

HEWLETT PACKARD JC507A

HP 3502 IP Phone User Manual

Model: JC507A

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your HP 3502 IP Phone. The HP 3502 is a robust Voice over IP (VoIP) telephone designed for business environments, featuring four softkeys and full-duplex speakerphone capabilities for clear communication.

2. PACKAGE CONTENTS

Please verify that all items listed below are present in your package. If any items are missing or damaged, contact your vendor immediately.

- HP 3502 IP Phone Unit
- Handset
- Handset Cord
- Ethernet Cable (RJ-45)
- Power Adapter (if not using Power over Ethernet - PoE)
- Quick Start Guide

3. PRODUCT OVERVIEW



Figure 3.1: Front view of the HP 3502 IP Phone. The image displays the phone's handset resting on its cradle on the left side. The main unit features a rectangular display screen at the top, below which are four softkeys. To the right of the display is a navigation cluster, and below that is a standard numeric keypad with additional function buttons.

The HP 3502 IP Phone is designed for intuitive use and reliable performance. Key features include:

- **Display Screen:** A 4.3-inch screen for call information, menus, and status.

- **Softkeys:** Four context-sensitive buttons located directly below the display, whose functions change based on the phone's current state.
- **Full-Duplex Speakerphone:** Allows for hands-free conversations with clear audio.
- **Numeric Keypad:** Standard 0-9 keys for dialing, along with * and #.
- **Navigation Cluster:** Buttons for menu navigation and selection.
- **Dedicated Function Buttons:** Includes buttons for volume control, mute, headset, speaker, and message waiting indicator.
- **Power Source:** Supports both Corded Electric power and Power over Ethernet (PoE).

4. SETUP

4.1 Physical Connection

1. **Connect the Handset:** Plug one end of the coiled handset cord into the handset and the other end into the handset port on the phone base.
2. **Connect to Network:**
 - Locate the "LAN" or "NETWORK" port on the back of the phone.
 - Connect one end of the Ethernet cable to this port and the other end to an active network port (e.g., a wall jack or network switch).
3. **Connect Power:**
 - If your network supports Power over Ethernet (PoE), the phone will power on automatically once the Ethernet cable is connected.
 - If PoE is not available, connect the provided power adapter to the "POWER" port on the phone and then plug the adapter into a standard electrical outlet.
4. **Initial Boot-up:** The phone will power on and begin its boot sequence. This may take a few moments. The display will show boot progress and then indicate network status.

4.2 Network and Account Configuration

The HP 3502 IP Phone typically obtains network settings (IP address, subnet mask, gateway, DNS) automatically via DHCP. VoIP account registration (SIP or H.323) is usually provisioned by your IT administrator or service provider. Consult your IT department for specific configuration details if manual setup is required.

- **Automatic Provisioning:** Most enterprise deployments use automatic provisioning servers to configure the phone.
- **Manual Configuration:** If manual configuration is necessary, access the phone's menu system (often via a "Menu" or "Settings" button) to enter network parameters and SIP/H.323 account details. Refer to your IT administrator's instructions for these values.

5. OPERATING INSTRUCTIONS

5.1 Making Calls

1. **Lift Handset:** Pick up the handset, or press the **Speaker** button for hands-free mode. You will hear a dial tone.
2. **Dial Number:** Enter the desired phone number using the numeric keypad.
3. **Initiate Call:** Press the **Dial** softkey (if available) or wait a few seconds for the call to automatically connect.

5.2 Receiving Calls

- When the phone rings, lift the handset to answer.
- Alternatively, press the **Speaker** button to answer in hands-free mode, or press the **Answer** softkey.

5.3 In-Call Functions

- **Volume Control:** Use the **Volume** buttons (usually +/-) to adjust the handset, headset, or speakerphone volume during a call.
- **Mute:** Press the **Mute** button to mute your microphone. Press it again to unmute.
- **Hold:** Press the **Hold** softkey or button to place the current call on hold. Press it again to resume the call.
- **Transfer:**
 - a. During an active call, press the **Transfer** softkey or button.
 - b. Dial the number to which you want to transfer the call.
 - c. Press the **Transfer** softkey again to complete a blind transfer, or wait for the other party to answer and then press **Transfer** for a supervised transfer.
- **Conference:**
 - a. During an active call, press the **Conference** softkey or button.
 - b. Dial the number of the third party.
 - c. Once the third party answers, press the **Conference** softkey again to join all parties.
- **End Call:** Replace the handset in the cradle, or press the **End Call** softkey or **Speaker** button if in hands-free mode.

6. MAINTENANCE

Proper care ensures the longevity of your HP 3502 IP Phone.

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's surface. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or solvents.
- **Environment:** Keep the phone away from excessive heat, direct sunlight, and moisture. Ensure adequate ventilation around the device.
- **Handling:** Avoid dropping the phone or subjecting it to strong impacts.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with your HP 3502 IP Phone.

Problem	Possible Cause	Solution
No dial tone / Phone not powering on	No power, network cable loose, network issue.	<ul style="list-style-type: none"> • Check power adapter connection or PoE status. • Ensure Ethernet cable is securely connected to both the phone and the network port. • Verify network connectivity (check router/switch).

Problem	Possible Cause	Solution
Cannot make or receive calls	No network connection, incorrect VoIP account registration, firewall issues.	<ul style="list-style-type: none">• Check network cable and status indicator on the phone.• Verify VoIP account registration status on the phone's display.• Contact your IT administrator or service provider to confirm account details and network configuration.
Poor audio quality (echo, static)	Network congestion, faulty cable, environmental interference.	<ul style="list-style-type: none">• Ensure a stable internet connection with sufficient bandwidth.• Try a different Ethernet cable.• Move the phone away from other electronic devices that might cause interference.

If the problem persists after attempting these solutions, please contact your IT support or the product manufacturer for further assistance.

8. SPECIFICATIONS

Feature	Detail
Brand	HP (Hewlett Packard)
Model Number	JC507A
Product Type	IP Phone (VoIP Phone)
Display Size	4.3 Inches
Power Source	Corded Electric, Power over Ethernet (PoE)
Dialer Type	Single Keypad
Answering System Type	Digital
Multiline Operation	Multi-Line Operation
Item Weight	3.95 Pounds (approx. 1.79 kg)
Package Dimensions	14.9 x 10.7 x 4.4 inches (approx. 37.8 x 27.2 x 11.2 cm)
UPC	885631695951
First Available Date	July 13, 2010

9. WARRANTY AND SUPPORT

For technical support, troubleshooting assistance beyond this manual, or to inquire about service, please contact HP customer support or your authorized HP reseller. Contact information can typically be found on the HP official website or in your product documentation.

HP Support Website: www.hp.com/support

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QuickSpecs Overview HP 350x IP Phone Series Models HP 3500B IP Phone HP 3500 IP Phone HP 3501 IP Phone HP 3502 IP Phone HP 3503 IP Phone JC505A JC504A JC506A **JC507A** JC508A Key features Wide phone portfolio for all business needs Lower energy use and cost-effective operation Gigabit Ethernet conn...
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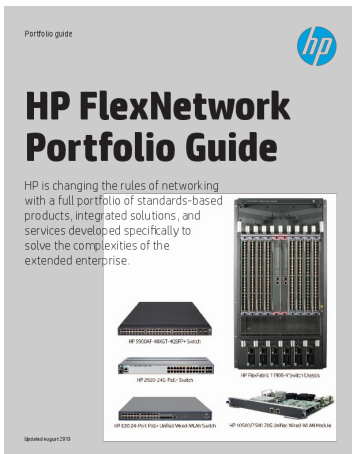


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