



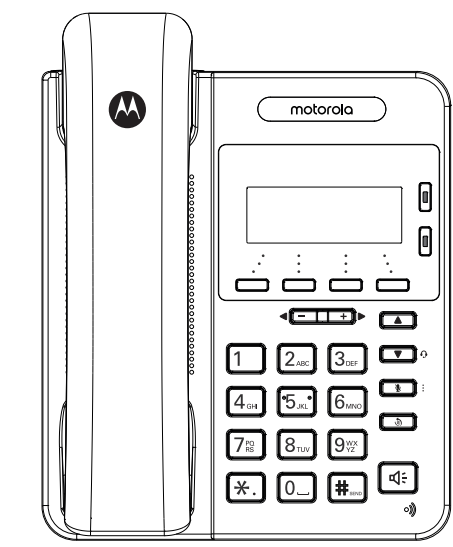
MOTOROLA 100IP-2/2P
IP DESK PHONE



Quick Start Guide

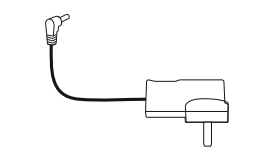
1. What's in the box

If you have purchased a Motorola 100IP-2 or Motorola 100IP-2P, the following contents will be included in the box:

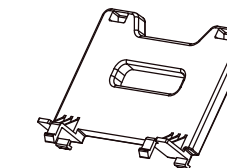


1 x Handset

1 x Base



1 x Power adaptor
(only applicable to 100IP-2)



1 x Desk Stand



1 x Handset Curly Cord

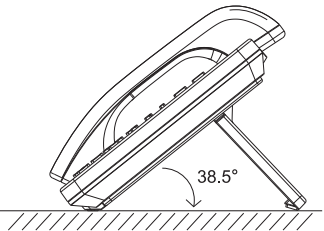
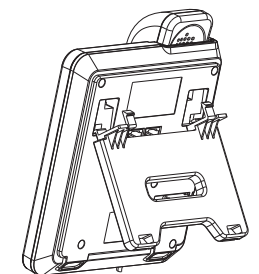


1 x Ethernet cable

2. Getting started

2.1 Installing the desk stand

Align the tabs on the desk stand with the two slots on the rear of the phone. Gently push the desk stand upwards into place (refer to the diagram below).



2.2 Installing the phone

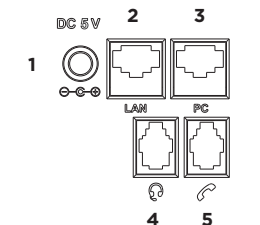
In most cases, your system administrator will connect your new Motorola 100IP-2/2P to your office IP telephony network. However, if you're setting up the phone yourself, please follow the instructions below.

- connect one end of the curly cord into the RJ-9 port of the handset and the other end into the handset port of the phone base
- connect one end of the ethernet cable into the LAN port of the phone base;

1. If the 100IP-2P is directly connected to the port of a network access device that supports PoE (Power over Ethernet) and it's been activated, the phone will automatically be activated as well.

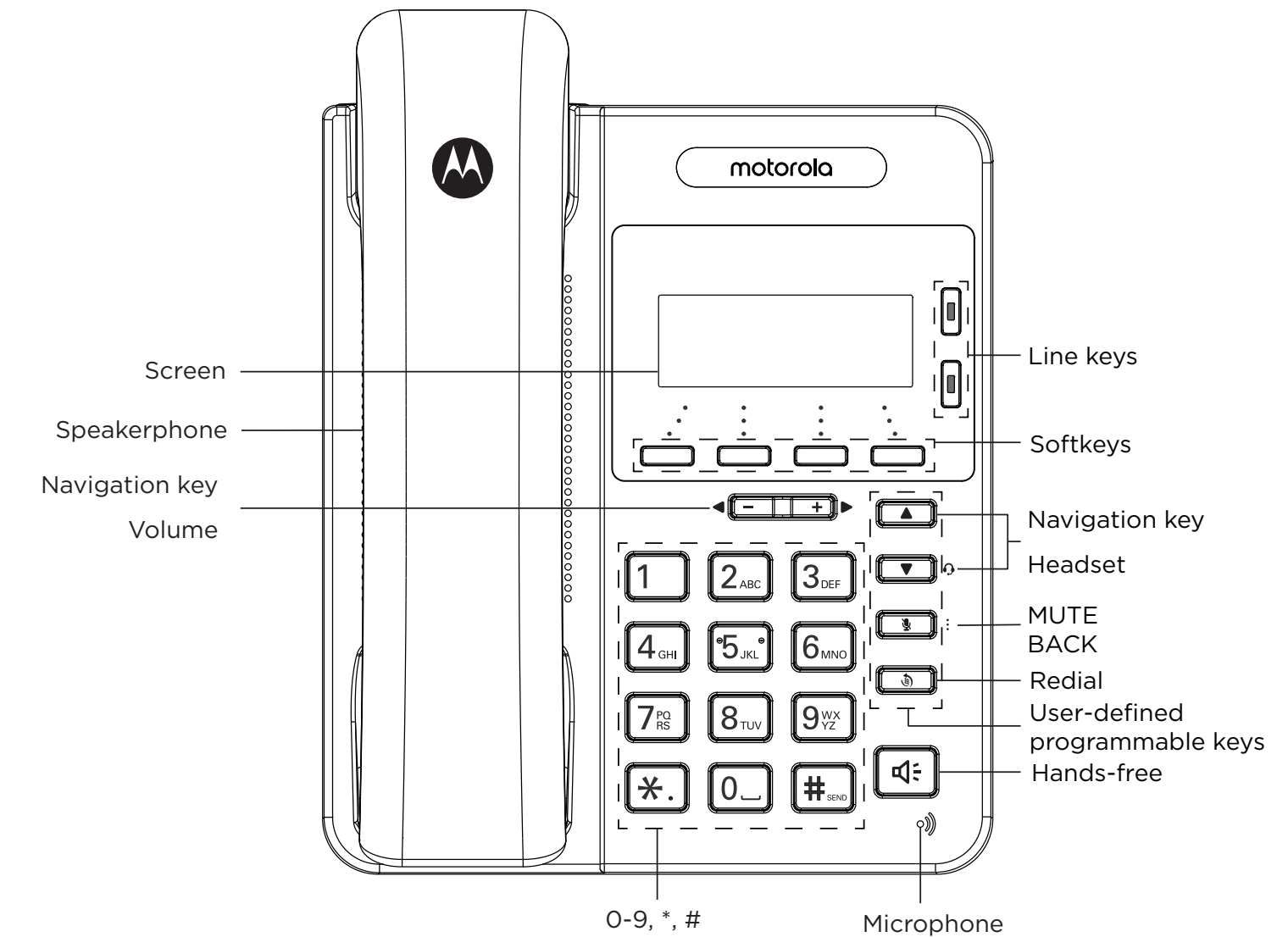
2. For the 100IP-2 plug the power adaptor to the DC power jack on the rear of the phone. When the power is turned on, the phone will automatically power up.

- If the computer needs to be connected to the network using the same cable, then insert the cable connected to the computer into the PC port of the IP phone. The computer will be connected to the local area network through IP phone.



- DC 5V/1A power input
- LAN RJ45 port
- PC RJ45 port
- Headset RJ9 port
- Handset RJ9 port

3. Overview of the phone



4. Configuring your phone

You can configure the Motorola 100IP-2/2P via the LCD menu or by using the web user interface.

Default username and password for the web user interface are:

- Username: **admin**
- Password: **admin**

4.1 Network settings

4.1.1 DHCP

You can obtain the IP address of the network by configuring DHCP through the menu.

The settings for DHCP is as follows:

Go to **Menu > System Settings > Advanced Settings > password > Network > LAN Port**

- Enter network type.
- Select **DHCP**.
- Press **Save**.
- When "Network is changed press 'OK' to reboot." is displayed, press **OK** to restart immediately.

4.1.2 Static IP

You can configure the static IP address through the menu.

The settings for static IP is as follows:

Go to **Menu > System Settings > Advanced Settings > password > Network > LAN Port**

- Enter network type.
- Select **Static IP**.
- Enter the IP address, Mask, Gateway, DNS, etc. Press **Save**.
- When "Network is changed press 'OK' to reboot." is displayed, press **OK** to restart immediately.

4.1.3 PPPOE

You can configure PPPOE through the menu.

The settings for PPPOE is as follows:

Go to **Menu > System Settings > Advanced Settings > password > Network > LAN Port**

- Enter network type.
- Select **PPPOE**.
- Enter the username and password. Press **Save**.
- When "Network is changed press 'OK' to reboot." is displayed, press **OK** to restart immediately.

4.2 Setting up a SIP account

The SIP account is the foundation of communication for IP phones. The Motorola 100IP-2/2P supports 2 independent SIP accounts. You can configure a different SIP server for each account. Each line key corresponds to an independent SIP account or one of the lines enabled by a SIP account.

The account names will be listed in the order of the corresponding keys. Select an idle account when your phone is offhook.

The account name (already configured in Web Utility) will be displayed on the screen and there will be a dial tone.

4.2.1 Create a SIP account

- Enter the main menu. Go to **System Settings > Advanced Settings**.
- Enter the password (for default leave blank).
- Select SIP Account.
- Select the account to be set up and configure the following parameters as applicable:

- Enable Account***: Press **Right** or **Shift** to select **Enable**.
- Line Keys Use**: Set the amount of line keys used. The default is 2.
- Description**: The name displayed on the LCD.

DisplayName: The phone name displayed on the other party's phone when making a call. If blank, user account will be displayed.

AuthenUser: The authenticate name that matches SIP server (the default is the same as the account. If blank, invoke the account parameters).

Account*: The user account that matches SIP server (Extension number).

User Password: The password that matches SIP server (if applicable).

SIP Server*: The IP address or domain name of the primary SIP server for the SIP account. All calls are originated from this server by default.

Outbound Server: The address of Outbound Proxy Server.

STUN States: Enable STUN state or not.

STUN: STUN server allows all terminal NAT clients to receive VoIP calls from VoIP service provider located outside the LAN.

Auto Answer: Enable or disable Auto answer for this account.

- When the above parameters are configured, press **Save** to add a SIP account.

6. The **DisplayName** will be displayed on the screen when returned to standby, indicating the account has been successfully created on the SIP server

Note

Fields marked with "*" must be filled.

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5. Calls

5.1 Easy ways to make a call

The following are some simple methods for making calls using your Motorola 100IP-2/2P:

- Make a call using the handset > Lift the handset
- Make a call using speakerphone > Press the **hands-free** or the **line** key
- Make a call using headset > Press **Headset** key

Then;

1. You will hear a dial tone
2. The first available line is occupied. The indicators of this line will light up red constantly.
3. Enter the number you want to dial.
 - Either press **Send** to make a call.
 - Or wait for 5 seconds (default) to automatically make a call.

5.2 Redial

The phone supports the redial function and lists out all dialed numbers: Press **REDIAL** to list out all dialed numbers first and then press again to redial the first number. You can also press Down to scroll to the number you want to dial.

5.3 Dial from call list

The phone supports the function of dialling from the call list.

1. From the standby screen, press **Calls** soft key to list out all calls. Press **Up/Down** to scroll to the number you want to dial and press **Send**.

Alternatively, from the standby screen you can press **Up** to retrieve and select **All Calls** and scroll to view **Missed Calls, Received Calls, Dialed Calls** and **Call Forwarding** using the Left or Right keys. Finally, select an entry and press **Send**.

5.4 Answering a call

The simplest way to answer a call is to lift the handset. The Motorola 100IP-2/2P also supports the following options: hands-free/headset answering.

1. You can hear the phone's ringtone (the ringtone can be customised)
2. The line key corresponding to the number will light up and flash.

Then;

- Answer with handset > Lift the handset
- Answer with speakerphone > Either press the **hands-free** or press the **line** or **Ans** key
- Answer with headset > Press **Headset** key

6. Important information

Please read the instructions on safety and disposal and on how to set up and use the device before using it. Also give them to other users to read or inform those users of their contents. Save this manual and do not give the device to third parties without it.

WARNING:

This equipment will not operate when mains power fails

6.1 Important safety instructions

Follow these safety precautions when using your phone to reduce the risk of fire, electric shock, and injury to persons or property:

- Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.
- Do not use while wet or while standing in water.
- Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
- Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.
- Never insert objects of any kind into the product vents as that may result in fire or electric shock.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not disassemble this product. If service or repair work is required, contact the customer service helpline found in this user's Guide.
- Do not overload wall outlets and extension cords.
- Avoid using during an electrical storm. Use a surge protector to protect the equipment.
- Do not use this phone to report a gas leak, especially if you are in the vicinity of the gas line.

6.2 Installation Guidelines

- Read and understand all instructions and save them for future reference.
- Follow all warnings and instructions marked on the product.
- Do not install this product near a bath tub, sink, or shower.
- Operate this phone using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your dealer or local power company.
- Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
- Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.

- Use only the power supply that came with this unit. Using other power supplies may damage the unit.
- To avoid interference to nearby appliances, do not place the base of the phone on or near a TV, microwave oven, or VCR.

WARNING:

The handset contains a magnet, and its earpiece may attract small dangerous objects such as needles or pins. Please ensure before each use that no such objects are present.

6.3 SELV (Safety Extra Low Voltage) compliance

Safety status of Input/Output connections comply with SELV requirements.

WARNING:

To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and PSTN ports contain TNV circuits. Some LAN and PSTN ports both use RJ-45 connectors. Use caution when connecting cables.

6.4 Using External Devices

The following information applies when you use external devices with the Motorola 100IP-2/2P Phone:

MZGW recommends the use of good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, MZGW recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

MZGW cannot guarantee the performance of the system because MZGW has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

6.5 Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe.
- Never use household polish as this will damage the product. Never use a dry cloth as this may cause static shock.

6.6 Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage, do not place the product on antique / veneered wood.
- Do not place your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosives or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

6.7 Product disposal instructions

6.7.1 Waste Electrical and Electronic Equipment (WEEE)

All Motorola products that fall within the scope of the EU WEEE Directive carry the crossed wheellie bin symbol which advises customers not to recycle electronic products in the domestic waste stream but to recycle them safely as e-waste.

6.7.2 Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product according to your local authority's recycling processes. For more information, please contact your local authority or the retailer where the product was purchased.

6.7.3 Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

6.8 Conformity

This Motorola 100IP-2/2P complies with the essential health, safety, and environmental requirements of all relevant European directives.

7. Business Products and Accessories Warranty

Thank you for purchasing this Motorola branded product manufactured under license by Meizhou Guo Wei Electronics Co. Ltd., AD1 section, Economic Development Area, Dongsheng Industrial District, Meizhou, Guangdong, China. ("MZGW")

7.1 What Does this Warranty Cover?

Subject to the exclusions contained below, MZGW warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Limited Warranty is your exclusive warranty and is not transferable.

7.2 Who is covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

7.3 What will MZGW do?

MZGW or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that do not conform to this limited warranty. We may use functionally equivalent reconditioned / refurbished / pre-owned or new Products, Accessories or parts.

7.4 Limitations of Liability

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OF IMPLIED. IN NO EVENT SHALL MOTOROLA OR MZGW BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

Products Covered	Length of Coverage
Business Products	One (1) year from the date of the products original purchase by the first consumer purchaser of the product.
Business Accessories (battery, power supply(s) and line cords)	Ninety (90) days from the date of the accessories original purchase by the first consumer purchaser of the product.
Business Products and Accessories that are Repaired or Replaced	The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever is longer.

7.5 Exclusions

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola or MZGW are excluded from coverage.

Use of Non-Motorola branded Products and Accessories. Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

Unauthorized Service or Modification. Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, MZGW or its authorized service centers, are excluded from coverage.

Altered Products. Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

Communication Services. Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

7.6 How to Obtain Warranty Service or Other Information?

For service or information, please contact authorised service personnel, your service provider, MZGW Customer Services by sending an email to service@escene.cn or scan the QR code below:



If applicable, you will receive instructions on how to ship the Products or Accessories at your expense and risk, to a MZGW Authorized Repair Centre.

Unauthorised opening, changing, or modifying the device will void the warranty and may also result in the loss of CE conformity.

To obtain service, you must include:

- The Product or Accessory;
- The original proof of purchase (receipt) which includes the date, place and seller of the Product;
- If a warranty card was included in your box, a completed warranty card showing the serial number of the Product;
- A written description of the problem; and, most importantly;
- Your address and telephone number.

7.7 Service Agreements

Please contact your Motorola Authorized Reseller for information about any service agreements applicable to your product.

8. Product Information

8.1 Safety:

- IEC 62368

8.2 CE

- EU Declaration of Conformity

8.3 Ethernet:

- 2 x 10/100 Mbps Ethernet Ports
- Power: Power over Ethernet (PoE), IEEE 802.3af, Class 1.

NOTE: If PoE is not available, one of the following power adapters (not included in delivery) can be ordered separately:

- EU: Huajin HJ-050100P1-EU (Part reference 150*1287*0*003)
- UK: Huajin HJ-0501000A1-UK (Part reference 150*1287*0*001)
- CN: Huajin HJ-0501000 (Part reference 150*1287*0*000)

8.4 Connectors:

- 2 x RJ45 (8P8C) : 1 x LAN, 1 x PC
- 2 x RJ9 (4P4C) for handset and optional wired headset (headset not included)
- 1 x coaxial power connector DC 5V (power adapter not included)

8.5 Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 10% to 90%, noncondensing
- Storage temperature: -40 to +140°F (-40 to +60°C)