

ACN IRIS X Videophone USER MANUAL

IRIS X



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Installation Instructions

Please refer to the [ACN IRIS X Videophone Quick Installation Guide](#) located on your ACN Independent Representative's Online Shop or www.myacn.eu.

Features





Main Screen and Navigation






















The ACN IRIS X Videophone has intuitive, 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 the screen switcher icon.

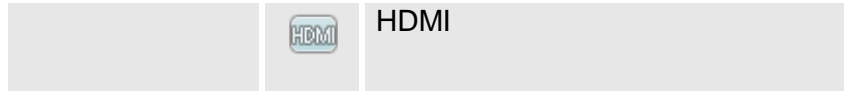
The Home button, located on the bottom centre of the phone allows you to easily jump to the Home screen from any screen. If you press Home while running an app, the app will remain open. You can go back to the app by pressing the app indicator on the status bar. Pressing the Home button to return to the Home screen and then holding for 10 seconds will cause the screen calibration to display.

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. Use the slider switch to turn on or off these features. In addition Settings and Date/Time are available as shortcuts.

Please see the chart below for an explanation of the phone status indicator icons:

Type	Icon	Definition
Network		Connected to the network
		Failed to connect to the network
Call Related		Auto Answer
		Call Forward

Ring Volume		Ring volume, ranges from 0-9
Phone Status		Camera disabled
		Do-Not-Disturb (DND)
		Missed Call.
Audio Output		The headset is in use and is off the hook
		The headset is plugged in
		The speaker phone is active
		The handset is off the hook
Wi-Fi		Wi-Fi signal strength, ranging from 0 to 4
		
		
		
		
Applications		Alarm clock
		Background running program
External devices		SD card
		USB flash drive
		USB keyboard
		USB mouse
		USB LED light 1
		USB LED light 2




The ACN IRIS X Videophone supports up to three inbound or outbound concurrent calls. When the phone is off the hook, users can press Hold then select Line1, Line2 or Line3 to place additional calls


Handset, Speaker and Headset Mode

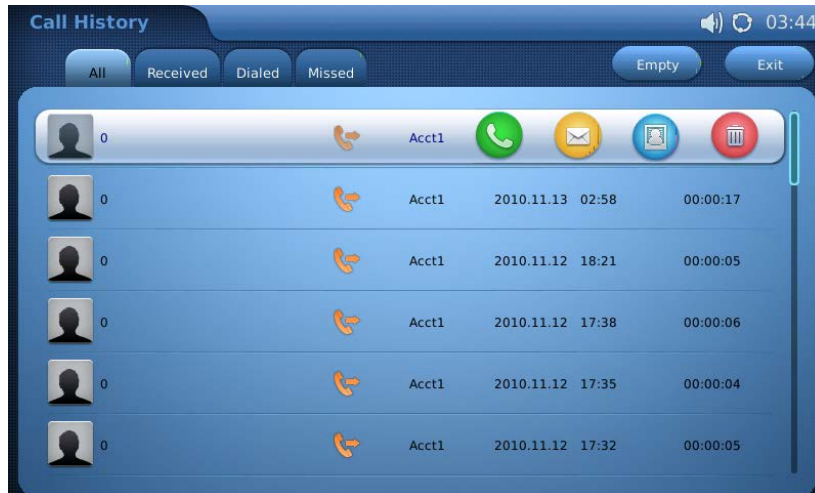
The ACN IRIS X Videophone allows users to switch from handset to speaker by pressing the corresponding icon in the Dial Pad. If a headset is plugged in, the headset icon will be available to select. Standard three-conductor 3.5mm wired headsets are supported.

Making a Call

1. By using **Phone** in the idle screen
 - On the home screen, select the **Phone** icon  in the bottom menu
 - The dial pad will show up with a dial tone
 - Dial the number and press **Audio Call** or **Video Call** to dial out. For the last dialled number, press **Redial**
2. By taking the handset off the hook


Users will be able to make a call when the phone is idle or running other applications by taking the handset off the hook.

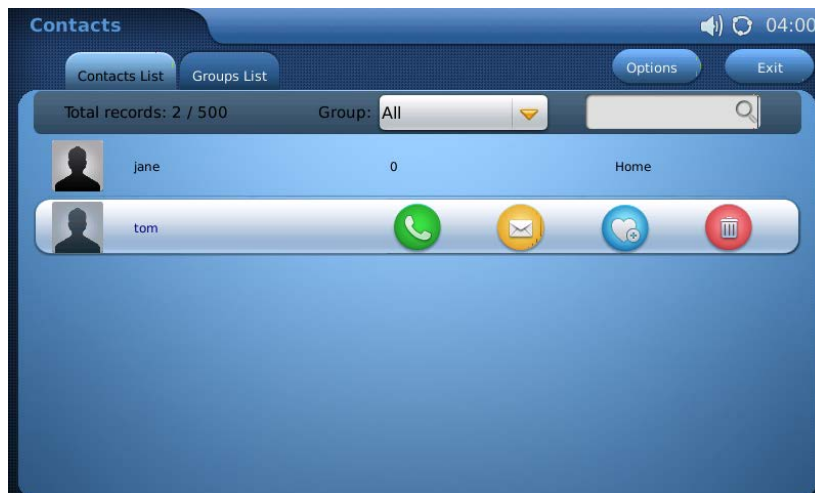
 - Take the handset off the hook then the dial pad will appear
 - Select **Line**
 - Dial the number and press **Audio Call** or **Video Call** to dial the number. For the last dialled number, press **Redial**
3. By using **Call History**
 - Access the phone's menu by pressing the **MENU** icon in idle screen and then select **Call History**.
 - The screen will display **All**, **Received**, **Dialled** and **Missed**. Select the call history that you wish to view
 - Press  to dial the selected number




Dial by Call History

4. By **Contacts**

- Access the phone's menu by pressing the **MENU** icon in idle screen. Then select **Contacts** or choose the **Contacts** icon in the dial pad to access the contact list.
- The screen monitor will display the contact list. Scroll to the contact to be dialed
- Press  to call the selected contact. The default will be the primary contact number of the contact






Dial by Contact List

Select the contact to view the full contact information screen. There are four number options available to dial: Work, Home, Mobile and Fax. Press  to dial the required number.



Dial by Contact List – more contact information

5. By **Contact Favourite** in idle screen

In the idle screen, press  and select  to open the **Contacts** widget. Users can add a contact to the favourite list. Select the contact and press  to dial out.

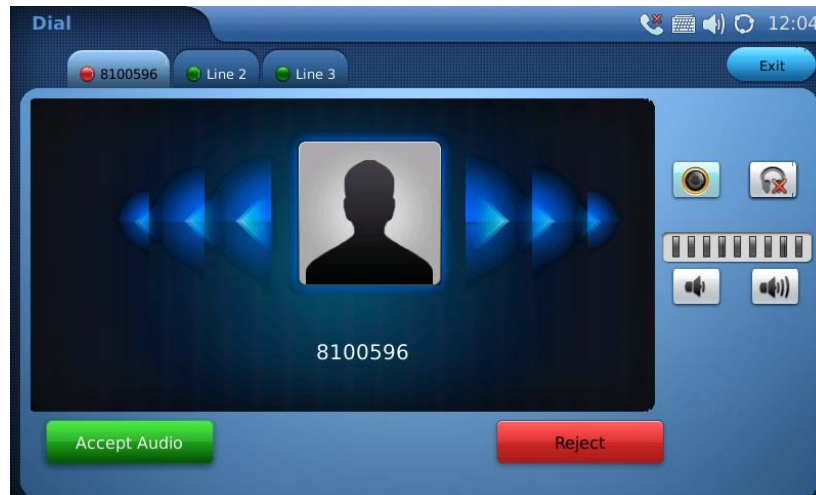
Answering Calls

1. **Incoming Video Call:** When the phone rings, select **Accept Audio**, **Accept Video** or **Reject**. Users can toggle between handset, speaker or headset to answer the call. Adjust the call volume by pressing the speaker icon.



Answer incoming Video call

2. **Incoming Audio Call:** When an audio only call is coming in, select **Accept Audio** or **Reject**.




Answer incoming Audio call

3. **Missed Call:** If the call is unanswered, a Missed Call message will show up on the Home screen. Users can press this message to access the detail of the missed call or view missed calls via the Call History option.

Call Options




A number of options are available during a call. These include features such as Call Hold, Mute, Volume, and Video Off (Video Privacy). These are accessible through the **Options** menu.

During a video call you can touch the screen to display the **Options** menu. To open the menu press  **Options**. The functions below are available through the Options menu.



Use call Options during a video call

ACN IRIS X Videophone Call Options

OPTION MENU	FUNCTION	DESCRIPTION
	Dial Pad	Select to enter in 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 conference call
	Volume	Press to increase or decrease volume
	PIP	Press to switch the video view between the callers and display full screen. <i>See note below.</i>
	Snapshot	Press to take a snapshot of the current video. The snapshot will be automatically saved to a folder in Tools > File Manager
	Speaker/Handset/Headphone	Select the icon for Speakerphone, Handset or Headphone operation

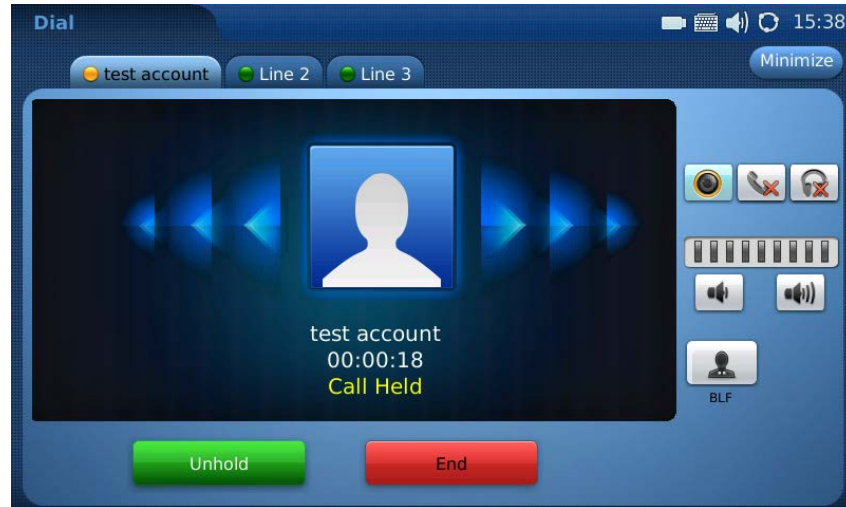
Note:

Pressing the **PIP** button during a call will change the display to one of five different views: $\frac{3}{4}$ screen called party view, full screen called party view, full screen called party view with self-view in the top right corner, $\frac{3}{4}$ screen self-view and full screen self-view.

Call Hold (Options menu)

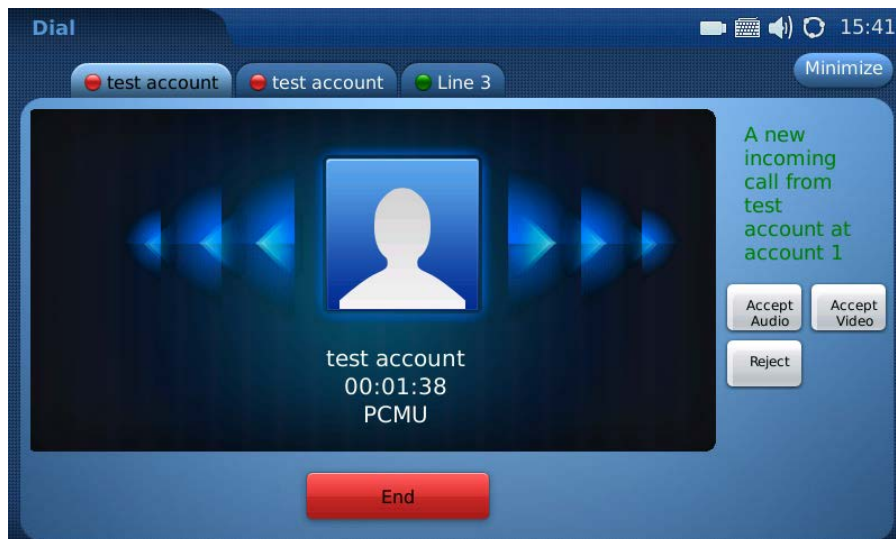
Places the incoming call on hold

1. During a call, press the **Hold** button to place the call on hold. The line icon will become yellow.



Call Hold

2. Press the **Unhold** button to resume to the call.
3. Multiple Calls: After a call is placed on hold, users can select another line to make a call. If there is another incoming call, the user will be able to select **Accept** or **Reject** in the right-hand side of the screen. Accepting the new incoming call will put the previous call on hold.



Multiple Calls

3-Way Conference Calling (Options menu)

Please note only 3-Way Audio Conference Calling is currently available. 3-Way Video Conferencing is not available at this time.

To initiate a 3-Way Audio Conference call, follow the steps below:

1. Initiate a call with the first party
2. While on this call, expand the **Options** menu on the phone by touching the middle button of the **Options** icon



3. Press the **HOLD** button
4. Press the **LINE 2** tab at the top of the screen
5. Dial the second party you wish to conference in
6. While on this call, expand the **Options** menu again by touching the middle button of the **Options** icon



7. Press the **CONF** (Conference) button
8. Press **YES** to confirm the conference call
9. All three calls are now in a 3-Way Conference Call

Mute (Options menu)

During a call, this feature turns off the phone's microphone so that the other calling party does not hear any audio

1. During a call, the screen will display **Mute** in the **Options** tool bar on the right hand side of the screen. If it is not visible, press the right-hand side of the screen to restore the **Options** tool bar. Select the **Mute** button to mute the call.
2. After the **Mute** button is pressed, the screen will display **Unmute**. When this button is pressed, the mute feature is cancelled.

PIP Picture-In-Picture (Options menu)

The **PIP** button can be pressed to change the video display during a call which will change the display to one of five different views: $\frac{3}{4}$ screen called party view, full screen called party view, full screen called party view with self-view in the top right corner, $\frac{3}{4}$ screen self-view and full screen self-view.

Do Not Disturb (Status Bar)

With this feature enabled, all incoming calls are treated as busy (default is to forward to Voice Mail) without ringing or displaying on the phone.

This feature is accessed by selecting the status bar on the Home page where a number of additional options are available. Slide the **DND** switch to turn on and turn off the Do Not Disturb function.

Call Forwarding Activation

Redirects all incoming calls to another telephone number without it appearing on the screen or ringing.

This feature is managed by a feature code. To enable and disable, enter the appropriate code below:

Enable: Dial ***72** and then the phone or extension number you wish to forward the call to followed by the **#** key. Wait for a dial-tone and then hang up (a dial-tone means the input is successful).

Disable: Dial ***73** and wait for a dial-tone before hanging up.

Caller ID Blocking

Prevents the display of your number to the called party for all calls until cancelled.

This feature is managed by a feature code. To enable and disable, enter the appropriate code below:

Enable: Dial ***31** and listen for the confirmation message.

Disable: Dial ***32** and listen for the confirmation message.

Additional Feature Code Functions

The ACN IRIS X Videophone has a number of features that can be managed by two or three digit feature codes. To activate (or deactivate), take the handset off the hook and enter the applicable code below. You will hear a confirmation message.



Function	Enable	Disable
Call Forwarding to Voice Mail (all calls)	*21	#21
Caller ID Blocking of your number to all other parties	*31	#31
Call Forwarding to Voice Mail when line is busy	*40	#40
Call Forwarding to Voice Mail when no answer	*41	#41
Call Waiting indication	*43	#43
No Answer Timer (change the number of rings before Voice Mail)	*610	n/a

Caller Line ID delivery of your number per call	*65	n/a
Last Number Redial	*66	n/a
Caller ID Blocking of your number per call	*67	n/a
Call Return	*69	n/a
Call Forwarding to another phone number or extension for all calls	*72	*73
Call Forwarding to another number or extension when line is busy	*90	*91
Call Forwarding to another number or extension when no answer	*92	*93
Clear Voice Message Waiting Indicator	*99	n/a

Voice Mail

Voice Mail allows callers to leave a message when you are busy or not available to take a call.

Setup

1. Press the **Phone** Icon 
2. Press the **Voice Mail** Icon 
3. You will be prompted to enter your password (**your temporary password is 1234#**)
4. Follow the prompts to change your password and record your name

Retrieving Messages

When the blue **Home** button flickers or when you hear a stuttered dial-tone when you lift the receiver, you have Voice Mail messages waiting to be heard.

1. Press the **Phone** icon located at the bottom right-hand corner of the screen
2. Press the **Voice Mail** button
3. Press the **Options** button to see the dial pad
4. Enter your 4-digit access code (*default is 1234*) and press **#**
5. Press **1** to retrieve Video Mail messages
 - a. If you have any messages, the voice prompt will indicate whether it is a voice or video message
6. Press **2** to set up your **Busy Greeting** video message
 - a. Choose the type of greeting you would like and follow the prompts
 - b. When you are satisfied with your message, press the right-hand side of the screen and then press **Options**. Then press **#** 'to end your recording
7. Press **3** to set up your **No Answer Greeting** video message.
 - a. Choose the type of greeting you would like and follow the prompts

- b. When you are satisfied with your message, press the right-hand side of the screen and then press **Options**. Then press **#** to end your recording





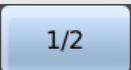
To manage the number of rings before your Voice Greeting answers, simply dial ***610** and follow the prompts.

Keyboard Input

The ACN IRIS X Videophone comes equipped with a virtual keyboard for entering characters and is an option for a number of apps and Widgets.



ACN IRIS X Videophone Soft Keyboard

Icon	Function
	Caps Lock
	Hide keyboard
	Switch to characters with accents
	Backspace
	Switch between Letters, Numbers or Symbols



NOTE: An external keyboard and a mouse can be used by plugging each device into a USB port on the phone


In-built Applications (apps)

Alarm Clock

The ACN IRIS X Videophone includes an alarm clock application that lets you configure a custom alarm tone and alarm time in detail to suit your needs. Access the settings for the Alarm Clock via **MENU > Tools > Alarm Clock**.











Three alarm clock styles are available. Each with the same options. To set the alarm, select **Yes** in **Alarm Enable**. You can set **Snooze Time Out** to **None** or from 5 Minutes to 30 Minutes. The **Alarm Tone** can be set using built-in ringtones or customised ring tones (in mp3 format) by pressing **Browse** to select a file from the phone or from an external storage device.

To adjust the alarm tone volume, press  to turn down the volume or press  to turn up the volume.

To set recurring days, press the check box in the left-hand side of the day to check/uncheck this option. After checking it, the icon will become activated as  instead of grey.

Browser

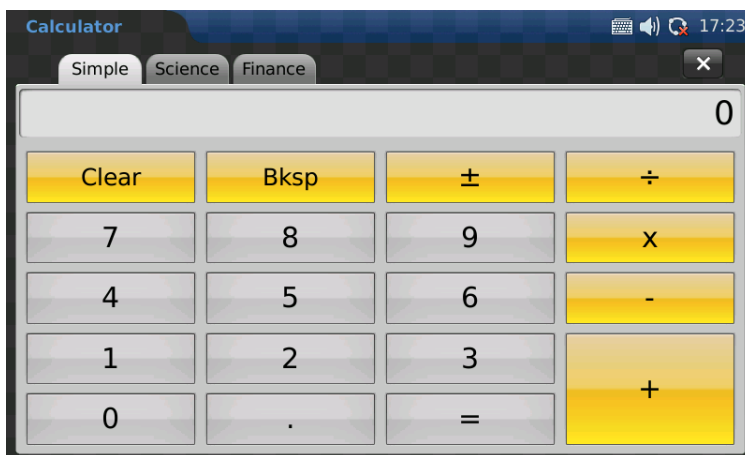
The ACN IRIS X Videophone has a Web Browser for Internet browsing. Press on the blank area in navigation bar to enter the URL via the soft keyboard and press **Enter** on the keyboard to visit the website.

- Scroll the web page by pressing and dragging the touch screen
- Press  to go back to previous web page and  to move forward
- To refresh the current page, press 
- To exit the Web Browser, press 
- Additional options are available if you expand the red tab. Options include:
 - **History** 
 - **Bookmarks** 
 - **Importing/Exporting Bookmarks** 
 - **Zoom In/Zoom Out**  
 - **Return to Normal Size** 

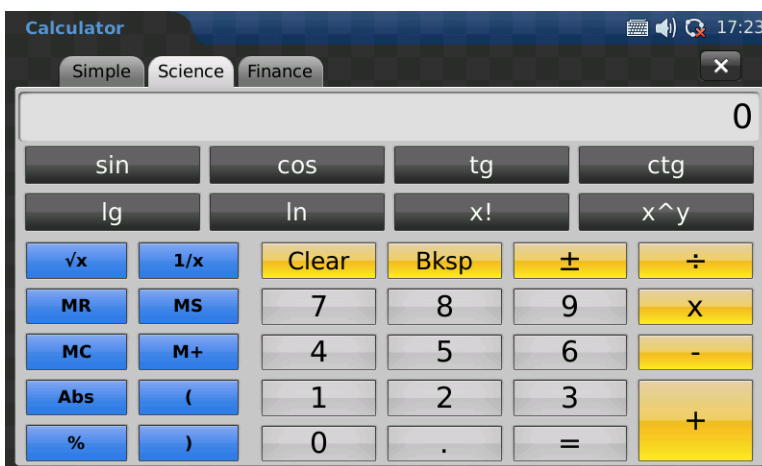
Calculator

The ACN IRIS X Videophone includes also includes a calculator which is accessible by selecting **MENU >Tools > Calculator**. To operate the calculator, press the corresponding number on the keypad. The arithmetic operations (e.g. add, subtract, multiply, divide) are defined by the corresponding buttons.

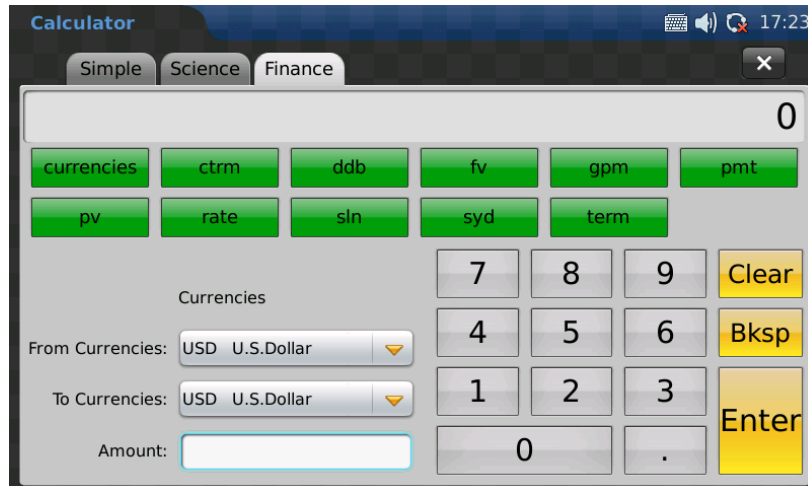
There are three categories of calculators available in the application. Press **Simple**, **Science** or **Finance** to select which calculator you wish to use.



Calculator: Simple



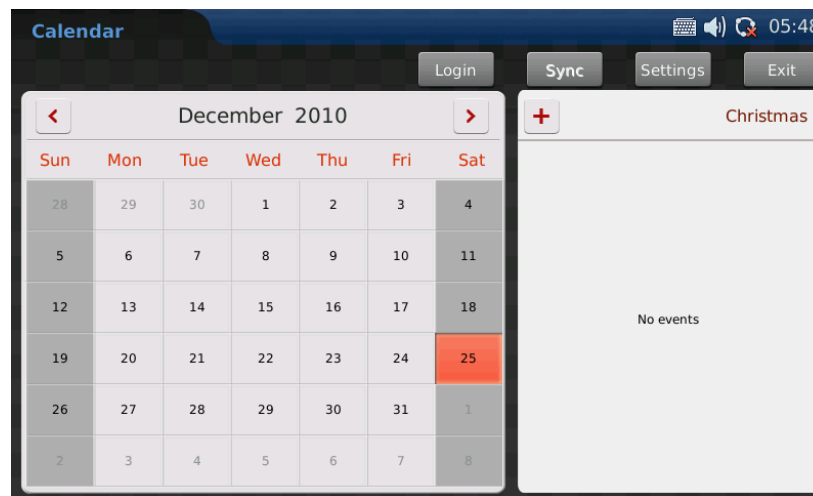
Calculator: Science





Calculator: Finance

Calendar


The Calendar application is accessed by selecting **MENU > Tools > Calendar**. You can view the calendar and add events to the calendar and synchronise it to an existing *Google* Calendar account.



Calendar Application

Press  and  to move and select the month and year. After pressing on a date in the calendar, the date will turn red and will display any event information in the window on the right of the screen.

To add a new event:

- Select a day and then press the  button in the right window.

- Enter the event details such as **What**, **Where** and **Description**.
- Select the event time. If the check box of **All day** option is unchecked, there will be a Time option for you to set the specific time of the day.
- In **Repeats**, you can select **Does Not Repeat**, **Daily**, **Weekly**, **Monthly**, or **Yearly** to set the reminder alarm alert for the event.

Calendar 05:48

Save Back

What:

Time: 2010-12-25 to 2010-12-25 All day

Repeats: Does not repeat

Where:

Description:

Add Event in Calendar

Calendar 04:53

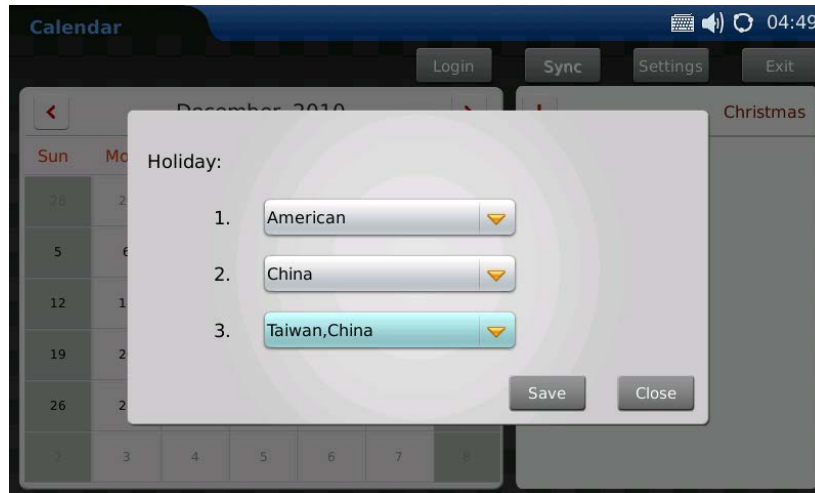
Login Sync Settings Exit

< December 2010 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28 廿三	29 廿四	30 廿五	1 廿六	2 廿七	3 廿八	4 廿九
5 三十	6 十一月	7 大雪	8 初三	9 初四	10 初五	11 初六
12 初七	13 初八	14 初九	15 初十	16 十一	17 十二	18 十三
19 十四	20 十五	21 十六	22 冬至	23 十八	24 十九	25 二十
26 廿一	27 廿二	28 廿三	29 廿四	30 廿五	31 廿六	1 廿七
2 廿八	3 廿九	4 十二月	5 初二	6 小寒	7 初四	8 初五

+ All day Jane's birthday

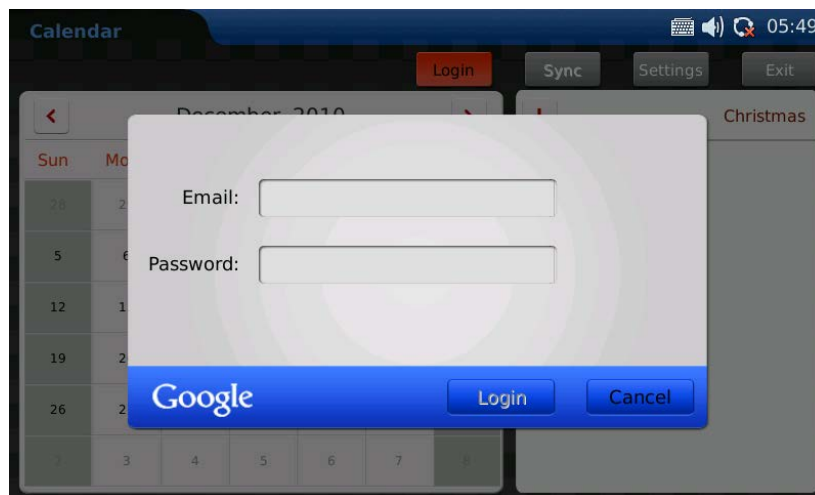
Event Added in Calendar



Holiday Settings in Calendar

To enable the feature to display holidays for different countries, press **Settings** and select countries from the drop-down list. This function displays holidays for up to three different countries. Press **Save** after choosing the country.

The ACN IRIS X Videophone can synchronise events with your *Google* Calendar. To setup this function, press **Login** at the top of the screen. Enter your *Google* Calendar account information and press the **Login** button at the bottom of the window.



Synchronise with Google Calendar

After successfully logging in and setting up with your *Google* Calendar account, press **Sync** on the top of the screen to finish the synchronisation.



Call History

The ACN IRIS X Videophone stores up to 100 dialled calls, 100 received calls and 100 missed calls. You can access the phone's call records through **MENU > Call History**.



Call History



You can select from four tabs **All**, **Received**, **Dialed** and **Missed** to access the corresponding call record.



For each record, you can choose to **Call** , **Message** , **Edit** and **Save to Contacts**  or **Delete**  by pressing the icon.

To delete all the call records in one page, press the **Empty** button.

Contacts

Manage your contacts through the **Contacts** app. This application supports up to 1000 entries and 20 groups. Groups can be used to organise contacts such as family members. You can also add a telephone number to the **Blacklist** and calls from that number will be sent directly to your Voice Mail.

- Select **Contact List** or the **Group List** tab to view and or edit the contact or group information.
- In **Contact List**, you can select the group to view all the contacts. To search for the contact by name, press on the blank area beside . You will be prompted to enter the search name using the soft keyboard. Once you have selected the contact, press the icon  to make a call.

- If you want to add a contact as a favourite, press .
- To delete a contact, press .
- To view the entire contact's information or to edit, press the contact's name.
- To add new contact, press **New**.

When adding or editing a contact, the soft keyboard will be activated when you select the field to update. Each contact can be customised with its own unique thumbnail image and ringtone. Thumbnail images and ringtones can also be assigned to groups on the **Groups List** tab.

To import or export contacts to or from an SD card or USB card, select **Options > Import/Export**. Then, select **Import** or **Export** in Operation Mode.

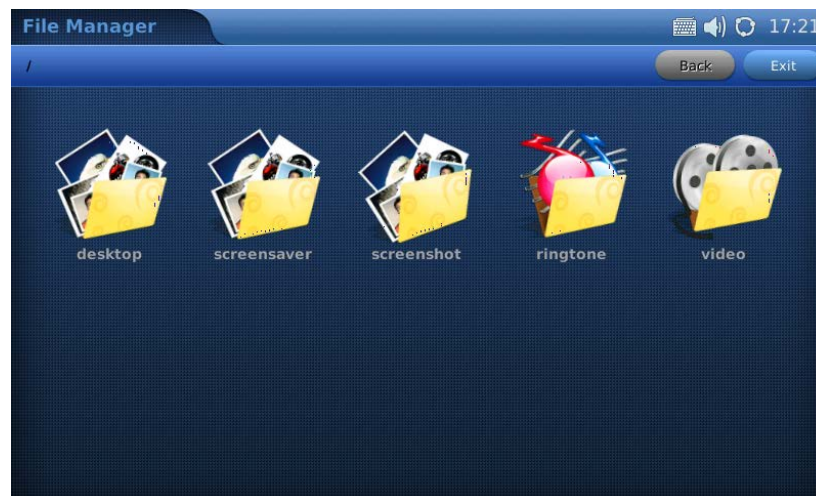
Three file types are supported: XML, CSV and VCard.

For **Import**, you can select to **Clear The Old List** and **Replace Duplicate Items** in the imported files. If the operation mode is in **Import**, you will need to press the **Browse** button to specify the imported file from the external storage device. Press **Import/Export** to finish the operation.

To delete all the contacts, select **Options > Delete All**.

File Manager

Manage files such as music, pictures and documents by selecting **MENU > Tools > File Manager**.



File Manager

By default, there are five folders: **Desktop**, **Screensaver**, **Screenshot**, **Ringtone** and **Videos**. If a USB device is connected, it will be displayed and accessible in the File Manager as **sda1** or **sdb1**.

To open the file (for example, a picture or mp3 file) press on the thumbnail of the file.

You can also press and hold (for 2 to 4 seconds) the thumbnail to access additional options including: **Open, Cut, Copy, Rename** and **Delete**.

To paste the copied file, press and hold (for 2 to 4 seconds) on the blank area inside a folder. Two options will appear: **New Folder** and **Paste**. Select **Paste** to copy the file inside the folder. You can also create a new directory by selecting **New Folder**.

Total user capacity is 100MB. User files should be stored in the **Screenshot, Ringtone, or Video** folders. User files can also be stored directly to USB or SD storage.

Media Player

The ACN IRIS X Videophone's **Media Player** app allows users to play music and video files. File formats supported are: MP3, ogg, wav, wma, avi, flv (h263/h264/vp6), mp4 and 3gp.

To access the **Media Player**, select **MENU >VIDEO > Media Player**.

To play a selected music from local or external storage device, select **Options >Open File or Add File to List**.











You can choose speaker, headset or stereo in **Options > Output**.

After adding files to the playlist, press **Loop** to select the play mode in **Single Loop, List Loop** or **Loop None**.

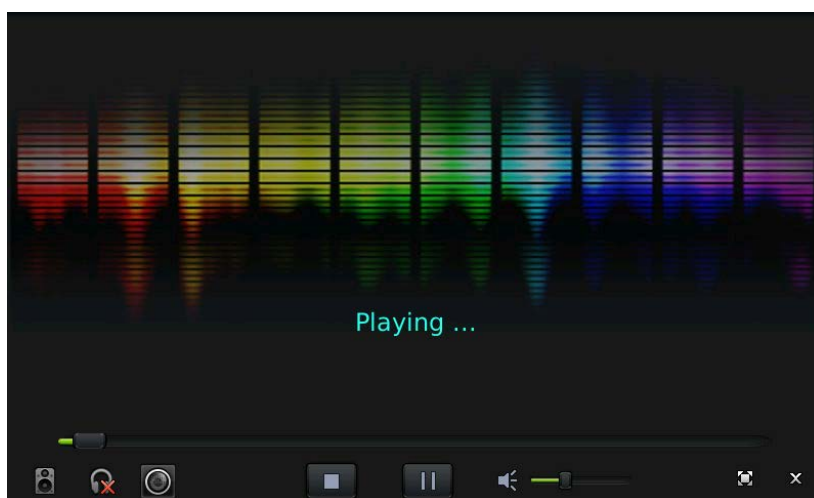


Media Player to Play Music

The following table shows the icons and functions when playing audio files.








Icon	Function
	Skip to play the next item in the playlist
	Play
	Skip to play the previous item in the playlist
	Pause/Stop
	Volume. Slide the volume bar to adjust the volume
	Delete the item in the playlist
	Scroll to the previous item in the playlist
	Scroll to the next item in the playlist
	Options: Add File to List, Open File, Open Folder, Output, Clear List
	Loop: Single Loop, List Loop, Loop None

If you select a video to play, the video will show in the screen. Please allow some time to load the video.



Media Player to Play Videos



The following table shows the icons and functions when playing video files.

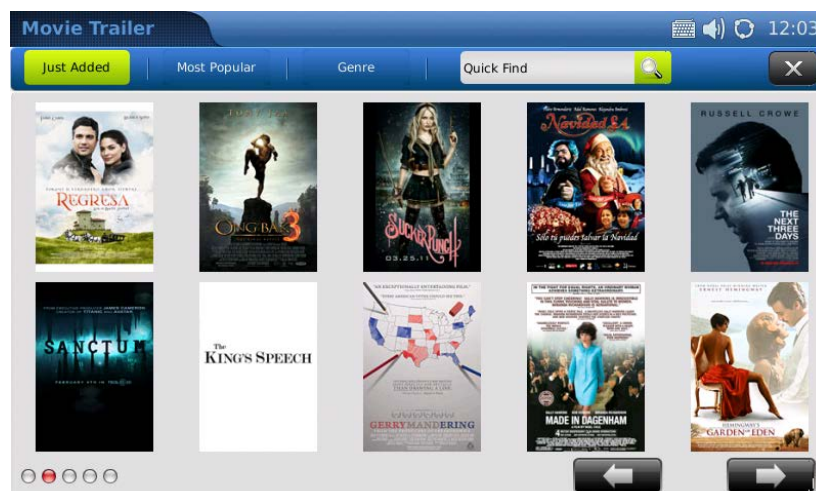
Icon	Function
	Output option: Stereo
	Output option: Headset. It will be available if the headset is plugged in
	Output option: Speaker
	Stop
	Pause
	Full screen display
	Exit

Movie Trailer

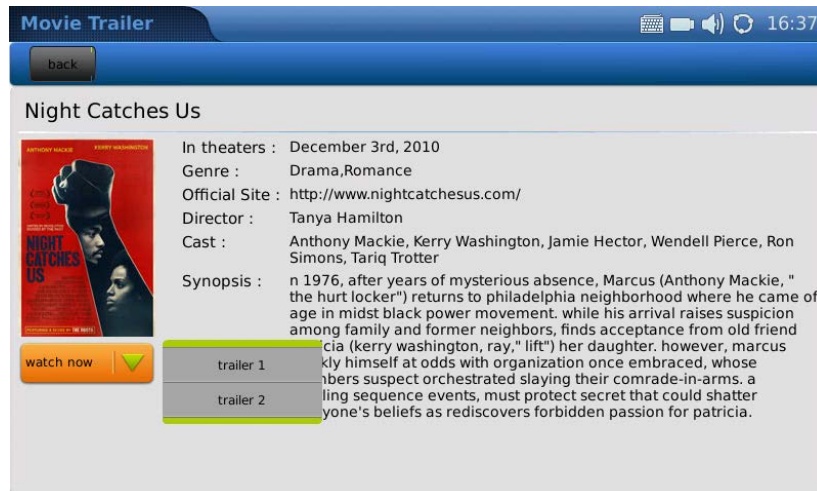
The ACN IRIS X Videophone's **Movie Trailer** app enables you to access the latest movie information and watch the trailers.

Select **MENU >VIDEO >Movie Trailer**. The screen will display the most recent movies. Select the movie you would like to see by pressing on the image.

Press  and  to scroll through the screens.



Movie Trailer



Select to watch a Trailer

Picture-In-Picture (PIP)

You can use the built-in camera to take photo snapshots and record videos.

To access, select **MENU > PIP**.

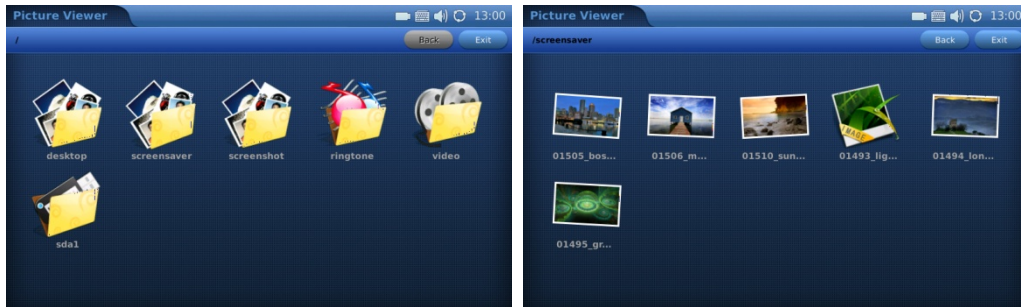
To take a photo, press **Snapshot**. The photo will be saved in the **Snapshot** folder in **File Manager**.

To take a video, press **Record**. The video will be saved in the **Video** folder in **File Manager**.

Picture Viewer

You can conveniently view your photos by accessing **MENU > Photos > Picture Viewer**. Supported file formats are: png, jpeg, and gif.

Select the location of the photo file. Files can also be viewed from an external USB flash drive.




Open Folder in Picture Viewer

Press on the folder to open and select the photos in the folder. The screen will look similar to the above screenshot. For example, open the first picture from the **Screensaver** folder.



Viewing an image in Picture Viewer





You can swipe across the screen to view the previous or next photo. To view the photo in full screen, press .



Viewing an image in Picture Viewer

You can **Zoom** (in or out), **Rotate** (clockwise or counter-clockwise), and **Flip** (vertical flip or horizontal flip) the pictures or display in a slideshow. If a picture slideshow is selected, the photos will be shown with a selected delay interval (10, 15 or 20 seconds).

Icon	Function
	View the previous photo
	View the next photo
	View the photo in Full Screen
	View the photo in Slideshow
	Exit
	View the photo in regular mode
	Zoom in
	Zoom out
	Expand to fit the screen
	Expand to fit the screen

	Horizontal Flip
	Vertical Flip
	Rotate in a clockwise direction
	Rotate in a counter-clockwise direction

Slide Show

The **Slide Show** application allows you to select a set of photos and display them in a slideshow. Access this application by selecting **MENU > Photos > Slide Show**.



Slide Show Settings

If **Customised Folder** is selected in **Source**, you will need to specify the folder by pressing the **Browse** button. The folder can be on the phone or external storage device.

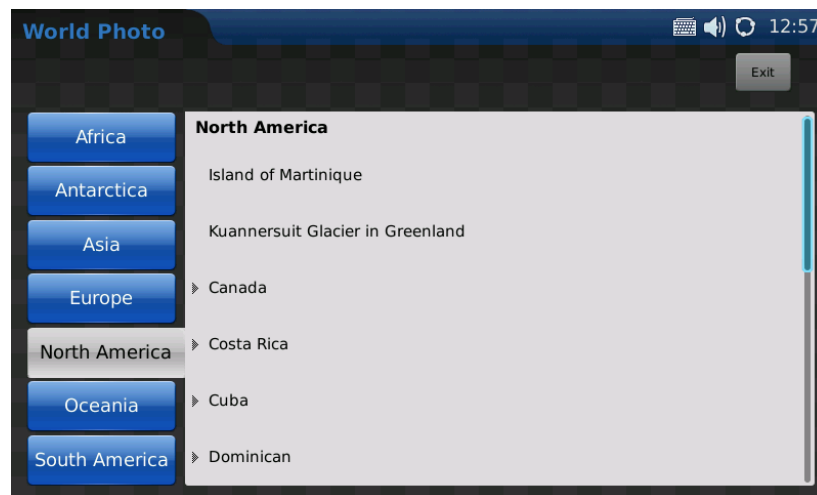
YouTube

Access the **YouTube** application through the quick launch bar on the bottom of the **Home** screen or via **MENU > Video > YouTube**


Besides viewing videos, you can also search for videos according to keyword and preferences. This is done by pressing **Options > Search**. Enter the keyword in **Search Word** and press the **Search** button.

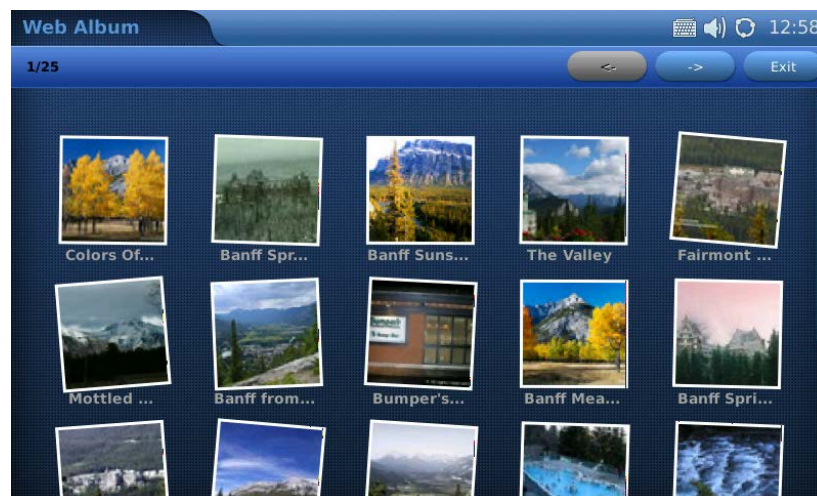
World Photo

The **World Photos** application gives you the ability to view thousands of photos from countries all over the world. To access this application, select **MENU > Photos > World Photo**. Photos are categorised by geographic location for easy navigation.



World Photo



Select the desired regions and country. Pictures will be shown in the screen. Press  to go to the next page and scroll up or down for all available photos. To view the photo in **Picture Viewer**, press the thumbnail. Refer to the previous section for more details about viewing photos in **Picture Viewer**.





View Photos from World Photos

Widgets

You can customise the look of the **Home** screen by placing different widgets on the desktop.

To personalise the desktop, press and hold an existing widget for 2 to 4 seconds to activate the **Settings**  and **Close**  options.

You can then adjust the position of the widget by holding and dragging it. The widget can be moved up, down, left or right in the same screen or moved to another screen.

To open new widgets on the desktop, press  and the widget menu in the bottom will show including **Info**, **Weather**, **Contacts**, **World Clock**, **Info** and **Photo Frame**. Press  to hide the widget menu.






The following sections describe how to configure and utilise these widgets.

Contacts Favourite

You can place your frequently used contacts on the desktop.

Slide to left or right to select the contact in the list. Select  to call.

Refer to the table below for more operations in this widget.

Button Icon	Function
	Make a call to the selected favourite contact
	Send a message to the selected favourite contact
	Add a new favourite from the contact list
	Remove the selected contact from favourite list
	Edit the selected contact

Info


The **Info** menu displays three lines of information. The first line will show the phone's telephone number and an icon that will turn green if the phone is properly registered. The second line is the phone's telephone number. The third line is the phone's IP address.

Photo Frame

The **Photo Frame** widget allows you to play pictures in a window on the main screen. Press the **Photo Frame** widget to bring it to the main screen. Pressing the widget longer will show the path on the phone where the photos are saved.

Weather

The weather information includes humidity, visibility (in miles), wind direction, wind speed (mph) and temperature in units as configured by the users.

Press  to access the weather settings. Enter the **Update Time** (m) and select **Unit** (Fahrenheit or Celsius) according to your preference.

To check the weather in a particular location, you will need to add the city first. Press on the blank area of **City Name** and enter the name via the soft keyboard. Press **Search**. The results will appear in **Search Result**. Select the desired location and press the **Add** button.

You can add more than one city. To delete the location, select the city in the **City** box and press the **Delete** button.

World Clock

The **World Clock** widget will show the current time on the desktop of the time zone of your choice.

To set the time on the clock, activate the **Settings** option by pressing and holding the clock image. Then press .

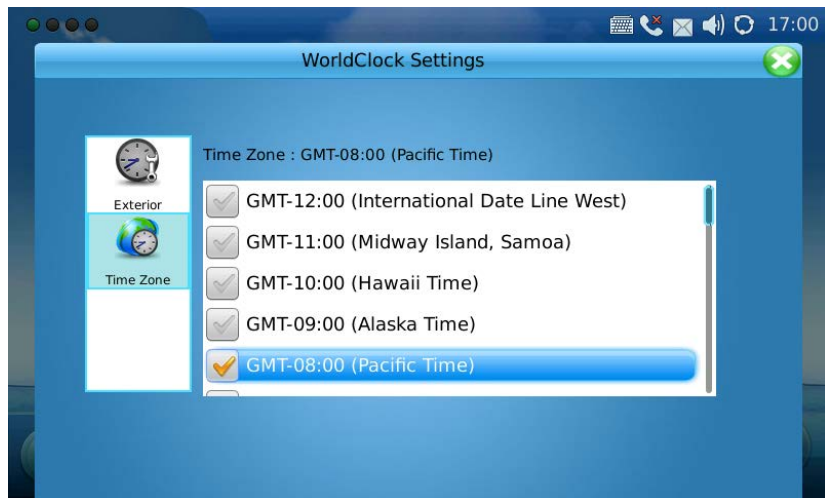
You can change the **Name** and **Style** for the clock. The choices will be previewed once selected.



World Clock Settings > Exterior

Press **Time Zone** to see list of options. After checking the box for the time zone, the time on the clock will be updated.

Note: the time zone applied to the World Clock is independent of the time zone applied in the Time menu of the phone.



World Clock Settings > Time Zone

System Settings

The **System Settings** allows you to configure the settings for **Screen Calibration, Network, Time, Display, Maintenance, Camera, Video, Call Features, Screen Saver, Background, Tones** and **Language**. Most of the settings are located in **MENU >System Settings**.

Screen Calibration

The ACN IRIS X Videophone touch screen can be calibrated to adjust the sensitivity for touch input.

1. Press and hold the **Home** button for approximately 1 second to return to the **Home** screen.
2. Press and hold the **Home** button for 10 seconds. Upon releasing the **Home** button after the 10 seconds, the **Touch Screen Calibration** utility will be displayed. (If not displayed, repeat this process again)
3. Once the calibration screen is displayed, touch the cross hairs in each of the five locations presented on the screen with the stylus
4. Press the **Home** button to complete the calibration

Network Settings

The ACN IRIS X Videophone supports Ethernet and Wi-Fi connections. You can access network settings via **MENU > System Settings > Network**.

In the Ethernet tab, you can set the phone to receive an IP address automatically with the DHCP or set an IP address statically. The recommended setting is the default DHCP setting.

Wi-Fi Settings

The ACN IRIS X Videophone supports 802.11b/g/n.

By default, the Wi-Fi function on the phone is disabled. You can configure the wireless settings by selecting **Enable** in the **Wi-Fi Function**.

There are two methods to configure Wi-Fi:

Method 1: Scan for a Wi-Fi connection:

1. Press the **MENU** button on the bottom right of the screen
2. Press the **Settings** button
3. Press the **Network** button
4. Press the **Wi-Fi** tab
5. Ensure the **Enable** button is lit and press **Apply**
6. Press the **Scan** button
7. Press twice on the desired **ESSID**

8. Enter the appropriate key using the on-screen keyboard. Make sure to click the **Save Key** check box. If no key is required, go to the next step
9. Once the key is entered, press the keyboard button in the bottom left to hide the on-screen keyboard
10. Press **Save** in the upper right corner to save this connection
11. Press the **Home** button. You have successfully connected to your Wi-Fi network if the **Info** widget has a green icon in the top right corner and an IP address at the bottom

Method 2: Manually add a Wi-Fi connection: (useful for Wi-Fi networks with hidden SSID)

1. Press the **Menu** button on the bottom right of the screen
2. Press the **Settings** button
3. Press the **Network** button
4. Press the **Wi-Fi** tab
5. Ensure the **Enable** button is lit and click **Apply**
6. Press the **Advanced** button
7. Select the **Security Mode** of the Wi-Fi connection from the dropdown menu on the Wi-Fi Configure screen.

Options included are: WEP/Open

WEP/Shared

WPA PSK TKIP


WPA PSK AES

WPA2 PSK TKIP



WPA2 PSK AES

8. Enter the appropriate key using the onscreen keyboard. Press **Show Password** to verify the key is correctly typed. If no key is required, go to the next step
9. Once the key is entered, press the keyboard button in the bottom left to hide the on-screen keyboard
10. To type the **ESSID** (the name of the wireless connection) press the **YES** check box to the right of the **Customised ESSID** field then click inside the field to bring up the on-screen keyboard
11. Type the **ESSID** name
12. Press **Save** in the upper right corner to save this connection
13. Press the **Home** button. You have successfully connected to your Wi-Fi network if the Info widget has a green icon in the top right corner and an IP address at the bottom.

After you have saved the settings, the phone should be able to connect to the Wi-Fi network if the authentication credentials are correct and the Wi-Fi network signal strength is sufficient.

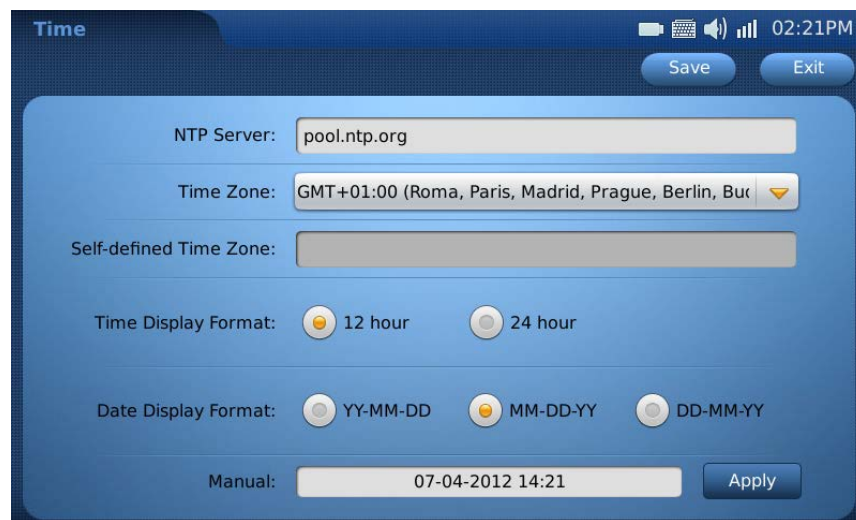
The Wi-Fi network strength icon  will be displayed in the top right corner of the screen. Once registered, the phone number will turn green in the **info** widget.

NOTE: If you have a connection to the Internet through both the wired network and the Wi-Fi Network, manually select which connection to use via the on/off switches in the drop-down menu in the top right of the screen.

You will see this icon  in the top right of the screen if the phone is using the wired network connection. It will display this icon  in the top right of the screen if it is using Wi-Fi.

Time Settings

The ACN IRIS X Videophone allows the time to be updated automatically through an NTP Server. You can define the Time Zone or use a Self-defined Time Zone. The display format for the time and date can also be specified by accessing the application and selecting **MENU > System Settings > Time**.



Time Settings

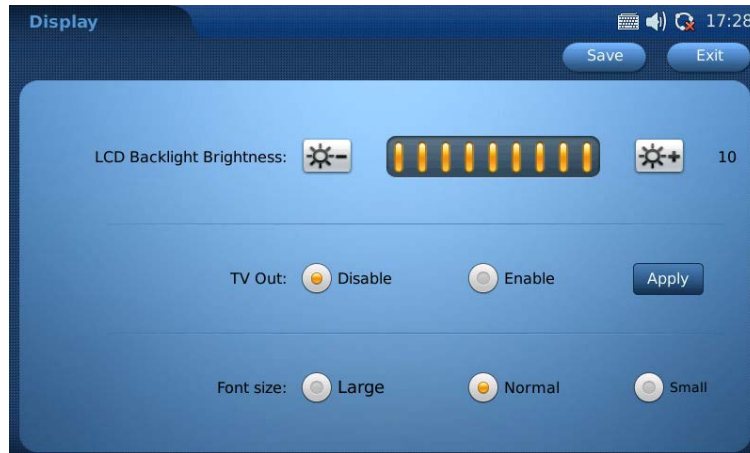
In **Manual** you can press on the blank field and edit the time, then press **Apply**. Press the **Save** button after changing any settings. The time will display at the right corner of the top status bar in the screen as configured.

NOTE: The Time Zone selected in this menu is independent of the Time Zone selected in the World Clock widget.

Display

The **Display** menu is available in **MENU > Settings > Display**. You can adjust the screen Backlight brightness by pressing the left or right hand side of the cursor on the brightness bar. The values are from 1 to 10. Press **Save** after configuration.

You can also change the **Font** size to Large, Normal (default) or Small.



Display Settings

Maintenance

There are four tabs on the **Maintenance** setting screen under **MENU > System Settings > Maintenance: Reboot, Backup, Factory Functions and Debug**.

Reboot

The **Reboot** page has the options of rebooting the device or performing a Factory Reset.

To restore the phone to factory default settings through the screen menu, follows these steps:

Step 1: Select **MENU** to access the phone menu and select **System Settings**.

Step 2: Select **Maintenance** and navigate to **Reboot** tab.

Step 3: Select the **Factory Reset** option.

Step 4: Press **OK**. The phone will reboot and perform a Factory Reset.

Warning: Factory resetting will erase all data on the phone including all contact information.

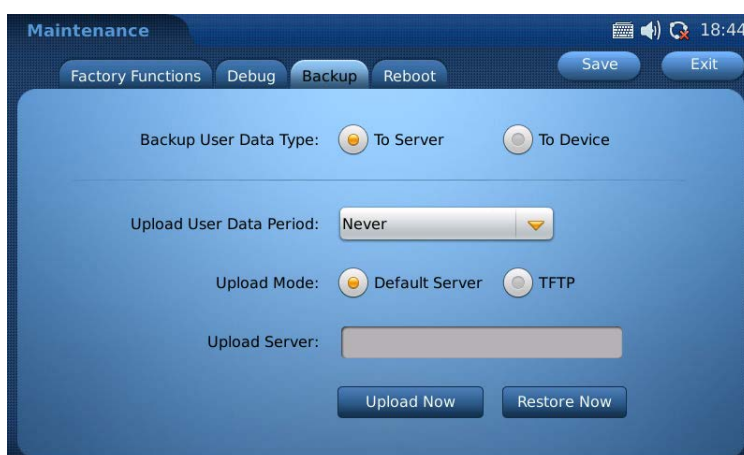
NOTE: After a Factory Reset, one or more calibration operations are required before the phone's main screen shows up. Please follow the instructions on the screen to finish calibration before using the phone.

Backup

The **Backup** page includes a **Backup** and **Restore** functionality making it easy to backup any current configuration settings on a regular interval (daily, weekly or monthly) and restore these settings on the phone if needed.

Press on the **Down** arrow to choose the backup/restore option. Then select the data to be uploaded by checking the box of the corresponding items in the **Data Includes** option.

Press **Upload Now** or **Restore Now** to activate the operation immediately. The file uploaded will be a file associated with the MAC address of the phone.



Maintenance > Backup

Factory Functions

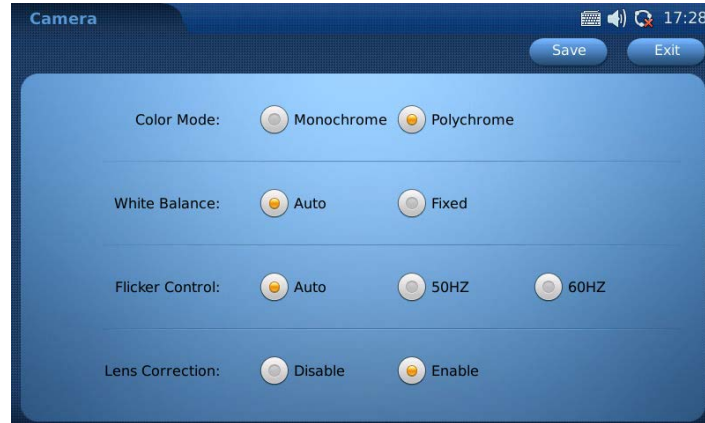
In page **Factory Functions**, the ACN IRIS X Videophone provides several testing diagnostics for the screen, camera and video, audio and touch screen on the device. Press **Start** and follow the instructions on the screen for each test.

Debug

The **Debug** page contains the built-in debug tools for the ACN IRIS X Videophone. The debug tools make it more convenient to diagnose issues when the system encounters problems. To start capturing traces, enable the **Debug** application and press the **Start** button next to the **Capture Packets** option. To perform a network connection test, enter an IP address in **Network Test (Ping)** to 'ping' the destination. Press **Stop** to stop the operation.

Camera

This **Camera** setting under **MENU > Settings > Camera** allows you to modify the camera settings for the ACN IRIS X Videophone. Settings such as Colour Mode (Polychrome Mode, Monochrome Mode), White Balance (Auto, Fixed), Flicker Control (Auto, 50Hz, and 60Hz) and Lens Correction (Disable, Enable) can be configured.



Camera Settings

The default settings should be sufficient for most users.

Screen Saver

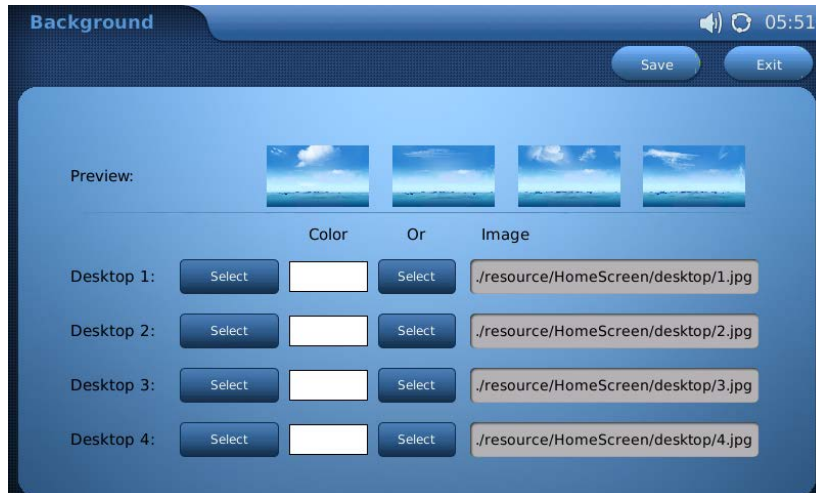
When the phone is idle, photos will be displayed as configured in **Screen Saver**. The default folder for the pictures used in the **Screen Saver** can be accessed from **Menu > Tools > File Manager > Screensaver**. You can also choose pictures from a local or external folder by selecting **Customised Folder** in the **Screen Saver** option.

You can set the **Interval(s)** which defines the interval for the pictures to display in the screen saver mode. Setting the **Time Out** value, will start to display the pictures after the phone is unused for the specified length of time. The phone will enter into power saving mode if the **LCD Auto Power Off Time** has been specified. Press **Save** for the settings to take effect.

Background

ACN IRIS X Videophone has four desktops and each desktop can be set with a different background according to your preference.

For each desktop, you can select a colour or an image from local or external files to display. After the selection, you can preview the settings. Press **Save** for the settings to take effect.



Background Settings

Tones Manager

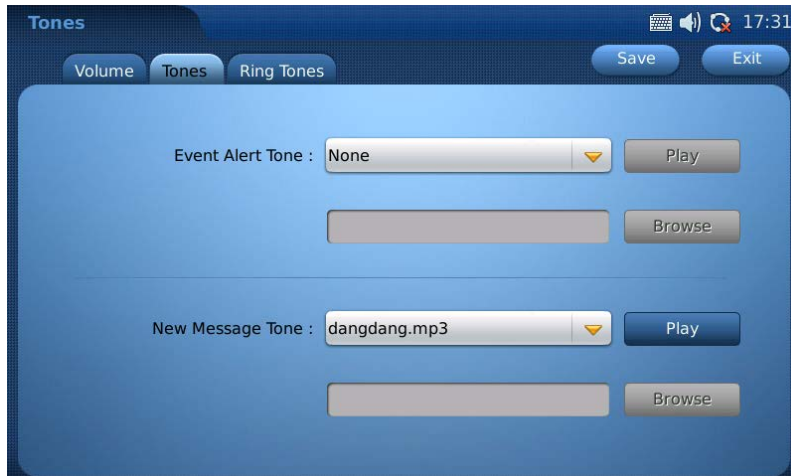
The **Tones Manager** configures the volume and ringtones. The **Tones** menu is accessible by selecting **MENU > System Settings > Tones**.

The **Volume** page allows you to turn the volume and ringing up or by pressing  or .

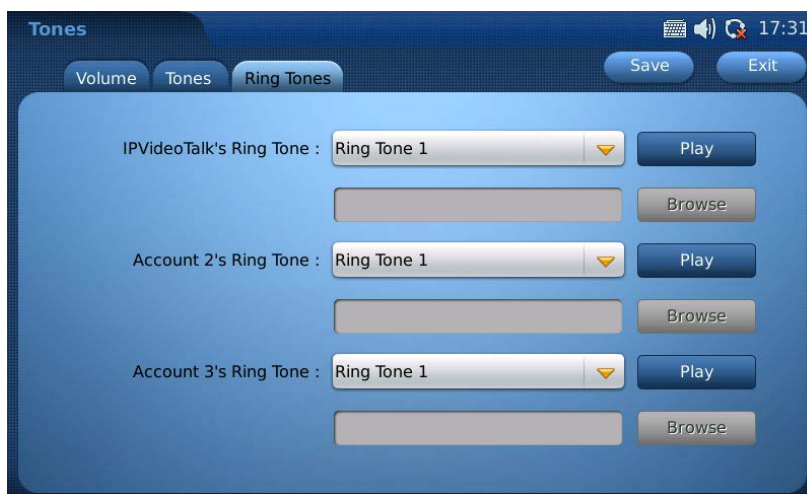


Tones > Volume

In **Tones**, you can set the **Event Alert Tones** for the events added in the **Calendar** application, **New Message Tone** and **Key Tone** (when pressing the touchscreen). All the tones can be set to built-in tones or music from local or external storage files once **Customised** is selected.



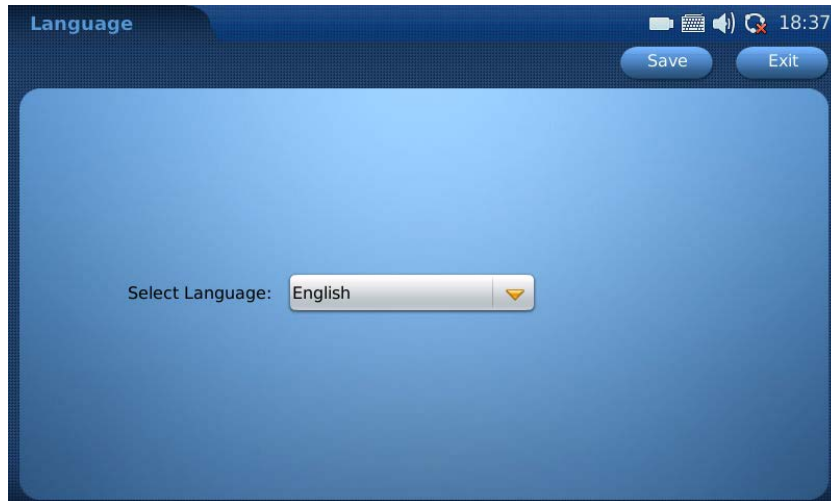
In **Ring Tones**, you can set the ringtone for incoming calls. Press **Save** for the configuration to take effect.



Ring Tones Settings

Language

There are multiple built-in languages available in the ACN IRIS X Videophone. Press on the **Down** arrow and make the selection in **Select Language**. Press **Save** and the phone will prompt you with the alert message: **Do you want the reboot to take effect immediately?** Select **Yes** to reboot the phone immediately or **No** for the change to take effect after rebooting later.

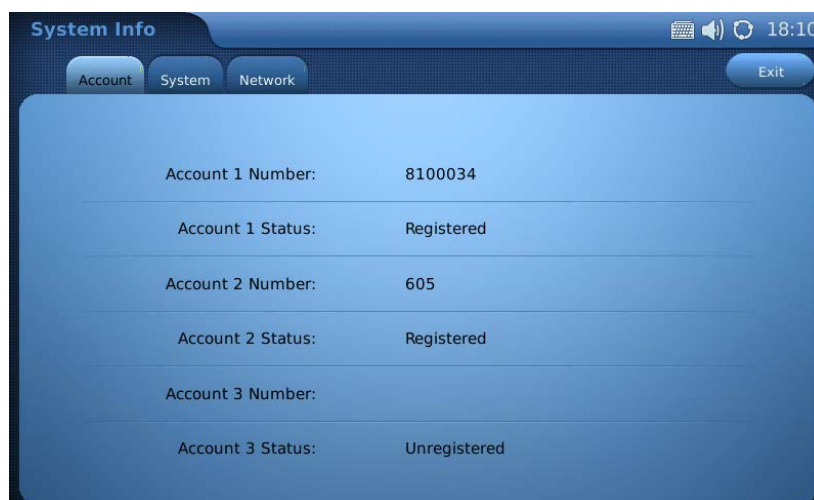


Language Settings

System Info

By accessing **MENU > System Info**, you can view the status about the account, system and network. **Account** shows the account and registration status on the phone.

Note: this screen shows multiple accounts. The ACN IRIS X Videophone supports a single telephone number which can be used to place up to three concurrent calls. This functionality is supported by the appearance of multiple accounts.



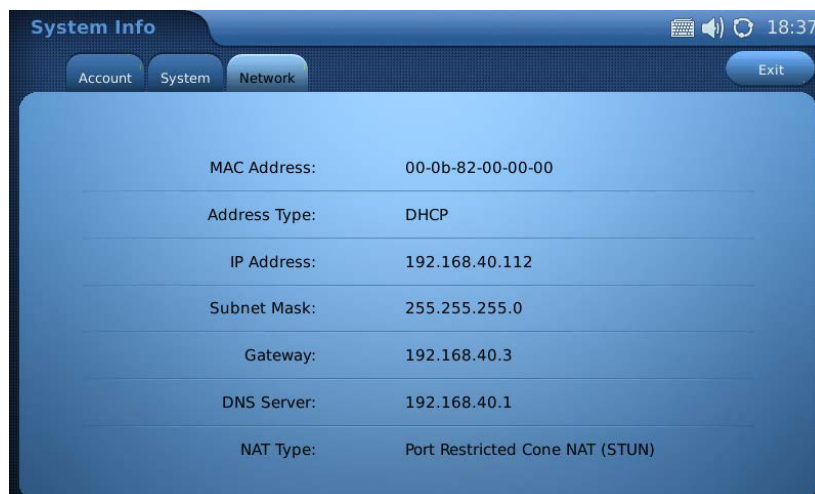
Account Information

System shows the product model, hardware version, part number, system up time and software version.



System Information

Network shows the phone's MAC address, IP address, subnet mask, gateway, DNS server and NAT type.



Network Information

Advanced Features

USB Device Support

The ACN IRIS X Videophone supports connections for the following USB devices: Keyboard, Mouse and Flash Drives.

If your USB device is supported by the ACN IRIS X Videophone, it will be automatically detected when it is connected.

Screen Capture

You can perform screen captures on the ACN IRIS X Videophone using a connected USB keyboard:

1. Press **Control, Alt and Enter** together on the keyboard to capture the current screen image
2. Go to the **File Manager** to transfer the screenshot file(s) to an external USB drive or SD card

Troubleshooting

The following are some common problems that may occur.

The videophone does not recognise input on the touch screen

Screen Calibration allows adjustment of the touch sensitive screen so that when you make a selection on the screen, the phone correctly recognises the selection.

1. Press and hold the **Home** button for approximately 1 second. You will then be returned to the main menu
2. Press and hold the **Home** button for 10 seconds. Upon releasing the **Home** button after 10 seconds, the **Touch Screen** calibration utility will be displayed
3. Simply touch the cross hairs in each of the five locations presented on the screen with the stylus (recommended) or with your finger
4. Press the **Home** button to complete the calibration.

I cannot make or receive calls

Verify the device was properly installed. (See the [ACN IRIS X Videophone Quick Installation Guide](#))

Check to ensure the power adapter is securely connected to the back of the ACN IRIS X Videophone.

1. 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.

2. The ACN IRIS X Videophone requires a router and ACN recommends the Cisco Linksys E-1200. The ACN IRIS X Videophone has two Ethernet ports. One port is labelled **Network**, the other **PC**. The **Network** port should be connected to the your router. A **PC** or other end device can be connected to the PC port if desired. Verify your Internet connection is working properly by browsing to your favourite website with a computer.
3. Allow sufficient time for initial setup. Initial setup should be performed with the ACN IRIS X Videophone connected to a wired connection. The initial setup may take up to 10 minutes to complete depending on your Internet speed. The phone may reboot 2 or 3 times. Please do not disconnect your ACN IRIS X Videophone or attempt to make calls during this time. Make sure to complete the initial calibration step as the phone powers up.

I am having problems with Wi-Fi

Verify your Internet connection is working properly by browsing to your favourite website with a computer connected by cable to the same network router.

1. Connect your ACN IRIS X Videophone via a wired connection to your network;

ensure your ACN IRIS X Videophone can function via a wired connection

2. If the device works on a wired connection and not via Wi-Fi, verify your Wi-Fi is working and verify you have properly configured the ACN IRIS X Videophone Wi-Fi settings as per the **System Settings** section in this document.
3. Wi-Fi troubleshooting actions on the ACN IRIS X Videophone:
 - i. Make sure Wi-Fi is on. Go to the **Home** screen; click on the top right status bar, slide the **Wi-Fi On/Off** indicator to **On**
 - ii. Reboot the ACN IRIS X Videophone
 - iii. In the ACN IRIS X Videophone **Wi-Fi** menu, click **Scan**, double click the desired ESSID, click **Save**
 - iv. In the ACN IRIS X Videophone **Wi-Fi** menu, click **Scan**, double click the desired ESSID, uncheck the **Save** key, re-enter the appropriate security key, check the **Save** key, click **Save**
 - v. In the ACN IRIS X Videophone **Wi-Fi** menu, disable **Wi-Fi** then click **Apply**, then enable **Wi-Fi**, click **Apply** again, then click **Save**.
- b. Your Wi-Fi connection is working if you see the Wi-Fi icon on the top of the **Home** screen, the icon is green on the top right of the **Info** widget, and you see an IP address in the bottom line of the **Info** widget.

I want to set-up Mi-Fi or Cradlepoint

For the most reliable, consistent performance of the ACN IRIS X Videophone, ACN recommends a wired Internet connection (DSL or Cable Internet – minimum of 384K downstream and upstream). Mi-Fi and Cradlepoint use wireless technology to access the Internet (3G/4G) which can be susceptible to congestion, low signal strength and other factors that may degrade performance. For these reasons, ACN does not recommend or support using these technologies although technically they may work with the ACN IRIS X Videophone.

HDMI (TV Out) does not work

This is a future feature. There are certain TVs that may work at this time. ACN is working to expand this capability going forward.

What UDP ports does the ACN IRIS X Videophone use?

The ACN IRIS X Videophone communicates with the ACN network over UDP ports 5004-5007 and 5065.

ACN IRIS X Videophone bandwidth requirement

The ACN IRIS X Videophone default setting requires 384kbps minimum and continuous download and upload bandwidth for an optimal audio and video experience. Bandwidth utilisation is not adjustable.

How do I adjust the camera?

The camera on the ACN IRIS X Videophone can be manually rotated into the phone, preventing the transmission of video. You should ensure you can see the camera above the screen. There is a camera adjustment wheel in the top-centre, on the back of the ACN IRIS X Videophone.

I can only see myself in a video call

Pressing the **PIP** option during a video call can result in a self-view only. Keep pressing the **PIP** button to re-establish the far-end video option.

The image is too dark

For optimal video calls, the subject on both ends of the video call should be well lit, meaning the light source should be placed in front of the person illuminating their face.

Screen responsiveness

1. For best performance, use the stylus with the ACN IRIS X Videophone. The stylus is designed to provide an optimal experience with the touch screen.
2. When the ACN IRIS X Videophone has been idle for some time, you may experience a slight delay when you press the screen to initiate an action.
3. If there is no response, it is possible the screen needs calibration which can be performed by following the calibration steps mentioned earlier in this Troubleshooting section.
4. If too many applications or widgets are open, the ACN IRIS X Videophone may become sluggish or lose registration. A maximum of 10 total widgets can be open at any one time. Only three instances of each widget can be open, with the exception of the **Contacts** widget which only allows one instance to be open. To close a widget, press and hold on the widget until the **Close** option appears then press the **Close** option.

Virtual Keyboard

There are multiple possible character sets for the virtual keyboard. Pressing either of the two keys in the bottom right of the virtual keyboard will reveal additional characters. Example: press 1/2 while on standard keyboard to reveal the #, ?, * and other characters.

I want to attach a keyboard and/or mouse

The addition of a mouse and keyboard improves ease of use across many functions of the phone. Simply attach a device in the USB port of the phone. Compatible devices will register automatically.

How do I factory reset my ACN IRIS X Videophone?

Warning: Factory resetting will permanently erase all your data including contacts, photos, videos, and calendar information.

You should only perform this function if advised by ACN Technical Support. See the **Systems Setting** section for more details.

ACN IRIS X Videophone Technical Specifications

Feature Specifications	
Open Compatible Standards	SIP 2.0, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP/RARP, ICMP, DNS (A record and SRV), DHCP, PPPoE, TFTP, NTP
Interfaces	2x 10/100Mbps Ethernet Ports with integrated PoE, 2x USB (2.0) port, 3.5mm stereo headset port, SD Card slot, built-in Wi-Fi (802.11b/g/n)
Audio Quality	Advanced DSP for audio, Silence Suppression, VAD, CNG, AEC and AGC
Video Quality	Real-time video utilizing H.264 codec
Advanced Video Features	7" resistive touch screen LCD with 800 x 480 resolution, 45 degree rotating lens (perpendicular), Advanced VGA lens, auto focus, auto exposure, zoom in and zoom out (2x optical 2x digital) , Camera Block, PIP (Picture-in-Picture) and still picture capture/store
Application Features	Traditional audio features: Caller ID, Call Waiting, Call Holding, Three Way Audio Calling , Mute, Automatic dial Applications include: Browser, YouTube, Weather, Media Player, Picture Viewer, Games, Calculator, Alarm Clock, File Manager, etc.
Equipment Specifications	
Ethernet Port	Dual switched 10M/100M auto-sensing Ethernet ports
LCD	800 x 480 resistive touch screen LCD
Camera	Tilt Capable 1.3M pixel CMOS camera with privacy shutter (VGA)
Auxiliary Ports	HDMI, 3.5mm stereo headset port, 2 x USB 2.0 ports, SD card slot
Exterior	Black ABS plastic, Flat Panel with 1 x home button, two-angle stand
Universal Power Supply	Input: 100-240V AC Output: 12V DC, 1.5A US/Euro/UK/Australian style plug available 8' power cable
Dimension	243.5mm x 168mm x 36mm
Weight	1.04kg (phone with handset and stand), 1.95kg (package weight)
Operating Temperature	32°F - 104° F/0°C - 40°C
Humidity	10%-90% non-condensing
Technical Specifications	
CPU	1GHz ARM Cortex-A8 with 800MHz DSP
Memory	256MB
Storage Capacity	256MB (User storage = 100MB)
Protocol Support	SIP 2.0, UDP/IP, RTP/RTCP, HTTP, ARP/RARP, ICMP, DNS, DHCP, NTP/SNTP, TFTP
Display	7" resistive touch screen LCD with 800 x 480 resolution
Network Interfaces	Dual switched 10M/100M auto-sensing Ethernet ports, 2 x USB 2.0 port, 1 x audio/video output port (to synchronize output video to TV), stereo headset jack
Audio Features	HD handset and full duplex speaker, advanced DSP Supports G.711, G729, and G.722 with silence suppression, VAD, CNG, AGC, masking for packet loss/delay; AEC, AGC for speaker; jitter buffer protocol
Video Features	Support for jitter buffer delay and packet loss concealment to enhance audio and video quality Support for H.264 real-time video codec, which ensures high quality video transmission 7" resistive touch screen LCD with 800 x 480 resolution, 45 degree rotating lens (perpendicular), advanced VGA CMOS camera and sensor Anti-flickering of images, auto focus, auto exposure, zoom (2x optical 2x digital) , PIP (Picture-in-Picture) , audio mute, camera block, call log, video phone book, screensaver, still picture capture/store (VGA) and visual voice message indicator
Call Handling Features	Caller ID, Call Waiting ID, Call Waiting/Flash, Call Holding, Call Forwarding, Three Way Audio Calling, Redial, Automatic Dialing On Off-Hook, Automatic Answering, Call Records, Volume Control, Voice Message Waiting Indicator, Downloadable Custom Ring Tone, Switchable Handset/Headphones/Speaker During Call