

# Gigabit Business IP Phone

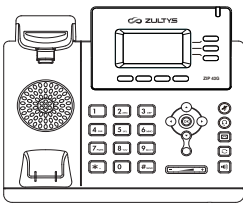
## ZIP 43G



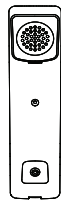
## Quick Start Guide

# Package Contents

The following items are included in your package. If you find anything missing, contact your system administrator.



IP Phone



Handset



Handset Cord



Ethernet Cable



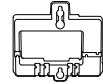
Stand



Quick Start Guide



Power Adapter  
(Optional)

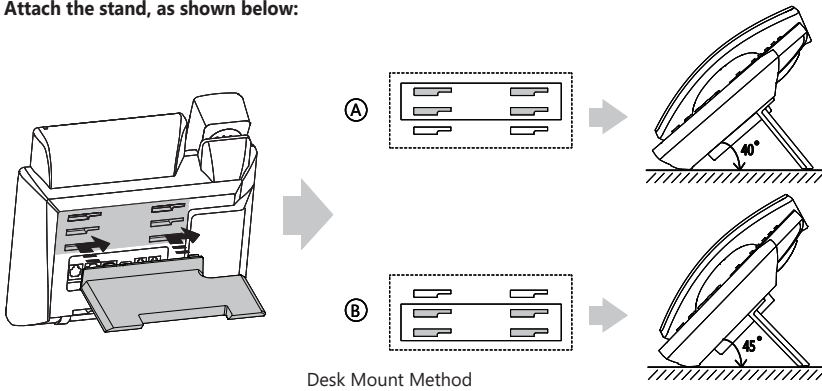


Wall Mount Bracket  
(Optional)

Note: We recommend that you use the accessories provided or approved by ZULTYS. The use of unapproved third-party accessories may result in reduced performance or damage.

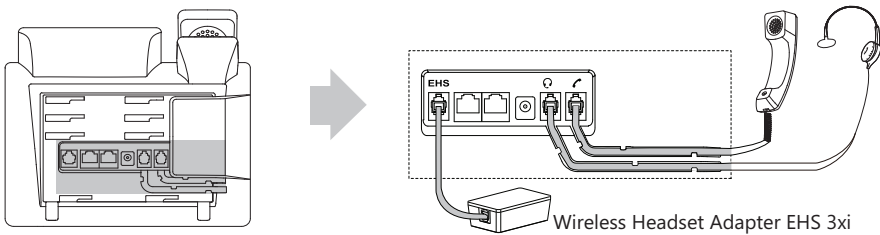
# Assembling the Phone

1. Attach the stand, as shown below:



Note: The phone may also be wall mounted using the optional ZIP 43G wall mount bracket. Refer to wall mount installation guide for additional information.

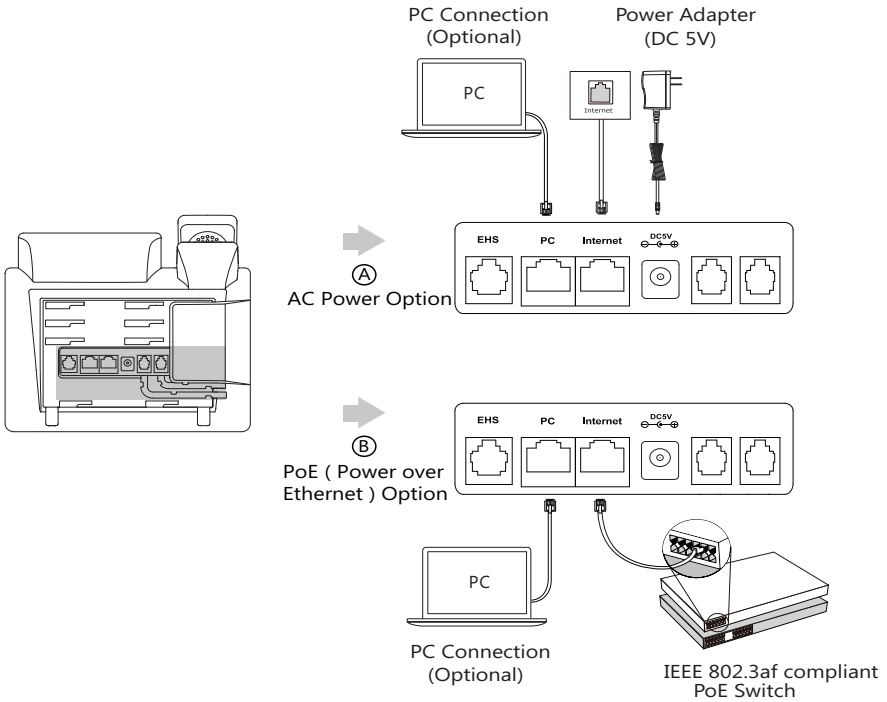
2. Connect the handset and optional headset, as shown below:



Note: The headset or wireless headset adapter EHS 3xi may be purchased separately.

### 3. Connect the network and power as shown below:

There are two options for network and power connections. Your system administrator will advise you which one to use.



**Note:** The IP phone should be used with ZULTYS original power adapter (5V/600mA) only. The use of a third-party power adapter may cause the damage to the phone. If you are connecting a PC to your phone, we recommend that you use the Ethernet cable provided by ZULTYS. If inline power (PoE) is provided, you do not need to connect the power adapter. Make sure the switch is PoE-compliant per the IEEE 802.3af standard.

## Startup


After the IP phone is connected to the network and supplied with power, it automatically begins a process of initializing on the network and downloading its configuration information. Contact your system administrator if the phone fails to register with the IP phone system.

Welcome  
Initializing... please wait


# Basic Call Features

## Placing a Call


### Using the handset:

1. Pick up the handset.
  2. Enter the number, and then press the **Send** soft key or .
- Alternatively-- Enter the number and then lift the handset to initiate the call.

### Using the speakerphone:

1. With the handset on-hook, enter the number.
2. Then press  or the **Send** soft key.

### Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key or .

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **HEADSET** key, the **Speakerphone** key or by picking up the handset.

## Answering a Call


### Using the handset:

Pick up the handset.

### Using the speakerphone:

Press  or the **Answer** soft key.

### Using the headset:

Press  or the **Answer** soft key if headset mode is active.


Note: You can reject an incoming call by pressing the **Reject** soft key.

## Ending a Call

### Using the handset:

Hang up the handset or press the **EndCall** soft key or **X** key.






### Using the speakerphone:

Press  or press the **EndCall** soft key or **X** key.



### Using the headset:

Press the **EndCall** soft key or **X** key.

## Redial

- Press  to enter the **Placed Calls** list, press  or  to select the desired entry, and then press  or the **Send** soft key.
- Press  twice when the phone is idle to dial out the last dialed number.

## Call Mute and Un-mute



- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

## Call Hold and Resume

### To place a call on hold:

Press the **Hold** soft key during an active call.

### To resume the call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.
- If there is more than one call on hold, press  or  to select the desired call, and then press the **Resume** soft key.

---


## Call Transfer

You can transfer a call in the following ways:


### Blind Transfer

1. Press the **Trans** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press the **B Trans** soft key.

### Semi-Attended Transfer



1. Press the **Trans** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the **Send** soft key or .
3. Press the **Trans** soft key when you hear the ring-back tone.

### Attended Transfer

1. Press the **Trans** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press the **Send** soft key or .
3. Press the **Trans** soft key when ready to complete the transfer or **X** to cancel transfer.


## Call Forward

### To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->Call Forward**.
2. Select the desired forward type:
  - Always Forward**----Incoming calls are forwarded unconditionally.
  - Busy Forward**----Incoming calls are forwarded when the phone is busy.
  - No Answer Forward**----Incoming calls are forwarded if not answered after a period of time.
3. Enter the number you want to forward to. For **No Answer Forward**, press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field.
4. Press the **Save** soft key to accept the change.

Note: Advanced 'Call Handling Rules' may be configured from the ZAC/MXIE unified communications client app.

## Call Conference

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key or .
3. Press the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **EndCall** soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

## Speed Dial

### To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired line key, and then press the **Enter** soft key.
3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and then enter the number in the **Value** field.
4. Press the **Save** soft key to accept the change.

### To use the speed dial key:


Press the speed dial key to dial out the preset number.

---

## Voice Message




Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

### To listen to voice messages:

1. Press  or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

## Customizing Your Phone

### Call History

1. Press the  key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:
  - Press the **Send** soft key to call the entry.
  - Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:

- Select **Detail** to view detailed information about the entry.
- Select **Add to Contact** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all entries from the list.



Note: Call History may also be viewed by pressing the **Dir** soft key, then select the History menu item.

### Contact Directory



#### To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Add** soft key to accept the change.

#### To edit a contact:



1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired entry, press the **Option** soft key and then select **Detail**.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.

#### To delete a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **All Contacts**.
2. Press  or  to select the desired entry, press the **Option** soft key and then select **Delete**.
3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?".

Note: Contacts may also be added from call history. For more information, refer to **Call History** above.

### Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle or ringing to adjust the ring volume.

## My Details

Name	
Extension	
DID	

ZAC/MXIE Login Credentials	
Login Name (case sensitive)	
Password	
Host/URL	
Assigned Phone ID	

Support Contact	
Phone	
Email	

Notes

## **FCC Statement**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## **ISED Canada Statement**

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Ce produit répond à la innovation, des sciences et de Développement économique Canada spécifications techniques applicables.

## **About Zultys**

Zultys is the global provider of a true all-in-one unified communications solution. Innovative, reliable and scalable, Zultys IP phone systems integrate voice, video, data and mobility in a single premise based appliance or in the cloud - to optimize collaboration for businesses of all sizes.

Zultys delivers a powerful, feature-rich communications system that is easy-to-use, deploy and maintain. Zultys is headquartered in Silicon Valley with offices around the world.

Zultys, Inc.  
785 Lucerne Drive, Sunnyvale  
California, 94085, USA  
Copyright © 2018 Zultys, Inc.  
All rights reserved