

Operating Manual

Access Panel



12 AP 701	12 AP 701H
36 AP 701	36 AP 701H
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84 AP 701	84 AP 701H
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1 About this Operating Manual

1.1 Intended Use

This operating manual is about the *Access Panel*, the IP desktop intercom station from INDUSTRONIC. Among other things, you will find information on:

- Transport and Installation
- Commissioning
- General operation
- Maintenance
- Troubleshooting
- Decommissioning and Storage
- Disposal

Thoroughly read all chapters and always observe the safety messages specified in this manual. Disregarding them can cause severe injuries or substantial property damage.

INDUSTRONIC assumes no liability for any injury or property damage resulting from non-observance of this operating manual.

1.2 Target Group

This operating manual is intended for all users who have to commission, to maintain, or to troubleshoot the IP desktop intercom station *Access Panel* from INDUSTRONIC.

1.3 Validity

This operating manual is valid for the following devices:

Type	Article No.
12 AP 701	302-051-000
36 AP 701	302-051-100
60 AP 701	302-051-200
84 AP 701	302-051-300
108 AP 701	302-051-400
12 AP 701H	302-051-500
36 AP 701H	302-051-600
60 AP 701H	302-051-700
84 AP 701H	302-051-800

Type	Article No.
108 AP 701H	302-051-900

Table 1-1: Document validity

Refer to the type plate for the 9-digit article number (see chapter 4.1.4 "Type Plate", page 14).

✎ For further information on the different product types and expandability, refer to chapter 4.5 "Product Types and Accessories", page 26.

1.4 Other Applicable Documents

As the key assignment for each IP desktop intercom station may vary due to different customer or project requirements, observe the project-specific functional description and the functional description of the respective IP desktop intercom station. These documents contain the individual key assignments.

1.5 Storage

This operating manual is part of the product and must be available on site throughout the life cycle of the product.

1.6 Copyright

All information contained in this operating manual as well as product pictures, drawings, technical descriptions shall remain the property of INDUSTRONIC and must not be reproduced without written permission.

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2 Symbols and Typographic Rules

2.1 Typographic Rules

The following typographic rules and formatting are used in this operating manual:

■	Indicates a pre-condition that needs to be fulfilled in order to successfully perform the following actions.
1. Start ...	The number at the beginning of a line indicates an action step. Carry out these action steps in the order specified.
▶	Indicates intermediate results of an action.
✓	Indicates results of an action.
•	Indicates bulleted lists.
↪	Indicates references to other useful chapters.
<i>Italic</i>	Italic type indicates texts or display buttons appearing on the touch display. Submenus are separated by arrows „>“.
Courier New	Bold type in Courier New indicates text to be entered as part of a command.
	Indicates additional notes.

Table 2-1: Typographic rules used in this operating manual

2.2 Wording

The following wording is used for the description of how to operate the touch display:

Tap with your finger	Briefly touch the display with your finger (similar to pressing a mechanical key). E.g.: "Tap on <i>Volume Settings</i> ."
Tap and hold	Touch the display with your finger and hold it down (similar to pressing and holding down a mechanical key). E.g.: "To move the slider, tap the dark blue circle with your finger and drag it to the desired position."

2.3 Structure of Safety Messages

Safety messages are separated from the rest of the text with a dividing line above and below. They show a warning symbol in combination with a signal word which indicates the severity of the danger.

The type, the source and the location of danger is stated below the signal word. Read on to learn about potential consequences when disregarding the danger, followed by a detailed description of the danger source. Also find out about measures you can take to avert the danger.

The safety message definitions are as follows:



DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION

Indicates a hazardous situation which, if not avoided, may result in minor or moderate injury.

CAUTION (without warning symbol)

Indicates a potentially hazardous situation which, if not avoided, may result in property damage.

3 For Your Safety

3.1 Sources of Danger and Safety Measures

The device has been designed according to the latest state of the art and complies with the applicable safety regulations. Nevertheless, the user or third parties can be exposed to function-related dangers for life and limb during operation, or the device and other material assets can be damaged.

In this chapter, we mention safety measures which can be considered as general guidelines when handling the device.

General Information

- Before using the device, thoroughly and fully read this operating manual.
- Observe all safety messages. Disregarding them can cause fires, electric shocks, or other injuries, or the device and other material assets can be damaged.
- Keep this operational manual in a safe place for future reference. It must always be available and accessible for all users on site, where the device is being used.
- Any type of damage to the device affecting safety must be immediately repaired by qualified staff.
- Do not continue to use the device or its equipment when damaged.

Explosion Protection

Explosive gases and combustible dusts might ignite outside or inside of the device causing severe explosions and fires.

- Do not use the device in potentially explosive areas.

Electronic Components

In the inside of the device there are sensitive electronic components and a dangerously high voltage is applied. Touching live parts or coming into contact with liquids can lead to electric shocks and/or fires or can cause a short circuit.

- Do not open or remove the housing.
- Do not insert objects through or into the apertures and the electric contacts of the device, as they could touch points where dangerous voltages are applied.
- Do not drop the device. Do not break it violently, perforate it, take it apart and do not bend it.
- Ensure that no liquid penetrates into the device. If, however, liquid enters the device, get the device checked by qualified staff.
- Do not expose the device to moisture or rain and do never dip it into water or other liquids.

Electric Supply

The device can be connected to the electrical mains on the back. Inappropriate connectors can cause a short circuit and damage the device.

- Do only use appropriate DC plugs (also see chapter 4.1.3 "Technical Data", page 13).
- Only connect device to appropriate power sources (see chapter 4.1.3 "Technical Data", page 13 and 4.1.4 "Type Plate", page 14).
- Do not insert plugs forcefully. Check the DC power jack for impurities. If you cannot connect the DC plug easily, it probably does not match the DC power jack. Ensure that the DC plug matches the DC power jack and that you have properly aligned the plug to the input jack.
- Never kink, jam, or run over cables. They could be damaged.
- Ensure that the cables do not come into contact with heat sources. They could be damaged.
- Do always pull the cable end out the jack, do not pull from the middle of the cable.
- Do never carry the device using the cables or the gooseneck microphone.
- Do never clean electric connections with water or other liquids.

Operating Location

Using the device at an inappropriate operating location can cause fires or electric shocks. Too low or too high temperatures could temporarily affect the operation.

- Do not use the device under operating conditions which differ from the conditions described in this operational manual (see chapter 4.1.1 "Intended Use", page 12 and chapter 4.1.3 "Technical Data", page 13).
- Neither expose the device to rain nor humidity.
- Do not install the device in immediate vicinity of heat sources such as furnaces or other appliances producing heat.

Mounting, Maintenance, and Repair

Mounting, technical maintenance and repair work on the device can provoke unpredictable dangers.

- Isolate the device prior to carrying out mounting, technical maintenance and repair work on the device.
- When opening or removing the housing, you might be exposed to dangerous voltages or other risks. Only qualified staff is allowed to carry out mounting, maintenance, and repair work on the device.

**Accessories and
Spare Parts**

Unauthorized accessories, and spare parts can cause fires or electrical shocks as well as affect the correct operation of the device.

- Do only use accessories and spare parts authorized by INDUSTRONIC.
- Thoroughly read and always observe the safety messages and the technical data of accessories and spare parts.

Cleaning

- Only clean the device using a dry or slightly damp cloth. Do not use detergents or other liquids.

3.2 Conformity



The CE marking indicates that the device fulfills the essential requirements of the relevant directives.

- EMC directive (IEC/EN 61000-6-2 and IEC/EN 61000-6-4)
- Microphone monitoring acc. to DIN EN 60849
- RoHS directive (2002/95/EG)

4 Product Description

4.1 Details on the Product

4.1.1 Intended Use

The *Access Panel*, the IP desktop intercom station from INDUSTRONIC, has been designed according to the latest state of the art and complies with the applicable safety regulations. Nevertheless, it can pose hazards for users or third parties who do not use it properly or as intended. The device and other material assets can also be affected.

The *Access Panel*, the IP desktop intercom station, is intended for:

- Industrial communication (duplex and/or half-duplex)
- Propagation of voice messages,
- Triggering of alarms,
- Activation of control lines and/or control signals.

The functions of the IP desktop intercom station depend on the functions of the central exchange unit.

Only use the *Access Panel*, the IP desktop intercom station, indoors with an operating temperature range from -10 °C to +50 °C (14 °F to 122 °F) and a maximum humidity of 95 %.

The *Access Panel*, the IP desktop intercom station; can only be used together with INDUSTRONIC's INTRON-D *plus* communication system.

You are not permitted to use the *Access Panels* for other purposes. The warranty claim expires if the device is being used for any other purpose as well as in case of unauthorized modifications also when carried out during mounting and installation.

Intended use also includes observing the operational manual, the safety messages as well as all other applicable documents.

4.1.2 Non-intended Use

The *Access Panel*, the IP desktop intercom station must not be used in potentially explosive environments and never be exposed to operating conditions which differ from those described in this operational manual (see chapter 4.1.3 "Technical Data", page 13).

4.1.3 Technical Data

Mechanical Data	
Width x height x depth	267 mm x 80 mm x 242 mm (10 1/2" x 3 1/4" x 9 1/2")
Weight	Approx. 2.5 kg (approx. 5.51 lb)
Color	RAL 9011 (graphite black)

Electrical Data	
Power supply	PoE according to 802.3af, 15 W or external power supply (42 VDC to 57 VDC , 0.3 A at 48 V)
Typical power consumption	6 W
Amplifier output	2 x 0.75 W
Frequency range	200 Hz to 16 kHz
Loudspeaker	2 x 8 W / 8 Ohm
Touch display	17.78 cm (7"), 800 x 480 pixels, resistive

Interfaces	
1 x RJ45 port 10/100 Mbit/s (LAN + PoE)	
1 x DC power jack (external power supply)	
1 x 9-pin sub-D female connector to connect an external I/O unit with potential-free inputs and outputs or a booster amplifier	
1 x Mini USB service port	

Network Requirements	
Power over Ethernet (PoE) recommended	
IPv4 network	
Support of UDP, SCTP, RTP and RCTP protocols	
Quality of Service (QoS)	
Ideal latency value: <20 ms (max. 50 ms)	
Jitter: max. 10 ms	
10Base-T/100Base-TX Ethernet (IEEE 802.3), 100 MBit/s recommended	
200 kBit/s basic bandwidth and 200 kBit/s per active audio channel	

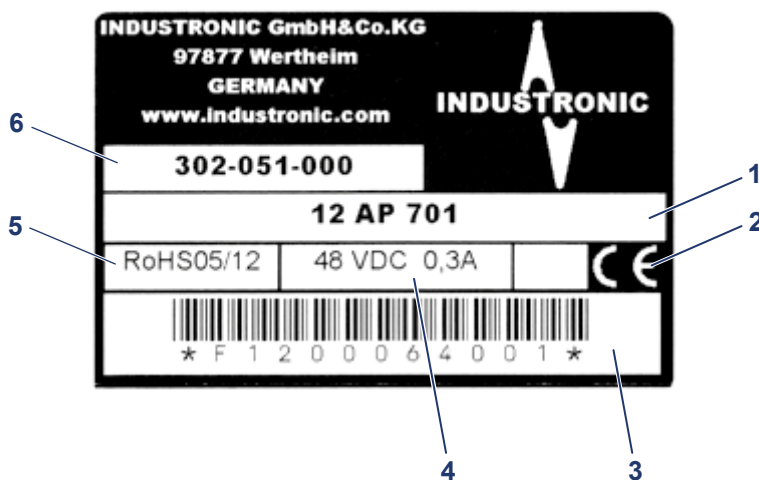
Environmental Requirements and Standards

Ambient temperature during operation	-10 °C to +50 °C (14 °F to 122 °F)
Relative humidity (non-condensing)	Max. 95 %
Degree of protection	IP41
EMC	IEC / EN 61000-6-2 IEC / EN 61000-6-4
Microphone monitoring according to	DIN EN 60849

↪ For further information on the interfaces, refer to chapter 4.4.2 "Back Side", page 18.

4.1.4 Type Plate

Each device has a type plate which can be found on the bottom of the device (see chapter 4.4.3 "Bottom Side", page 19). It contains the following information:



1 Product description	4 Maximum permitted supply voltage
2 CE marking	5 RoHS marking
3 Barcode with serial number	6 Article no.

4.2 Scope of Supply

Check the scope of supply for completeness. In case of any deviations, contact the manufacturer.

The scope of supply includes:

- 1 x Access Panel (12 AP 701 series)
- 1 x patch cable
- 1 x Quick Start Guide

4.3 Specification

The *Access Panel*, the IP desktop intercom station from INDUSTRONIC has been designed for use in control stations, measuring stations, or control rooms. The compact design integrates a color touch display with easy-to-use menu and dial keypad as well as mechanical keys with multi-color status indication.

Among other things, functions such as the caller identification or messages are displayed on the touch display. The device status is signaled via LEDs.

An integrated web interface can be accessed independently from the central exchange unit. It can be used to display fault and error messages or to update the system software.

Power can be supplied via PoE or an external power supply unit.

The basic configuration of the IP desktop intercom station provides one display layer with up to 31 display buttons which can be individually configured. To implement more complex communication solutions, you can easily upgrade the touch display to 6 display layers with up to 125 display buttons or 10 display layers with up to 205 display buttons.

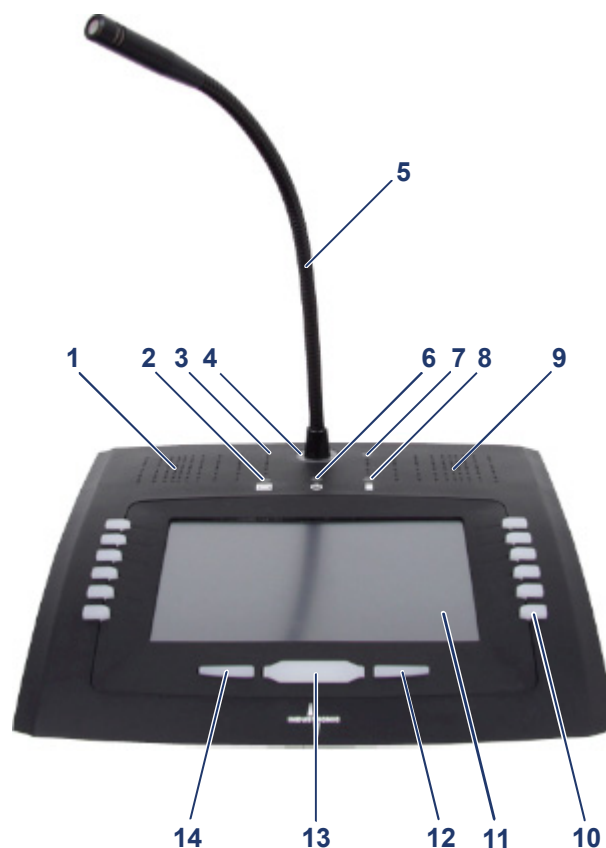
The modular design of the IP desktop intercom station allows for further flexibility: You can connect a handset and up to 4 additional keypads.

↳ For further information on the different product types and expandability, refer to chapter 4.5 "Product Types and Accessories", page 26.

↳ For further information on the use of the touch display, refer to chapter 4.4.4 "Touch Display", page 19.

4.4 Device Overview

4.4.1 Front Side



- | | |
|---|--|
| 1 | Left loudspeaker |
| 2 | Device status LED 
<i>Green light:</i> no device error
<i>Yellow light:</i> device error |
| 3 | Additional microphone |
| 4 | Microphone illuminated ring
<i>Off:</i> microphone is inactive
<i>Green light:</i> microphone is active
<i>Yellow blinking:</i> Microphone failed |
| 5 | Gooseneck microphone |
| 6 | Operating voltage LED 
<i>Off:</i> no operating voltage applied, device is out of operation
<i>Green light:</i> operating voltage applied, device is in operation |
| 7 | Light sensor |

8 System status LED

The indication can be configured according to customer and project-specific requirements.

Example:

Green light: no error in the central exchange unit, central exchange unit is in operation

Yellow light: Error in the central exchange unit

9 Right loudspeaker

10 Mechanical keys

11 Touch display

12 Clear or Cancel function button

13 Speak, Answer, Activate, Confirm function button (depending on the context and function)

14 Function button to invoke the dial keypad or to return to the previous view



The indicators and the colors described above correspond to the INDUSTRONIC standard. They may vary depending on customer or project requirements.

For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

4.4.2 Back Side



15 DC power jack for external power supply (PWR)

16 Ethernet port (LAN 1)

17 9-pin sub-D female connector to connect an external I/O unit (potential-free inputs and outputs) or a booster amplifier (AUX)

18 Reset button (RST)

The reset button is used to reboot the intercom station if the touch display or the integrated web interface does not respond.

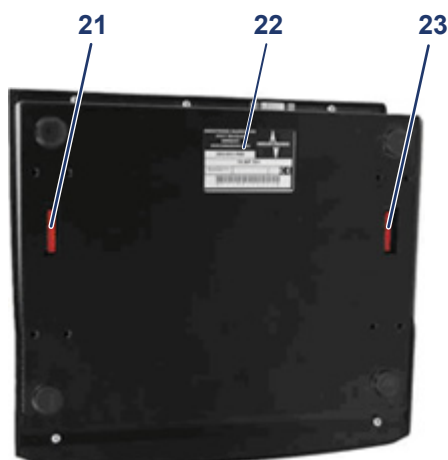
Before using the reset button, try to reboot the IP desktop intercom station via the touch display (see chapter 7.15, page 61) or via the web interface (see chapter 8.9, page 72).

👉 For further information on the use of the reset button, refer to chapter 7.15 "Restarting/Rebooting the IP Desktop Intercom Station", page 61.

19 Mini USB service port (SVC)

20 Has currently no function during operation (PRG)

4.4.3 Bottom Side



- | | |
|-----------|--|
| 21 | Flat ribbon cable connector for additional keypad
(covered by the cover plate when delivered) |
| 22 | Type plate |
| 23 | Flat ribbon cable connector for handset
(covered by the cover plate when delivered) |

4.4.4 Touch Display

The integrated touch display responds to pressure. As it is no multi-touch display, it responds only to one touch at a time. You cannot "zoom into" or "zoom out" of a certain area.

Among other things, it is used

- To initiate functions programmed on the display buttons (e.g. trigger an alarm, make a voice announcement, establish a call to another subscriber, etc.),
- To navigate through the menu,
- To define device settings and,
- To display information.

Figure 4-1 shows an exemplary key assignment on the touch display in normal operation.

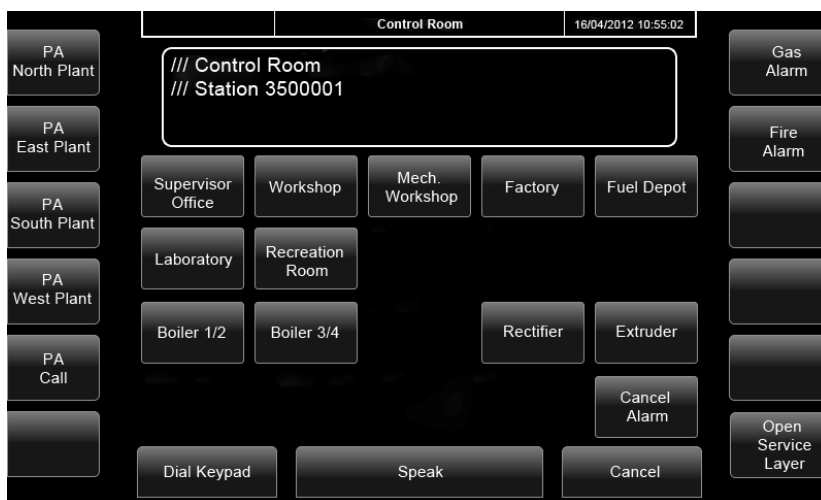
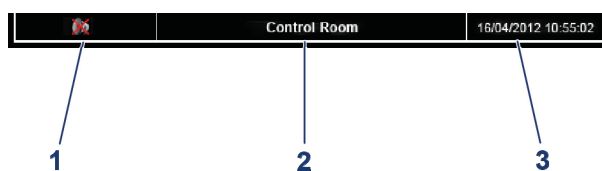


Figure 4-1: Touch display with exemplary key assignment

Status Bar

The status bar is located at the top of the screen.



- 1 Indication of different icons (see chapter 4.4.5 "Indicators and Signaling", page 23)
- 2 Name of the IP desktop intercom station
- 3 Date and Time
Are automatically adopted from the central exchange unit.
You can manually set date and time via the integrated web interface (see chapter 8.6 "Setting Date and Time", page 70).

Text Field

Below the status bar there is a text field which shows different information depending on the function, e.g. name and ID of your own IP desktop intercom station (Figure 4-2, preceded by "///") or of the calling subscriber (Figure 4-3, preceded by "///").



Figure 4-2: Text field (displays the number and the ID of your own IP desktop intercom station)



Figure 4-3: Text field (displays the calling subscriber)

Display Buttons

There are display buttons arranged on the touch display. They are framed by thin and light lines with rounded corners.



Figure 4-4: Display buttons (example without labeling)

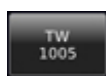


Figure 4-5

They are labeled with a project-specific and function-specific text which indicates the corresponding function (Figure 4-5). In some cases, the color changes after touching a display button to indicate a status change.

In the most views, the three display buttons on the bottom of the touch display are assigned as follows:



- | | |
|---|--|
| 1 | Key to invoke the dial keypad or to return to the previous view |
| 2 | Speak, Answer, Activate, Confirm function button (depending on the context and function) |
| 3 | Clear or Cancel function button |

CAUTION

Property damage

If sharp objects or objects with rough surfaces come into contact with the touch display, it will be damaged.

- Do not use sharp objects or objects with rough surfaces on the touch display.

Using the Touch Display

Use your finger to operate the touch display. Tap the desired display button to select an action or a function. For some actions and functions, you have to tap the display button with your finger and hold it for a short time in order to activate them (also see chapter 4.4.7 "Key Modes", page 25). The indication on the touch display then changes depending on the function activated.



Sliders are used in some views, e.g. to control the volume. Use  and  to gradually adjust your settings. As an alternative, move the slider by tapping the dark blue circle with your finger and drag it to the desired position.



To ensure that the touch display works properly, always keep your fingers as well as the surface of the touch display clean and dry (see chapter 9 "Cleaning", page 74).



It depends on the customer and project requirements which display button activates which function. For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit. Only a few display buttons are always located at the same position (see chapter 4.5.2 "Touch Display Templates", page 27).

4.4.5 Indicators and Signaling

LEDs on the Front of the Device

The LEDs on the front of the device indicate the following information:



The indication of the LEDs on the front of the device may vary depending on customer and project requirements. For further information, refer to the relevant functional description supplied with the system documentation of the communication system.

Icon	Indication
	Device status LED <i>Green light</i> : no device error <i>Yellow light</i> : device error
	<i>Off</i> : no operating voltage applied, device is out of operation <i>Green light</i> : operating voltage applied, device is in operation
	The indication can be configured according to customer and project-specific requirements. Example: <i>Green light</i> : no error in the central exchange unit, central exchange unit is in operation <i>Yellow light</i> : Error in the central exchange unit
Microphone illuminated ring	<i>Off</i> : microphone is inactive <i>Green light</i> : microphone is active <i>Yellow blinking</i> : Microphone failed

Table 4-1: Indicators on front of the device

Icons on the Touch Display

The icons on the status bar at the top of the touch display indicate the following information:

Icons	Description
	Indicates that the loudspeaker is off.

Table 4-2: Icons on the touch display

Indication on the Display Buttons

The display buttons indicate different states (e.g. an incoming call or a busy subscriber) on the basis of different colors and blinking sequences. As they may vary due to different customer and project requirements, here is only a list of potential values.



For further information on the customer and project-specific meaning of the indication, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

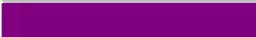
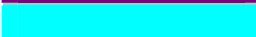
Available Colors	
	Green
	Purple
	Cyan
	Blue
	Red
	Magenta
	Yellow

Table 4-3: Colors on the display buttons

Available Blinking Sequences
Off
Continuous light
250 ms on/250 ms off
500 ms on/500 ms off
900 ms on/100 ms off

Figure 4-6: Blinking sequences on the display buttons

4.4.6 Mechanical Keys and Function Keys

Using the mechanical keys on the left and the right of the touch display, you can initiate the same functions as with the corresponding display buttons.

Using the function keys below the touch display, you can initiate the same functions as with the corresponding display buttons. Depending on the context, they have different functions.

The mechanical keys and function keys are preferably used to quickly initiate a certain function without having to look at the touch display.

↳ For further information on the mechanical keys and functions keys, refer to chapter 4.4.1 "Front", page 16, item 10 to 14.

↳ It depends on the customer and project requirements which key activates which function. For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

Only a few display buttons are always located at the same position (see chapter 4.5.2 "Touch Display Templates", page 27).

4.4.7 Key Modes

Trigger

The display buttons and mechanical keys on the device can initiate functions in two different ways.

Toggle

In the *Toggle* key mode, the function is activated after tapping/pressing the key once. By tapping/pressing the key again, the function is disabled.

↳ It depends on the customer and project requirements which key mode activates which function. For further information, refer to the relevant functional description supplied with the system documentation of the communication system.

4.4.8 Web Interface

Invoke the integrated web interface and define settings via a standard web browser installed on a PC.

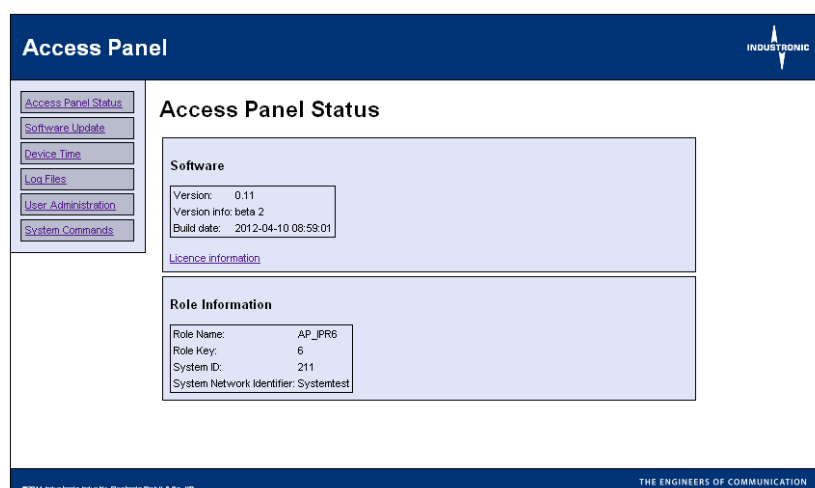


Figure 4-7: User interface of the web interface

↳ For further information on the web interface, refer to chapter 8 "Using the Web Interface", page 64.

4.5 Product Types and Accessories

4.5.1 Product Types

The IP desktop intercom station is expandable by up to 4 additional keypads and a handset. Thus a total of 108 mechanical keys is possible.



Figure 4-8: Product type 108 AP 701H (maximum expandability)

Type	Article No.	Handset	Basic Device	Additional Keypad
12 AP 701	302-051-000		x	
36 AP 701	302-051-100		x	1
60 AP 701	302-051-200		x	2
84 AP 701	302-051-300		x	3
108 AP 701	302-051-400		x	4
12 AP 701H	302-051-500	x	x	
36 AP 701H	302-051-600	x	x	1
60 AP 701H	302-051-700	x	x	2
84 AP 701H	302-051-800	x	x	3
108 AP 701H	302-051-900	x	x	4

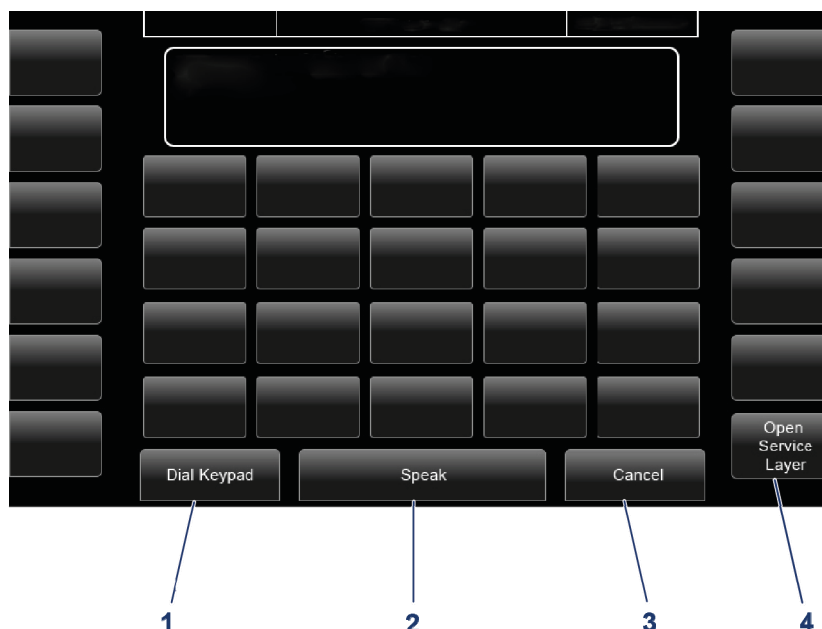
Table 4-4: Type overview

↪ For further information on the handset and the additional keypads, refer to chapter 4.5.3 "Accessories", page 30.

4.5.2 Touch Display Templates

In addition to the 10 product types, there are 4 different templates available to expand the number of buttons on the touch display.

On template 1 to 3, the display buttons are assigned as follows:



- | | |
|---|--|
| 1 | Key to invoke the dial keypad or to return to the previous view |
| 2 | Speak, Answer, Activate, Confirm function button (depending on the context and function) |
| 3 | Clear or Cancel function button |
| 4 | Button to open the Settings Layer |

👉 For further information on the Settings Layer, refer to chapter 7.1.12 "Settings Layer", page 53.

Template 1 (Standard) Template 1 is available on the IP desktop intercom station by default. It consists of up to 31 freely programmable display buttons. The functions programmed on the 6 left and 6 right display buttons as well as on the 3 bottom display buttons can also be initiated with the corresponding mechanical keys.

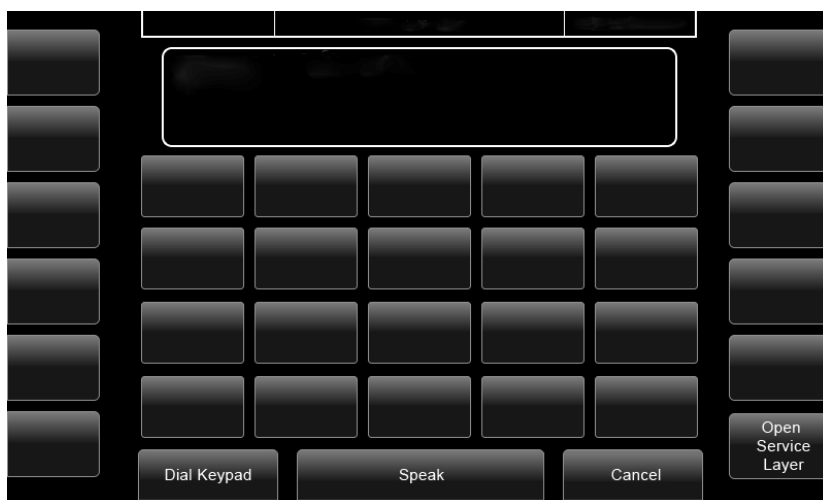


Figure 4-9: Template 1

Template 2

Template 2 provides a maximum of 6 display layers with a maximum of 125 freely programmable display buttons. The 6 left display buttons are used to select the layers and the 5 right buttons are used for pre-defined destinations or functions. These functions can also be initiated with the corresponding mechanical keys.

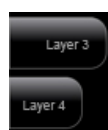


Figure 4-10

A selected layer is indicated with a bigger display button, such as displayed in Figure 4-11 on the upper left corner and in Figure 4-10. The touch display layout changes depending on the layer selected. Each layer can consist of different display buttons, but only one layer can be displayed at a time.



Figure 4-11: Template 2

Template 3

Template 3 provides a maximum of 10 display layers with up to 205 freely programmable display buttons.

The 5 upper display buttons on the left are used to select layers and the last button on the left is used to change from the layers 1 to 5 to the layers 6 to 10 and vice versa (in Figure 4-13 *Changing Layers*). These functions can also be initiated with the corresponding mechanical keys.



Figure 4-12

A selected layer is indicated with a bigger display button. The layers that are still available are highlighted in gray and are indicated with a two-layer display button, such as displayed in Figure 4-13 on the upper left corner and in Figure 4-12. Each layer can have different display buttons. Only one layer can be displayed at a time.



Figure 4-13: Template 3

Template 4

Template 4 provides a maximum of 10 display layers with a maximum of 250 freely programmable display buttons. These can be individually customized, e.g. key size, shape, and color.

Template Overview

Template	Display Layers	Display Buttons	Article No.
1 (Standard)	1	Max. 31	(Standard)
2	Max. 6	Max. 125	100-740-800
3	Max. 10	Max. 205	100-740-801
4	Max. 10	Max. 250	100-740-802

Table 4-5: Touch display templates

4.5.3 Accessories

Handset



Type	1 APH 01
Article number	302-050-200
Width x height x depth	86 mm x 98 mm x 242 mm (3 1/2" x 3 3/4" x 9 1/2")
Weight	Approx. 0.8 kg (approx. 1.76 lb)
Color	RAL 9011 (graphite black)

Additional Keypad



Type	24 APK 01
Article number	302-050-000
Width x height x depth	86 mm x 80 mm x 242 mm (3 1/2" x 3 1/4" x 9 1/2")
Weight	Approx. 0.7 kg (approx. 1.54 lb)
Color	RAL 9011 (graphite black)

👉 For further information on the handset and the additional keypads, refer to the corresponding data sheets.

5 Transport and Installation

5.1 Safety



WARNING

Risk of explosion

Explosive gases and combustible dusts might ignite outside or inside of the device causing severe explosions and fires.

- Do not use the device in potentially explosive areas.



WARNING

Risk of fire, electric shock, or short-circuit

Using the device at an inappropriate operating location can cause fires, electric shocks, or short circuits.

- Do not operate the device in a location with high humidity.
- Do not expose the device to rain.



WARNING

Electrical hazard

Coming into contact with live parts can cause injury.

- Only qualified staff is allowed to carry out installation work.
- Isolate the device prior to carrying out any installation work.

CAUTION

Damage to the device

Wrong environmental conditions (e.g. too low or too high temperatures) can affect the correct operation of the device and damage it.

- Do not use the device under operating conditions which differ from the conditions described in this operational manual (see chapter 4.1.3 “Technical Data”, page 13).
- Do not install the device in immediate vicinity of heat sources such as furnaces or other appliances producing heat.

5.2 Requirements of the Installation Site

The installation site must comply with the operating conditions.

The installation surface must be level and sufficiently stable to be able to bear the weight of the device.

Do not expose the device to direct sunlight as it may affect the visibility of the key labeling and the indication.

↪ For further information on the operating conditions and technical data, refer to chapter 4.1.3 “Technical Data”, page 13.

5.3 Dimensions

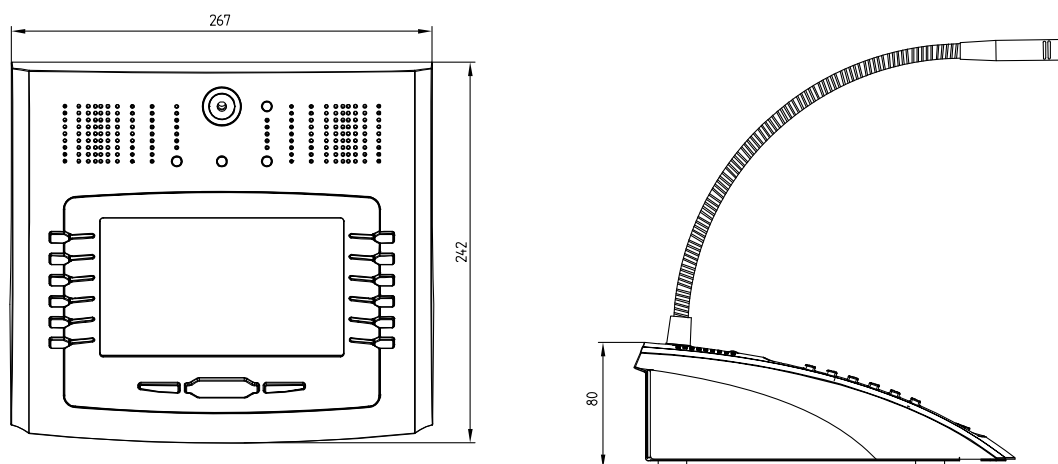


Figure 5-1: Dimensional drawing

5.4 Minimum Clearances

Leave at least a clearance of 10 cm at all sides of the device so that air can circulate freely and to avoid a heat accumulation.

Ensure adequate clearance at the back of the device to prevent the cables from being bent.

5.5 Installing the IP Desktop Intercom Station

CAUTION

Damage to the device

Improper transport and unpacking can damage the device.

- Always transport the device with packaging.
- Carefully unpack the device.

1. Transport the IP desktop intercom station to an appropriate installation site.
2. Unpack the IP desktop intercom station and check the contents of the packaging for completeness (see chapter 4.2 "Scope of Supply", page 15).



If the consignment is incomplete, or if you detect a shipping damage, contact INDUSTRONIC.

3. Place the IP desktop intercom station on a level, sufficiently stable and non-slip surface.

5.6 Mounting of Accessories

5.6.1 Mounting the Additional Keypad to the IP Desktop Intercom Station

Additional keypads can only be mounted to the right side of the IP desktop intercom station.

You can connect up to 4 additional keypads next to each other (see also chapter 4.5 "Product Types and Accessories", page 26).

Tools
required:

- Phillips head screwdriver

Materials:

- Flat ribbon cable (supplied together with the additional keypad)
- Connecting plate and suitable screws (supplied together with the additional keypad)
- Cover plate (located on the bottom side of the IP desktop intercom station)

To connect an additional keypad to the IP desktop intercom station, proceed as follows:

1.  **WARNING** Electrical hazard Isolate the IP desktop intercom station from power supply.
2. Place an appropriate protective layer between the device and the work surface to protect the devices.

3. Place the devices next to each other on the work surface so that the bottom sides face upwards. Ensure that the gooseneck microphone protrudes over the edge of the work surface (Figure 5-2).

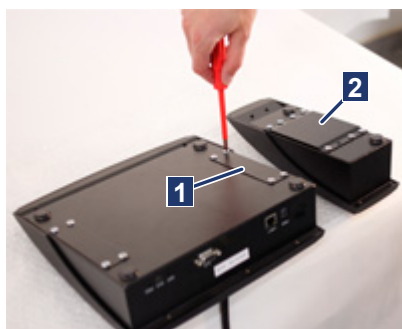


Figure 5-2: Unscrew the cover plate and the connecting plate

4. Unscrew the right cover plate of the IP desktop intercom station (Figure 5-2/1).
5. Unscrew the connecting plate of the additional keypad (Figure 5-2/2).
6. Line up the devices.

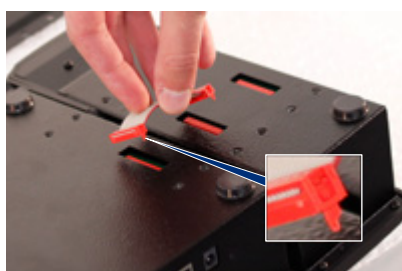


Figure 5-3: Insert the flat ribbon cable

7. Insert the flat ribbon cable into both connectors until firmly seated. Ensure that the nose of the flat ribbon cable faces the back of the device (Figure 5-3).

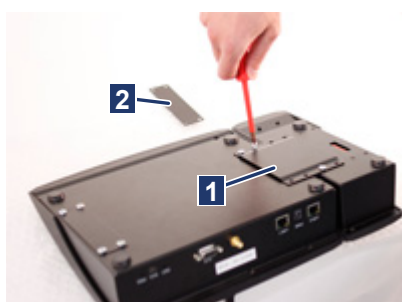


Figure 5-4: Screw the devices together

8. Cover the flat ribbon cable with the connecting plate and screw the devices together (Figure 5-4/1).
9. Cover the open flat ribbon cable connector of the additional keypad with the remaining cover plate and screw it tight (Figure 5-4/2).
10. Turn the devices.
 - ✓ The additional keypad is mounted.

5.6.2 Mounting the Handset to the IP Desktop Intercom Station

The handset can only be mounted to the left side of the IP desktop intercom station (see also chapter 4.5 "Product Types and Accessories", page 26).

Tools
required:

- Phillips head screwdriver

Materials:

- Flat ribbon cable (supplied together with the handset)
- Connecting plate and suitable screws (supplied together with the additional handset)
- Cover plate (located on the bottom side of the IP desktop intercom station)

To connect a handset to the IP desktop intercom station, proceed as follows:

1.  **WARNING** Electrical hazard Isolate the IP desktop intercom station from power supply.
2. Place an appropriate protective layer between the device and the work surface to protect the devices.
3. Place the devices next to each other on the work surface so that the bottom sides face upwards. Ensure that the gooseneck microphone protrudes over the edge of the work surface.
4. Unscrew the left cover plate of the IP desktop intercom station (Figure 5-5).
5. Line up the devices.



Figure 5-5: Unscrew the cover plate



Figure 5-6: Insert the flat ribbon cable

6. Insert the flat ribbon cable into both connectors until firmly seated. Ensure that the nose of the flat ribbon cable faces the back of the device (Figure 5-6).



Figure 5-7: Screw the devices together

7. Cover the flat ribbon cable with the connecting plate and screw the devices together (Figure 5-7).
8. Turn the devices.
 - ✓ The handset is mounted.

6 Commissioning

6.1 Safety

CAUTION

Damage to the device

Inappropriate power supply units or patch cables can cause short circuits and can damage the device.

- Do only use appropriate power supply units and cables (also see chapter 4.1.3 “Technical Data”, page 13).
 - Do never use force when inserting a plug.
-

CAUTION

Damage to the device

If sharp objects or objects with rough surfaces come into contact with the touch display, it will be damaged.

- Do not use sharp objects or objects with rough surfaces on the touch display.
-

6.2 Connecting the IP Desktop Intercom Station to Power Supply

CAUTION

Damage to the device

The device may be damaged when connecting a supply voltage higher than defined in the permitted range.

- Do not exceed the supply voltage of 57 VDC upon connection or during operation.
-

To connect the IP desktop intercom station to power supply and to turn it on, proceed as follows:

1. *Without PoE:* Plug a suitable DC plug (not included in the scope of supply) into the DC power jack *PWR* on the back of the device and plug the power adapter into a socket.
Then, insert the incoming patch cable into the Ethernet port *LAN 1*.
With PoE: Insert the patch cable into the Ethernet port *LAN 1*.

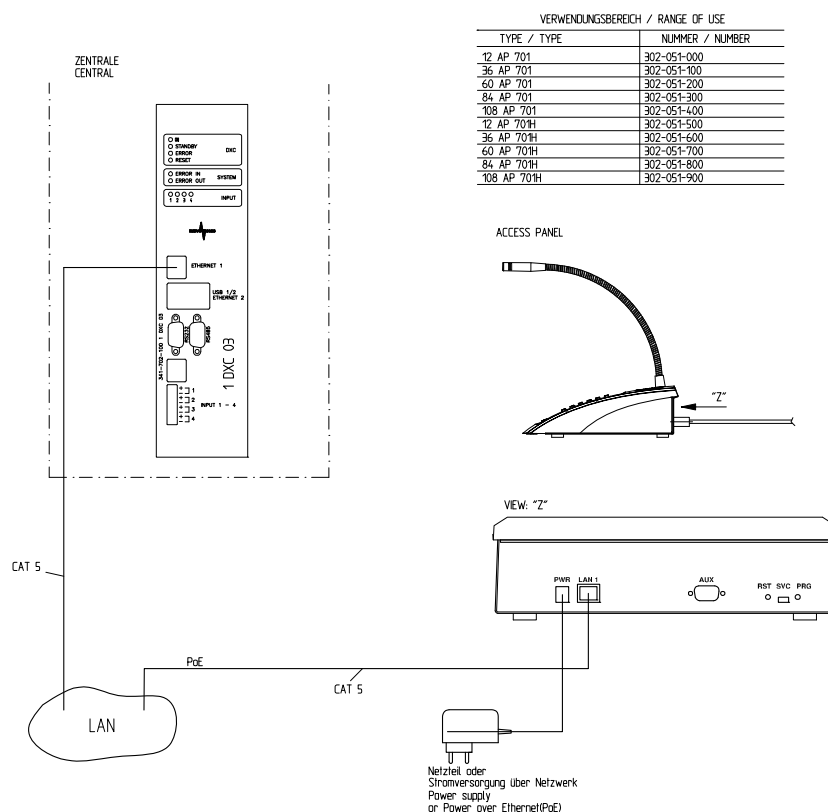


Figure 6-1: Power-over-Ethernet (PoE) connection diagram

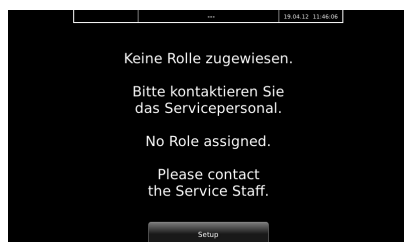


Figure 6-2: Setup screen

- ▶ The IP desktop intercom station boots. Operating voltage LED  shows a green light.
 - ▶ After approx. 20 seconds, the *Setup* screen (Figure 6-2) appears.
2. Tap on *Setup*.
 - ▶ The *Main Setup* menu appears.
 3. Define your network settings (see chapter 6.3, page 39).
 4. Define your server settings (see chapter 6.4, page 40).
 5. Assign a role to your IP desktop intercom station within the network (see chapter 6.5, page 41).
 - ✓ The IP desktop intercom station is connected to power supply and turned on.

6.3 Defining Network Settings

You can automatically retrieve the IP address of the device from the network via DHCP (default) or set it manually.

The following pre-conditions must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.1.2 "*Main Setup Menu*", page 44).
- You know the network data required such as the IP address if you want to manually define your network settings.

Automatically Retrieving Network Settings (Default)

To automatically retrieve network settings via DHCP, proceed as follows:

1. Tap on *Network Setup* in the *Main Setup* menu.
2. Tap on *Ethernet Interface 1*.
3. Ensure that the *DHCP enabled* check box is activated.
4. To confirm your settings tap on *Accept*.
 - ▶ The *Network Setup* menu appears again.
5. Assign a role to your IP desktop intercom station within the network (see chapter 6.5, page 41).
 - ✓ The IP desktop intercom station automatically retrieves its own IP address from the network.

Manually Defining Network Settings

To manually define network settings, proceed as follows:

1. Tap on *Network Setup* in the *Main Setup* menu.
2. Tap on *Ethernet Interface 1*.
3. Ensure that the *DHCP enabled* check box is deactivated.
4. Tap the display buttons next to *IP Address*, *Netmask* and *Default Gateway* one by one and enter your desired data using the keypad.
5. To confirm your settings tap on *Accept*.
 - ▶ The *Network Setup* menu appears again.
6. Assign a role to your IP desktop intercom station within the network (see chapter 6.5, page 41).
 - ✓ You manually defined the network settings for the IP desktop intercom station.

↪ For further information on the individual menus, refer to chapter 7.1.6 "*Network Setup Menu*", page 46.

6.4 Defining the Settings for the Connection of the Central Exchange Unit

You can either automatically retrieve (default) network data to connect the central exchange unit or manually define them.



It is only possible to automatically retrieve the IP address of the central exchange unit if the IP desktop intercom station and the central exchange unit belong to the same IP subnet.

The following pre-conditions must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.1.2 "*Main Setup Menu*", page 44).
- You know the network data required such as the IP address of the central exchange unit if you want to manually define your network settings.

Automatically Retrieving Network Data (Default) to Connect to the Central Exchange Unit

To automatically retrieve server settings, proceed as follows:

1. Tap on *Network Setup* in the *Main Setup* menu.
2. Tap on *Server*.
3. Ensure that the *Auto Discovery* check box is activated.
 - ▶ The IP desktop intercom station automatically retrieves the IP address of the corresponding central exchange unit.
4. To confirm your settings tap on *Accept*.
 - ▶ The *Main Setup* menu appears again.
5. Assign a role to your IP desktop intercom station within the network (see chapter 6.5, page 41).
 - ✓ The IP desktop intercom station automatically retrieves the IP address of the central exchange unit from the network.

Manually Setting the Network Data to Connect to the Central Exchange Unit

To manually define server settings, proceed as follows:

1. Tap on *Network Setup* in the *Main Setup* menu.
2. Tap on *Server*.
3. Ensure that the *Auto Discovery* check box is deactivated.
4. Tap the display buttons next to *Requested IP Address*, *Discovery Port* one by one and enter your desired data using the keypad.
5. To confirm your settings tap on *Accept*.
 - ▶ The *Main Setup* menu appears again.
6. Assign a role to your IP desktop intercom station within the network (see chapter 6.5, page 41).

- ✓ You manually defined the server settings for the IP desktop intercom station.

↪ For further information on the individual menus, refer to chapter 7.1.6 "Network Setup Menu ", page 46.

6.5 Assigning the Role on the Network

The role describes the location-based function of the IP desktop intercom station and also clearly identifies it as a unique IP terminal device within a network.



Using the IP desktop intercom station itself to define settings, you can only assign its own role. You cannot access the role assignment of other terminal devices.

The following pre-conditions must be fulfilled:

- You correctly defined the network settings (see chapter 6.3, page 39).
- You correctly defined the server settings (see chapter 6.4, page 40).
- You successfully configured a role for the desktop intercom station using the "Config Manager" software from INDUSTRONIC.
- You know the network of systems where the central exchange unit is included, the ID of the central exchange unit to which the IP desktop intercom station is to be assigned, and the ID of the role.
- The role has not been assigned to another terminal device yet. To check the role assignment, invoke the web interface of the central exchange unit > *Components* > *Terminals* > the *Status* column must show *Unassigned*.
- You are in the *Main Setup* menu (see chapter 7.1.2 "Main Setup Menu ", page 44).

To assign a role to the IP desktop intercom station, proceed as follows:

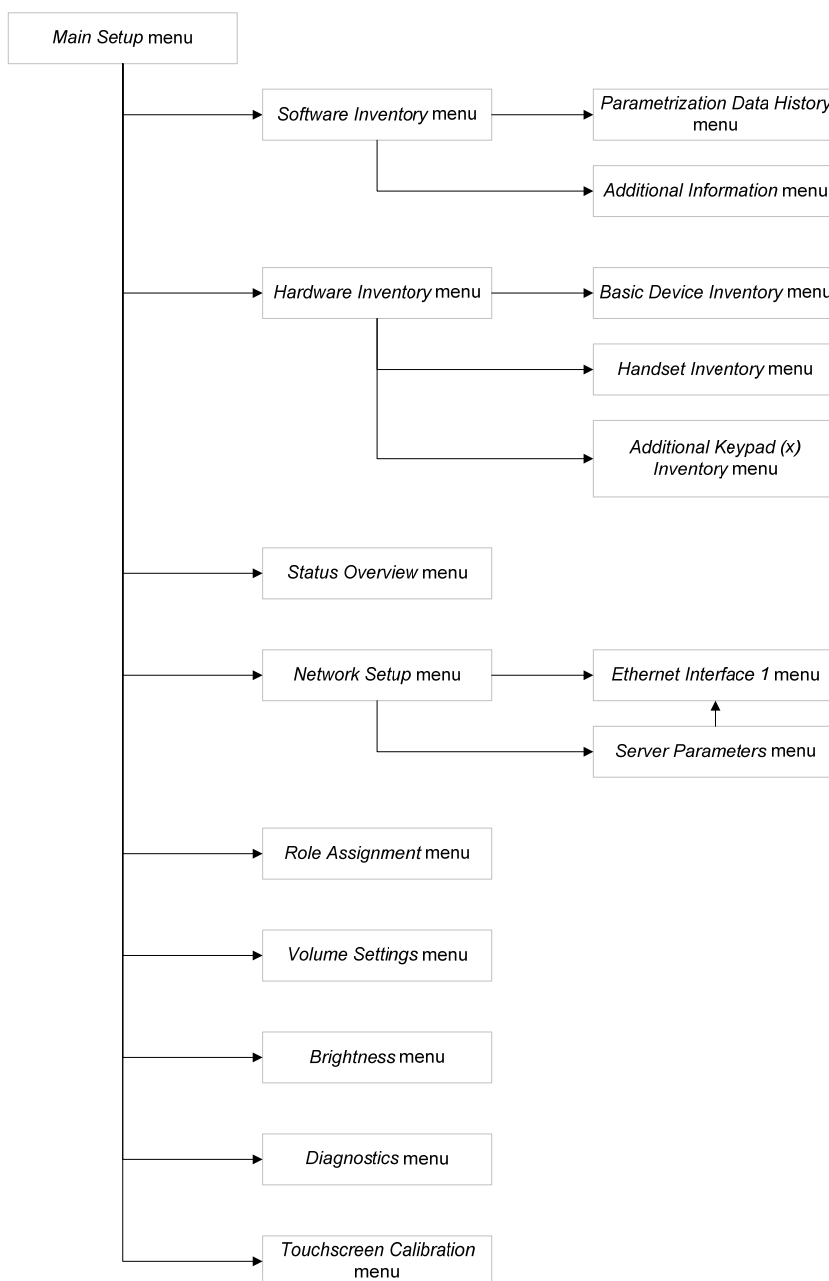
1. Tap on *Role Assignment* in the *Main Setup* menu.
2. Tap the display buttons next to *System Network Identifier*, *System ID* and *Role Name* and select the desired entries.
3. To confirm your settings tap on *Assign Device*.
 - ▶ The status changes from *disconnected* to *connected*.
 - ▶ The role name (e.g. "control room") is displayed in the status bar of the touch display.
4. Tap on *Back to Main Setup*.
5. Tap on *Leave Main Setup*.

- ▶ The touch display with project-specific key assignment is displayed.
 - ✓ You assigned a role to the IP desktop intercom station.
- ↪ For further information on the individual menus, refer to chapter 7.1 "Menu Structure", page 43.

7 Using the Touch Display

7.1 Menu Structure

7.1.1 Overview



7.1.2 Main Setup Menu



Figure 7-1: *Main Setup* menu

Via the *Main Setup* menu, you invoke all other setting options for the device.

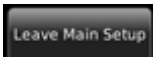


You can still receive calls from other stations if the *Main Setup* menu is displayed. However, you cannot answer calls out of this menu. There is also no visual indication on the touch display. As soon as you leave the menu, you can communicate as before.

The indicators on a connected additional keypad are not affected.

It is divided into the following menu items.

- Menu *Software Inventory* (see chapter 7.1.3, page 44)
- Menu *Hardware Inventory* (see chapter 7.1.4, page 45)
- Menu *Status Overview* (see chapter 7.1.5, page 45)
- Menu *Network Setup* (see chapter 7.1.6, page 46)
- Menu *Role Assignment* (see chapter 7.1.7, page 48)
- Menu *Volume Settings* (see chapter 7.1.8, page 49)
- Menu *Brightness* (see chapter 7.1.9, page 50)
- Menu *Diagnostics* (see chapter 7.1.10, page 51)
- Menu *Touchscreen Calibration* (see chapter 7.1.11, page 53)

Display Button	Description
	Closes the <i>Main Setup</i> menu and returns to the customer-specific and project-specific key assignment.

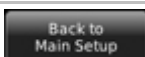
7.1.3 Software Inventory Menu



Figure 7-2: *Software Inventory* menu

The *Software Inventory* menu is divided into 2 areas: *Software* and *Parameterization*.

Area	Description
<i>Software</i>	Displays information on the current system software of the IP desktop intercom station.
<i>Parameterization</i>	Displays information on the current configuration (e.g. customer, project number, etc.)
	Opens the <i>Parameterization Data History</i> menu which displays the version history of the configuration.

Area	Description
	Opens the <i>Additional Information</i> menu which displays further additional information.
	Return to the <i>Main Setup</i> menu.

7.1.4 Hardware Inventory Menu



Figure 7-3: *Hardware Inventory* menu

In the *Hardware Inventory* menu, you can view the hardware information of the IP desktop intercom station and the connected accessories.

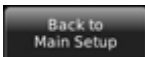
Display Button	Description
	Opens the <i>Basic Device Inventory</i> menu which displays the hardware information of the IP desktop intercom station (e.g. the processor module version, MAC addresses, etc.).
	Opens the <i>Handset Inventory</i> menu which displays the hardware information of a connected handset (e.g. version number, etc.). Only active if a handset is connected.
	Opens the <i>Additional Keypad (x) Inventory</i> menu which displays the hardware information of each connected additional keypad (e.g. version number, etc.). Only active if additional keypads are connected.
	
	
	
	Return to the <i>Main Setup</i> menu.

7.1.5 Status Overview Menu



Figure 7-4: *Status Overview* menu

In the *Status Overview* menu, the current network settings and the role assignment of the IP desktop intercom station are displayed. You can change this data in the *Network Setup* (see chapter 7.1.6, page 46) and *Role Assignment* menus (chapter 7.1.7, page 48).

Display Button	Description
	Return to the <i>Main Setup</i> menu.

7.1.6 Network Setup Menu

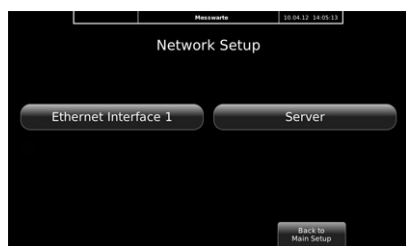


Figure 7-5: Network Setup menu

In the *Network Setup* menu, you can define the network settings. This data is also displayed in the *Status Overview* menu (see chapter 7.1.5, page 45).

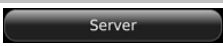
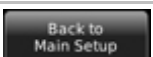
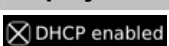
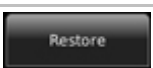
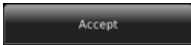
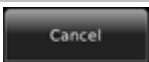
Display Button	Description
	Opens the <i>Ethernet Interface 1</i> (Figure 7-6) menu in which you can configure the Ethernet interface 1 of the IP desktop intercom station.
	Opens the <i>Server Parameters</i> (Figure 7-7) menu in which you can configure the Ethernet interface for the connection to the central exchange unit.
	Return to the <i>Main Setup</i> menu.

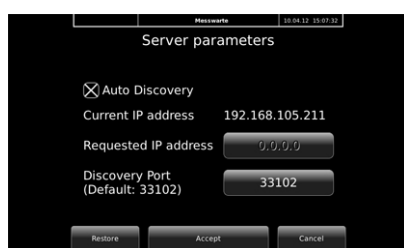


Figure 7-6: Ethernet Interface 1 menu

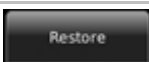
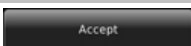
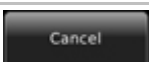
In the *Ethernet Interface 1* menu, you set the IP address of the device and much more. The following options are available:

Display Button	Description
	Enables (☒) / disables (☐) the Dynamic Host Configuration Protocol (DHCP). If enabled, the Ethernet interface automatically retrieves its IP settings from the network. If disabled, you have to manually enter the IP settings.
	Opens an input dialog to manually enter the IP address. Only active if <i>DHCP enabled</i> is disabled. If the IP address is "0.0.0.0", no DHCP server is available in the network and the IP settings cannot be retrieved automatically.
	Opens an input dialog to manually enter the net mask. Only active if <i>DHCP enabled</i> is disabled.
	Opens an input dialog to manually enter the default gateway. Only active if the <i>DHCP enabled</i> check box is disabled.
	Resets all settings to the values which were entered when opening the menu.

Display Button	Description
	Adopts and saves the settings. If you have changed the previous settings, the IP desktop intercom station restarts automatically. Changes apply only after the restart.
	Return to the <i>Network Setup</i> menu without applying changes and without saving.


Figure 7-7: *Server Parameters* menu

In the *Server Parameters* menu, you set the network parameters for the connection of the central exchange unit (server). The following options are available:

Display Button/Display	Description
	If enabled () , the IP address of the central exchange unit is automatically detected. If disabled () , the IP address of the central exchange unit is manually entered.
<i>Current IP address</i>	Displays the IP address of the central exchange unit to which the device is currently connected. If there is no connection, "0.0.0.0" is displayed.
	Opens an input dialog to manually enter the IP address of the central exchange unit. Only active if <i>Auto Discovery</i> is disabled.
	Opens an input dialog to enter the port used by the IP desktop intercom station to log on to the central exchange unit. In normal operation, the default port "33102" must always be selected and must not be changed.
	Resets all settings to the values which were entered when opening the menu.
	Adopts and saves the settings. If you have changed the previous settings, the IP desktop intercom station restarts automatically. Changes apply only after the restart.
	Return to the <i>Network Setup</i> menu without applying changes and without saving.



It is only possible to automatically retrieve the IP address of the central exchange unit if the IP desktop intercom station and the central exchange unit belong to the same IP subnet.

- For further information on the network settings, refer to chapter 6.3 "Defining Network Settings", page 39.
- For further information on the server settings, refer to chapter 6.4 "Defining the Settings for the Connection of the Central Exchange Unit ", page 40.

7.1.7 Role Assignment Menu



Figure 7-8: Role Assignment menu

In the *Role Assignment* menu, you assign the role of the IP desktop intercom station on the network.

The role describes the location-based function of the IP desktop intercom station and also clearly identifies it as a unique terminal device within a network.

Display Button/Display	Description
<i>Status</i>	Displays, if there is a connection to the central exchange unit (<i>connected</i> (highlighted in green) or not (<i>disconnected</i> (highlighted in red)). If there is no connection, additional notes are displayed (e.g. <i>Connection Key unknown</i>).
<i>System Network Identifier</i>	Selects a network of central exchange units.
<i>System ID</i>	Selects a central exchange unit.
<i>Role Name</i>	Selects the role of the IP desktop intercom station.
Assign Device	Assigns the selected role to the IP desktop intercom station.
Unassign Device	Unassigns the role.
Back to Main Setup	Return to the <i>Main Setup</i> menu.



You can also assign roles using the web interface of the central exchange unit (go to *Components > Terminals > Info* and click on *Details > Assign device*).

For further information, also refer to the relevant system documentation supplied with the central exchange unit.

➤ For further information on the role assignment, refer to chapter 6.5 "Assigning the Role on the Network", page 41.

7.1.8 Volume Settings Menu

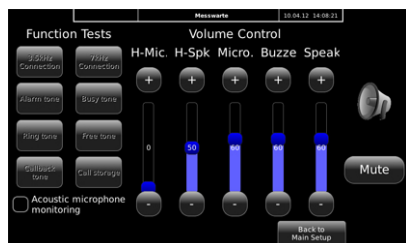


Figure 7-9: Volume Settings menu (with connected handset)

In the *Volume Settings* menu, adjust the volume of the built-in loudspeaker (*Speaker*), the gooseneck microphone (*Micro.*) and the signal tones (*Buzzer*) and carry out tests on different audio functions.

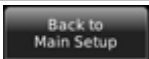


The test function is only available if there is no active connection to a central exchange unit.

If a handset is connected, two additional sliders *H. Mic* and *H. Spk.* are displayed to adjust the volume of the handset microphone and loudspeaker.

After each change the IP desktop intercom station generates a short acknowledgement tone with the selected volume.

Display Button	Description
3.5kHz Connection	Activates the G.711 audiocodec (3.5 kHz) to test the audio functions. If enabled, the display button is highlighted in blue.
Alarm tone	Activates an alarm tone for testing purposes.
Ring tone	Activates a call tone for testing purposes.
Callback tone	Activates a callback tone for testing purposes.
7kHz Connection	Activates the G.722 audiocodec (7 kHz). If enabled, the display button is highlighted in blue.
Busy tone	Activates a busy tone for testing purposes.
Free tone	Activates a free tone for testing purposes.
Call storage	Activates a call storage tone for testing purposes.
Mute	Mutes the built-in loudspeakers. Unmute by tapping the button again.

Display Button	Description
	Adjust the corresponding volume by dragging the slider.
	Increases the volume by 10 % at each tap.
	Reduces the volume by 10 % at each tap.
	Return to the <i>Main Setup</i> menu.

7.1.9 Brightness Menu

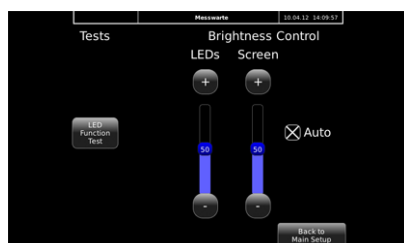
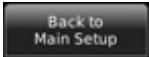


Figure 7-10: *Brightness* menu

In the *Brightness* menu, you can adjust the brightness of the LEDs which are installed in the housing behind the mechanical keys and the background lighting of the touch display.

Display Button	Description
	Activates all LEDs on the IP desktop intercom station and on the connected additional keypads for testing purposes. All LEDs, except for the power indicator,  light up white.
	Enables () / disables () the automatic brightness control. Depending on the ambient brightness, the light sensor on the front of the device controls the light intensity (see chapter 4.4 "Device Overview", page 16).
	Increases the brightness by 10 % at each tap.
	Increases the brightness by 10 % at each tap.
	Return to the <i>Main Setup</i> menu.

7.1.10 Diagnostics Menu

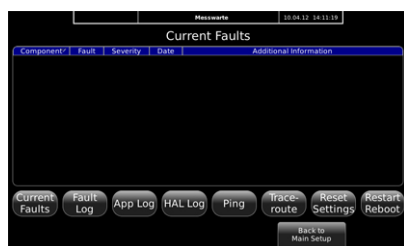


Figure 7-11: Diagnostics menu

In the *Diagnostics* menu, current faults are displayed. You can also view specific diagnostic information and activate different diagnostic functions via the display buttons available.

At the same time, you can also view fault messages using the integrated web interface (see chapter 8.7 "Displaying and Downloading the Current Fault and Error Messages", page 71).



If the device is connected to a central exchange unit, this unit is notified about any faults.

Display Button	Description
	Opens the <i>Current Faults</i> menu which displays a list of any current faults detected via the self-diagnostic function of the IP desktop intercom station. Defects of any other components built in the central exchange unit are not reported. For each fault, the component affected, the type, the severity and the time are displayed.
	Opens a menu which displays the current fault log. For each fault, the date, the time, the event as well as the fault message are displayed. The following events are possible: SET A fault occurred at the time indicated. CLEAR Fault was longer present from the time indicated. TRANS An event occurred temporarily. No permanent fault condition. Appears to point to faults which occurred previously. INFO Changes have been made to the IP desktop intercom station which can affect the fault message processing (e.g. when extending the IP desktop intercom station which additional keypads).

Display Button	Description
	Opens a menu which shows the current application log of the IP desktop intercom station's software component. Only relevant for INDUSTRONIC service engineers. Can only be correctly analyzed by INDUSTRONIC.
	Opens a menu which shows the current log of the Hardware Abstraction Layer (HAL). Only relevant for INDUSTRONIC service engineers. Can only be correctly analyzed by INDUSTRONIC.
	Opens an input dialog to perform a network test using the Ping command. The IP desktop intercom station sends a total of 4 datagrams to the IP address entered. The progress and the responses received are displayed on the touch display.
	Opens an input dialog to perform a network test using the Traceroute command. The IP desktop intercom station tries to find a route to the target IP address. The progress and the hops found are displayed on the touch display.
	Resets the following parameters to their factory settings: • Volume of the built-in speakers, the gooseneck microphone and the signal tones • Unmutes the speakers if muting is enabled • Brightness of the LEDs and the touch display The following settings remain: • All network settings • Role assignment After performing a reset of the settings, the IP desktop intercom station reboots automatically.

Display Button	Description
	Opens an input dialog in which you can choose between a restart or a reboot of the IP desktop intercom station. Restart Restarts the application and the Hardware Abstraction Layer (HAL). However, the operating system and the integrated web interface continue to run. After approx. 15 seconds, the IP desktop intercom station is available again. Reboot Reboots the IP desktop intercom station. The operating system and all software components are rebooted, e.g. the web interface. After approx. 30 seconds, the IP desktop intercom station is available again. Cancel Closes the dialog box without performing a restart or a reboot.

↪ For further information on the individual fault and error messages, refer to chapter 10 "Troubleshooting", page 75.

7.1.11 Touchscreen Calibration Menu

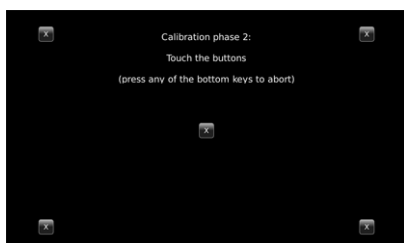


Figure 7-12: Touchscreen Calibration menu

In the *Touchscreen Calibration* menu, you can calibrate the touch display.

↪ For further information on the calibration of the touch display, refer to chapter 7.16 "Calibrating the Touch Display", page 62.

7.1.12 Settings Layer

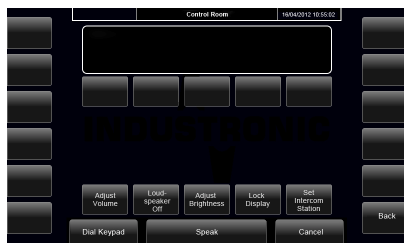
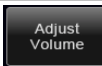
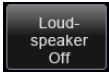
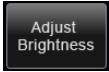
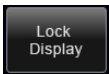
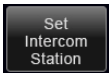


Figure 7-13: Settings layer

On the service layer, you can adjust the volume of the built-in speakers or the brightness of the LEDs installed in the housing without having to jump to the *Main Setup* menu.

Display Button	Description
	Opens an input dialog to adjust the volume of the built-in speakers (<i>Speaker</i>), of the handset speaker (<i>H. Spkr.</i>)(if a handset is connected) and the signal tones (<i>Buzzer</i>). You can also mute the loudspeakers by tapping the <i>Mute</i> display button (see also <i>Loudspeaker Off</i> display button).

Display Button	Description
	Does not turn off the volume of the built-in loudspeakers completely, just turns it down considerably. If enabled, this icon  appears on the status bar.
	Opens an input dialog to adjust the brightness of the LEDs installed in the housing behind the mechanical keys and in the connected additional keypads and the background lighting of the touch display.
	Locks the touch display for about 20 seconds (e. g. for cleaning purposes).
	Opens an input dialog in which you must enter a PIN code in order to access the <i>Main Setup</i> menu (see chapter 7.1.2 " <i>Main Setup</i> Menu", page 44). The PIN code is "1234" according to the factory settings.

7.2 Invoking the *Main Setup* Menu

After commissioning, the *Main Setup* menu can be invoked via a certain display button. In most cases, this button is labeled with *Open Settings Layer* and is located on the bottom right corner of the touch display.



The location and the labeling of the *Open Settings Layer* display button is normally predefined for the templates 1 to 3 (see chapter 4.5.2 "Touch Display Templates", page 27).

However, this may vary due to different customer and project-specific requirements. For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

The following pre-condition must be fulfilled:

- You know the PIN code to access the menu. It is determined according to project or customer requirements. It is "1234" according to the factory setting.

To invoke the *Main Setup* menu, proceed as follows:

1. Tap on *Open Settings Layer*.
 - ▶ The Settings Layer is displayed.
2. Tap on *Set Intercom Station*.

3. Enter the PIN code and confirm with **OK**.
The PIN code is "1234" according to the factory settings.
✓ The *Main Setup* menu is displayed.
- ↪ For further information on the *Main Setup* menu, refer to chapter 7.1.2, page 44.
- ↪ For further information on the Settings Layer, refer to chapter 7.1.12 "Settings Layer", page 53.

7.3 Invoking the Settings Layer

After commissioning, the Settings Layer can be invoked via a certain display button. In most cases, this button is labeled with *Open Settings Layer* and is located on the bottom right corner of the touch display.



The location and the labeling of the *Open Settings Layer* display button is normally predefined for the templates 1 to 3 (see chapter "4.5.2", page 27). However, this may vary due to different customer and project-specific requirements. For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

1. To invoke the Settings Layer, tap on *Open Settings Layer*.
- ↪ For further information on the Settings Layer, refer to chapter "7.1.12", page 53.

7.4 Displaying Software Information

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).
1. Tap on *Software Inventory* in the *Main Setup* menu.
 2. Tap on the desired display button in the *Software Inventory* menu.
 - 2.1. To view the version history of the configuration, tap on *View History*.
 - 2.2. To view further additional information, tap on *View Entries*.
✓ The selected information is displayed.
 - ↪ For further information on the *Software Inventory* menu, refer to chapter 7.1.3, page 44.



You can also view information on the software version used via the integrated web interface (see chapter 8.4 "Displaying Status Information", page 69).

7.5 Displaying Hardware Information

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup Menu*", page 54).
- 1. Tap on *Hardware Inventory* in the *Main Setup* menu.
- 2. Tap on the desired display button in the *Hardware Inventory* menu.
 - 2.1. To view information on the IP desktop intercom station, tap on *Basic Device*.
 - 2.2. To view information on a connected handset, tap on *Handset*.
 - 2.3. To view information on a connected additional keypad, tap on *Additional Keypad (x)*.
- ✓ The selected information is displayed.

👉 For further information on the *Hardware Inventory* menu, refer to chapter 7.1.4, page 45.

7.6 Displaying Network Settings and Role Assignment

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup Menu*", page 54).
- 1. Tap on *Status Overview* in the *Main Setup* menu.
 - ✓ The current status information is displayed.

👉 For further information on the *Status Overview* menu, refer to chapter 7.1.5, page 45.



You can also view information on the assigned role via the integrated web interface (see chapter 8.4 "Displaying Status Information", page 69).

7.7 Setting the Microphone Sensitivity

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup Menu*", page 54).
- 1. Tap on *Volume Settings* in the *Main Setup* menu.
- 2. For *Micro.* or *H Mic.* tap on  or .



H. Mic. is only available if a handset is connected.

- ✓ You set the microphone sensitivity.

7.8 Volume

7.8.1 Setting the Volume via the Settings Layer

The following pre-condition must be fulfilled:

- You are in the Settings Layer (see chapter 7.3 "Invoking the Settings Layer", page 55).

1. Tap on the *Adjust Volume* in the Settings Layer.
2. For *Speaker*, *Buzzer* or *H. Spkr.* tap on  or . To mute the speaker, tap on *Mute*.



H. Spkr. is only available if a handset is connected.

- ✓ You set the volume of the speakers and the signal tones.

7.8.2 Setting the Volume via the *Main Setup* Menu

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).

1. Tap on *Volume Settings* in the *Main Setup* menu.
2. For *Speaker*, *Buzzer* or *H. Spkr.* tap on  or . To mute the speaker, tap on *Mute*.



H. Spkr. is only available if a handset is connected.

- ✓ You set the volume of the speakers and the signal tones.

7.9 Touch Display and LED Brightness

7.9.1 Setting the Brightness via the Settings Layer

The following pre-condition must be fulfilled:

- You are in the Settings Layer (see chapter 7.3 "Invoking the Settings Layer", page 55).

1. Tap on *Adjust Brightness* in the Settings Layer.
2. Disable the *Auto* check box if enabled.
3. For *LEDs* or *Display* tap on  or .

- ✓ You set the touch display and the LED brightness

7.9.2 Setting the Brightness via the *Main Setup* Menu

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).
- 1. Tap on *Brightness* in the *Main Setup* menu.
- 2. Disable the *Auto* check box if enabled.
- 3. For *LEDs* or *Display* tap on  or .
- ✓ You set the touch display and the LED brightness

7.10 Displaying Current Fault and Error Messages

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).
- 1. Tap on *Diagnostics* in the *Main Setup* menu.
- 2. Tap on one of the following display buttons: *Current Faults*, *Fault Log*, *App Log* or *HAL Log*.
- ✓ The desired fault and error messages are displayed.
- ↪ For further information on the *Diagnostics* menu, refer to chapter 7.1.10, page 51.
- ↪ For further information on troubleshooting, refer to chapter 10, page 75.



You can also view fault and error messages via the integrated web interface (see chapter 8.7 "Displaying and Downloading the Current Fault and Error Messages", page 71).

7.11 Deleting the Assigned Role



Ensure that there is an active connection between the IP desktop intercom station and the central exchange unit when deleting the role.

If there is no connection, the role is only deleted on the IP desktop intercom station. The old data remains on the central exchange unit and must then be deleted separately.

If the old data is not deleted on the central exchange unit, the previous role of the IP desktop intercom station may be automatically assigned again to the desktop intercom station.

The following pre-conditions must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).
- You already assigned a role to the IP desktop intercom station (see chapter 6.5 "Assigning the Role on the Network", page 41).

To delete the role assignment, proceed as follows:

1. Tap on *Role Assignment* in the *Main Setup* menu.
2. Tap on *Unassign Device*.
 - ▶ A confirmation dialog opens.
3. Tap on *Yes*.
 - ▶ The IP desktop intercom station restarts and is available again after approx. 10 to 15 seconds.
 - ✓ You successfully deleted the old role.
 - ✓ The new role can be assigned (see chapter 7.12 "Assigning a New Role", page 59).

7.12 Assigning a New Role

The following pre-conditions must be fulfilled:

- You successfully configured a role for the desktop intercom station using the "Config Manager" software from INDUSTRONIC.
- You know the network of systems where the central exchange unit is included, the ID of the central exchange unit to which the IP desktop intercom station is to be assigned, and the ID of the role.
- The role has not been assigned to another terminal device yet. To check the role assignment, invoke the web interface of the central exchange unit > *Components* > *Terminals* > the *Status* column must show *Unassigned*.
- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).

To change the role of the IP desktop intercom station, proceed as follows:

1. Tap on *Role Assignment* in the *Main Setup* menu.
2. Tap the display buttons next to *System Network Identifier*, *System ID* and *Role Name* and select the desired entries.
3. To confirm your settings tap on *Assign Device*.
 - ▶ The status changes from *disconnected* to *connected*.
 - ▶ The role name (e.g. "control room") is displayed in the status bar of the touch display.
4. Tap on *Back to Main Setup*.

5. Tap on *Leave Main Setup*.

- ▶ The touch display with project-specific key assignment is displayed.
- ✓ You assigned a new role.



You can also assign roles using the web interface of the central exchange unit (go to *Components > Terminals > Info* and click on *Details > Assign device*). For further information, also refer to the relevant system documentation supplied with the central exchange unit.

↪ For further information on the *Role Assignment* menu, refer to chapter 7.1.7 "Role Assignment Menu", page 48.

7.13 Performing Network Diagnostics

You can perform network diagnostics using the Ping or Traceroute command and thus check if a certain host is available in the IP network.

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the Main Setup Menu", page 54).

To perform network diagnostics, proceed as follows:

1. Tap on *Diagnostics* in the *Main Setup* menu.
 2. To use the Ping command to perform network diagnostics, tap on *Ping*.
 - 2.1. Tap on *Change*.
 - 2.2. Enter your desired IP address.
 - 2.3. Confirm your typing by tapping *OK* and the Ping command is initiated.
 - ▶ Ping is initiated and the results are displayed on the touch display.
 3. To use the Traceroute command to perform network diagnostics, tap on *Traceroute*.
 - 3.1. Tap on *Change*.
 - 3.2. Enter your desired IP address.
 - 3.3. Confirm your typing by tapping *OK* and the Traceroute command is initiated.
 - ▶ Traceroute is initiated and the results are displayed on the touch display.
- ✓ You performed network diagnostics.

7.14 Restore to Factory Settings

You can restore the following values to its factory settings:

- Volume of the built-in speakers, the gooseneck microphone and the signal tones
- Unmutes the speakers if muting is enabled.
- Brightness of the LEDs and the touch display

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).

To restore to factory settings, proceed as follows:

1. Tap on *Diagnostics* in the *Main Setup* menu.
2. Tap on *Reset Settings*.
 - ▶ A confirmation dialog opens.
3. Tap on *OK*.
 - ▶ The IP desktop intercom station reboots.
 - ✓ You restored to factory settings.

7.15 Restarting/Rebooting the IP Desktop Intercom Station

Restarting and Rebooting via the Touch Display

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).

To restart/reboot the IP desktop intercom station, proceed as follows:

1. Tap on *Diagnostics* in the *Main Setup* menu.
2. Tap on *Restart Reboot*.
 - ▶ A dialog box opens.
- 3.1. To restart the application and the Hardware Abstraction Layer of the IP desktop intercom station, tap on *Restart*.
 - ▶ A restart is performed. After approx. 15 seconds, the IP desktop intercom station is available again.
- 3.2. To reboot the IP desktop intercom station, tap on *Reboot*.
 - ▶ The IP desktop intercom station reboots and is available again after approx. 30 seconds.
 - ✓ You successfully restarted/rebooted the IP desktop intercom station.

↪ For further information on the *Diagnostics* menu, refer to chapter 7.1.10, page 51.

Restarting and Rebooting via the Web Interface



You can also restart or reboot the IP desktop intercom station via the integrated web interface (see chapter 8.9 "Restarting/Rebooting the IP Desktop Intercom Station", page 72).

Restarting and Rebooting via the Reset Button



Figure 7-14: Reset button

If the touch display or the web interface does not react, use the reset button to reboot the IP desktop intercom station.

1. Insert the end of a straightened paper clip into the *RST* hole on the back of the device (Figure 7-14).
2. Carefully push the button once.
 - ▶ The IP desktop intercom station reboots and is available again after approx. 30 seconds.

7.16 Calibrating the Touch Display

The following pre-condition must be fulfilled:

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).
1. Tap on *Touchscreen Calibration* in the *Main Setup* menu.
 2. Tap all cross hairs appearing on the touch display one after another.
 - ✓ You successfully calibrated the touch display.

7.17 Invoking and Using the Dial Keypad

The dial keypad can be invoked via a certain display button. In most cases, this button is labeled with *Dial Keypad* and is located on the bottom left of the touch display.



The location and the labeling of the *Dial Keypad* display button is normally predefined for the templates 1 to 3 (see chapter 4.5.2 "Touch Display Templates", page 27). However, this may vary due to different customer and project-specific requirements. For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

To invoke the dial keypad, proceed as follows:

1. Tap on *Dial Keypad*.
 - ▶ The dial keypad is displayed in the center of the touch display.
2. Dial the call number of the desired target.
 - ▶ The dialed call number is displayed in the text field.
3. Tap and hold the *Speak* button.

- ▶ Microphone illuminated ring shows a green light.
- 4. Speak into the gooseneck microphone.
- 5. Release the *Speak* button. The target station can now answer.
 - ▶ If the target station answers, the name and the ID of the calling subscriber are displayed.
- 6. To close the dial keypad again, tap on *Back*.

8 Using the Web Interface

8.1 Overview

The IP desktop intercom station has an integrated web interface. It is accessible independently from the central exchange unit, even if the IP desktop intercom station has no role assigned or the central exchange unit is not available.

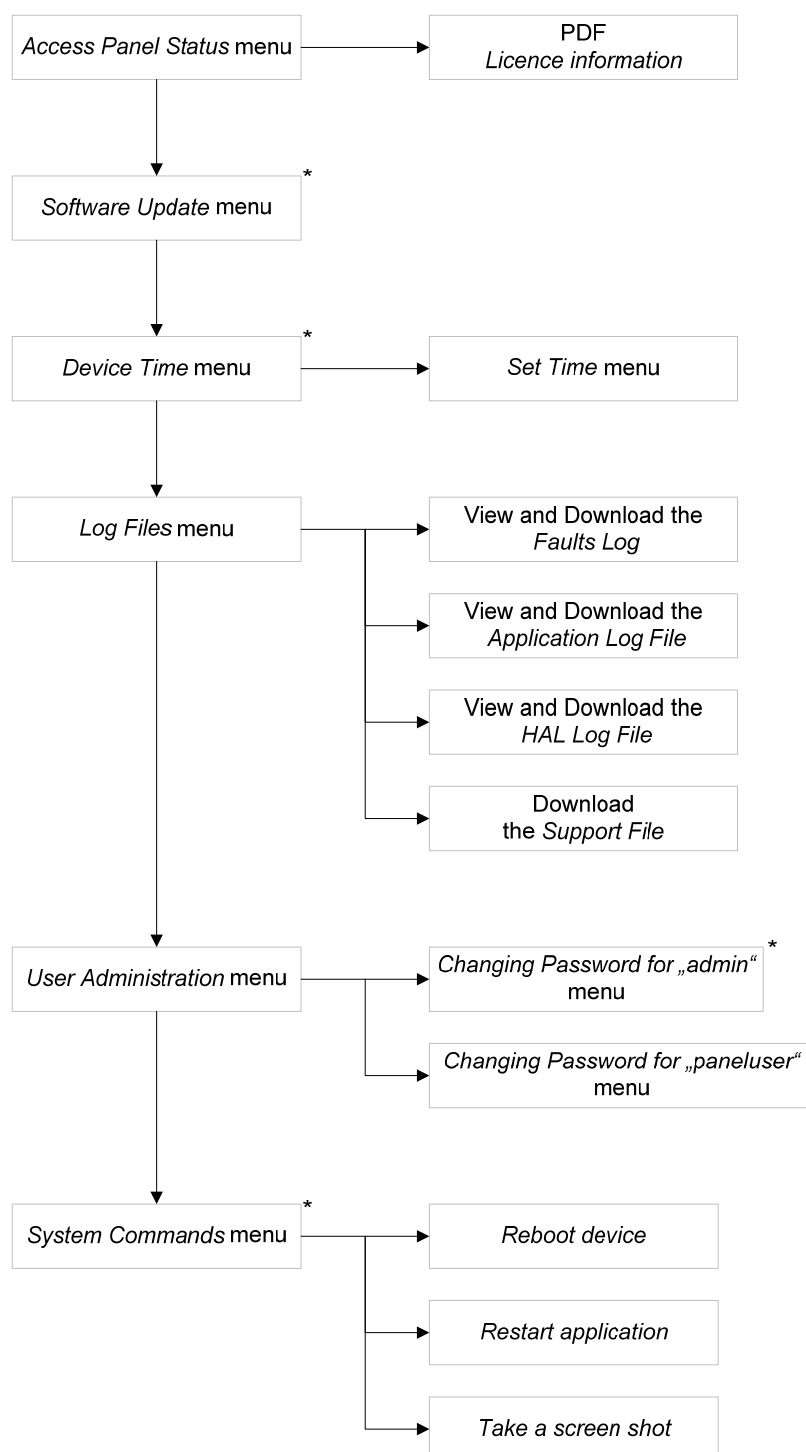
Using the web interface, you can:

- View the status information of the IP desktop intercom station
- Update the software of the IP desktop intercom station
- Manually set the time and the date of the device
- View and download fault and error messages
- Change the passwords to access the web interface
- Restart or reboot the IP desktop intercom station

After commissioning the IP desktop intercom station, you can use the web interface with administrator or user rights. The following table displays the function assignment to the relevant access level.

Function	Administrator (admin)	Without Administrator Rights (paneluser)
Displaying Status Information (chapter 8.4, page 69)	x	x
Updating the Software of the IP Desktop Intercom Station (chapter 8.5, page 69)	x	
Setting Date and Time (chapter 8.6, page 70)	x	
Displaying and Downloading the Current Fault and Error Messages (chapter 8.7, page 71)	x	x
Changing Passwords (chapter 8.8, page 71)	x	x (only your own)
Restarting/Rebooting the IP Desktop Intercom Station (chapter 8.9, page 72)	x	

8.2 Menu Structure



*You can only access the menu if you have administrator rights

8.2.1 Access Panel Status Menu

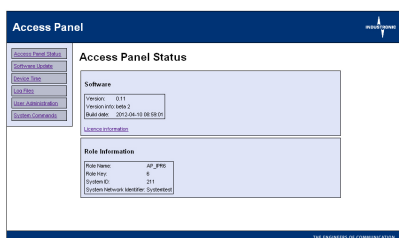


Figure 8-1: Access Panel Status menu

In the *Access Panel Status* menu, you can view the status of the IP desktop intercom station and download the license information.

Area	Description
Software	Displays the current software version.
License information	Opens a PDF document containing information on the GNU license of the software.
Role Information	Displays information on the current role of the IP desktop intercom station.

8.2.2 Software Update Menu

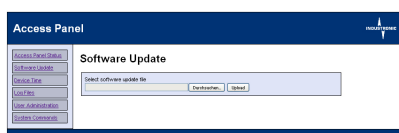


Figure 8-2: Software Update menu

In the *Software Update* menu, you can update the system software.

Button	Description
Browse...	Opens a dialog box to select the desired file.
Upload	Uploads the selected file.

8.2.3 Device Time Menu



Figure 8-3: Device Time menu

In the *Device Time* menu, you can manually set date and time.

Button	Description
Edit	Opens the <i>Set Time</i> menu to manually select the date and the time and the time zone if required.

8.2.4 Log Files Menu

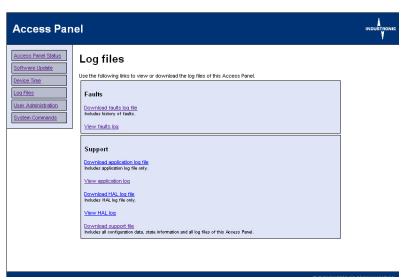


Figure 8-4: Log Files menu

In the *Log Files* menu, you can view fault and error messages or download them as log files for further use.

These can be opened using an editor (e. g. Notepad++) or a word processing program (e.g. Microsoft® Word®) and can be processed further.

Link	Description
Download faults log	Downloads the fault log as a text file.
View faults log	Directly view the fault log on the web interface.
Download application log file	Downloads the application log of the software component. Only relevant for INDUSTRONIC service engineers. Can only be correctly analyzed by INDUSTRONIC.

Link	Description
<i>View application log</i>	Directly view the application log of the software component on the web interface. Only relevant for INDUSTRONIC service engineers. Can only be correctly analyzed by INDUSTRONIC.
<i>Download HAL log file</i>	Downloads the log of the Hardware Abstraction Layer (HAL). Only relevant for INDUSTRONIC service engineers. Can only be correctly analyzed by INDUSTRONIC.
<i>View HAL log</i>	Directly view the log of the Hardware Abstraction Layer (HAL) component on the web interface.
<i>Download support file</i>	Downloads the current support file which contains all log files packed together into a single .tgz file. Only relevant for INDUSTRONIC service engineers. Can only be correctly analyzed by INDUSTRONIC.

8.2.5 User Administration Menu

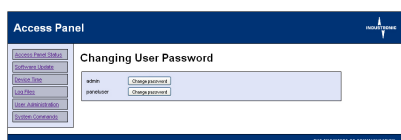


Figure 8-5: User Administration menu

In the *User Administration* menu, you change the passwords for the administrator (*admin*) and for the user without administrator rights (*paneluser*).

Button	Description
Change password	Opens a dialog, where you can change the password.

8.2.6 System Commands Menu

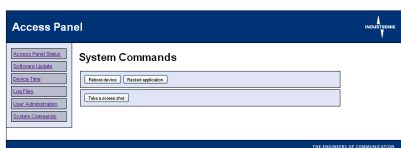


Figure 8-6: System Commands menu

Via the *System Commands* menu, you can reboot or restart the IP desktop intercom station.

Button	Description
Reboot device	Reboots the IP desktop intercom station. After approx. 30 seconds, the desktop intercom station is available again.
Restart application	Restarts the application of the IP desktop intercom station. After approx. 15 seconds, the desktop intercom station is available again.
Take a screen shot	Takes a screen shot of the current screen displayed on the touch display.

8.3 Accessing the Web Interface

The following pre-conditions must be fulfilled:

- The IP desktop intercom station is in operation (see chapter 6 "Commissioning", page 37).
 - The network configuration set on the IP desktop intercom station is valid (see chapter 6.3 "Defining Network Settings", page 39).
 - You know the IP address of the IP desktop intercom station. You can view it via the web interface of the central exchange unit if required. Go to *Components > Terminals > Info >* and click on *Details*.
1. Connect the PC/notebook to the network in which the IP desktop intercom station is integrated.
Use a free network port of an Ethernet switch installed in the exchange control cabinet, for example.



You cannot use a network port of the DXC central exchange board.

2. Power on the PC/notebook.
3. Open a web browser (e.g. Internet Explorer).
4. Enter the IP address of the IP desktop intercom station into the address bar of the web browser (e.g. <http://192.168.106.98>).
 - ▶ A window opens where you can enter the user name and the password.
5. Enter the following default login data:

User name: `admin`

Password: `admin`



You can change the password after you have logged in for the first time (see chapter 8.8 "Changing Passwords", page 71).

- ✓ You accessed the web interface of the IP desktop intercom station.



You can also invoke the web interface of the IP desktop intercom station via the web interface of the central exchange unit. On the web interface of the central exchange unit, go to *Components > Terminals > Info > Details* and click on the IP address displayed.

8.4 Displaying Status Information

The following pre-condition must be fulfilled:

- You accessed the web interface (see chapter 8.3, page 68).
1. Click on *Access Panel Status*.
 - ▶ The web interface displays the software version and the assigned role of the IP desktop intercom station.
 2. To view the license information on the software, click on *License Information*.
 - ▶ A PDF with all relevant information opens.
 - ✓ Status information is displayed.



You can also view information on the software version used and on the role via the touch display (see chapter 7.4 "Displaying Software Information", page 55 and 7.6 "Displaying Network Settings and Role Assignment", page 56).

8.5 Updating the Software of the IP Desktop Intercom Station

You may update the software if the IP desktop intercom station had been extended by further functions, for example.

The temporary failure of the IP desktop intercom station during the update process can be detected by the central exchange unit as fault, if configured correspondingly. The web interface can also be temporarily not available.



Updating the software will restart the IP desktop intercom station and thus all functions are temporarily unavailable.
Carry out software updates only in consultation with the operator.

The following pre-conditions must be fulfilled:

- You informed the operator about the software update.
 - You obtained a system software for the IP desktop intercom station approved by INDUSTRONIC.
 - You accessed the web interface (see chapter 8.3, page 68) and you are logged in as administrator.
1. Click on *Software Update*.
 2. Click on *Browse*.
 - ▶ A dialog box opens.
 3. Select the desired file.



You can only upload APU files ("APU" is the abbreviation for "Access Panel Update"). You cannot use other file types, as they would lead to errors.

4. Click on *Upload*.
 - ▶ The file is checked for correctness and completeness. This can take some time, depending on the file size and the network bandwidth available.
5. If the check was not successful, the IP desktop intercom station continues to use the older software version. Repeat step 2 and 3 with another APU file.
6. If the check was successful, click on *Start Software Update*.
 - ▶ The IP desktop intercom station restarts and the software is updated. This can take some time.
 - ✓ You updated the software.

8.6 Setting Date and Time

Date and time are automatically set for an assigned role and for an existing network connection to a central exchange unit. In some cases, it may be necessary to manually set the date and the time.

The following pre-condition must be fulfilled:

- You accessed the web interface (see chapter 8.3, page 68) and you are logged in as administrator.

1. Click on *Device Time*.
2. Click on *Edit*.
3. Enter the date into the *Date (DD.MM.YYYY)* input field and the time into the *Time (HH:MM[:ss])* input field.
4. If required, select the desired time zone in the *New time zone* drop-down menu.
5. To confirm your settings, click on *OK*.
 - ✓ You adjusted date and time.



The IP desktop intercom station has no backup battery so that the time set will be lost, as soon as the voltage supply is interrupted.

8.7 Displaying and Downloading the Current Fault and Error Messages

You can view fault and error messages or download them as log files for further use.

These can be opened using an editor (e. g. Notepad++) or a word processing program (e.g. Microsoft® Word®) and can be processed further.

The following pre-condition must be fulfilled:

- You accessed the web interface (see chapter 8.3, page 68).

1. Click on *Log Files*.
2. To open or save a log file, click on the desired link (e.g. *View faults log*).

👉 For further information, refer to chapter 8.2.4 "Log Files Menu ", page 66.



You can also directly view the fault and error messages on the touch display of the IP desktop intercom station (see chapter 7.10 "Displaying Current Fault and Error Messages", page 58).

8.8 Changing Passwords

Logged in as administrator, you can set or change a new password for the administrator (admin) and the user without administrator rights (paneluser).

Users without administrator rights can only change their own password.

The following pre-condition must be fulfilled:

- You accessed the web interface (see chapter 8.3, page 68).



When delivered, the user name and the password for the administrator is always "admin".

When delivered, you cannot immediately use the password for the user without administrator rights (paneluser). To do this, you have to log in as administrator and then change the password.

1. Click on *User Administration*.
2. To change the password of the administrator (admin):
 - 2.1. For *admin*, click on *Change password*.
 - 2.2. Enter the new password and repeat it.
 - 2.3. Repeat the password and confirm with *OK*.

- ▶ You changed the administrator password.
- 3. To change the password of the user without administrator rights (paneluser):
 - 3.1. For *paneluser*, click on *Change password*.
 - 3.2. Enter the old and the new password.
 - 3.3. Confirm with *OK*.
- ▶ Change the password for the user without administrator rights.
- ✓ You changed the passwords.

8.9 Restarting/Rebooting the IP Desktop Intercom Station

Restarting and Rebooting via the Web Interface

The following pre-condition must be fulfilled:

- You accessed the web interface (see chapter 8.3 "Accessing the Web Interface", page 68) and you are logged in as administrator.
1. Click on *System Commands*.
 - 2.1. To reboot the IP desktop intercom station, click on *Reboot device*.
 - ▶ The IP desktop intercom station reboots and is available again after approx. 30 seconds.
 - 2.2. To restart the application and the Hardware Abstraction Layer of the IP desktop intercom station, click on *Restart application*.
 - ▶ A restart is performed. After approx. 15 seconds, the IP desktop intercom station is available again.
 - ✓ You successfully restarted/rebooted the IP desktop intercom station.

Restarting and Rebooting via the Touch Display



You can also directly restart/reboot the IP desktop intercom station via the touch display (see chapter 7.15 "Restarting/Rebooting the IP Desktop Intercom Station", page 61).

Restarting and Rebooting via the Reset Button



Figure 8-7: Reset button

If the touch display or the web interface do not react, use the reset button to reboot the IP desktop intercom station.

1. Insert the end of a straightened paper clip into the *RST* hole on the back of the device (Figure 7-14).
2. Carefully push the button once.
 - ▶ The IP desktop intercom station reboots and is available again after approx. 30 seconds.

8.10 Taking Screen Shots of the Touch Display

The following pre-condition must be fulfilled:

- You invoked the desired touch display menu on the IP desktop intercom station.
 - You accessed the web interface (see chapter 8.3, page 68) and you are logged in as administrator.
1. Click on *System Commands*.
 2. Click on *Take a screen shot*.
- ✓ A screen shot is created and can directly be opened or saved.

9 Cleaning



WARNING

Electrical hazard

Coming into contact with live parts can cause injury.

- When cleaning, do not put your fingers into the ports and the power jack on the back of the device.

CAUTION

Damage to the device

Do not use detergents on the housing or the touch display, as this will damage to the surface.

- Do only clean the housing and the touch display with a dry or slightly damp cloth or an anti-static cloth.
- Avoid detergents.

To clean the IP desktop intercom station, proceed as follows:

1. Tap on *Open Settings Layer*.



The location and the labeling of the *Open Settings Layer* display button is normally predefined for the templates 1 to 3 (see chapter 4.5.2 "Touch Display Templates", page 27).

However, this may vary due to different customer and project-specific requirements. For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

2. Tap on *Lock Display*.
 - ▶ A confirmation dialog opens.
3. Tap on Yes.
 - ▶ Locks the touch display for about 20 seconds.
4. Do only clean the housing and the touch display with a dry or slightly damp cloth, or an anti-static cloth.
 - ✓ You cleaned the IP desktop intercom station.

10 Troubleshooting

10.1 Safety



WARNING

Electrical hazard

Coming into contact with live parts can cause injury.

- Isolate all electrical devices before carrying out work on them.
- Only qualified staff is allowed to carry out work on electrical devices.

10.2 Handling of Faults

10.2.1 Fault and Error Indication

Occurring faults and errors are indicated via the LEDs on the front of the device.



Figure 10-1: LEDs to indicate faults and errors

Icons	Indication
	<i>Green light:</i> no device error <i>Yellow light:</i> device error
	<i>Off:</i> no operating voltage applied, device is out of operation <i>Green light:</i> operating voltage applied, device is in operation

Icons	Indication
	The indication can be configured according to customer and project-specific requirements Example: <i>Green light</i>: no error in the central exchange unit, central exchange unit is in operation <i>Yellow light</i>: Error in the central exchange unit
Microphone illuminated ring	<i>Off</i>: microphone is inactive <i>Green light</i>: microphone is active <i>Yellow blinking</i>: Microphone failed

Table 10-1: Indicators on the front of the device



The indicators and the colors described above correspond to the INDUSTRONIC standard. They may vary depending on customer or project requirements.

For further information, refer to the relevant functional description supplied with the system documentation of the central exchange unit.

If the IP desktop intercom station detects a fault, the corresponding central exchange unit it is automatically notified. There, the message is processed and displayed on the web interface of the central exchange unit.

Depending on the cause:

- You can directly eliminate a fault on the IP desktop intercom station.
- It is necessary to extensively troubleshoot the central exchange unit.

10.2.2 Measures Prior to and After the Elimination of Faults

1. Inform the operations management, the supervisor, and/or the operating staff on the faults occurred.
2. Identify the fault (see chapter 10.2.3 "Displaying Current Fault and Error Messages", page 77).
3. Eliminate the fault (see chapter 10.3 "Troubleshooting Tables", page 78).
4. When all faults are eliminated, check that the IP desktop intercom station works without errors.

10.2.3 Displaying Current Fault and Error Messages

The following pre-condition must be fulfilled:

On the Touch Display

- You are in the *Main Setup* menu (see chapter 7.2 "Invoking the *Main Setup* Menu", page 54).
- 1. Tap on *Diagnostics* in the *Main Setup* menu.
- 2. Tap on one of the following display buttons: *Current Faults*, *Fault Log*, *App Log* or *HAL Log*.
 - ✓ Depending on the display button tapped, corresponding fault and error messages are displayed.

↪ For further information on the *Diagnostics* menu, refer to chapter 7.1.10, page 51.

On the Web Interface

The following pre-condition must be fulfilled:

- You accessed the web interface (see chapter 8.3 "Accessing the Web Interface", page 68).
- 1. Click on *Log Files*.
- 2. To open or save a log file, click on the desired link (e.g. *View faults log*).

↪ For further information, refer to chapter 8.2.4 "*Log Files* Menu ", page 66.

10.3 Troubleshooting Tables

10.3.1 Indication On the Device

Fault/Error	Probable Cause	Remedy
LED  is not illuminated.	No operating voltage available.	Check if the Ethernet interface supports Power over Ethernet (PoE). If not, use a power adapter (see chapter 6 "Commissioning", page 37). Check, if the Ethernet switch works without errors.
LED  is illuminated, but the touch display does not display anything after approx. 60 seconds.	The IP desktop intercom station hung during booting.	Temporarily isolate from power supply. If the error still persists, replace the IP desktop intercom station.
LED  shines yellow.	Device error	View fault and error messages (see chapter 10.2.3 "Displaying Current Fault and Error Messages", page 77). Compare the error or fault message with the table in chapter 10.3.2, page 79 and eliminate it.
Touch display lights up brightly and stays illuminated.	Application is not (yet) running.	Application should start automatically after 10 seconds. If the application does not start automatically, temporarily isolate from power supply.
Microphone illuminated ring blinks yellow.	Gooseneck microphone failed.	Device automatically switches over to the internal additional microphone. To eliminate the fault: View fault and error messages (see chapter 10.2.3 "Displaying Current Fault and Error Messages", page 77). Compare the error or fault message with the table in chapter 10.3.2, page 79 and eliminate it.

10.3.2 Messages and Indication on the Touch Display

Fault/Error	Probable Cause	Remedy
The message <i>Keine Verbindung zur Zentrale (No Connection to Server)</i> is displayed on the touch display.	The network connection between the central exchange unit and the IP desktop intercom station is interrupted.	Check if the central exchange unit is in operation.
		Check if all relevant network cables are connected (see chapter (see chapter 4.4.2, page 18)
		Check if the Ethernet switch is in operation.
The message <i>No Role assigned</i> is displayed on the touch display.	The IP desktop intercom station has not been commissioned properly.	Check if there is a device fault (LED  shines yellow). View fault and error messages: • Via the touch display (see chapter 7.10 "Displaying Current Fault and Error Messages", page 58) • Via the web interface (see chapter 8.7 "Displaying and Downloading the Current Fault and Error Messages", page 71) Compare the error or fault message with the table in chapter 10.3.2, page 79 and eliminate it.
		Check the network settings and adjust them if required (see chapter 6 "Commissioning", page 37).
The message <i>No Role assigned</i> is displayed on the touch display.	The IP desktop intercom station has not been commissioned properly.	Check the network settings and adjust them if required (see chapter 7.12 "Assigning a New Role", page 59).
		Check if the role is correctly assigned via the web interface of the central exchange unit. ➡ For further information on the web interface of the central exchange unit, refer to the system documentation of the central exchange unit.

Fault/Error	Probable Cause	Remedy
The message <i>Station has been suspended</i> appears on the touch display.	The connection between the central exchange unit and the IP desktop intercom station failed.	Delete the role assignment of the IP desktop intercom station via the web interface of the central exchange unit. Then, put the IP desktop intercom station into operation again (see chapter 6 "Commissioning", page 37). For further information on the web interface of the central exchange unit, refer to the system documentation of the central exchange unit.
	The configuration file saved on the central exchange unit is corrupt or does not match the software version of the IP desktop intercom station.	Correct or replace the configuration file saved on the central exchange unit. ✎ For further information on the web interface of the central exchange unit, refer to the system documentation of the central exchange unit.
	The software of the IP desktop intercom station is not compatible with the software of the central exchange unit.	Update the software of the IP desktop intercom station (see chapter 8.5, page 69) and/or the software of the central exchange unit. ✎ For further information on updating the software of the central exchange unit, refer to the system documentation of the central exchange unit.
	The configuration of the IP desktop intercom station is corrupt or not compatible to the software.	Check the configuration of the IP desktop intercom station and correct it if required. Update the software of the IP desktop intercom station (see chapter 8.5, page 69).
The message <i>Please wait ...</i> is displayed on the touch display.	The IP desktop intercom station activates a new configuration.	No remedy required. Activation finished after max. 1 second.

Fault/Error	Probable Cause	Remedy
You cannot see your desired <i>System Network Identifier</i> , <i>System ID</i> or <i>Role Name</i> in the <i>Role Assignment</i> menu.	In the <i>Network Setup</i> menu, the IP address of the IP desktop intercom station is not correctly set.	Check the IP address of the IP desktop intercom station and change it if required (see chapter 6.3 "Defining Network Settings", page 39).
	In the <i>Network Setup</i> menu, the IP address of the server is not set to <i>Auto Discovery</i> and/or the manually defined IP address for <i>Requested IP address</i> is wrong.	In the <i>Server parameters</i> menu, activate the <i>Auto Discovery</i> function (see chapter 7.1.6 "Network Setup Menu ", page 46). Manually enter a different IP address for <i>Requested IP address</i> .
	Network connection is interrupted or data transmission is faulty.	A faulty or interrupted network connection can have many reasons. Here, we can only give you a small selection of possible solutions. Check your network settings (see chapter 7.1.6 "Network Setup Menu ", page 46). Check if all incoming network cables are connected properly or if they are defective. If they are defective, replace the network cables. Check if the Ethernet switch is in operation. Check if the central exchange unit is in operation. Check with the Ping and/or Traceroute commands if the web server is available (see chapter 7.13 "Performing Network Diagnostics", page 60).
	The central exchange unit is out of operation.	Check if the central exchange unit is in operation.

Fault/Error	Probable Cause	Remedy
Desired role is not displayed for Role Name in the Role Assignment menu.	The role has already been assigned to a different IP terminal device.	In the web interface of the central exchange unit, check if the desired role has already be assigned (go to Components > Terminals > Info Details). If the role has already been assigned, change the role assignment if required. For further information on the web interface of the central exchange unit, refer to the system documentation of the central exchange unit.
	The configuration of the central exchange unit is faulty or not up-to-date.	Check the configuration of the central exchange unit and correct or update it if required.
	The configuration of the IP desktop intercom station is not stored on the central exchange unit.	Check if the configuration of the IP desktop intercom station is stored on the central exchange unit. If the configuration of the IP desktop intercom station is stored on the central exchange unit, check if the configuration of the central exchange unit refers to the configuration of the IP desktop intercom station.
	The web server of the central exchange unit does not work properly.	Reboot the central exchange unit.
	Network connection is interrupted or data transmission is faulty.	A faulty or interrupted network connection can have many reasons. Here, we can only give you a small selection of possible solutions. Check your network settings (see chapter 7.1.6 "Network Setup Menu ", page 46). Check if all incoming network cables are connected properly or if they are defective. If they are defective, replace the network cables. Check if the Ethernet switch is in operation. Check if the central exchange unit is in operation. Check with the Ping and/or Traceroute commands if the web server is available (see chapter 7.13 "Performing Network Diagnostics", page 60).

10.3.3 Other Faults

Fault/Error	Probable Cause	Remedy
Date and/or time are not correctly displayed.	No connection between central exchange unit and IP desktop intercom station.	Establish connection between central exchange unit and IP desktop intercom station. Date/time of the central exchange unit are automatically adopted for the IP desktop intercom station.
		Manually set date/time (see chapter 8.6, page 70). However, the values will be overwritten for the next adjustment of the central exchange unit.
	Date/time not correctly set in the central exchange unit.	Set date/time of the central exchange unit via its web interface. Then, log out the IP desktop intercom station from the central exchange unit and log it in again (see chapter 7.15, page 61). ↳ For further information on the web interface of the central exchange unit, refer to the system documentation of the central exchange unit.
Audio transmission does not work.	Audio software of the IP desktop intercom station does not work properly.	Restart the IP desktop intercom station (see chapter 7.15, page 61).
	Audio software of the central exchange unit does not work properly.	Reboot the central exchange unit. ↳ For further information on the web interface of the central exchange unit, refer to the system documentation of the central exchange unit.
Audio is only transmitted in one direction.	Audio software of the IP desktop intercom station does not work properly.	Restart the IP desktop intercom station (see chapter 7.15, page 61).
	Audio software of the central exchange unit does not work properly.	Reboot the central exchange unit. ↳ For further information on the web interface of the central exchange unit, refer to the system documentation of the central exchange unit.
The IP desktop intercom station does not respond to the actuation of the display buttons, the mechanical keys and the function keys	Software of the IP desktop intercom station does not work properly.	The built-in watchdog mechanism automatically restarts the IP desktop intercom station after approx. 75 seconds. If the watchdog mechanism of the IP desktop intercom station does not restart automatically, temporarily isolate from power supply.
Speaker volume is too low/too high.	Speaker volume is not set properly.	Set the speaker volume (see chapter 7.8, page 57).
Microphone sensitivity is too low/too high.	Microphone sensitivity is not set properly.	Adjust the microphone sensitivity (see chapter 7.7, page 56).

Fault/Error	Probable Cause	Remedy
The brightness of the touch display or of the LEDs is too low/too high.	The brightness is not set properly.	Adjust the touch display and LED brightness (see chapter 7.9, page 57).

10.4 Fault and Error Messages in the *Diagnostics* Menu

The following fault and error messages are displayed in the *Diagnostics* menu (see chapter 7.1.10 "*Diagnostics* Menu ", page 51).

Messwerte

24.04.12 15:03:33

Current Faults

Component	Fault	Severity	Date	Additional Information
HANDSET(0)	Handset not found	MAJOR	2012-04-18 16:15:06.916	

Figure 10-2: Fault and error messages (example)

Column	Description
<i>Component</i>	Displays the component on which the fault occurred.
<i>Fault</i>	Displays the type of fault.
<i>Severity</i>	Displays the severity of the fault.
<i>Date</i>	Displays the time when the fault occurred.
<i>Additional Information</i>	Displays further information in case of certain faults.

Source/Component	Fault/Error Message	Probable Cause	Remedy
<i>BACKUP_MICROPHONE</i>	<i>Built-in microphone is defective.</i>	Additional microphone is defective.	Replace the IP desktop intercom station.
<i>BASEBOARD</i>	<i>Mainboard is defective.</i>	A hardware fault occurred in the device.	If it is just a temporary fault, reboot the IP desktop intercom station (see chapter 7.15 "Restarting/Rebooting the IP Desktop Intercom Station", page 61). If you cannot eliminate the fault by rebooting the IP desktop intercom station, replace it.
<i>BASEBOARD</i>	<i>Software is incompatible (to the hardware)</i>	Software is incompatible to the base board.	Update the software of the IP desktop intercom station (see chapter 8.5, page 69).
<i>ETHERNET_IF(n)</i>	<i>Ethernet link is down</i>	Patch cable is defective or had been pulled out.	Check the patch cable and replace it if required.
		Ethernet switch is not in operation.	Check, if the Ethernet switch works without errors.
<i>HAL_CONTROL</i>	<i>Software is defective.</i>	A processing issue occurred in the system software of the IP desktop intercom station.	Update the software of the IP desktop intercom station (see chapter 8.5, page 69).
<i>KEYPAD(n)</i>	<i>Keypad not found</i>	An additional keypad is defined in the configuration of the IP desktop intercom station, but it is not connected physically.	Check the configuration file of the IP desktop intercom station. Connect the additional keypad.
		Additional keypad is not compatible to the IP desktop intercom station.	Connect a compatible additional keypad.
		Additional keypad mounted to the wrong side.	Mount the additional keypad to the right side of the IP desktop intercom station (see chapter 5.6.1, page 33).
<i>LIGHT_SENSOR</i>	<i>Light sensor is defective.</i>	Light sensor is defective.	Manually set the brightness of the touch display and the LEDs (see chapter 7.9, page 57).
<i>MICROPHONE</i>	<i>Main microphone is defective.</i>	Gooseneck microphone is defective.	Replace the IP desktop intercom station.

Source/Component	Fault/Error Message	Probable Cause	Remedy
<i>MICROPHONE(n)</i>	<i>Software is incompatible (to the hardware)</i>	The software does not support the gooseneck microphone.	Update the software of the IP desktop intercom station (see chapter 8.5, page 69).
<i>PERIPHERAL_COMPONENT_IF</i>	<i>Mainboard is defective.</i>	A hardware fault occurred in the device.	If it is just a temporary fault, reboot the IP desktop intercom station (see chapter 7.15, page 61). If you cannot eliminate the fault by rebooting the IP desktop intercom station, replace it.
<i>SPEAKER(n)</i>	<i>Software is incompatible (to the hardware)</i>	The software does not support the speaker.	Update the software of the IP desktop intercom station (see chapter 8.5, page 69).
<i>STATION</i>	<i>Software is incompatible (to the hardware)</i>	Software is incompatible to the hardware.	Update the software of the IP desktop intercom station (see chapter 8.5, page 69).
(different sources/components possible)	<i>Server failed to acknowledge an indication.</i>	An event sent from the IP desktop intercom station to the central exchange unit has not been acknowledged (e.g. keypress, fault, etc.). This fault is a single event and no permanent condition. Hence, it is not listed in the fault list of the IP desktop intercom station, but the central exchange unit is notified. The software of the IP desktop intercom station or the central exchange unit is defective.	Update the software of the IP desktop intercom station (see chapter 8.5, page 69) and/or the software of the central exchange unit. For further information on updating the software of the central exchange unit, refer to the system documentation of the central exchange unit.

11 Decommissioning and Storage

11.1 Decommissioning the IP Desktop Intercom Station

To decommission the IP desktop intercom station, proceed as follows:

1. Isolate the IP desktop intercom station and remove all cables.
2. Demount the accessories (see chapter 11.2 "Demounting the Additional Keypad", page 87 and 11.3 "Demounting the Handset", page 88).
3. Clean the IP desktop intercom station.
4. Store the IP desktop intercom station and the accessories or dispose of them (see chapter 11.4 "Storing the IP Desktop Intercom Station and the Accessories" page 88, and 12 "Disposal", page 89).

✓ You decommissioned the IP desktop intercom station.

11.2 Demounting the Additional Keypad

Tools required:

- Phillips head screwdriver

To demount connected additional keypads, proceed as follows:

1.  **WARNING** Electrical hazard. Ensure that the IP desktop intercom station is isolated from power supply and that all cables are removed.
2. Place an appropriate protective layer between the device and the work surface to protect the devices.
3. Place the IP desktop intercom station and the additional keypad on the work surface so that the bottom sides face upwards. Ensure that the gooseneck microphone protrudes over the edge of the work surface.
4. Unscrew the connecting plate.
5. Remove the flat ribbon cable.
6. Cover the open flat ribbon cable connectors on the additional keypad with the connecting plate and screw it tight.

✓ You demounted the additional keypad.

11.3 Demounting the Handset

Tools required:

- Phillips head screwdriver

To demount a connected handset, proceed as follows:

1.  **WARNING** Electrical hazard. Ensure that the IP desktop intercom station is isolated from power supply and that all cables are removed.
 2. Place an appropriate protective layer between the device and the work surface to protect the devices.
 3. Place the IP desktop intercom station and the handset on the work surface so that the bottom sides face upwards. Ensure that the gooseneck microphone protrudes over the edge of the work surface.
 4. Unscrew the connecting plate.
 5. Remove the flat ribbon cable.
 6. If you have a cover plate, place it above the open flat ribbon cable connector on the handset and screw it tight.
- ✓ You demounted the handset.

11.4 Storing the IP Desktop Intercom Station and the Accessories

Storage Location	Store the IP desktop intercom station and the accessories in a dry location, protected from humidity. If possible, protect the IP desktop intercom station and the accessories against the ingress of dirt and dust using the original packaging.
Ambient Temperature	The ambient temperature must be between -10 °C and +50 °C (14 °F to 122 °F). The IP desktop intercom station and the accessories must not be exposed to considerable temperature fluctuations.
Humidity	Humidity must be under 95 %.

12 Disposal

12.1 Disposing of the Packaging

The packaging is an essential part of the product. It protects the device from damage during transport.

Dispose of the packaging at local facilities (e.g. waste paper collection, recycling bin, recycling depot, etc.)

12.2 Disposing of the IP Desktop Intercom Station and the Accessories

The IP desktop intercom station and the accessories contain electronic components and must not be disposed of with domestic waste.

Dispose of the IP desktop intercom station and the accessories with electronic scrap or bring it to an electronic scrap recycling facility.

Observe the applicable national regulations.

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