talkswitch®

TS-9133i IP PHONE
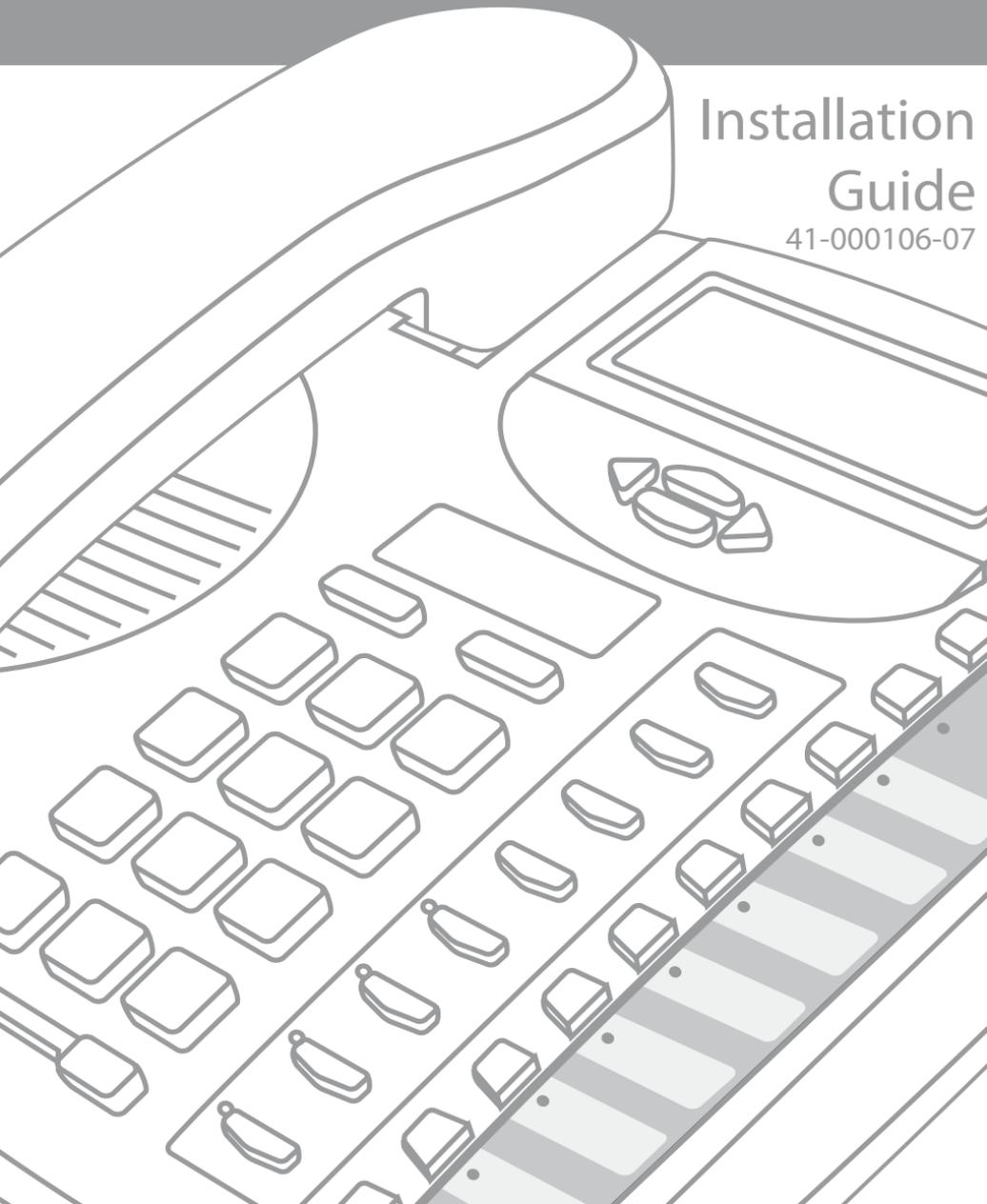
Installation
Guide
41-000106-07

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Introduction

Congratulations on your purchase of the Model TS-9133i IP Phone! The TS-9133i communicates over an IP Network, allowing you to receive and place calls in the same manner as a regular business telephone. This release of the TS-9133i is capable of supporting the SIP protocol.

Phone Features

- Three line adjustable backlit display screen
- 3 line/call appearance buttons with corresponding LEDs
- 7 programmable keys with LEDs - can be programmed as feature keys, or additional Line/Call appearances
- Speakerphone for handsfree calls
- Built-in two-port, 10/100 Ethernet switch which lets you share a connection with your computer
- Inline power support, which eliminates power adapters
- Power Adapter

Requirements

- SIP based IP PBX system or network installed and running with a SIP account created for the TS-9133i phone
- Access to a Trivial File Transfer Protocol (TFTP) server
- Ethernet/Fast Ethernet LAN (10/100 Mb)
- Category 5/5e straight-through cabling
- Power source

  For Ethernet networks that supply in-line power to the phone (IEEE 802.3af):

  — For power, use the Ethernet cable (supplied) to connect from thephone directly to the network. (No 48v AC power adapter required.)

  For Ethernet networks that DO NOT supply power to the phone:

  — For power, use the 48V AC Power Adapter (included) to connect from the DC power port on the phone to a power source.

    or

  — (optional) For power, use a Power over Ethernet (PoE) power injector or a PoE switch. Contact your System Administrator for more information.

About this Guide

This guide describes how to physically set up your new TS-9133i. Not all features listed are available by default and some may depend on your phone system or service provider. Contact your System Administrator if you have any questions on what features and services are available to you on your system.

Phone Parts

When you unpack your phone, you should ensure that you have all of the following items. If any part is missing, contact the supplier of your phone.
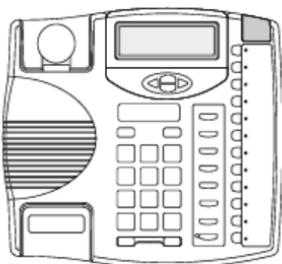
Telephone

Handset

Number Card and Plastic Lens

Programmable Key Card and Plastic Lens
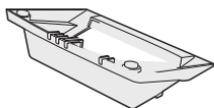
Telephone Stand

Power Adaptor

Handset cord

Ethernet

Optional Accessories (Not Included)
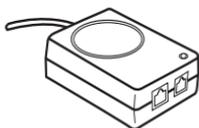
PoE (Power over Ethernet) Inline Power Injector
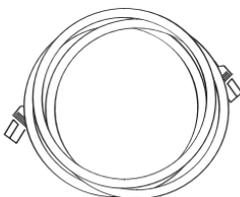
Additional Ethernet Cable (category 5/5e straight through cable)

A PoE (Power over Ethernet) inline power injector supplies 48v power to the TS-9133i through the Ethernet Cable on pins 4 & 5 and 7 & 8. Do not use this power supply to power other devices.

Key Panel

Set Indicator Light

Options Key

Backlit Display

Navigational Keys

Handset

Volume Bar

Dial Pad

Line/Call Appearance Keys
and LEDs

Programmable Keys/Line Appearance Keys and LEDs
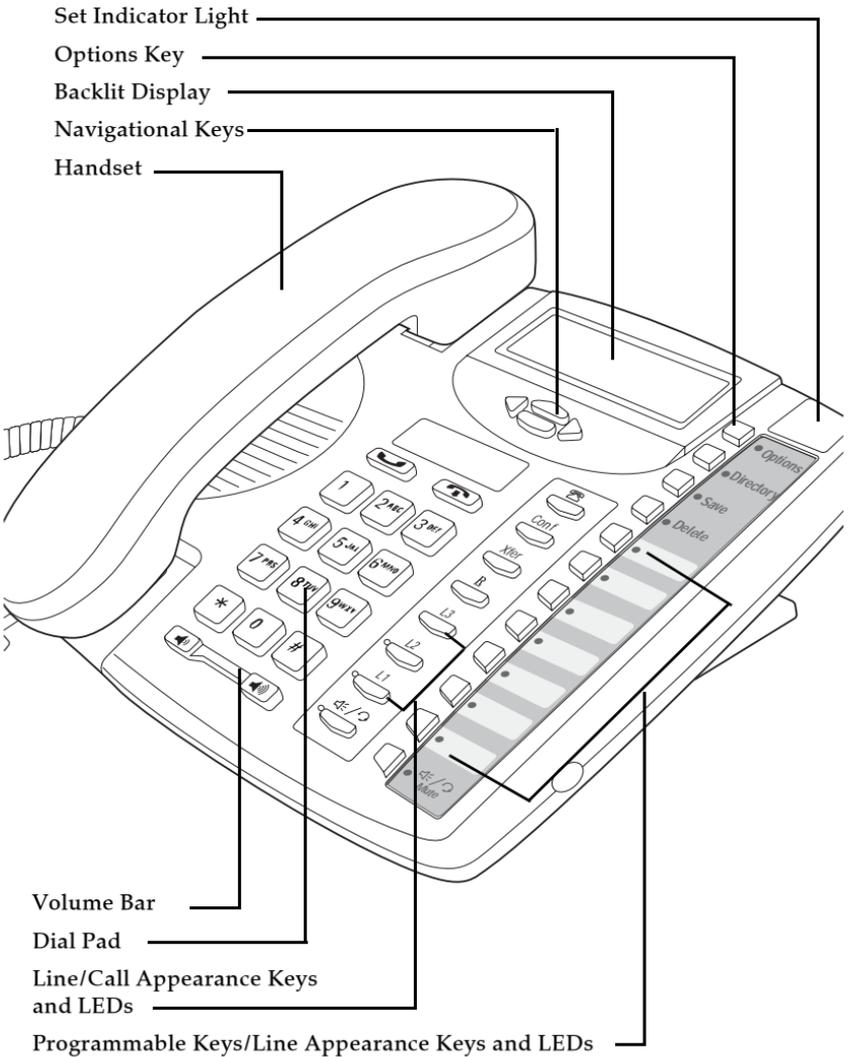
Key Description

Keys	Key Description
⌷	Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
☎	Pressing ☎ ends an active call. ☎ also exits an open list, such as ⌷Options , without saving changes.
☎	Access a list of the last 200 calls received.
Conf	Pressing Conf begins a conference call with the active call.
Xfer	Pressing Xfer transfers the active call to another number.
R	Redials up to 100 previously dialed numbers.
L1 L2 L3	Pressing one of the line or call appearance buttons connects you to a line or call.
⊄/⌒	Pressing ⊄/⌒ activates Handsfree so you can make and receive calls without lifting the handset. When the audio mode option is configured, this key is used to switch between a headset and the Handsfree speakerphone. For more information, see "Customizing your Phone."
◄))—◄))	Adjusts the volume for the handset, headset, ringer and handsfree speaker. For more information, see "Adjusting the Volume."
◄◆►	Pressing ▲ and ▼ lets you move between screens. These buttons also let you scroll through menu selections, such as the Options List. Pressing ◄ and ► in the Options List will also cancel or show the current option. When you are editing entries on the display, press ◄ to erase the character on the left, and ► to SET the option.
⌷Options	The ⌷Options button lets you access options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing any Administrator-only options.
⌷Directory	Stores up to 200 names and phone numbers (stored in alphabetical order).
⌷Save	Use to store numbers and names in Directory, in programmable keys and to save Option feature settings.
⌷Delete	Removes entries in the Directory, Redial or Callers List.
⌷Mute	Pressing ⌷Mute mutes the microphone so that your caller cannot hear you (the light indicator will flash when the microphone is muted).
⌷	Pressing one of the line or call appearance buttons connects you to a line or call.

Installation and Setup

The TS-9133i can be setup to share a network connection with another network device. Power can be provided by the supplied power adapter or by an 802.3af compliant network power source or with a PoE inline power injector (optional accessory).

Direct or Shared Network Connection

The phone can be set up as a direct network connection to the Ethernet wall jack or as a shared network connection as a pass-through if connecting the phone to a computer or another network device.

Direct Network Connection

Located at the back of the phone are two fully switched 10/100 Mbps Ethernet cable ports. The port marked with ■ is used to connect the phone to the network, as well as provide power to your phone (if required). For more information, see "Connecting to the Network and to Power."

To Network

Separate Network Jack

Other Network Devices

Ethernet Cable

Network Jack
(if Inline power provided do not install the power adapter)
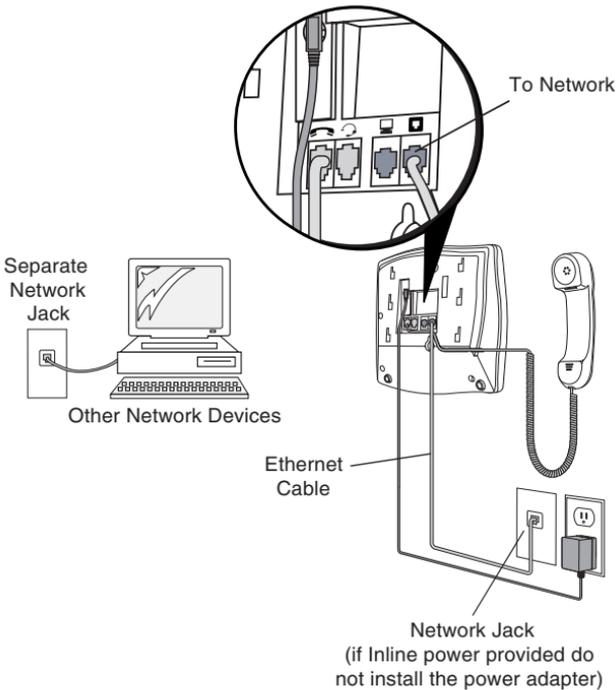
Shared Network Connection

To connect a network device (such as a computer) to the phone, connect an Ethernet Cable into the network port on the back of the phone marked with 🖥. Plug the other end of the Ethernet Cable into the network jack on the network device you are sharing the network connection with.

To Other
Network Device

To Network

Other Network Devices

Ethernet
Cable

Network Jack
(if Inline power provided do
not install the power adapter)
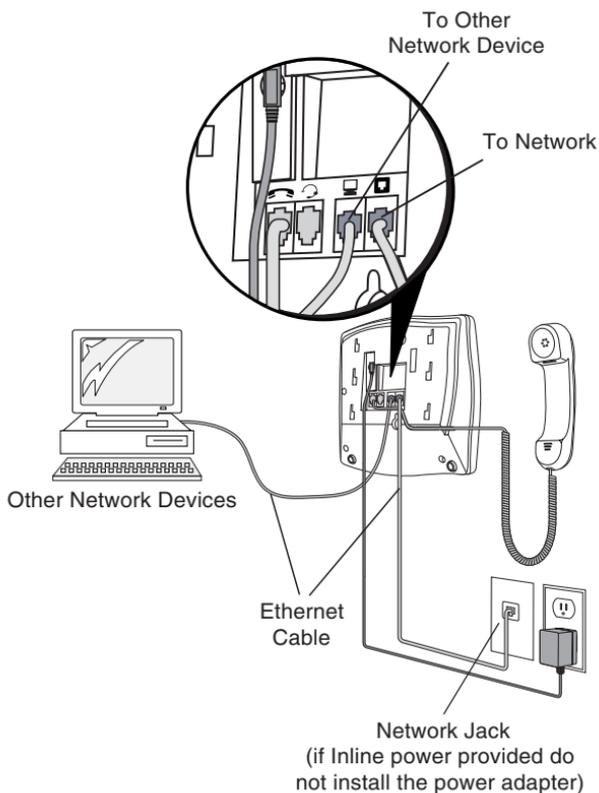
Note: The 🖥 jack on the TS-9133i does not supply inline power onto other network devices. All Ethernet cables used must be category 5/5e straight-through cables, such as the cable provided with your phone

Connecting to the Network and to Power

Power Adapter

Use the power adapter provided with your phone, and plug your phone into a power source.

Warning: Use ONLY the AC power adapter included with your TS-9133i IP Phone. Non-compliant adapters provide higher voltage output which may damage your TS-9133i IP Phone.

Inline Power Provided

If your network provides 802.3af compliant in-line power, the phone is powered through the network.
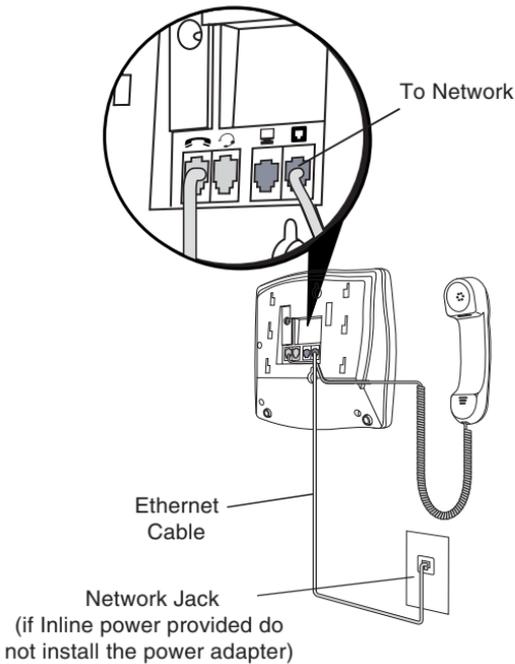
To Network

Ethernet
Cable

Network Jack
(if Inline power provided do
not install the power adapter)

1. On the back of your phone, connect the Ethernet Cable (provided with your phone) into the network port marked with ▢.
2. Plug the other end of the Ethernet Cable directly into the network jack on the wall.

Installation and Setup

Inline Power Not Provided

If your network does not provide 802.3af compliant in-line power, you have to install the power adapter or the PoE inline power supply (optional accessory).

1. On the back of your phone, connect the Ethernet Cable (provided with your phone) into the network port marked with ☐.
2. On the PoE power injector, plug the other end of the Ethernet Cable into the network jack marked as indicated below.
3. On the PoE power injector, connect an additional Ethernet Cable into the network port as indicated below.
4. Plug the other end of the Ethernet Cable into the network jack on the wall.
5. Plug the PoE power injector into a power outlet.
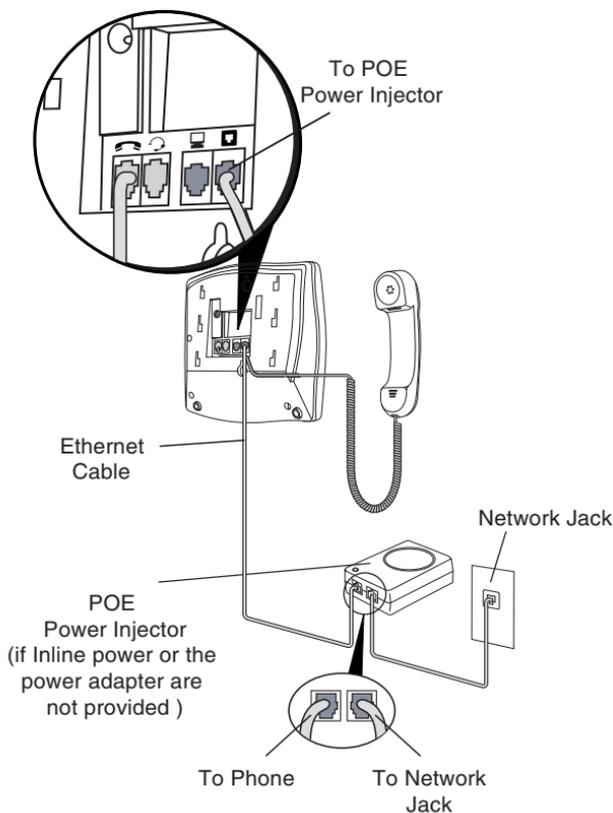
Note: You should connect the power supply to a surge protector or power bar. All Ethernet cables used must be category 5/5e straight-through cables, such as the cable provided with your phone.

Connecting a Handset or Headset

Handset

Turn the phone over and locate the handset jack marked ✆. Insert one end of handset cord into the jack until it clicks into place. Then route the handset cord through the groove as shown in the next illustration. Attach the handset to the other end of the handset cord.

To Handset
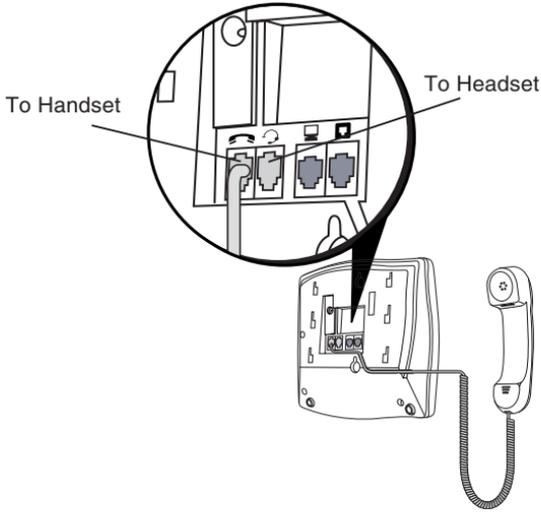
To Headset

Headset (Optional)

Turn the phone over and locate the headset jack marked ○. Insert the headset cord into the jack until it clicks into place.

Desk or Wall Installation

Install on the Desk

1. Route the cables through the opening in the stand.
2. Attach the stand by inserting the tabs on the stand into the slots on the bottom of the phone.
3. Push the stand towards the phone until it snaps into place.
4. Press the cords into the grooves provided on the bottom of the stand. This will allow the stand to sit flat on a desk surface.
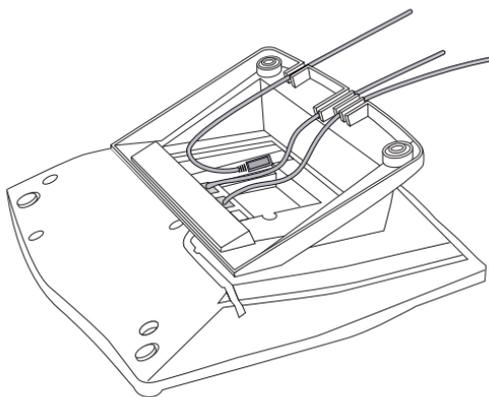
Install on the Wall

1. Mount the supplied Telephone Stand to the wall using the two pre-drilled holes in the stand.

   Warning: Ensure that wall anchors and screws are of a sufficient grade to withstand the weight of the phone and cables.

2. Attach the network and power cable to the phone as per the section "Connecting to the network and to Power."

3. Attach the handset and headset to the phone as per the section "Connecting to the network and to Power."

4. Attach the phone to the stand by placing the phone so that the top four slots on the bottom of the phone line up with the tabs on the stand. Then push the phone downward until it snaps into place.
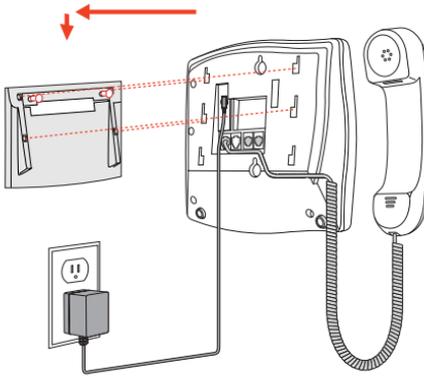
Inserting Number Card

Write your phone number on the number card, and place it into the card slot on the phone, located under the mouthpiece in the handset cradle. Gently bend the clear plastic lens into the slot, over the number card.
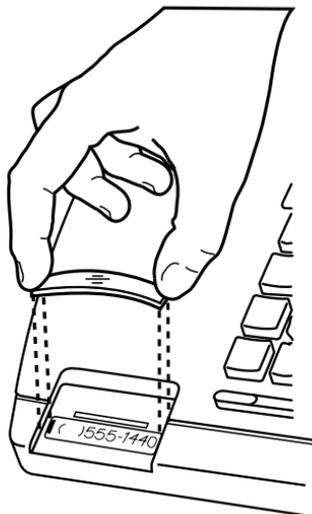
Insert the Programmable Key Card on your telephone

This card contains the feature names for the dedicated keys and label identification spaces for the seven programmable keys.

1. Place the card into the programmable key card slot on the telephone.
2. Gently bend the clear plastic lens and place it on top of the programmable key card in the slot.

Customizing your Phone

An admin password may be required in some cases to access or configure specific parameters on the phone. The default password is 22222. Once TalkSwitch has provisioned the phone, the new admin password is 23646 (spells ADMIN).

Internal Use

When connecting your IP phone to the same LAN as TalkSwitch, first ensure you have already configured this extension's information and MAC address in the TalkSwitch configuration software. Once configured and saved to TalkSwitch, connect the phone to the LAN then power it up. It will automatically detect TalkSwitch on the LAN and configure itself.

External Use

When connecting your IP phone at a remote location for external use, please perform the following steps:

1. Pre-configure the extension in the TalkSwitch configuration software and include the MAC address of the phone.
2. Before or after deploying the phone, power up the phone and select **Options**, then **Network Settings.**
3. Enter the administrative password for the phone set. If no password has been previously set by your phone System Administrator, enter a password of either '22222' or '23646'.
4. From the **Network Settings** menu, select *TFTP Server* then *Primary TFTP*. Enter the WAN (External) IP address or URL/FQDN of your TalkSwitch location.
5. Press **Done** then reboot the phone. It then connects to the TalkSwitch system and updates its configuration.

If you encounter problems, please ensure the appropriate ports are forwarded from the router to the TalkSwitch unit acting as the proxy at that location; for more information, see the *TalkSwitch User Guide*. There should be no need to make any adjustments to the firewall at the IP phone's location.

Setting your Options

There is a list of configuration options, accessed by pressing the ⬜*Options* button.

1. Press the ⬜*Options* button on the phone to enter the options list.
2. To go to an **Option,** use the ⬇ and ⬆ to scroll through the list or press the number corresponding to the **Option**.
3. To select an **Option,** press the ▶ button beside the **Option** you want.
4. Once you are in the options menu, follow the on-screen menu instructions to advance to the next sub-menu or to enter an option (i.e. "Press ⬇ for next and ▶ to enter").
5. Follow the on-screen menu instructions to save changes and exit the current option.
6. Press the ⬇ or 📞 button at any time to exit without saving the changes.

The following options are configurable on the TS-9133i IP Phone:

Language

Select a language for the display prompts.

Note: Supported languages may vary.

Set Ring Tone

Use the ▲ and ▼ to scroll through the list and select an **Option**. Use the volume bar to increase or decrease the ringer volume level.

Clear Message Waiting

Use the ▲ and ▼ to scroll to the option and press ▶ to clear. The light flashes again when there are new messages waiting.

Contrast Level*

Use the navigation arrow keys to cycle through 8 contrast settings, which brighten or darken the display.

Live Dial Pad*

This option turns the Live Dial Pad mode on or off. With Live Dial Pad ON, the TS-9133i IP Phone automatically dials out and turns ON Hands free mode as soon as a dial pad key is pressed. With Live Dial Pad OFF, if you dial a number while the phone is on-hook, lifting the receiver or pressing the ⌔/☊ will initiate a call to that number.

Headset Settings

This option lets you:

a) choose your preferred audio mode.

b) select your headset mic volume.

Audio Mode

The TS-9133i allows you to use a handset, a headset or handsfree to handle incoming and outgoing calls. The audio mode option provides different combinations of these three methods to provide maximum flexibility in handling calls. There are four audio mode options to choose from:

- **Speaker** — this is the default setting. Calls can be made or received using the handset or handsfree speakerphone and can be switched between the two modes by pressing the ⌔/☊ button on the phone. In Speaker audio mode, lift the handset and press ⌔/☊ to switch between handsfree speakerphone and the handset.

- **Headset** — choose this setting if you want to make or receive all calls using a headset. Calls can be switched between the headset and handset by pressing the ⌔/☊ button on the phone.

- **Speaker/Headset** — incoming calls are sent to the handsfree speakerphone. By pressing the ⌔/☊ button on the phone you can switch between the handsfree speakerphone, the headset and the handset.

- **Headset/Speaker** — incoming calls are sent to the headset. By pressing the ⌔/☊ button on the phone you can switch between the headset, the handsfree speakerphone and the handset.

Headset Mic Volume

To select Headset volume, press ⬇ after you enter the 7. Headset Settings option, and select your volume level from the options provided.

Network Settings

This is a System Administrator-level only option, and requires a password to access.

SIP Settings

This is a System Administrator-level only option, and requires a password to access.

Phone Status

This option allows you to:

- view your network status
- view your phone's IP address
- view your firmware version
- restart your phone

There is also a System Administrator-only option to reset the phone to factory default settings. See your System Administrator for details.

Contact your System Administrator before changing your phone settings.

*Availability of feature dependant on your phone system or service provider or version of the TS-9133i you are using.

Using your TS-9133i IP Phone with TalkSwitch

Accessing Features

Notes:

1. If the feature keys are programmed for a specific feature then follow the first instruction for the appropriately labeled keys; otherwise, follow alternate instructions.
2. If the extension is configured to use Direct Line Access, then some features may require you to dial ⊛⊛ before dialing the feature code.

Accessing an Outside Line

Dial hunt group 9 or 81-88. No hunt group is required if Direct Line Access is enabled for this extension.

Activate/Deactivate Do not Disturb

Press the ☐**DND** key; otherwise dial ⊛62 to toggle ON or OFF.

Pick up — Any Inbound Call Ringing at Any Extension

Press the ☐**Pickup Any** key, otherwise dial ⊛9.

Pick up — Specific Extension

Press the ☐**Pickup Ext** key + extension; otherwise dial ⊛7 + extension.

Place a Caller on Hold

Press the ⊂☐⊃ key.

Retrieve a Caller on Hold

Select the flashing line key
(Eg. ⊂ L2 ⊃) associated with the call placed on hold.

Cycle through Callers on Hold

Select the flashing line key
(Eg. ⊂ L2 ⊃) associated with the call placed on hold.

Call Waiting (Answer a 2nd call)

Press the line key associated with the new call (Eg. ⊂ L2 ⊃).

Call Transfer

1. Press ⊂ Xfer ⊃.
2. Dial the extension, then press the ▶ key.
3. Optionally, stay online to talk to the other party.
4. To complete the transfer, press ⊂ Xfer ⊃.

Voicemail Transfer

1. Press ⊂ Xfer ⊃.
2. Dial ⊛ + the extension, then press the ▶ key.
3. Press ⊂ Xfer ⊃ to complete the transfer.

Cancel Transfer

1. Press ◀ while in the transfer state.
2. Select the flashing line key (Eg. ⬯ L2 ⬯) associated with retrieving the call placed on hold.

Conference Call

1. Press the ⬯ Conf ⬯ key to put the first party on hold.
2. Call the second party (first dial 9 or 81-88 for external calls).
3. Press the ▶ key to dial the second party.
4. Once the 2nd party answers, press ⬯ Conf ⬯ to join all parties in the conference call.

Park a Caller

Press ☐ **Park**; otherwise, press ⬯ Xfer ⬯ then dial ✱510 + ▶ key. The system responds with a parking orbit.

Retrieve a Parked Caller

1. While the phone is onhook, press ☐ **UnPark** followed by the specified orbit (500-509).
2. Press the ▶ key; otherwise, lift the handset and dial ✱✱ + orbit, then ▶ key.

Paging

Two-way intercom paging to TalkSwitch phones from TS-9133i

1. Press ☐ **Intercom** key + extension.
2. Press ▶ key; otherwise, dial ✱84 + extension, then ▶ key.

PA overhead paging

Press ☐ **Page**; otherwise, dial ✱0.

Attach Account Code to Last Call*

At dial tone, dial ✱88 + <Account code> ＃.
*CDR logging must be active on the TalkSwitch system.

Engaging Line/Ext/Queue Appearances

1st call

Press the key associated to the ☐ **Line/Ext/Queue** light that is flashing (ringing or on hold).

Additional calls

1. Press the ⌣ key to put the current caller on hold.
2. Pick an available line (Eg. ⬯ L2 ⬯) then press the key associated with the ☐ **Line/Ext/Queue** light that is flashing (ringing or on hold).

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Voicemail

Access Mailbox

Locally

Press the ☐ **Voicemail** key, otherwise dial ✳✳# + ▶

Remotely

Press ✳✳ + <mailbox no.>

Change Greeting Options

Dial 2.

Change Personal Options

(password, date stamp, remote notification options)

Dial 3.

Message Playback Controls

Option	Dial
Rewind 10 seconds	1
Go to beginning	1 1
Skip ahead 10 seconds	3
Skip to end of message	3 3
Check time and date stamp	5
Forward message	6
Delete message	7
Save message	9
Skip to next message	#

Other Phone Features

Adjusting the Volume

Pressing the volume button ⊙━━━◉ adjusts the receiver, headset, speaker, and ringer volume.

- To adjust the ringer volume, leave the handset in the cradle and press the volume button ⊙━━━◉ while there is no active call. There are 8 settings for the ringer — the display temporarily indicates the current ringer volume setting.
- To adjust the handset volume, lift the handset and press the volume button while you are on a call. The handset remains at this volume until it is adjusted again.
- To adjust the headset volume, press the volume button while you are on a call. The headset remains at this volume until it is adjusted again.
- To adjust the speaker volume, press the volume button while the speaker is activated (activate the speaker by pressing ⊂━◄/ɔ━⊃). The speaker remains at this volume until it is adjusted again.

Status Lights

The speaker light, beside the ⊂━◄/ɔ━⊃ key, and the telephone light, on the top right of your phone, provide visual indications of your phone's status.

Speaker Light

- Speaker light is on solid: A call is on Handsfree (speakerphone).
- Speaker light flashes slowly: The headset is being used.
- Speaker light flashes quickly: The call is muted. Press ▢◄/ɔ/Mute to take the call off mute.

Set Indicator Light

- Light flashes slowly: There are new voice messages.
- Light flashes quickly and the ringer sounds: There is an incoming call.
- Light flashes evenly: One or more calls are on hold.

Call Timer

- When you make or answer a call, the Timer shows the elapsed time of the call.

Programmable Keys

The TS-9133i has 7 programmable keys that can be programmed as feature keys or configured as extra line keys. Contact your System Administrator for more information on programmable keys.

Using a Headset with your Telephone

The TS-9133i accepts headsets through the modular headset jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Making and Receiving Calls using a Headset

1. Ensure that you have selected a headset audio mode by accessing the Options menu. For detailed information, see "Customizing your Phone."

2. Plug the headset into the jack.

3. Press the ⬯ key to obtain dial tone or answer an incoming call. Depending on the audio mode selected from the **Options** menu a dial tone or an incoming call is received on either the headset or the handsfree speakerphone.

4. Press the ☎ key to end the call.

Troubleshooting

Why is my handset not working?

Check to ensure that the handset cord is connected to the correct handset jack, and not the headset jack. For more information, see "Connecting a Handset or Headset."

Why is my speakerphone not working?

If you press ⬭⧉/↺⬭ and the speaker light flashes and you do not hear dial tone, the Headset audio option has been used to set up the phone for headset use; press ⬭⧉/↺⬭ a second time, if you are in speakerphone mode, a steady dialtone will be played on the speaker; if in headset-only, a steady dialtone will be played on the headset. If the light goes out, the phone is set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, you can alternate between the speakerphone and the headset by pressing ⬭⧉/↺⬭.

For more information on how to change Headset settings, see "Customizing your Phone."

Why is my display blank?

Ensure that power is being provided to your phone. If your Network does not provide Inline power over Ethernet, you can obtain an additional accessory, a PoE inline power injector, to provide power over Ethernet locally to your phone. For more information, see "Connecting to the Network and to Power."

Why can I only see one option on the display?

The telephone screen only shows one option at a time. To see more, press the down arrow button ▼.

Can I turn the light on the screen off?

No. You can only adjust the contrast of the display.

Why does the telephone wobble?

Make sure the cords are routed properly through the stand. Check that the stand has been properly snapped into place.

Limited Warranty

TalkSwitch warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, TalkSwitch shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials.

If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

TalkSwitch does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

TalkSwitch shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment.

This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of TalkSwitch with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

In North America, please call
1-866-393-9960 for further information.

Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

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If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please visit our website at www.talkswitch.com, or call 1-866-393-9960 for technical assistance.