



IRIS X

Quick Start Guide

GETTING STARTED

Before you begin, you will need the following:

- An active ADSL or Naked DSL line with a minimum speed of 384Kbps. Ensure your Internet is working by browsing one of your favourite websites on your computer.
- A modem/router.

The following contents are included with your ACN Video Phone:



Video Phone



Handset



Handset Cord



Ethernet Cable



AC Power Adapter



Video Phone Stand



Wall Mount

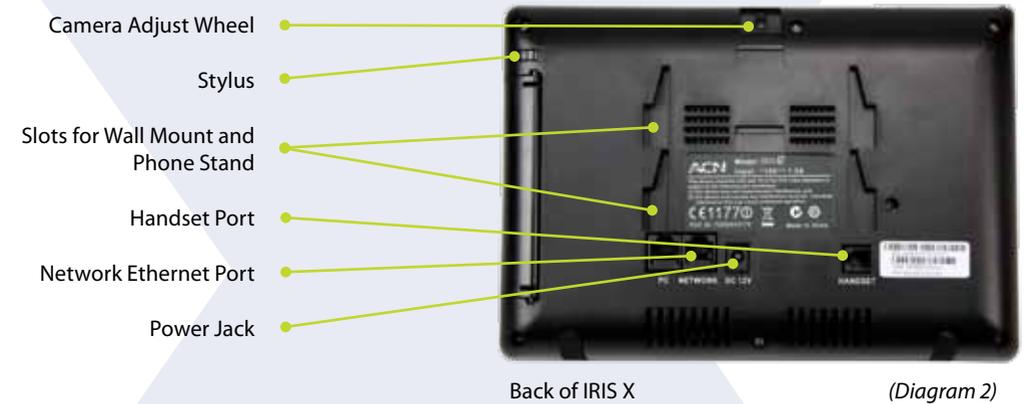
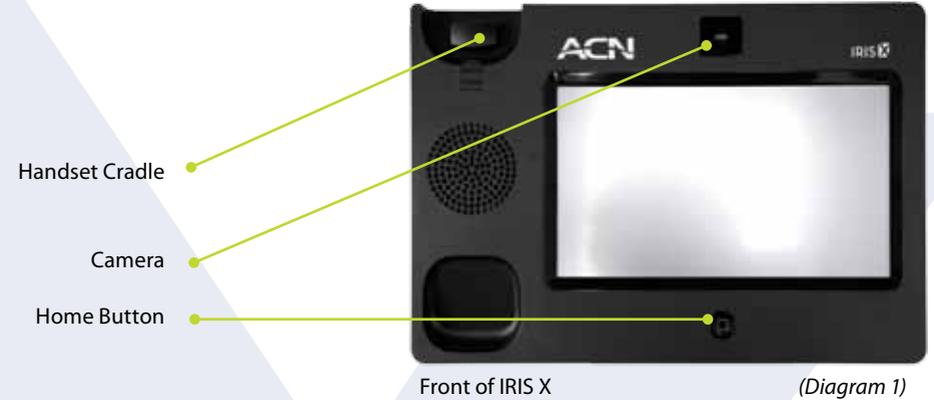


Screen Cleaning Pad

Important:

- Please do not attempt to use the phone, touch the screen, or unplug your IRIS X until the setup process is complete and the main screen appears. Interrupting the setup process may cause your IRIS X to malfunction.
- Use only the power adapter included with the IRIS X. Using another power adapter may cause the IRIS X to malfunction and void the warranty.

INSTALLING THE IRIS X



STEP 1 Choose Wall Mount or Phone Stand

Installing the IRIS X using the Video Phone Stand

- Attach the Video Phone Stand to the slots on the back of the Video Phone. (See Diagram 2).

Installing the IRIS X using the Wall Mount

- Attach the Wall Mount to the slots on the back of the Video Phone. (See Diagram 2).
- Attach the phone to the wall using the Wall Mount hole.

STEP 2 Connect the Handset to the IRIS X using the phone cord

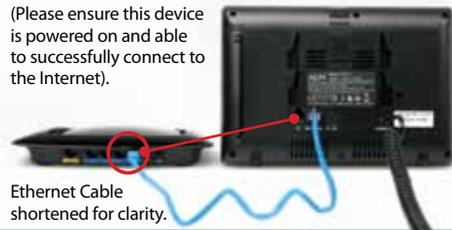


STEP 3 Connect the Ethernet Cable to the Network Port on the back of your IRIS X



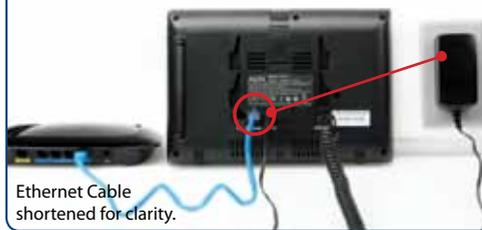
STEP 4 Connect the other end of the Ethernet Cable to an open port on your Modem/Router.

(Please ensure this device is powered on and able to successfully connect to the Internet).



Ethernet Cable shortened for clarity.

STEP 5 Plug the power adapter into the IRIS X and a near by power point. Ensure the power is switched on.



Ethernet Cable shortened for clarity.

STEP 6 Observe your IRIS X as it begins the initial setup process

Your IRIS X will begin the initial setup process during which you will see an animation sequence. The IRIS X may turn itself off and on as it registers with the ACN network. This may take up to 15 minutes.

Important: please do not touch the screen or unplug your Video Phone until the main screen (shown in Step 7) appears and remains unchanged for at least two minutes.

STEP 7 Setup Complete



Your IRIS X is ready to use once the phone number is displayed in solid green in the top right corner.

Check your power source

- Check to ensure the Power Adapter is securely connected to the back of the IRIS X.
- If the Power Adapter is plugged into a surge protector or power strip, make sure the power to the surge protector is switched on.
- Make sure the Home Button light is illuminated or flashing.

Verify your network

- Make sure your IRIS X is installed correctly as illustrated in this guide.
- Verify your Internet connection is working properly by browsing to your favorite website with a computer.

Allow sufficient time for initial setup

- The initial setup may take up to fifteen minutes to complete. Please do not disconnect your IRIS X or attempt to make calls during this time.
- Do not touch the screen or unplug your Video Phone until the main screen (shown in Step 7) appears and remains unchanged for at least two minutes.

Now that your IRIS X is working, the following will help familiarise yourself with the device.

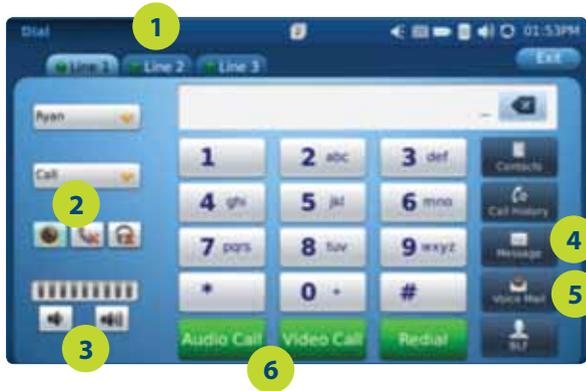


1. Home Screen Indicator
2. Application Indicator
3. Telephone Number
4. Status Bar
5. Registration Indicator (green)
6. IP Address
7. Screen Switch
8. Expands Widget Bar
9. Quick Launch Bar
10. Phone Dialer Menu
11. Main Menu

NAVIGATION TIPS

- The IRIS X has an intuitive, but powerful touch screen navigation with four desktop screens. To change from screen to screen, swipe the main screen to the left or right; or press  to switch screens.
- Menu  provides access to all available apps, widgets and functions.
- **Phone**  displays the dial pad for voice and video calls as well as related options.
- **Widgets** are applications that can be added, moved or deleted from the desktop.
- To modify the widget, touch the widget until Close/Setting options are visible.
- Additional widgets can be added to the desktop by touching and dragging from the bottom menu to the desktop.
- To view additional widgets, press  to expand the Widget Bar.
- The **Home** button, located on the bottom center of the phone (below the screen), allows you to easily jump to the **Home** screen from any screen.
- The **Status Bar** provides a quick view of your phone's status. If you press the status bar, a number of options become available: Volume, Wi-Fi™ off/on, Network off/on (Ethernet), Do Not Disturb (DND) and Camera off/on.

PHONE SCREEN



1. Call/Line – The ACN IRIS X can support up to three concurrent calls
2. Audio Output – Speaker, Handset or Headphone Selection
3. Volume Controls
4. Message – Not Functional
5. Voice Mail – Used to access your Voice Mail messages
6. Once numbers have been dialed, press Audio Call or Video Call

USING YOUR IRIS X

Making a Call

There are several ways to make a call with your IRIS X:

By Phone

- Press  from the Home screen (or pick up the handset)
- Dial the number and press Audio Call or Video Call

By Call History

- Press  from the Home screen
- Select Call History
- Select from All, Received, Dialed and Missed
- Press  to call the selected number

By Contacts

- Press  from the Home screen
- Select Contacts
- Select the contact you wish to dial
- Press  to call the selected number

Ending a Call

Simply hang up the handset or press End if using the speaker phone

Answering a Call

The screen will display the name and the number of the person calling. There are several ways to answer a call with your IRIS X:

Incoming Call

- Select Accept Audio, Accept Video (if available) or Reject

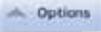
Missed Call

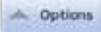
- A missed call message will show up on the Home screen. Users can press View to access the details of the missed call

Call Waiting

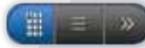
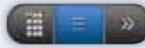
- While on a call, a tone and an on-screen display will alert you of an incoming call. You can accept or reject the call

CALL FUNCTION OPTIONS

While a call is in progress, several options are available. Press  to access all the call functions.

Note: While on a video call, the  menu may disappear. Press anywhere on the screen to reveal the menu.

Three menu choices will display:

Option Menu	Function	Description
	Dial Pad	Select to enter touch tone responses or to dial another number
	Hold	Press to hold the call. To take the call off hold, press Unhold
	Mute/Unmute	Press to mute or unmute the call
	Video off/on	Press to switch between Video off and Video on
	Conference	Once you have placed another call using another line, press Conference to establish a 3-way audio conference call
	Speaker/Headset/Headphone	Press one of the three options to change audio output
	Volume	Press to increase or decrease volume
	PIP	Press to switch videos between the callers and display full screen
	Snapshot	Press to take a snapshot of the current video The snapshot will be automatically saved to the folder "screenshot" in Tools>File Manager

VOICE MAIL

Voice Mail allows callers to leave a message when you are busy or not available to take a call. An envelope will appear on your Home screen to indicate you have a Voice Mail message and the number of saved, new and urgent messages waiting.

Set-up/Retrieving Messages

Upon initial access to your Voice Mail, you will be asked for your PIN. This is the 4 digit PIN that you selected at sign-up.

After login, follow the prompts to retrieve Voice Mail message(s).

1. Press  from the **Home** screen.
2. Press the **Voice Mail** envelope for Voice Mail.
3. Follow the prompts to listen to your Voice Mails.



DEAD-ON-ARRIVAL (DoA) and EARLY LIFE FAILURE (ELF)

We will arrange to replace your IRIS X ("Product") if it fails within 30 days from the date of purchase. This period is called Dead on Arrival/Early Life Failure ("DOA/ELF"). Please refer to the Warranty Claims section to learn how to make a claim in these circumstances. If the device fails outside the DOA/ELF period, this is also covered in the Warranty section of this guide.

IRIS X WARRANTY

Subject to the conditions of this limited warranty ("Warranty"), ACN warrants your IRIS X ("Product") to be free from defects in design, materials and workmanship at the time of its original purchase by you. The Warranty is valid for a period of 24 months ("Warranty Period") from the original date of purchase of the Product.

If during the Warranty Period, this Product fails to operate under normal use and service, due to defects in design, materials or workmanship, ACN will either repair or replace, at our option, the Product in accordance with the conditions stipulated herein.

ACN reserves the right to charge a handling fee if a returned Product is found to not be under Warranty according to the conditions below.

CONDITIONS

This Warranty does not cover mechanical damage caused by misuse, abuse, impact or accident or damage caused to the Product or damage caused by liquids, lightning, power surges (ACN recommends you obtain surge protection for your electricity supply), theft, or heat damage sustained from the stacking of electrical equipment on or in close proximity to the Product.

This Warranty does not cover you changing your mind about purchasing the Product. The Warranty is not transferable and does not cover any ACN services nor does the Warranty Period recommence upon receipt of any replacement unit sent to you by ACN. If you hack the firmware or software installed with the Product or if you tamper with security seals or remove any service covers on the equipment ACN will consider this Warranty voided. The Warranty does not cover any computer viruses obtained from your use of the Product or any ACN services. This Warranty does not cover Product failures which have been caused by use of accessories or other peripheral devices which are not ACN branded original accessories intended for use with this Product.

Equipment models may change over the course of this Warranty. It may be necessary for the replacement unit to be a refurbished unit, a different model, and/or from a different manufacturer. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. ACN confirms that any replacement Product sent to you will be of merchantable quality and functionally similar to the original Product supplied.

WARRANTY CLAIMS

Should your Product fail within the DOA/ELF Period or the Warranty Period you will need to contact ACN's Customer Service Team on 1300 881 778 to describe the defect. ACN will then issue you with a prepaid return courier satchel for you to return the device for testing purposes. ACN will not be liable for any expenses you incur in relation to any DOA/ELF or Warranty Claim.

The return satchel is pre-labelled with our return address which is:

ACN Product Returns
Locked Bag 2145
NORTH SYDNEY NSW 2059

Please note that some of your personal settings, content and other information and stored data may be lost when the Product is repaired or replaced. Due to applicable law, other regulation or technical restrictions, ACN will not make a back-up copy of your information.

ACN does not take responsibility for any lost information of any kind and will not reimburse you for such loss. You should always make back-up copies of all the information stored on the Product before handing it in for repair or replacement.

You will need to comply with any other return procedures stipulated by ACN as published or explained at the time of the claim. If a defect exists and a valid claim under the Warranty is received by ACN after the first 14 days following the expiry of the Warranty Period, ACN is entitled to charge for any reasonable shipping and handling costs made in connection with the repair or replacement of the Product.

ACN respects your rights as a consumer. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Nothing contained in this Warranty shall be read or applied so as to exclude, restrict or modify the application of applicable provisions of Australian Consumer Law, including Consumer entitlements described in the Competition and Consumer Act (as amended), or any relevant State or Territory statute which by law cannot be excluded, restricted or modified.

To the extent that any such statute permits ACN to limit our liabilities to compensate or indemnify you or any other person for breach of an implied guarantee, condition or warranty, our respective liabilities for such breach shall be limited to, at our option: (a) the replacement of the Product or the supply of an equivalent Product or payment of the cost of replacing the Product or acquiring an equivalent Product; or (b) the repair of the Product or payment of the cost of having the Product repaired.

STANDARD FORM OF AGREEMENT

Important Customer Information: Your Rights and Obligations.

For the complete terms and conditions which apply to the supply of the Product and ACN services, and which set out your rights and obligations, please refer to ACN's Standard Form of Agreement (SFOA), available on our website acnpacific.com.au.

CUSTOMER SERVICE

Our dedicated Customer Service team is available 6 days a week for all of your service needs.

Email Enquiries	enquiries@acnpacific.com.au
Chat	acnpacific.com.au/contact-us
Customer Service	1300 881 778
From Overseas	+61 2 8214 4285
Hours of Operation	
Monday to Friday:	9:00am - 6:00pm (AEST)
Saturday:	10:00am - 6:00pm (AEST)
Sundays and Public Holidays:	Closed

For further information about pricing and other services available from ACN, please visit acnpacific.com.au.



acnpacific.com.au

ACN Pacific Pty Ltd ABN 85 108 535 708 600810 MKT-1165 01.08.2012

