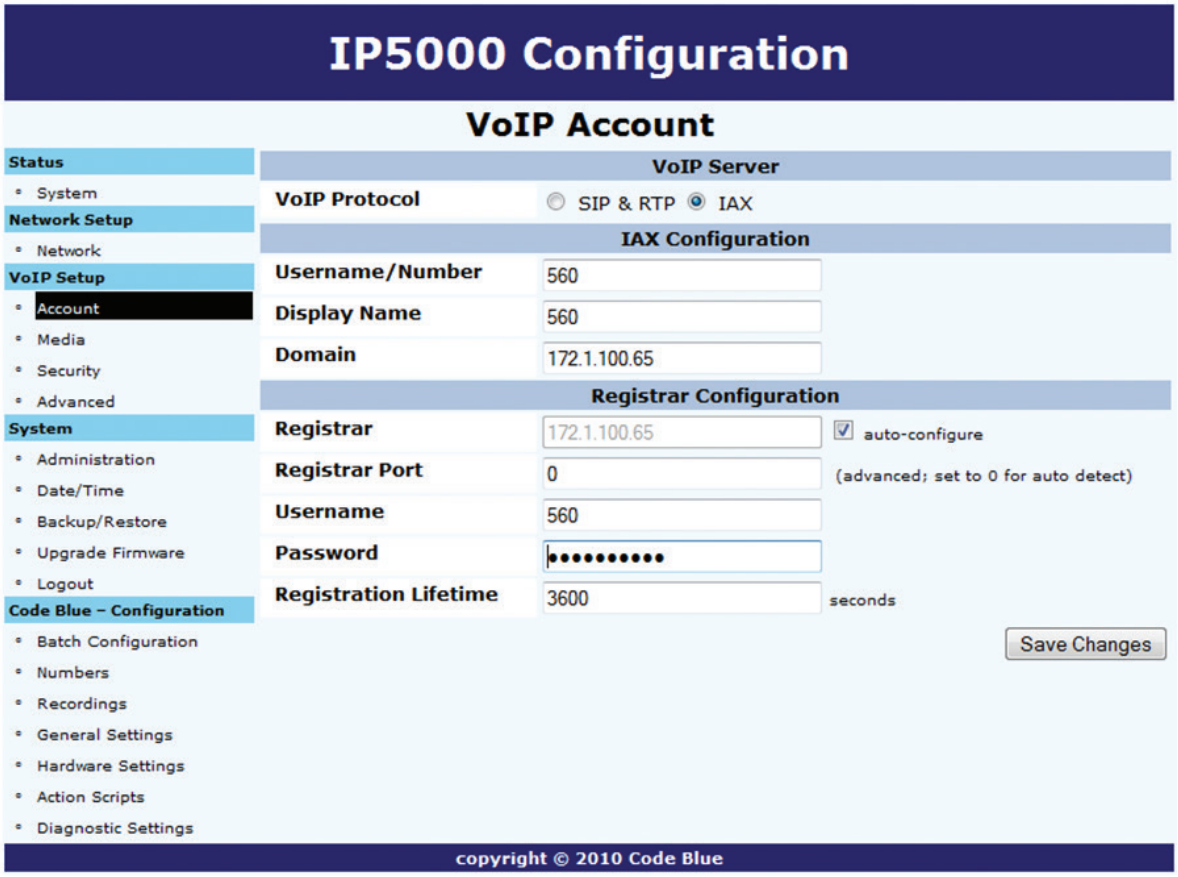
The Options keep-alive sends an OPTIONS request to the server every 30 seconds. This request requires the server to respond with a list of what SIP extensions it supports. Often, however, the server will respond with an error like 424. This error is ignored since the point of this keep-alive is to send traffic through the NAT, and what is sent is inconsequential. The Options keep-alive is seldom authorized, so it has less traffic overhead than the Register keep-alive.



5.2 Configuring an IAX Account 1

The IP5000 speakerphone is capable of connecting to VoIP systems via the IAX protocol.

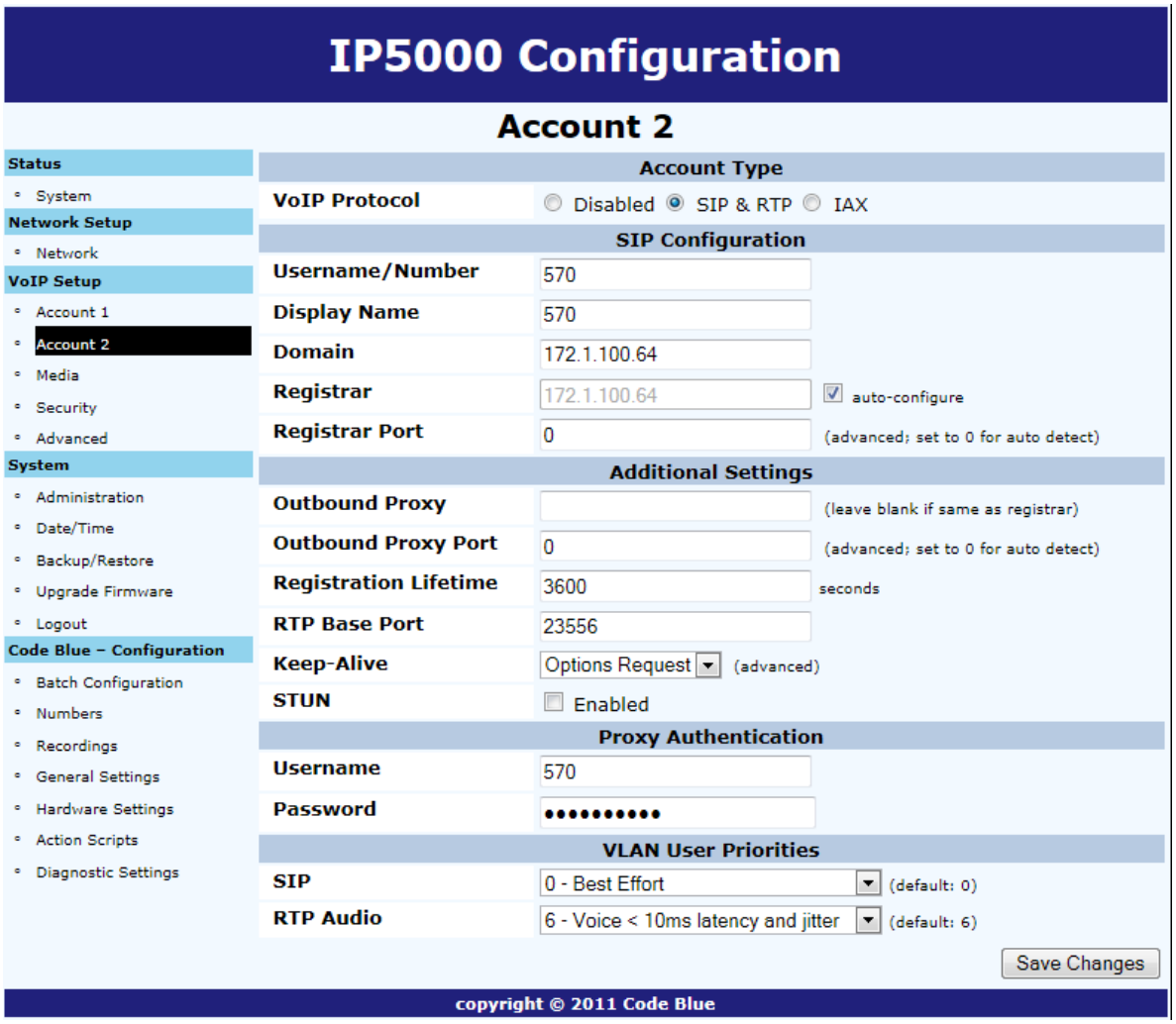
1. Click on the **Account** menu item under **VoIP Setup** (see far left-hand column).
2. Click on the **IAX** radial button for **VoIP Protocol** under **VoIP Server.**
3. Enter the appropriate settings under **IAX Configuration** and **Registrar Configuration.**
4. Upon completion, click **Save Changes** button.



5.3 Configuring a SIP Account 2

The IP5000 Emergency Phone is capable of connecting to VoIP systems via the SIP protocol to a second SIP Account. Click on the Account 2 menu item under the VoIP Setup, then click on the SIP & RTP radial button next to Mode. Enter your SIP Configuration settings, Additional Settings, Proxy Authentication and VLAN User Priorities. Once this information is entered, click on Save Changes.

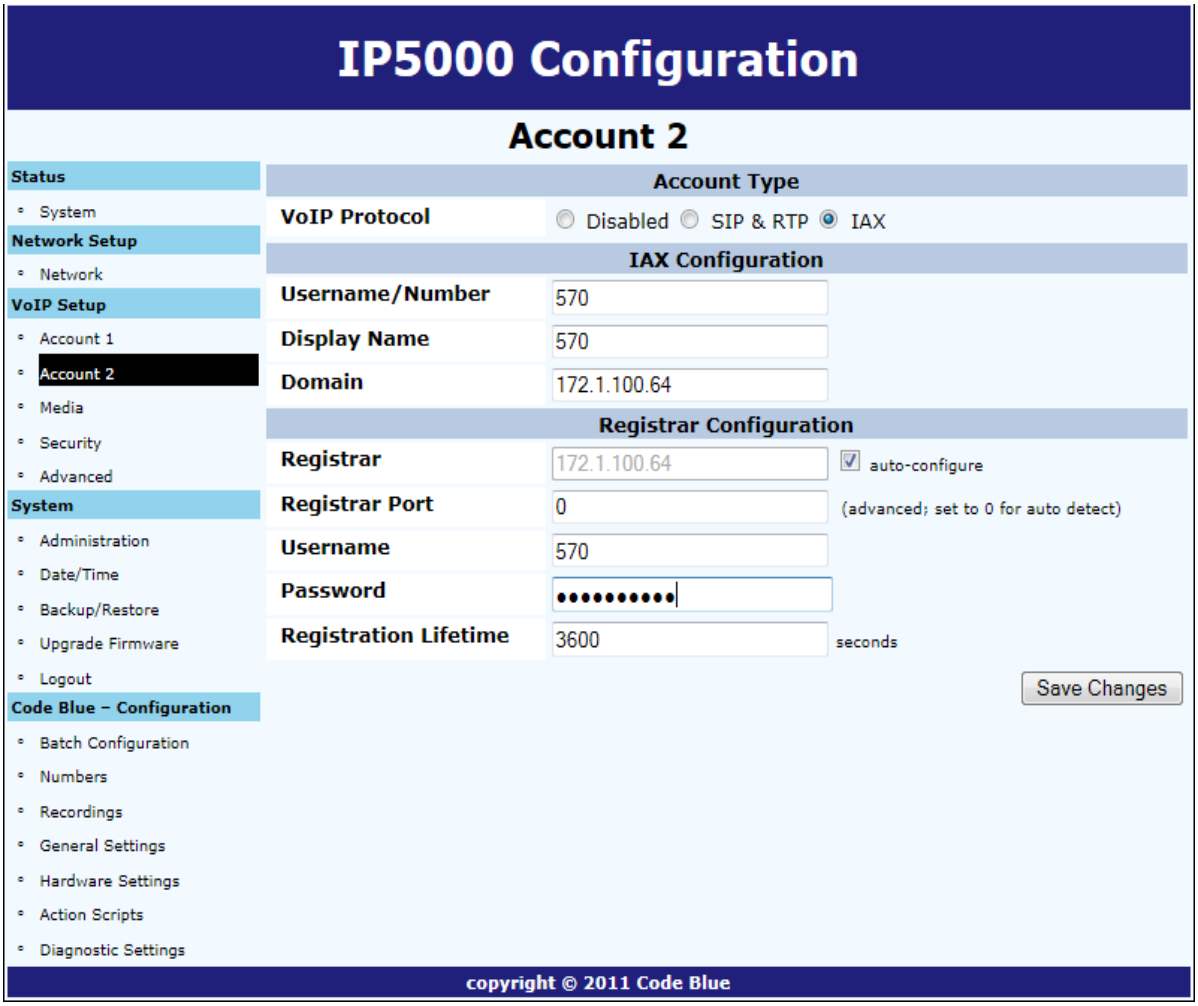
The dual account option allows for failover. If one of the servers is off-line or down, the IP5000 will still be operable.



5.4 Configuring an IAX Account 2

The IP5000 Emergency Phone is capable of connecting to VoIP systems via the IAX protocol to a second IAX account. Click on the Account 2 menu item under the VoIP Setup, then click on the IAX radial button next to Mode. Enter your IAX Configuration settings and Registrar Configuration. Once this information is entered, click on Save Changes.

The dual account option allows for failover. If one of the servers is off-line or down, the IP5000 will still be operable.



5.5 Configuring Media Settings

The IP5000 speakerphone is capable of utilizing various codecs for communicating with VoIP systems and services.

1. To configure which codecs the IP5000 speakerphone uses click on **Media** under the **VoIP Setup** section (see far left-hand column).

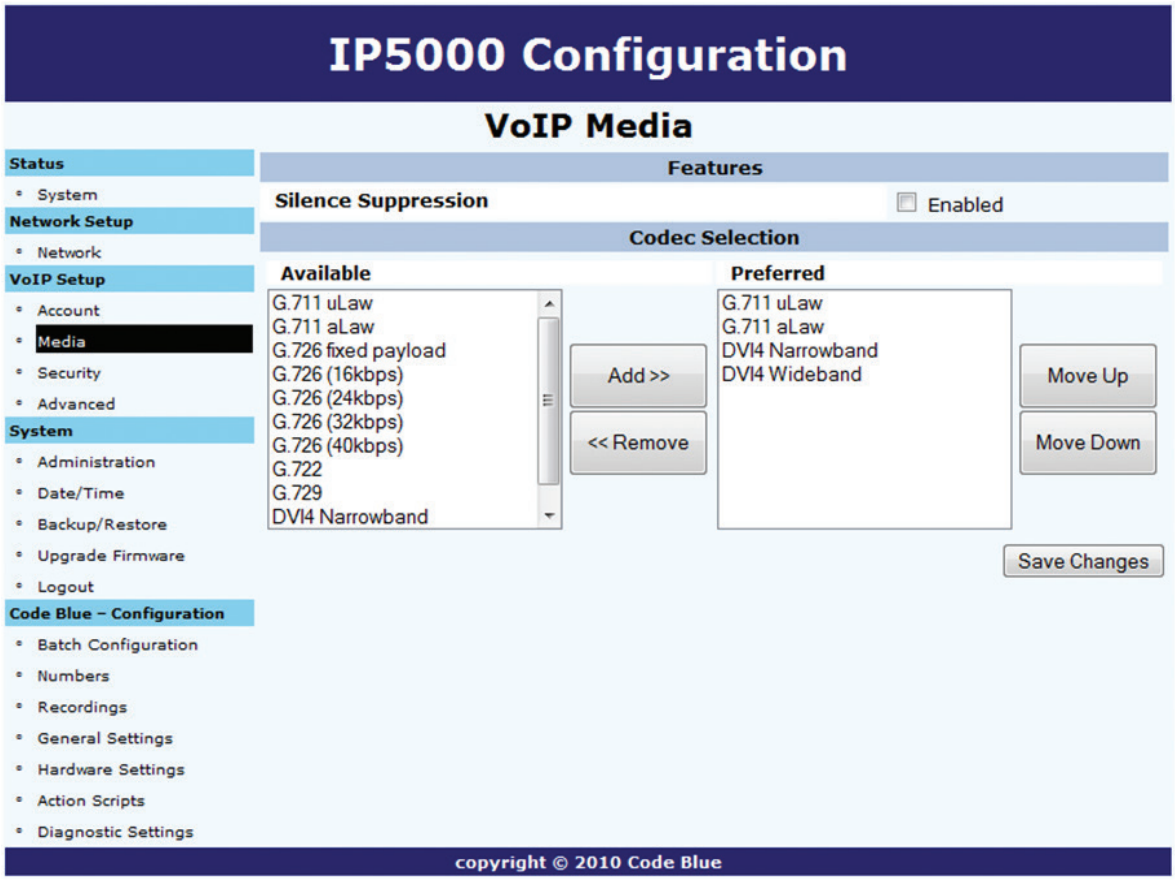
2. If you want the IP5000 to perform **Silence Suppression,** select **Enabled** check box.

3. Highlight the desired codec in the **Available** list box and click the **Add >>** button to add them to the **Preferred** box.

4. Use the **Move Up** and **Move Down** buttons to ensure the codec is in the correct priority order from top to bottom.

5. Highlight a codec in the **Preferred** box and click the **<< Remove** button to remove the co dec as an option.

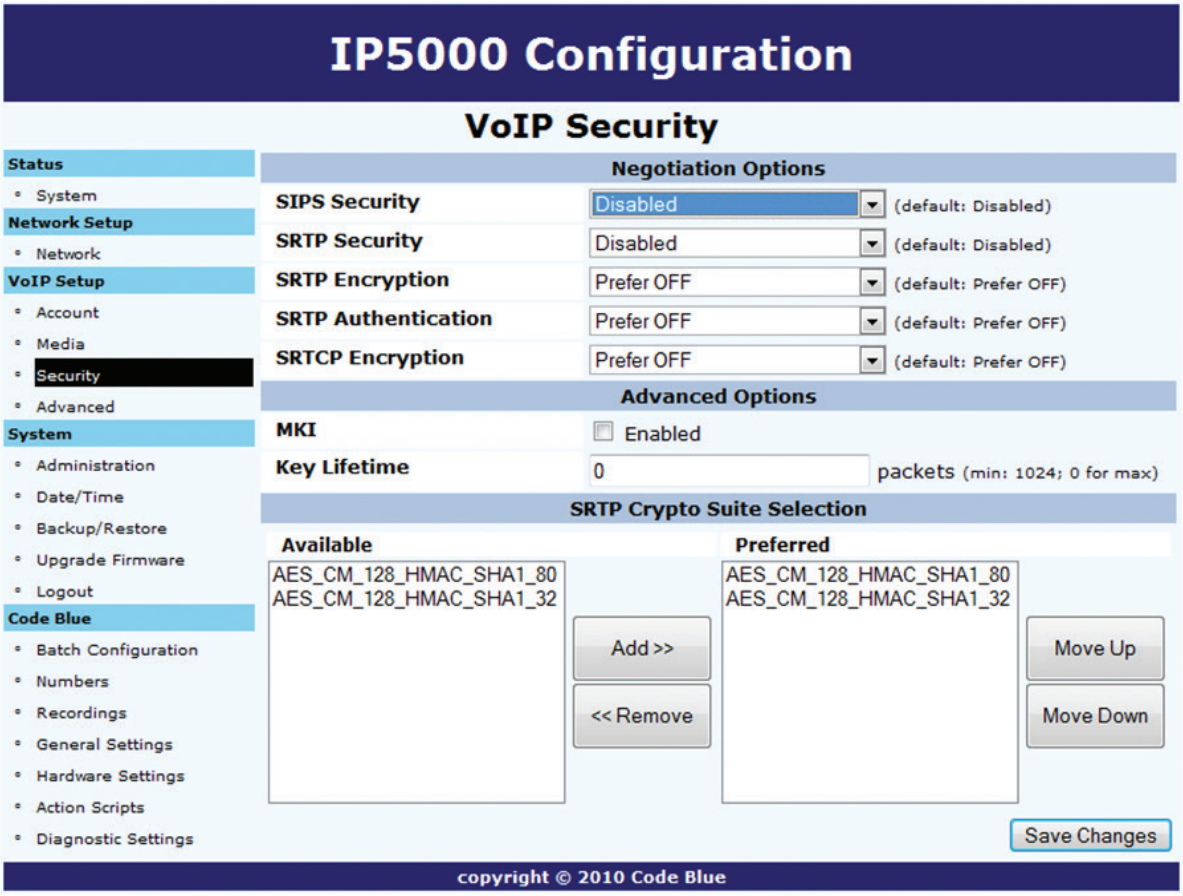
6. Once all information is entered, click **Save Changes.**



5.6 Configuring Security Settings

The IP5000 speakerphone is capable of providing advanced SIP and RTP security.

1. Click on **Security** under the **VoIP Setup** section (see far left-hand column) to configure these settings.
2. Enter the desired settings for **Negotiation Options**, **Advanced Options** and **SRTP Crypto Suite Selection**.
3. Under **SRTP Crypto Suite Selection**, highlight the desired Encryption in the **Available** box.
4. Click the **Add >>** button to add them to the Preferred box.
5. Use the **Move Up** and **Move Down** buttons to ensure the Encryption is in the correct priority order from top to bottom.
6. Highlight an Encryption in the **Preferred** box and click the **Remove** button to remove the Encryption as an option.
7. Once this information is entered, click **Save Changes**.



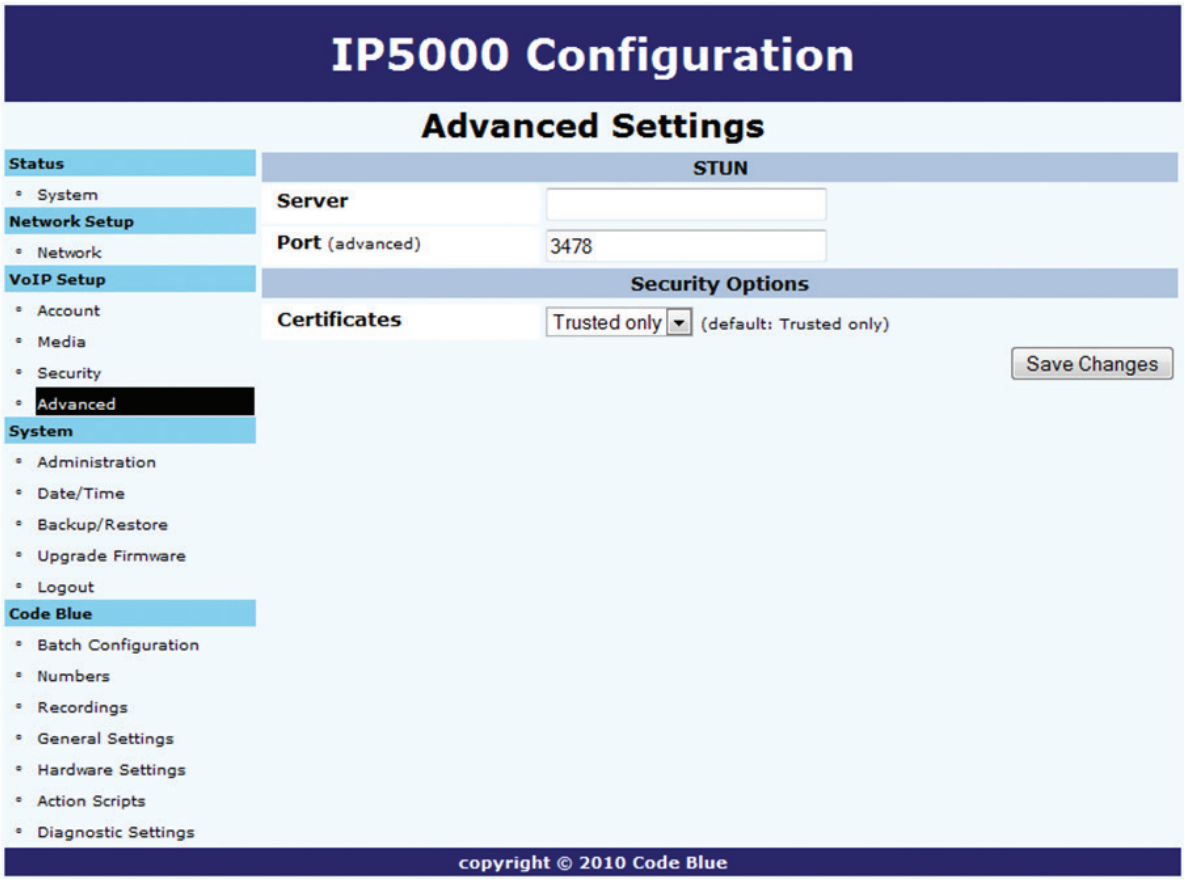
5.7 Configuring Advanced Settings

The IP5000 speakerphone can be configured to utilize a STUN server for transversal of firewall devices for the setup of a VoIP call.

1. Click on **Advanced** under **VoIP Setup** (see far left-hand column) to configure the STUN server IP address and Port.

2. Under **Security Options** select the type of certificates the IP5000 should accept.

3. Upon completion, click **Save Changes**.



6 Configuring the System Settings

The IP5000 speakerphone system administration is provided for under the System Settings, which allows you to change the administrative logon credentials, date and time, NTP server settings, as well as perform system backup/restore functions and firmware upgrades.

6.1 System Administration Settings

The IP5000 speakerphone system information, administrative logon/password change and secure HTTP server certificate are managed by:

1. Clicking **Administration** under **System** (see far left-hand column).

   The **System Info** section will display the Serial number, MAC Address and Firmware Version of the IP5000 speakerphone.

2. Under **Administrator,** enter a new **Username** and **Password** to change the default User name/Password for system access.

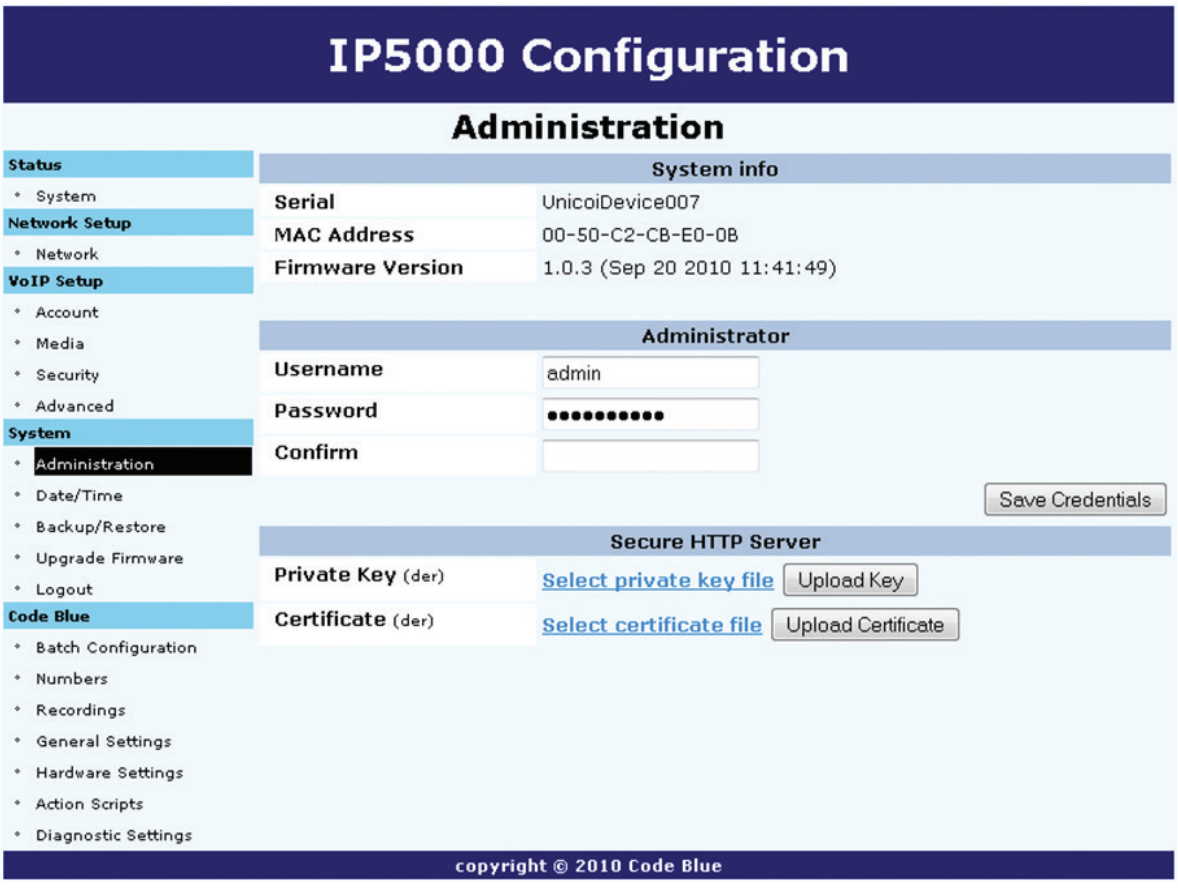
3. Once a new Username/Password has been entered, click on **Save Credentials** to apply the new settings.

4. To change the **Private Key,** click on **Select private key file** link under **Secure HTTP Server.**

5. Click on **Upload Key**.

6. To change the **Certificate,** click on **Select certificate file** link.

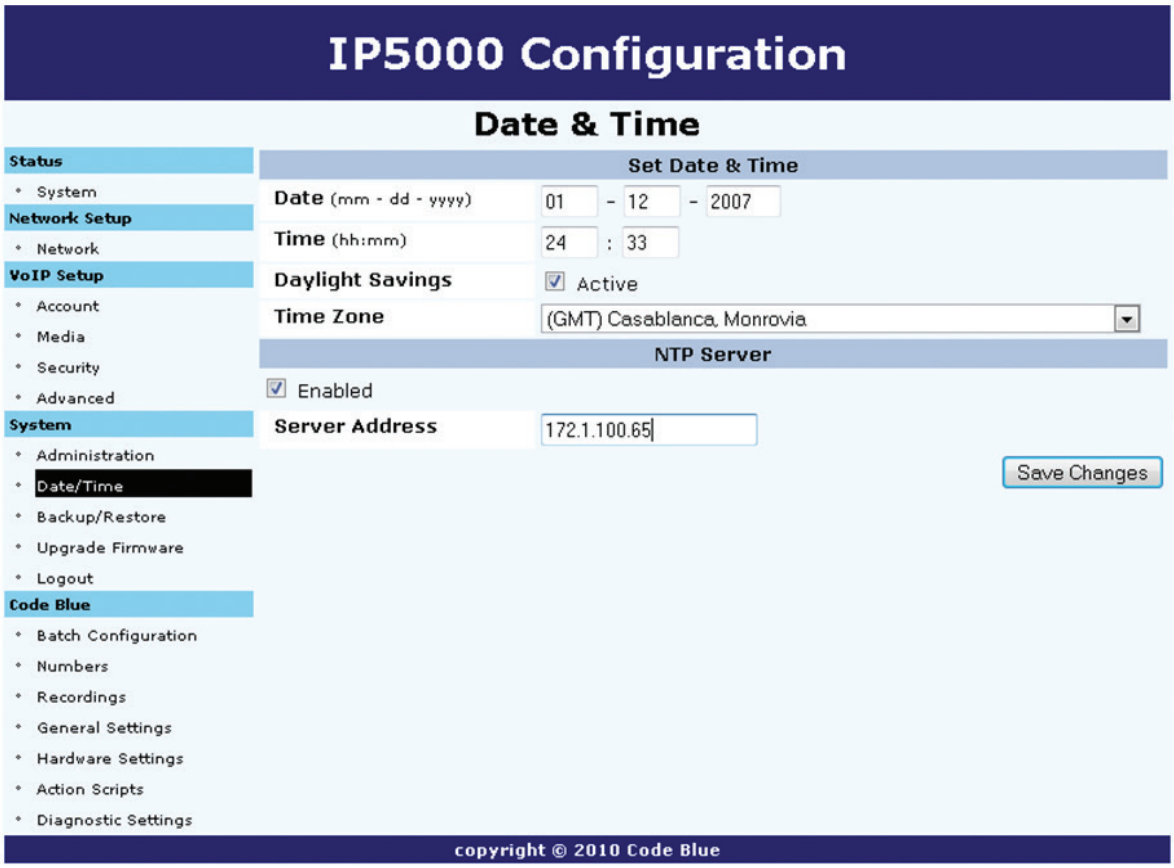
7. Click on **Upload Certificate**.



6.2 Date and Time Configuration

The IP5000 speakerphone date and time are managed by:

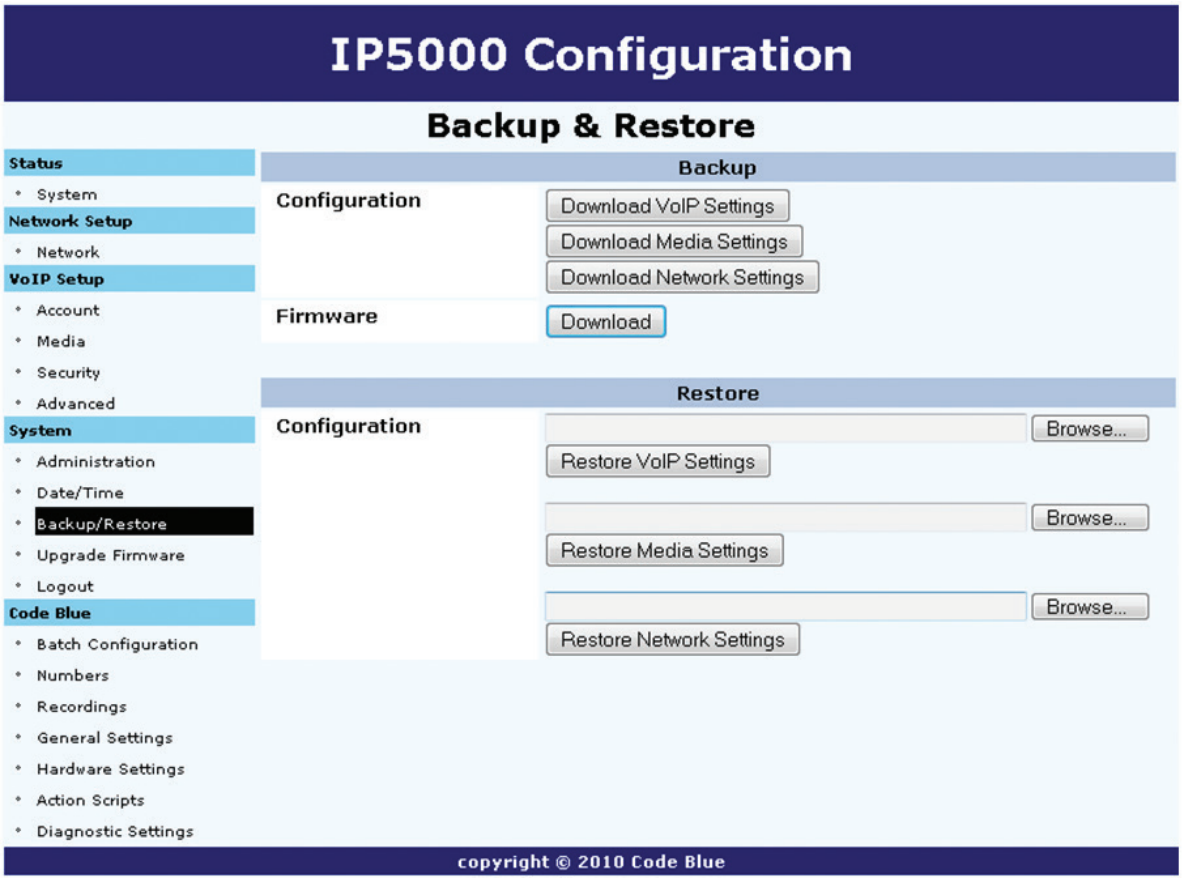
1. Clicking **Date/Time** under **System** (see far left-hand column).
2. Under the **Set Date & Time** section you can manually set the Date, Time, Daylight Savings (if applicable) and Time Zone.
3. To automatically synchronize with an NTP (Network Time Protocol) server, check **Enabled** and enter the IP or URL of the NTP server (i.e., **Server Address**).
4. Click **Save Changes**.



6.3 Backup and Restore Configuration

The IP5000 speakerphone provides the ability to back up and restore the system settings.

1. Click on **Backup/Restore** under **System** (see far left-hand column).
2. To back up the system configuration, click on **Download VoIP Settings**, **Download Media Settings**, **Download Network Settings** and **Download** next to **Firmware** and save the files to an appropriate location.
3. To restore the system configuration file, use the **Browse...** button to locate each backup file.
4. Click **Restore VoIP Settings**, **Restore Medial Settings** and/or **Restore Network Settings**.

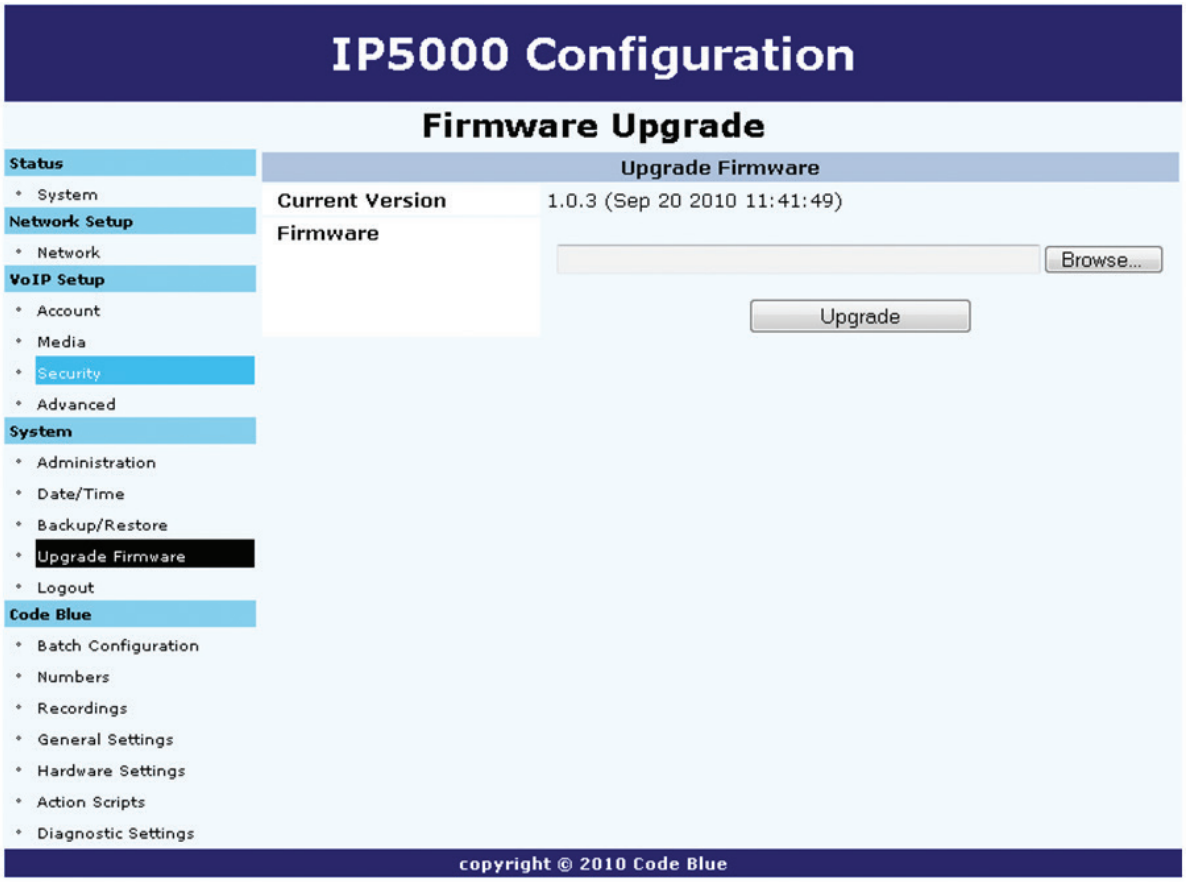


6.4 Upgrading the IP5000 Firmware

The IP5000 speakerphone firmware file can be changed by:

1. Selecting **Upgrade Firmware** under **System** (see far left-hand column).
2. Clicking **Browse** and select the appropriate firmware file.
3. Clicking the **Upgrade** button.

   The IP5000 speakerphone will update, automatically back up the new firmware and reboot. Once this is complete, your new firmware will be in use and should be displayed next to **Current Version**.

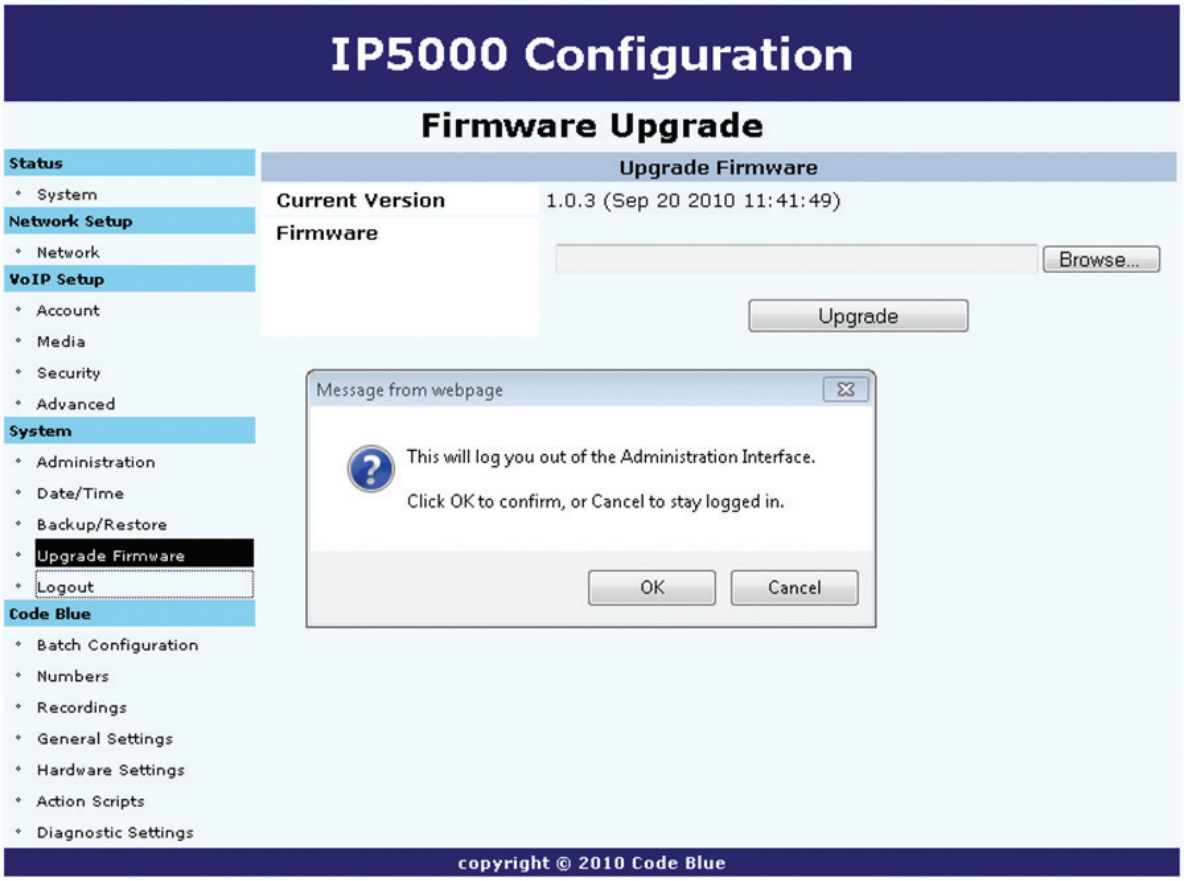


6.5 Logging Out of the System

1. To log out of the IP5000 speakerphone, simply click on **Logout** under **System** (see far left-hand column).

   You will be prompted for confirmation.

2. Click **OK** to complete the logout process or **Cancel** to continue configuring your IP5000.



7 Configuring System Options and Scripts

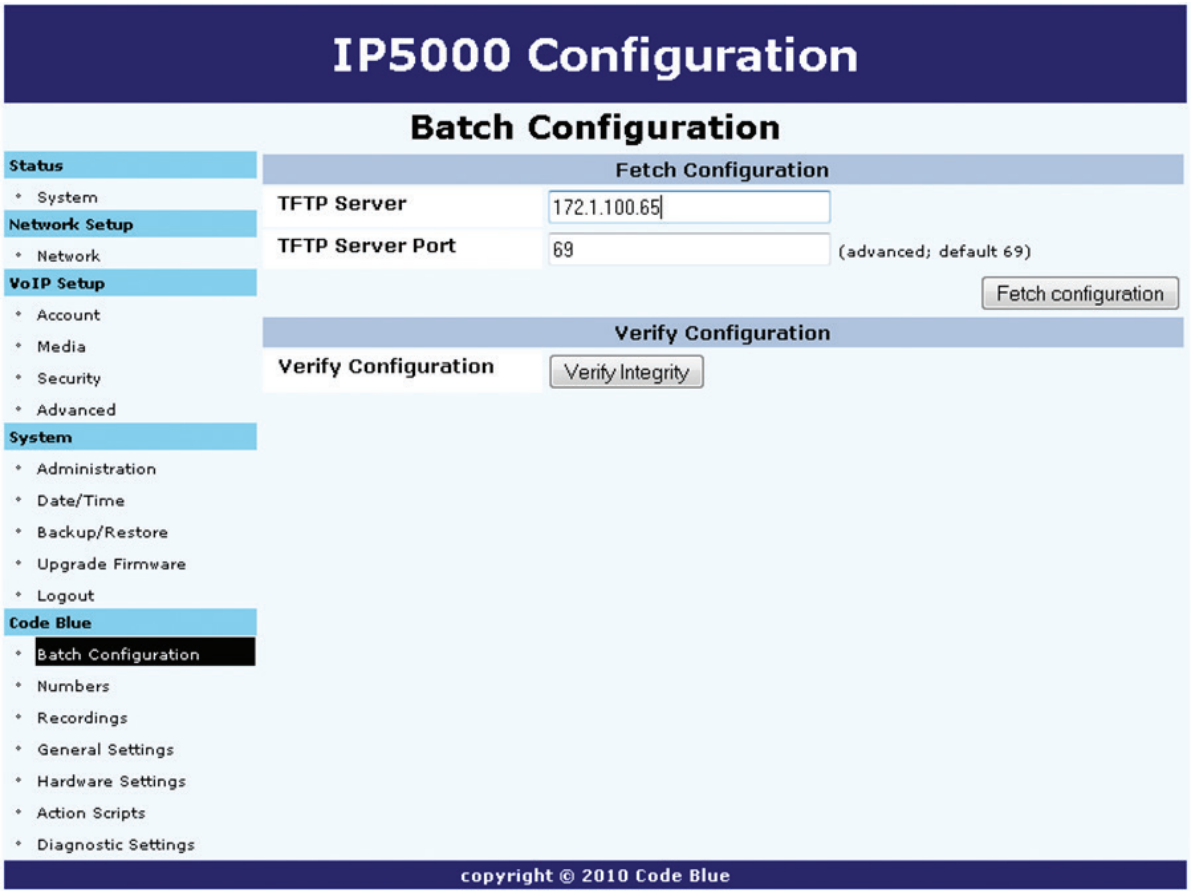
The IP5000 speakerphone has advanced configuration settings that allow for complete control of the hardware and how the system performs. A memory capacity of 3 MB provides for multiple phone number and recorded message capabilities. PAS audio control, incoming call routing, SNMP and advanced diagnostics enhanced with advanced scripting capabilities provide for flexible configurations.

7.1 Batch Configuration

The IP5000 speakerphone can be configured from a TFTP server.

1. Click on **Batch Configuration** under **Code Blue** (see far left-hand column)
2. Enter the **TFTP Server** IP address and **TFTP Server Port**.
3. Click on **Fetch Configuration** to pull the configuration files from your TFTP server.
4. Click on **Verify Integrity** to validate the configuration files are suitable for use.

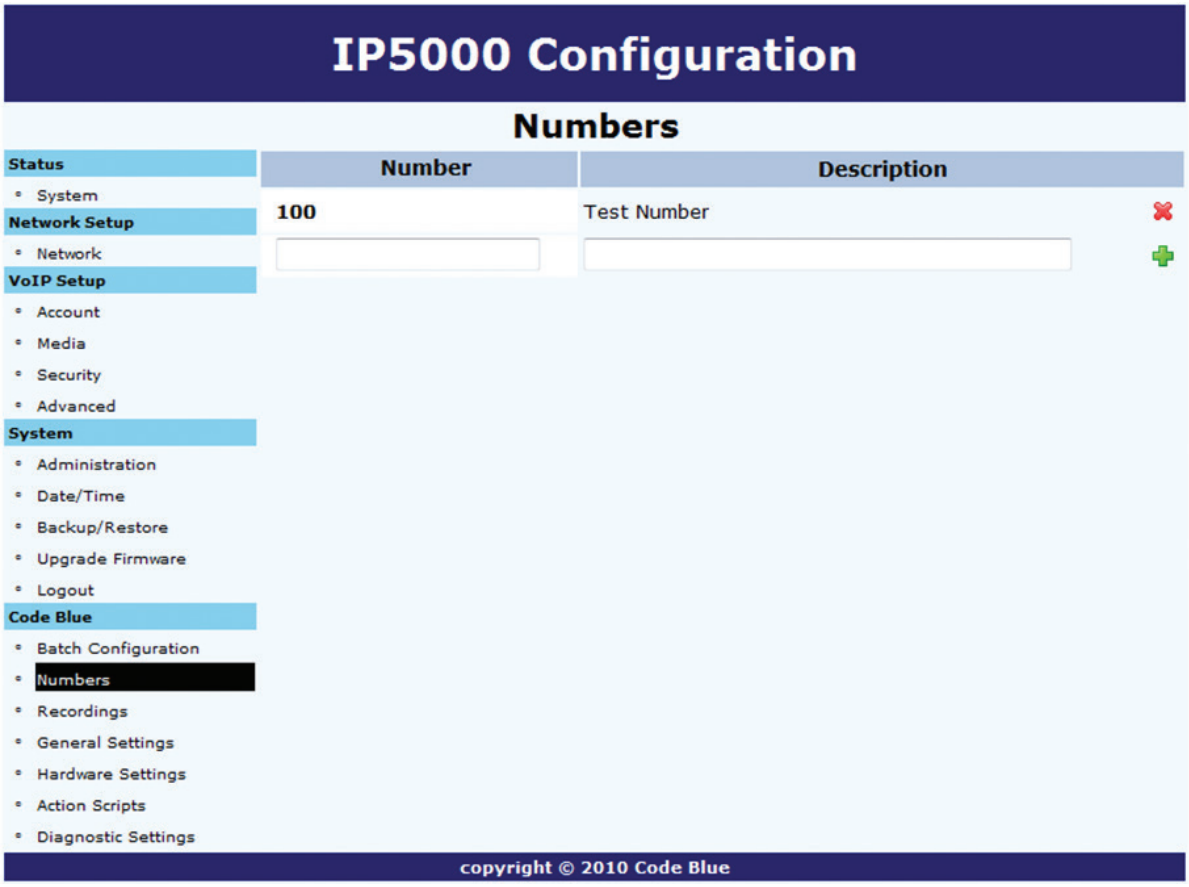
   If the ToolVox IP Media Gateway and UPD software are being utilized, this will be set automatically and no manual configuration is needed.



7.2 Entering Phone Numbers

The IP5000 speakerphone number configuration is made by:

1. Clicking **Numbers** under **Code Blue** (see far left-hand column).
2. Enter the **100** Number and **Test Number** Description
3. Select the **green plus sign** to add the number.
4. To delete a number, simply click the **red x**.
5. Select the **green check mark** when prompted, **Are you sure**.



7.3 Recording Administration

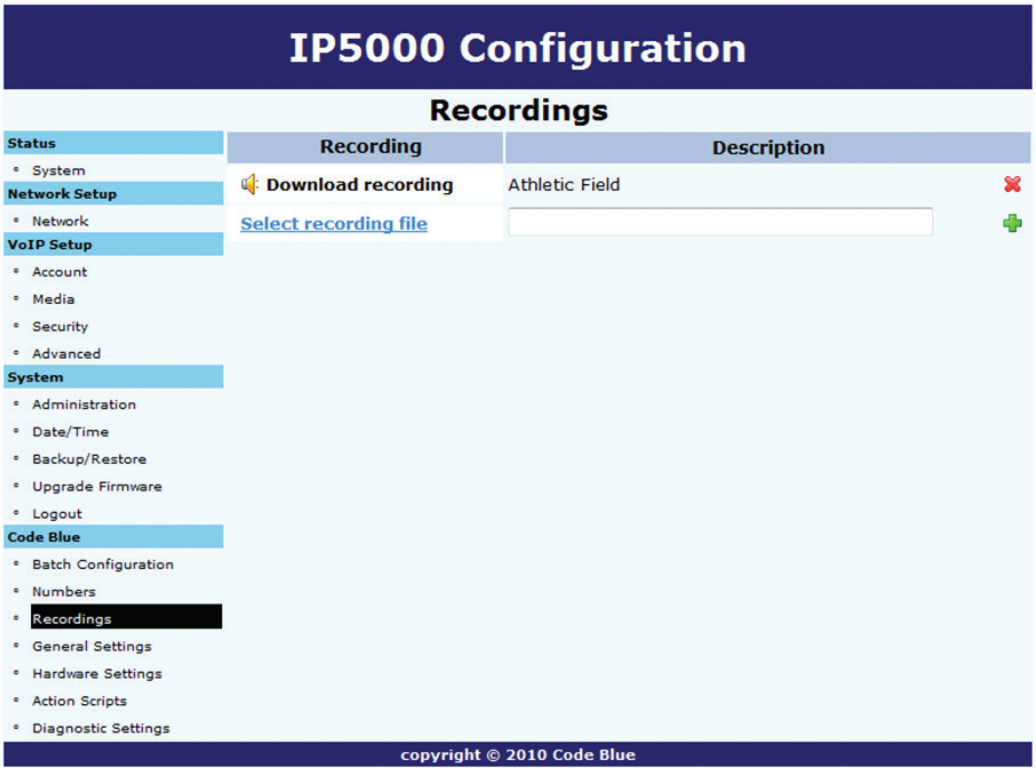
The IP5000 speakerphone recording configuration is made by:

1. Selecting **Recordings** under **Code Blue** (see far left-hand column).
2. Click on **Select recording file** and choose the file you wish to upload.
3. Enter the Description within the **Athletic Field**.
4. Click on the **green plus sign** to add the recording.
5. During the upload process the screen will display, **Uploading file…**

   At this point **do not** refresh the page or click away from the page or the file will not be uploaded. Once the file upload is complete, you will see **Download Recording** and a new line for uploading additional recordings.
6. To delete a number, simply click the **red x**.
7. Select the **green check mark** when prompted, **Are you sure**.

   The IP5000 speakerphone supports the following formats and all files must contain mono (single channel) data.

» File containing raw PCM aLaw data (extension .alaw)
» File containing raw PCM uLaw data (extension .ulaw)
» Wave file containing 8 KHz or 16 KHz Linear PCM data (extension .wav)



7.4 General Settings

The IP5000 speakerphone general configuration can be accessed by:

1. Clicking on **General Settings** under **Code Blue** (see far left-hand column).

   In this section you can select how many rings the IP5000 will wait before answering an incoming call.

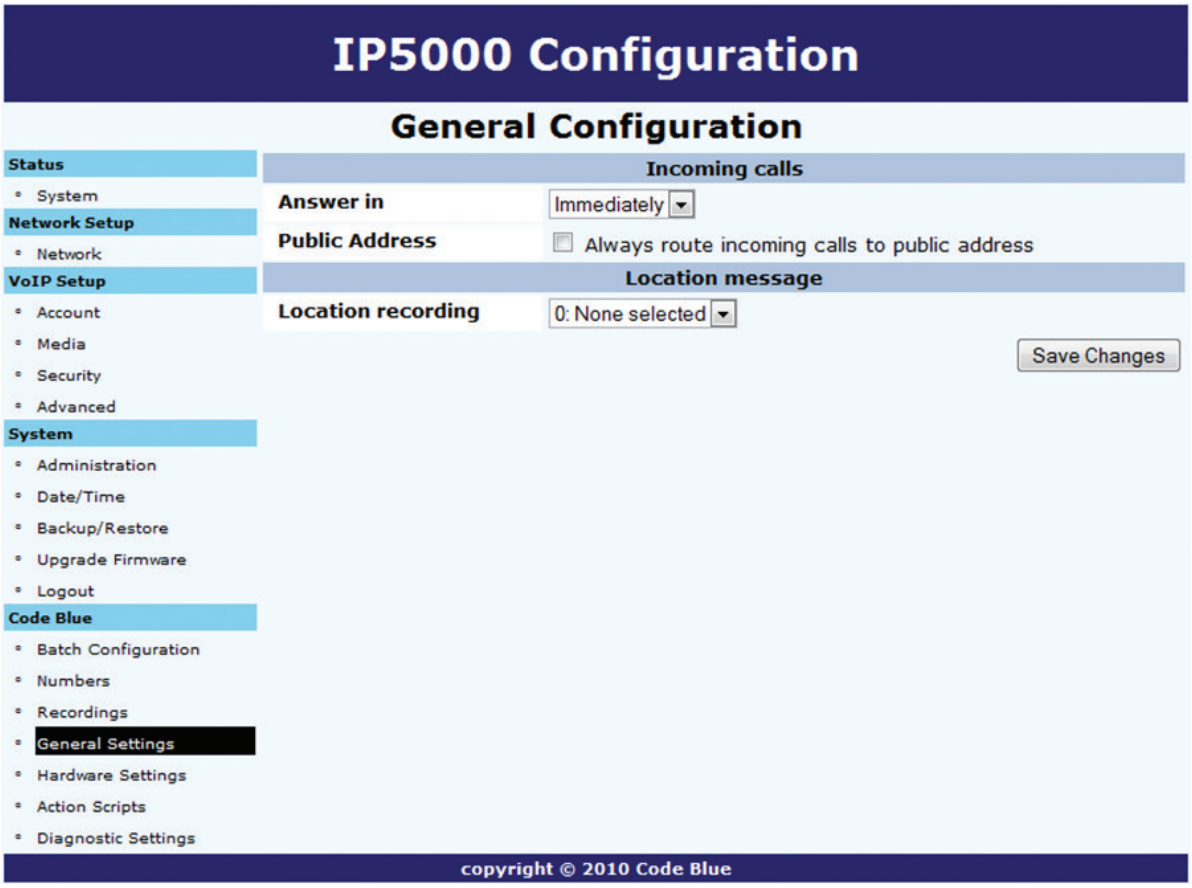
2. Click the **down arrow** next to **Answer In** to change settings.

3. Additionally, to route all incoming calls to the PAS line level audio output for mass notification, check the box (i.e., **Always route incoming calls to public address**) next to **Public Address**.

The IP5000 can also be configured with a standard location message.

1. Click on the **down arrow** next to **Location Recording** to select this recording as the default Location Message.

2. Once you have configured the options on this page, click **Save Changes**.



7.5 Hardware Settings

The IP5000 speakerphone hardware settings are configured by:

1. Selecting **Hardware Settings** under **Code Blue** (see far left-hand column).

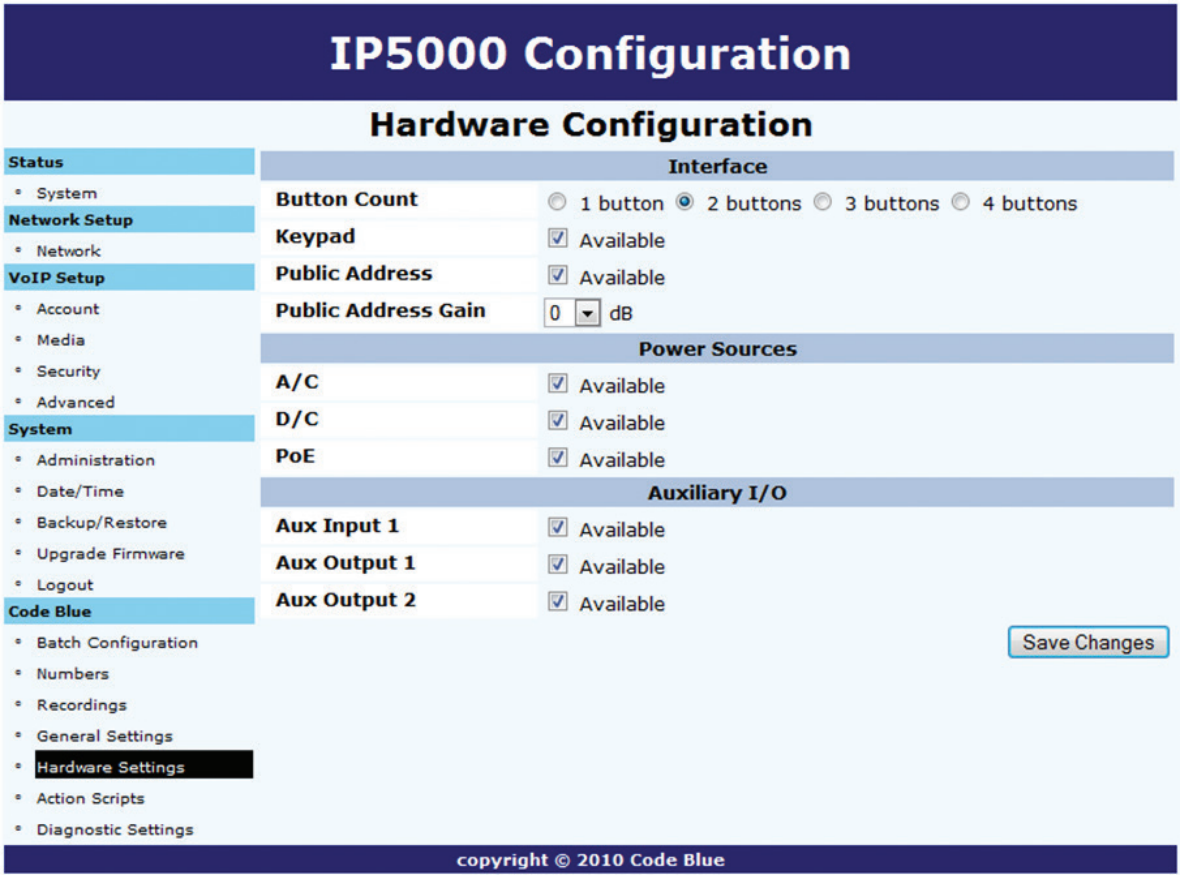
2. Select the appropriate **Button Count**, **Keypad Available**, (**Public Address**) **Available** and **Public Address Gain** settings under the **Interface** section.

   (**Public Address**) **Available** and **Public Address Gain** are utilized when the IP5000 is controlling the optional Code Blue PAS components (i.e., CB 1, CB 2, CB 5 with Public Ad dress or WM180).

3. The **Power Sources** section allows you to select the power sources available to the IP5000.

4. The **Auxiliary I/O** section allows you to turn on or off the availability of the auxiliary inputs and outputs.

5. With selections made, click **Save Changes**.



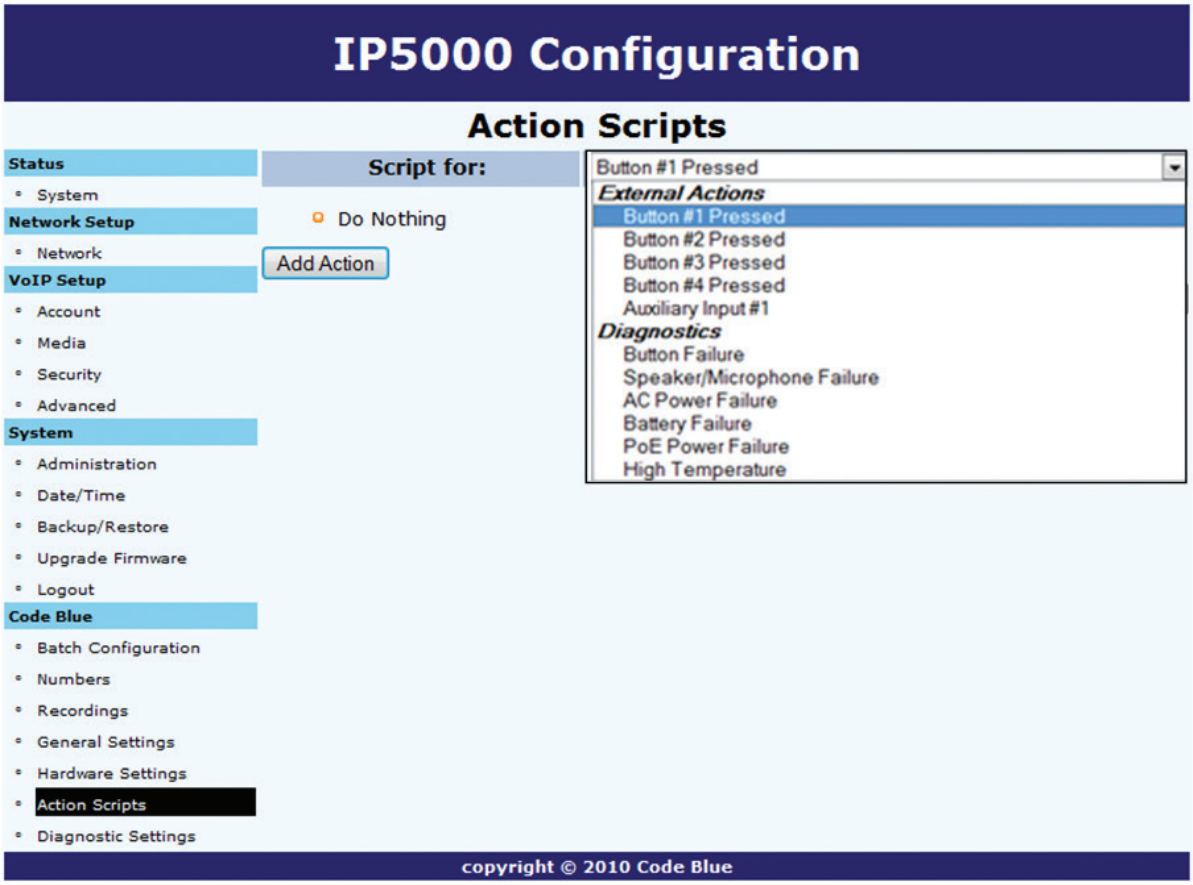
7.6 Action Script Configuration

The IP5000 speakerphone has advanced scripting language built into it for flexible configuration options.

1. Click on **Action Scripts** under **Code Blue** (see far left-hand column) to program the action scripts you wish the unit to perform during button activation or diagnostic condition.

2. To program, select a button or diagnostic condition from the option list by clicking on the down arrow across from **Script for:**

3. Click on **Add Action**.



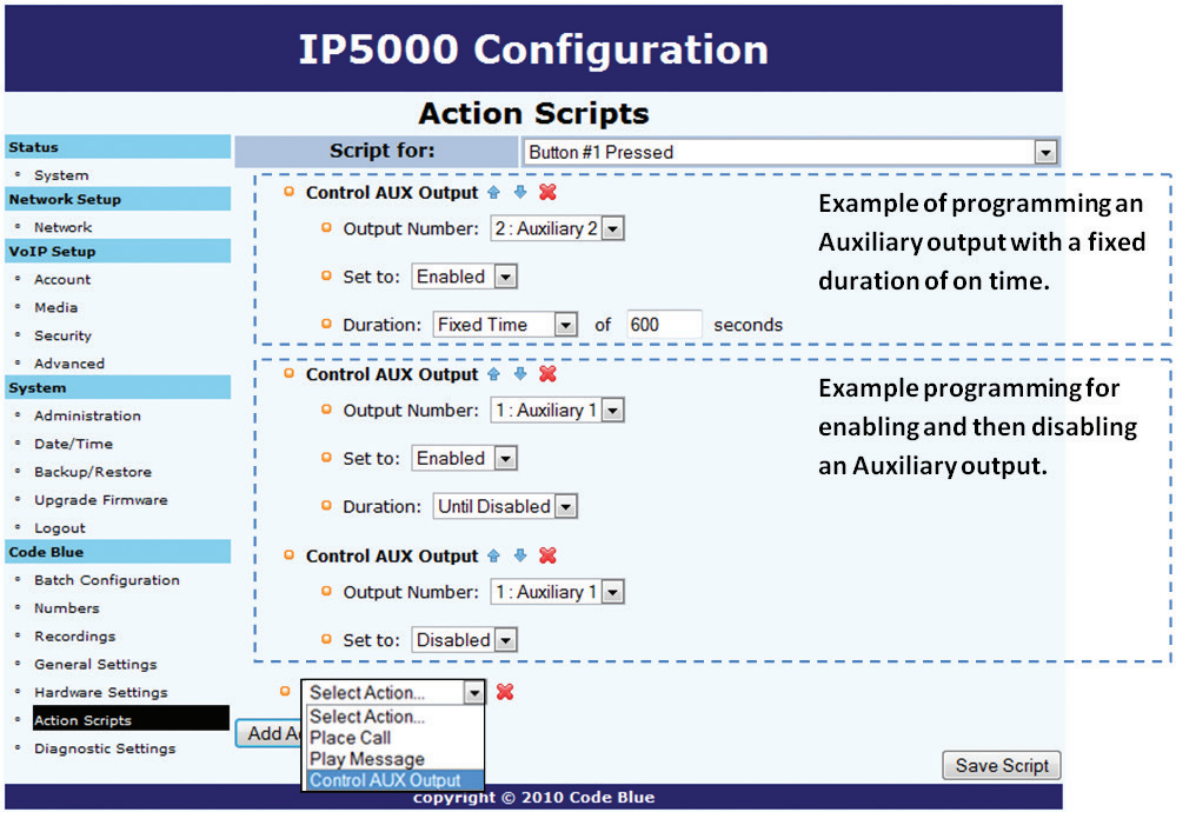
Auxiliary Output Scripting

The IP5000 speakerphone auxiliary outputs are controlled by:

1. Selecting **Control AUX Output** (from lower, left-hand bottom option list) after clicking **Add Action**.

Below are two examples of Auxiliary programming.

- The first is for a fixed duration of time in seconds.
- The second example is enabling and then disabling, typical for before and after a call is placed.



Place Call Scripting

The IP5000 speakerphone call capabilities are programmed by:

1. Selecting **Place Call** in the **Add Action** drop down menu.

The following are parameters that can be chosen:

Parameter	Description
Call 100 : EMS Agent	Program a phone number the unit should dial.
If not answered, then Call 102 : Roaming Guard If not answered, then Go to next step	Instruct the phone to dial another phone number if the initial call is not answered within time period specified in the Dialing/ Answer timeout field.
Dialing/Answer timeout: 60 seconds	The amount of time the IP5000 will ring a phone number before executing the If not answered, then condition set.
Maximum call duration: 600 seconds	The maximum time the IP5000 will stay in a call. After this time the unit will hang up and return to the idle condition.
While Dialing: Play Custom Message (Standard Ringback / Play Custom Message / Do Nothing)	Select option the IP5000 will take while dialing a phone number.
When Answered: Normal Two-Way Conversation (Normal Two-Way Conversation / Play Custom Message(s))	The action the IP5000 will take when a call is answered.
In Call Commands: Enabled	This parameter enables or disables In-Call Commands during a call.

NOTE: Ensure your button or diagnostic script does not have same recording played to the Caller and Callee at the same time.

Scripting Example 1

Below is an example of the IP5000 speakerphone script.

1. When Button #1 is pressed:

   » The IP5000 will enable Auxiliary Output 1
   » Dial phone number 100
   » Play the message Dialing 911 repeatedly until the call is answered

2. If 100 does not answer within 60 seconds:

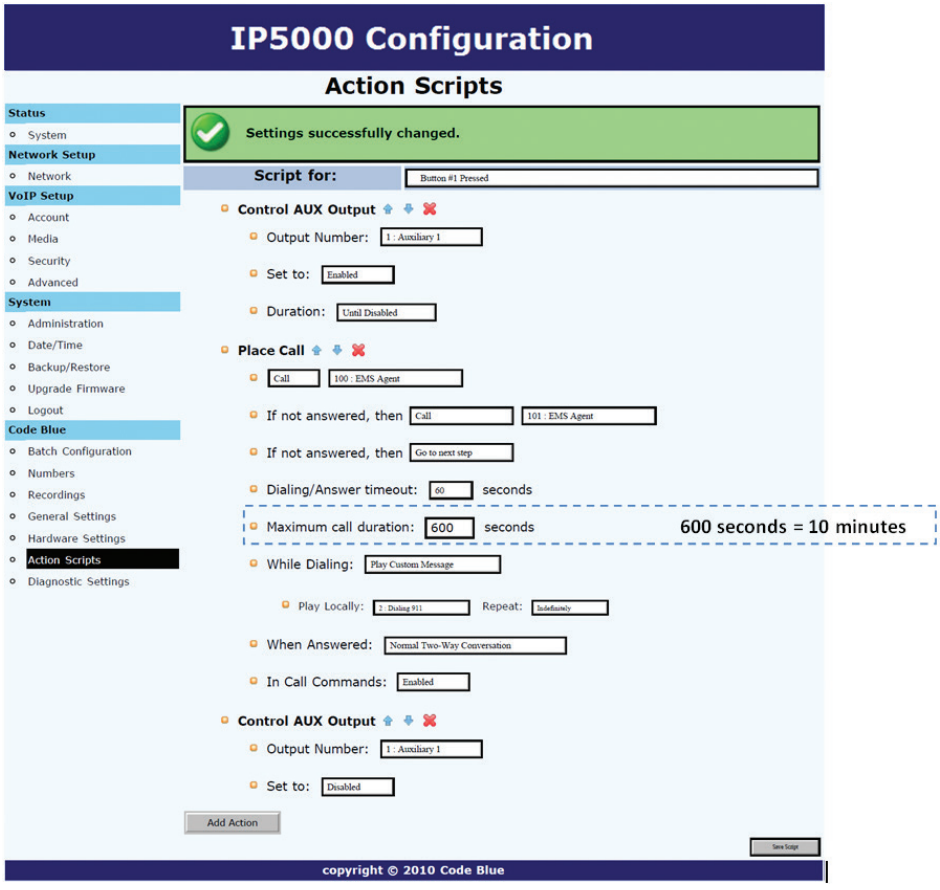
   » The IP5000 will reset
   » Dial phone number 101

3. The In-Call Commands are available to the Callee side of the conversation. When the call ends, the Auxiliary Output 1 will be disabled.

4. 4. If the call is still active at 10 minutes:

   » The IP5000 will hang up the call (see dotted line)
   » The script will continue

In this example, the Auxiliary Output 1 is on for the duration of the call.



Scripting Example 2

Below is an example of an IP5000 speakerphone script.

1. When Button #1 is pressed:

   » The IP5000 will enable Auxiliary Output 2 for 10 minutes
   » Dial phone number 100
   » Play the message Dialing 911 repeatedly until the call is answered

2. If 100 does not answer within 15 seconds:

   » The IP5000 will reset
   » Dial phone number 101

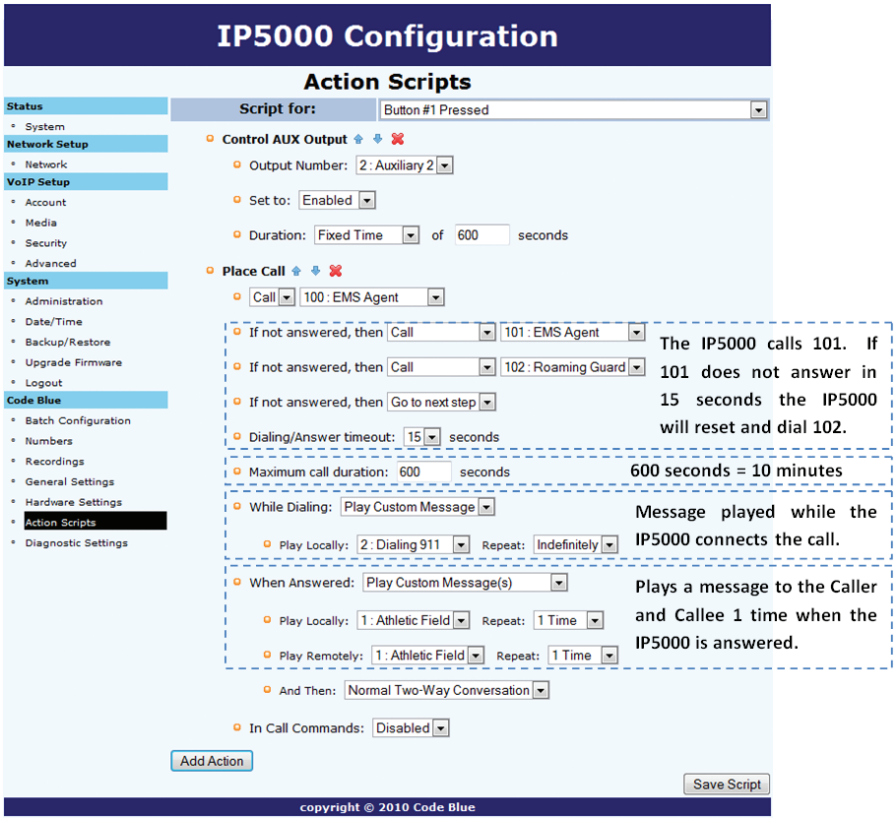
3. If 101 does not answer within 15 seconds:

   » The IP5000 will reset
   » Dial 102

The In-Call Commands are not available to the Callee side of the conversation.

4. If the call is active at 10 minutes:

   » The IP5000 will hang up
   » Script will continue



Scripting Example 3

The third script example allows for dial tone to be accessed by pressing Button 2 on the faceplate.

1. When Button 2 is pressed:

   » Dial tone will be heard out of the IP5000
   » User may utilize the keypad to dial a phone number

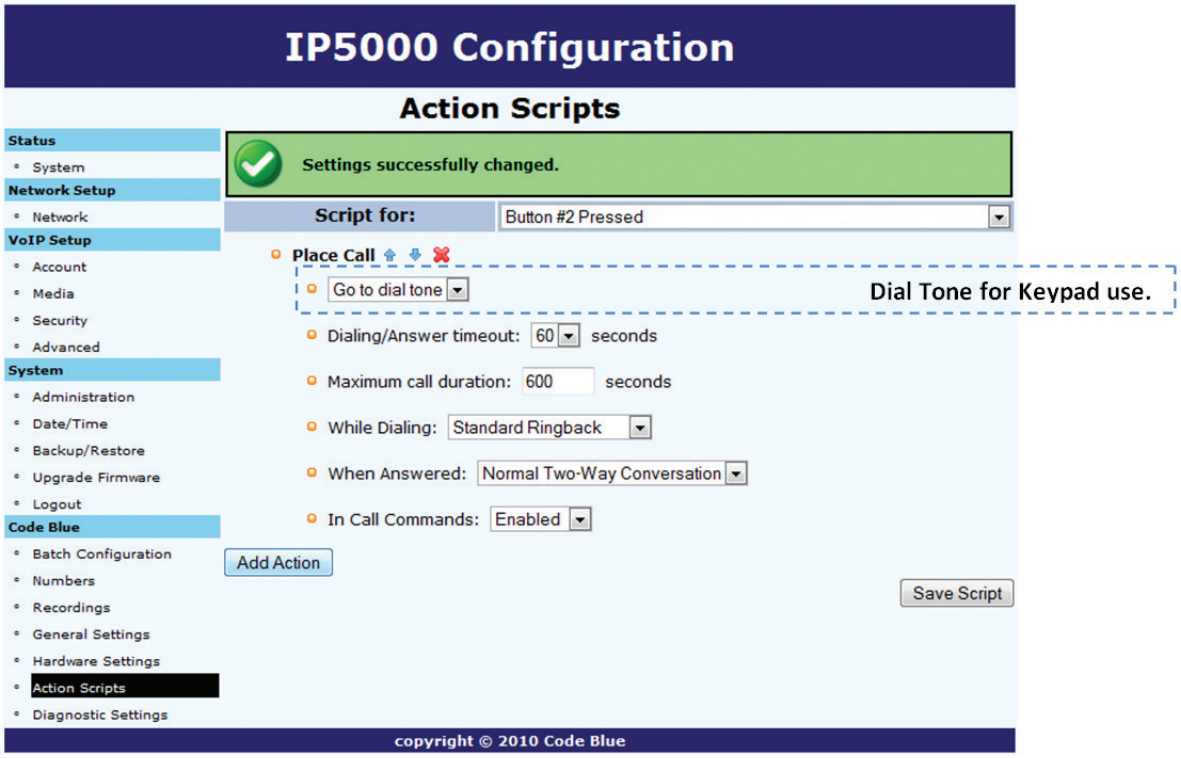
2. Once the number is dialed:

   » Callee has 60 seconds to answer
   » The IP5000 will reset to idle

3. If the call is still active at 10 minutes:

   » The IP5000 will hang up the call
   » Script will continue

The In-Call Commands are available to the Callee.



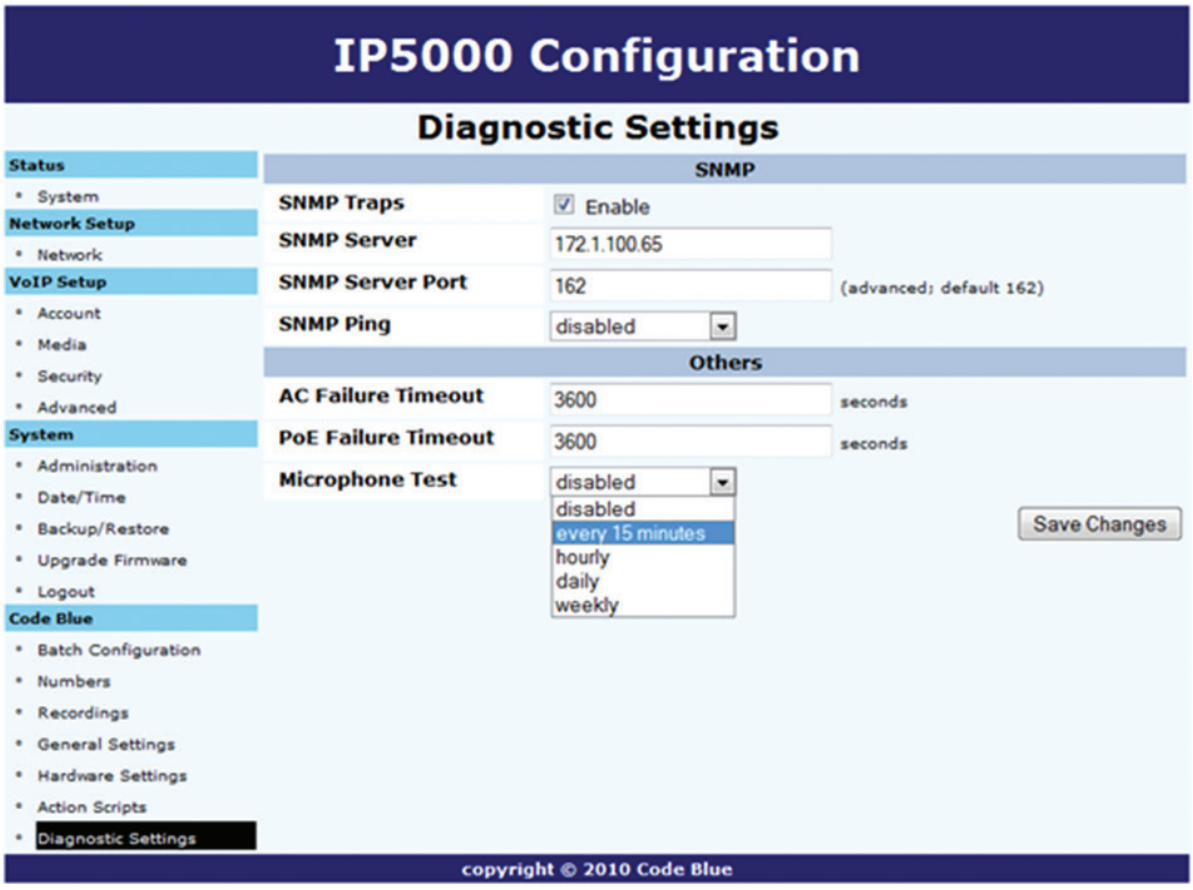
7.7 Diagnostics Settings

The IP5000 speakerphone diagnostic settings are configured by:

1. Selecting **Diagnostic Settings** under **Code Blue**.
2. Check **Enable** to send **SNMP Traps**.
3. Configure your **SNMP Server** IP Address and **SNMP Server Port** to monitor the IP5000 with SNMP management software or Code Blue's Unit Programming and Diagnostics (UPD) software.

   Code Blue's UPD software utilizes port 162 by default for SNMP monitoring of the IP5000 speakerphone.

4. **AC Failure Timeout**, **PoE Failure Tmeout** and the **Microphone Test** time period are also configured in this section.
5. Once this information is entered, click **Save Changes**.



8 Using the IP5000 Speakerphone

The IP5000 speakerphone can be configured for multiple uses. The main function is to provide emergency voice communication. This is provided via pressing the red PUSH FOR HELP, EMERGENCY or EMERGENCY/EMERGENCIA button, at which time the configured script will run and the various programmed operations initiate.

The black INFO and CALL buttons are typically utilized for placing informational calls, or for acquiring dial tone and utilizing a keypad to dial, respectively. This is typically a non-emergency call and commonly utilized for directory services, student/employee parking lot escort requests, gate entry requests, parking garage entry and similar requests.

The IP5000 speakerphone Auxiliary Outputs are typically utilized for activating the LED beacon/strobe, activating a camera and/or activating centralized building/security management equipment. The normally open contact closures can be utilized to activate any device that takes a normally open input contact closure.

The IP5000 speakerphone Auxiliary Input is utilized to make an emergency call or other function when activated. It can be connected to any normally open output contact and when activated will initialize the configured script. Typical uses would be for monitoring door contacts or gate contacts for unauthorized entry, motion sensor activation for monitoring construction equipment or other large areas, and activation upon removal of life rings on piers or beaches.

8.1 In-Call Commands

The IP5000 speakerphone provides enhanced functionality through the utilization of In-Call Commands. These commands are DTMF or phone keypad entries made by the Callee. Below is a list and explanation of each command.

In-Call Command	Function	Description
1	Play Location Message	Plays the Location Recording selected in General Settings
2	Switch from Speaker to PAS Output and Mute the Mic	Transfers the audio to the PAS audio output and mutes the microphone to eliminate a feedback loop
3	Deactivate Call Timer	Deactivates the Maximum call duration timer setting in the operational script currently running
4	Activate/Deactivate Auxiliary 1	Toggle Auxiliary 1 state; activate or deactivate
5	Activate/Deactivate Auxiliary 2	Toggle Auxiliary 2 state; activate or deactivate
6	Mic Volume Up	Increase the microphone volume; used to decrease the Called Party volume
7	Mic Volume Down	Decrease the microphone volume; used to decrease the Called Party volume
8	Speaker Volume Up	Increase the speaker volume; used to increase the Calling Party volume
9	Speaker Volume Down	Decrease the speaker volume; used to decrease the Calling Party volume

9 Troubleshooting

The IP5000 speakerphone is a network device. The following are tips for troubleshooting:

Power – Ensure the power to your device is working and rated for 802.11af PoE specifications or 12-24V AC/DC rated for > 420 mA.

Ping Test – This determines connectivity and the packet loss and latency time to and from your destination, and the quality of the network connection to your IP5000. If you receive no response and power is confirmed, contact your network administrator.

DHCP – The IP5000 is setup for DHCP by default. If you cannot determine the IP address of your IP5000, contact your network administrator.

Account – Ensure your SIP or IAX2 account is set up correctly. Account username and password must match the account credentials on your VoIP system.

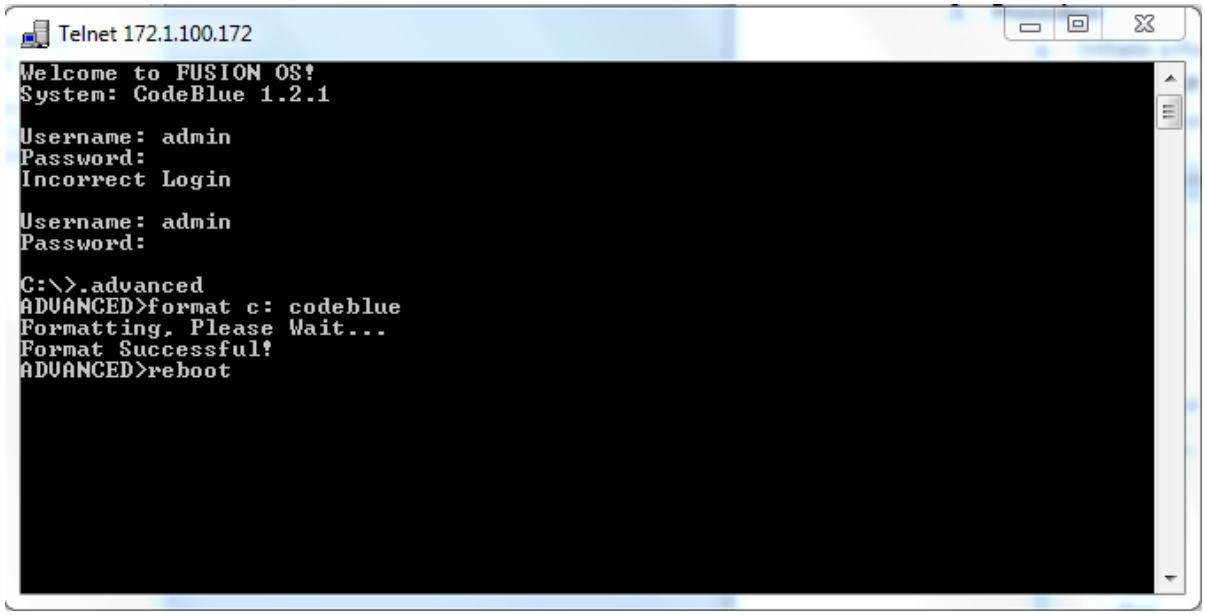
Codec – Ensure your codec settings on your VoIP system match the IP5000 codec settings.

Firewall – Firewalls commonly block or partially block VoIP calls. Check with your network administrator if you cannot communicate with your IP5000 from behind a firewall.

10 Factory Reset

The system can be reset utilizing the following actions:

- Press the reset button (see section 3.1) for five seconds and it will delete the network config files; scripts and recordings will remain.
- Press reset button (see section 3.1) for 10 seconds or more and the IP5000 file system will be formatted resetting to factory defaults.
- Using Windows Telnet
  - » Open <IP Address> <port>
  - » Enter Username: admin and Password: admin
  - » At the prompt, type .advanced
  - » At the prompt, type format c: codeblue
    After successfully formatting the phone, type reboot.



Code Blue Technical Support: 800-205-7186

11 Regulatory and Warranty

Regulatory

The IP5000 speakerphone conforms to the following list of directives and product safety standards as applicable:

EU: EN 55022:2006+A1:2007
EN 55024:1998+A1:2001+A2:2003
EN 61000-4-2:1995
EN 61000-4-3:2006+A1:2008
EN 61000-4-4:2004
EN 61000-4-5:2006
EN 61000-4-6:2007
EN 61000-4-8:1993+A1:2001
EN 61000-4-11:2004
EN 61000-3-2:2006+A1:2007
EN 61000-3-3:2008

USA: CFR 47, Part 15
CANADA: ICES-003e

Warranty

Code Blue Corporation provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Code Blue's standard warranty language, as well as information regarding support for this product, while under warranty, is available at **www.codeblue.com.**

Notice : Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

12 Technical Services and Support

For additional support, please contact Code Blue's Technical Services and Support Staff at **tss@codeblue.com** or **(616) 392-8296, Opt 3.**

8 a.m. to 6 p.m. Monday through Thursday and 8 a.m. to 5 p.m. Friday Eastern Time