Navijin

USER MANUAL

NAVIJIN VIP IP PHONES

VIP T84N IP Phone User Manual

Install, configure and use the Navijin VIP T84N: network and SIP accounts, calls and transfers, contacts and LDAP, programmable keys and BLF, paging and intercom, auto-provisioning, security and troubleshooting.

Installation | SIP accounts | Calls | Contacts | BLF keys | Paging | Provisioning | Security

Applies to
Navijin VIP T84N IP phone

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ABOUT THIS GUIDE

About this manual

The Navijin VIP T84N is a SIP desk phone with HD voice, dual Ethernet ports and PoE. It registers up to 10 SIP accounts and works with the Navijin VBX3000 IP PBX, cloud PBX services and other SIP platforms. This manual covers installation, configuration from the phone and the web interface, daily use and central management. Web menus are written as **Menu › Page**.

Conventions: menu paths are shown in **bold** (for example **Network** → **VLAN**); commands and values in `monospace`. Screenshots may differ slightly by firmware version.

Who this guide is for

- Users of the phone
- Administrators and installers deploying phones
- Receptionists and operators using BLF and expansion stations

What you need

- The phone with its accessories
- A network port, ideally on a PoE switch
- SIP account details from your PBX administrator

Factory defaults

Setting	Default
IP address	Automatic (DHCP)
Web interface	`http://<phone-IP>`
Web user / password	`admin` / `admin`
Advanced menu password	`admin`
Web ports	HTTP 80, HTTPS 443
SIP accounts	Up to 10

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SECTION 01

Overview

The Navijin VIP T84N is a executive colour-screen phone for managers, operators and reception desks. It works with the Navijin VBX3000 IP PBX, cloud PBX and SIP platforms from other vendors.



Figure 1. Navijin VIP T84N.

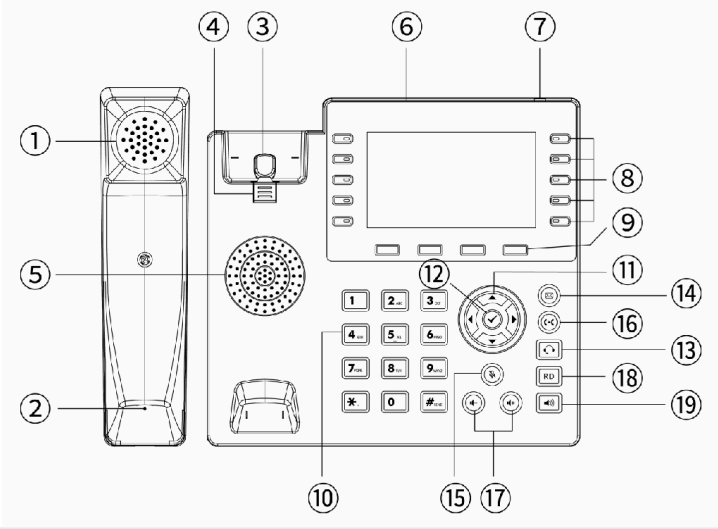


Figure 2. Keys and parts (numbers refer to the table below).

Item	T84N
SIP accounts	Up to 10
Programmable function keys	10 keys with labels on the display
Expansion modules	Up to 3 expansion stations (RJ45 cable), up to 96 extra keys
Network	Two Ethernet ports (Internet and PC pass-through); Gigabit on G models
Power	5 V / 1 A adapter, or PoE (IEEE 802.3af) on P models
Configuration	Phone menu, web browser and smartphone (QR code)
Standards	SIP over UDP, TCP and TLS; IPv4 and IPv6; TR-069 and auto-provisioning
Codecs	G.711 (PCMA/PCMU), G.722 HD voice, G.729, G.726 and others
USB	Call recording to a FAT32 USB flash drive
Bluetooth	Bluetooth headsets (on Bluetooth-equipped units)

Part	Function
Handset and hook switch	Lift to answer or dial; press the hook briefly for flash
Display	Account, time and date, status icons, prompts and soft-key labels
Breathing light	Fast flash: incoming call. Slow flash: voicemail, missed call or message
Account keys	Select the line; can be set to BLF, speed dial, intercom and more
Four soft keys	Context keys under the display (History, Dir, DND, Menu in standby)
Navigation keys and OK	Move in menus; OK confirms, dials and shows network status

Message	Calls the voicemail feature code
Transfer	Blind or consultative transfer; quick forwarding in standby
Headset, Redial, Mute, Speaker	Headset mode, redial, mute microphone, hands-free
Volume keys	16 volume levels for ring, handset, headset and speaker

Model suffix	Meaning
P	PoE powered
G	Gigabit Ethernet
W	Built-in Wi-Fi
K	Port for expansion stations
N	Regular version

> **NOTE**
> All Navijin VIP phones use the same firmware. Menus and features in this manual are identical across models; hardware options differ.

SECTION 02

Safety

Read before installing the phone.

- Use only the adapter supplied with the phone (5 V, 1 A). A higher voltage damages the phone.
- Install indoors, away from water, heat, direct sun and strong magnetic fields.
- Do not open the phone. Service it only through your reseller.
- Unplug the phone during thunderstorms if it is not on protected PoE.
- Dispose of the phone as electronic waste, not with household waste (WEEE).

SECTION 03

Installation

Unpack, mount, connect and power the phone.

In the box	Quantity
Phone with handset and cord	1
Stand	1

Ethernet cable	1
Power adapter 5 V / 1 A	1
Quick start guide	1

1 Mount the stand or wall bracket

Attach the stand at the angle you prefer, or mount the phone on the wall. For wall mounting, turn the handset hook so the handset cannot slide off.

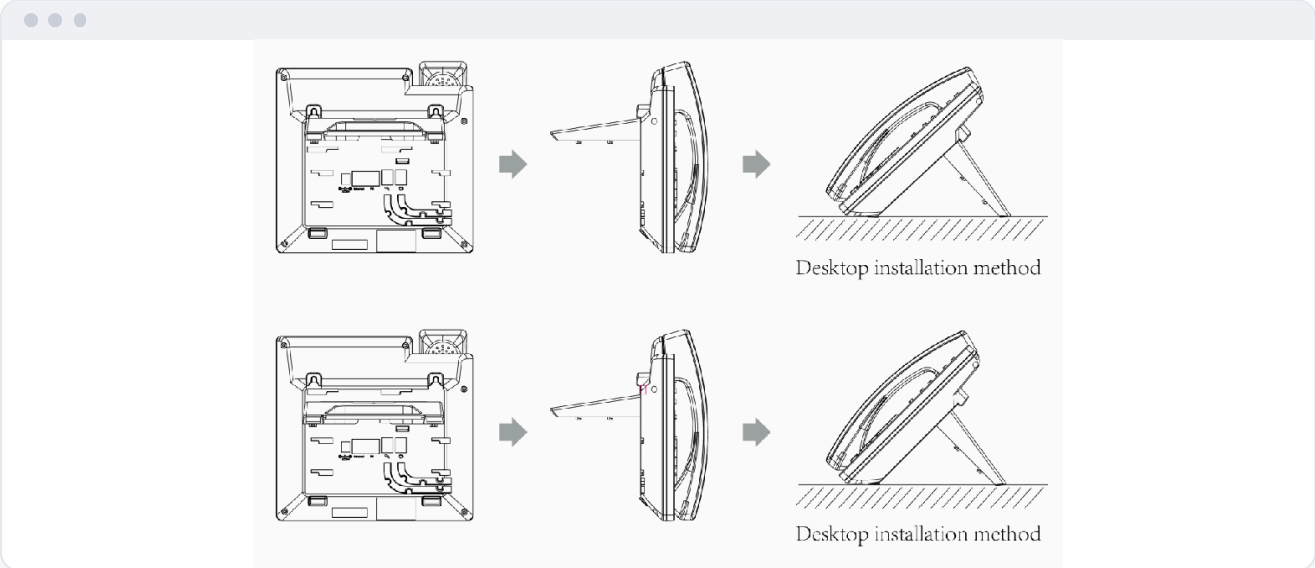


Figure 3. Desk mounting at two angles.

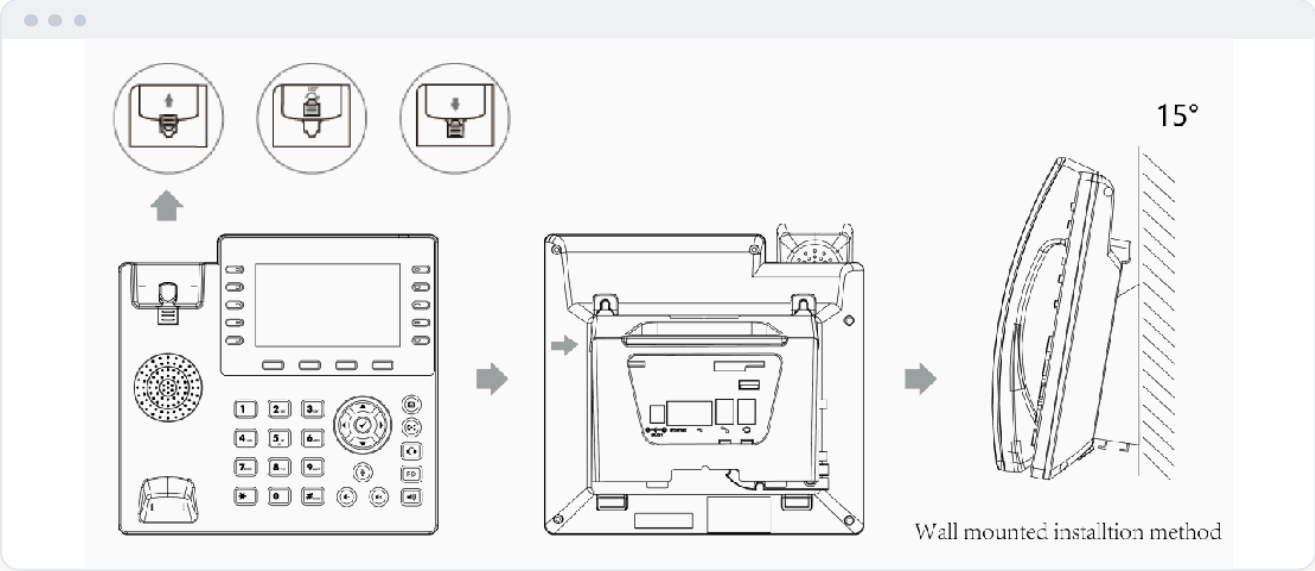


Figure 4. Wall mounting.

2 Connect the handset and headset

Plug the handset cord into the handset jack and, if used, a headset into the headset jack.

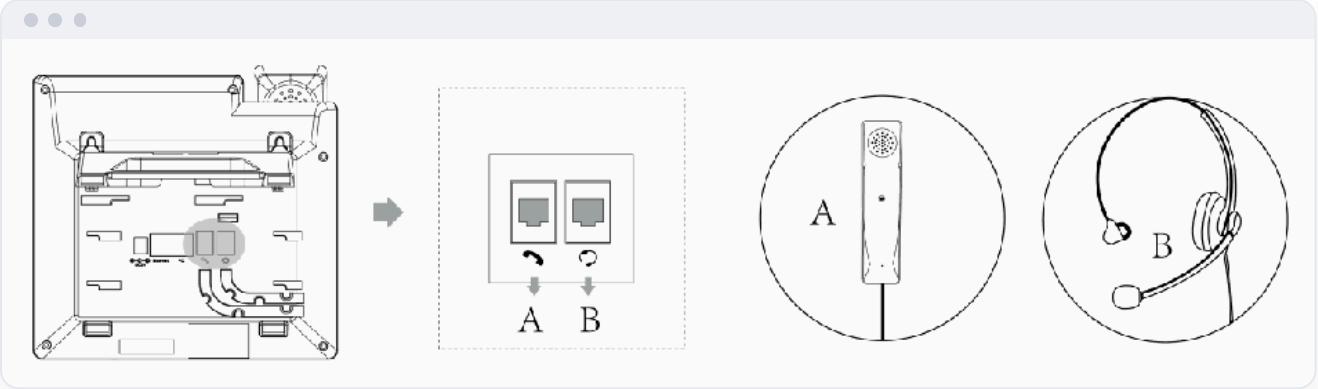


Figure 5. Headset (A) and handset (B) jacks.

3 Connect network and power

Connect the **Internet** port to the switch. With a PoE switch, no adapter is needed. Otherwise connect the 5 V adapter. Connect your computer to the **PC** port if you want to share the cable.

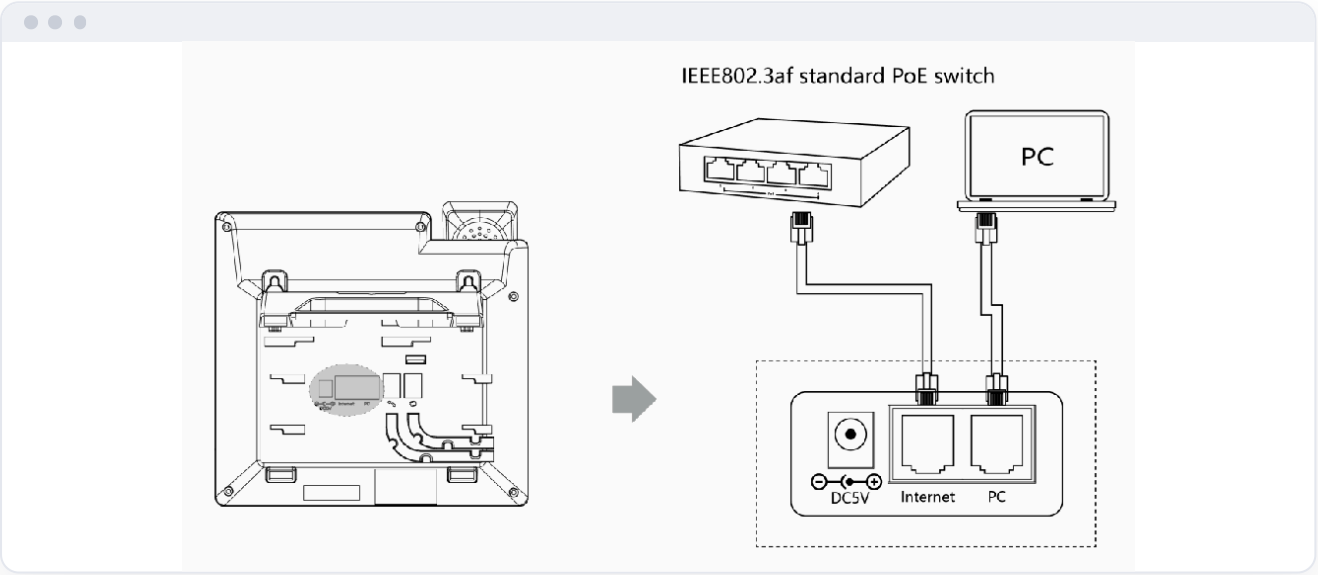


Figure 6. Power over Ethernet from an IEEE 802.3af switch.

> **TIP**
> Use PoE switches for phones: no adapters on desks, and phones keep working on the switch's UPS during power cuts.

SECTION 04

First start and sign-in

The phone starts in about a minute and is ready for configuration.

At start-up the screen shows *initializing* and the phone gets its network settings by DHCP. It then shows the standby screen: time, date, account status and the soft keys History, Dir, DND and Menu.

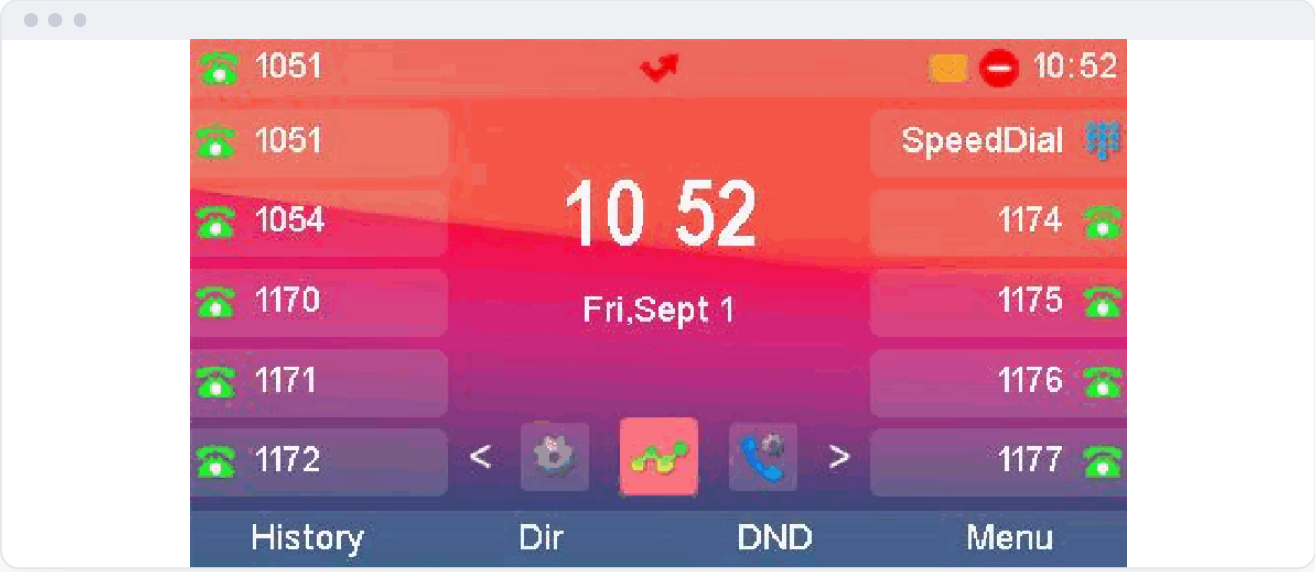


Figure 7. Standby screen.

1 Find the IP address

Press **OK** or **Menu › Status**. Note the IPv4 address, for example `192.168.1.123`.

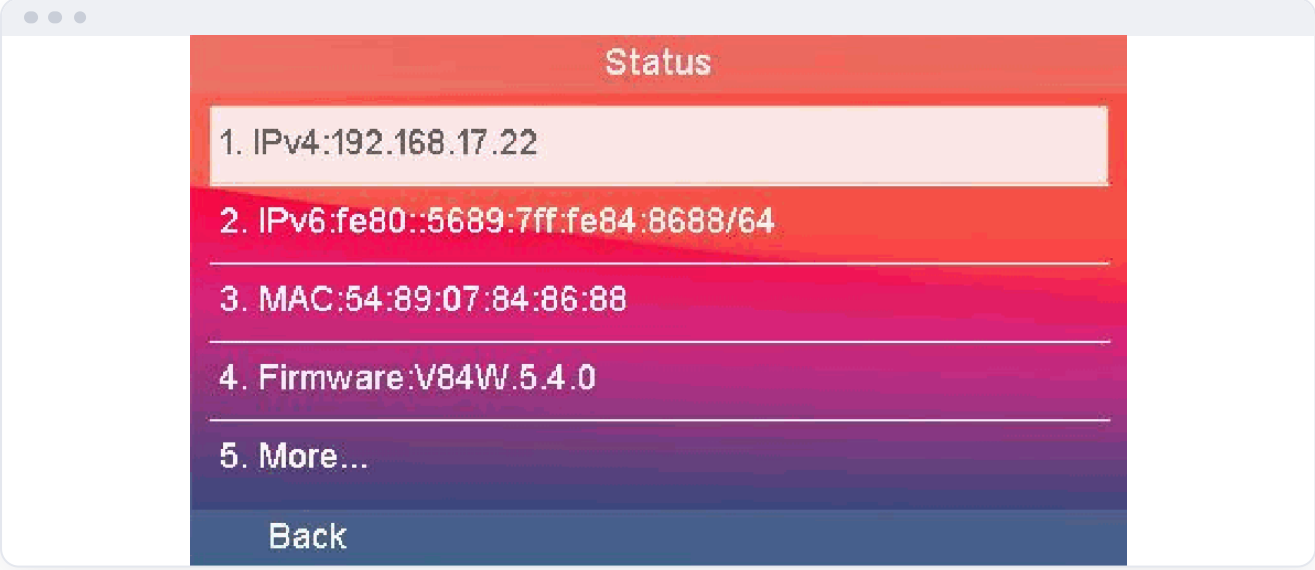


Figure 8. Status screen with IP address, MAC address and firmware.

2 Open the web interface

Enter the address in a browser (`http://192.168.1.123`; for IPv6 use brackets: `http://[2003:4998:c:e33::1004]`). Sign in with `admin` / `admin`.

3 Change the passwords

Security › Password changes the web password. **Security › Advanced Password Settings** changes the password of the phone's advanced menu (default `admin`).

You can also configure the phone from its own menu (**Menu › Settings › Advanced Settings**, password `admin`) or from a smartphone by scanning the phone's QR code while on the same network.

IMPORTANT

Change both default passwords. Anyone on the network can otherwise read the SIP password from the phone or reconfigure it.

SECTION 05

Network settings

DHCP works out of the box. Set static addresses, IPv6 or Wi-Fi when needed.

Setting	Phone menu	Web
IP mode (IPv4, IPv6, both)	Menu › Settings › Advanced Settings › Network › WAN Port	Network Configuration › Basic › WAN Interface
Static address	… › WAN Port › Static IPv4 Client	Network Configuration › Basic › IPv4 / IPv6 Configuration
Wi-Fi (W models)	Menu › Settings › Basic Settings › Wi-Fi	Network Settings › Wi-Fi
Web access (HTTP/HTTPS, ports)	… › Network › Network Access Type	Network Configuration › Advanced › Web server
Diagnostics (ping, trace, capture)	—	Network Configuration › Diagnostics

A static address needs IP address, mask, gateway and preferred and alternate DNS. For Wi-Fi, choose the network, security type (normally WPA-PSK) and password.

TIP

Put phones in a voice VLAN with QoS on the switches, and give them addresses by DHCP with reservations. It makes moves and replacements easy.

NOTE

If you disable both HTTP and HTTPS, re-enable web access from the phone menu under Network Access Type. Prefer HTTPS on port 443.

SECTION 06

Register a SIP account

The T84N registers up to 10 SIP accounts. Each account appears on an account key.

1 Open the account page

In the web interface click **Account › Register**, or on the phone **Menu › Settings › Advanced Settings › Account**.

2 Enter the account

Enable the account and fill in label, display name, user name (extension), registration name, password, server address and port (5060), and the transport (UDP or TCP; TLS from the web).

3 Submit and check

Click **Submit**. The account icon on the display turns registered within a few seconds.

Field	Example with the Navijin VBX3000
User name / registration name	Extension number, e.g. 2001
Password	SIP registration password of the extension
Server address	PBX address, e.g. 192.168.100.1
Port / transport	5060 / UDP

Account › Codec sets the codec order (PCMA, PCMU, G.722, G.729, G.726…). **Account › Advanced** holds standby and proxy servers, DTMF and NAT options.

> **TIP**
> Put G.722 first for HD voice between phones, then G.711 (PCMA in most countries, PCMU in North America) for calls to the PSTN.

> **NOTE**
> For many phones, use auto-provisioning (chapter **Auto-provisioning and management**) instead of typing accounts one by one.

SECTION 07

Calls

Everyday call handling.

Task	How
Call	Lift the handset, press Speaker or Headset, or an account key; dial and press **Send**, **OK** or `#`
Answer	Lift the handset, or press Speaker, Headset or the **Answer** soft key
End	Hang up or press **End Call**
Redial	Press **Redial**
Hold / resume	Press **Hold**, then **Resume**
Mute	Press **Mute** during a call

Do Not Disturb	Press the **DND** soft key in standby
Call waiting	On by default; accept the second call with **Answer**, switch with the account key
Anonymous call	Hide your number (Features › Anonymous call)
Auto-answer	Answer automatically, for example for intercoms (per account)

1 Blind transfer

During a call press **Transfer**, dial the number and press **Transfer** again. The call goes straight to the new party.

2 Consultative transfer

Press **Transfer**, dial and wait for the answer, announce the call, then press **Transfer** to connect.

3 Conference

During a call press **Conference**, dial the third party and press **Conference** again when they answer. The phone hosts three-way calls; larger meetings use the PBX conference bridge.

4 Call forwarding

Features › Call Forwarding & DND: always, busy or no answer, with the target number and ring time. You can also use the PBX feature codes.

SECTION 08

Contacts and call history

Local directory, blacklist, LDAP and remote phone books.

- **Local contacts**: add, edit, group and import/export contacts (Contacts › Local Contacts).
- **Blacklist**: calls from listed numbers are rejected.
- **LDAP**: search the company directory (Contacts › LDAP): server, port, base DN, user, password and attribute mapping.
- **Remote address book**: load an XML phone book from a URL and update it on a schedule.
- **Call history**: missed, received and dialled calls; call back, save to contacts or delete. Up to 300 records.

> **TIP**
> Use LDAP or a remote phone book so every phone shows the same company directory without manual work.

SECTION 09

Personalisation

Language, time, display and sound.

Setting	Where
Language	Menu › Settings › Basic Settings › Language
Time and date (NTP, time zone, DST, format)	Settings › Time Management (web) or Basic Settings › Time & Date
Keypad lock	Basic Settings › Keypad lock, with PIN
Backlight, screensaver, boot picture	Basic Settings › Display
Power-saving mode	Settings › Power Saving Mode (on supported models)
Volume, ringtones, keypad and message tones	Basic Settings › Sound; Settings › Preference › Upload ringtones (web)
Sound gain	Handset, headset and speaker gain (advanced)

TIP

Point phones at the same NTP server as the PBX. Call logs and voicemail times then match everywhere.

SECTION 10

Programmable keys and BLF

Turn keys into one-touch functions.

The T84N has account keys and 10 programmable function keys, and supports up to 3 expansion stations. Configure them under **Programmable Key** in the web interface or **Menu › Features › Programmable Keys**.

Key type	Use
Account	Line key for a SIP account (default)
BLF	Shows if a colleague's phone is idle, ringing or busy; press to call or pick up
Speed dial	Calls a stored number
Intercom	Calls a number that answers automatically (secretary, operator)
Multicast / multicast list	Paging announcements to groups of phones
DTMF, prefix, transfer, hold, conference…	Shortcuts for call functions

1 Set a BLF key

Choose the key, set the type to **BLF**, enter the extension to monitor and a label, and submit. The PBX must allow BLF subscriptions.

BLF light	Meaning
Off	Idle
Flashing	Ringing: press to pick up
Steady	In a call

Expansion stations connect with a straight cable to the expansion port, up to 3 stations with up to 96 extra keys, for receptionists and operators.

SECTION 11

Dialling rules

Make dialling faster and control what can be called.

Rule	Purpose
Replace rules	Up to 100 rules: dial a short string and the phone dials the replacement (e.g. 1 → 10086)
Call out immediately	Numbers that dial without waiting for Send (e.g. emergency numbers)
Area code	Adds an area code to numbers of a given length
Restricted calls	Up to 10 numbers or prefixes the phone may not dial

Web: **Settings › Dialing Rules**. Each rule can apply to all accounts or one account.

> **NOTE**
> Company-wide restrictions belong on the PBX (user permissions). Phone rules add convenience and a second layer.

SECTION 12

Intercom, paging and messages

Office features beyond normal calls.

- **Intercom**: Features › Intercom enables intercom, mute on intercom answer, intercom tone and barge. An intercom key calls a number that answers automatically.
- **Multicast paging**: send one-way announcements to a multicast address that other phones listen to. Receiving phones listen on configured multicast addresses. Paging is one-way, puts a current call on hold and creates no call records.
- **Text messages**: send and receive SIP messages; inbox, sent, outbox and drafts, 100 messages each.
- **Voicemail**: set the voicemail number per account; the **Message** key calls it and the light flashes slowly when messages wait.
- **Hotline**: lifting the handset calls a set number after a delay (lifts, lobbies, guest rooms).

TIP

Use multicast paging for store and warehouse announcements without a separate PA system.

SECTION 13

Headset and accessories

Headsets, expansion stations and more.

1 Use a headset

Plug in the headset and press **Headset**. Calls answered with the Headset key, or with headset mode on, use the headset.

2 Bluetooth headset

Menu › Basic Settings › Bluetooth: switch Bluetooth on, search, select the headset and choose **Options › Pairing**. Untrusted devices do not reconnect automatically.

3 USB call recording

Insert a FAT32 USB flash drive. Calls are recorded automatically; use **More › Stop / Start / Pause recording** during a call. Browse and play recordings under **Menu › USB › Browse audio**. Files are named date-time-number. Recording stops when the drive is 90% full.

IMPORTANT

Tell the other party when calls are recorded, as required by local law.

SECTION 14

Auto-provisioning and management

Configure and update many phones centrally.

Method	Use
Auto update (HTTP/HTTPS, FTP, TFTP)	Settings › Auto Update: server address; the phone loads its `.boot` and `.cfg` files at start-up or on a schedule
TR-069	Settings › TR069: ACS URL, user and password for central management (for example NavCloud or a carrier ACS)
Configuration management	Export and import the configuration file; restore factory settings
Firmware update	Upload a firmware file from the web interface, or by auto update

Remote control (XML push)	Features › Remote Control: server address and credentials for pushed XML
Action URL	Features › Action URL: the phone sends HTTP(S) GET requests on events (start-up, registered, incoming call…) with variables such as $mac, $ip, $model
Capture & diagnose	Packet capture and logs for troubleshooting
Scheduled reset	Restart phones automatically at a quiet time

TIP

With auto-provisioning, a new phone only needs a network cable: it downloads its account and settings by MAC address. Prepare one template file and a per-MAC file for each phone.

SECTION 15

Security

Protect phones and the accounts on them.

- Change the web password and the advanced menu password (both `admin` by default).
- Use HTTPS for web access and disable HTTP where possible.
- Use SIP over TLS where the PBX supports it (Settings › SIP Configuration: TLS port and session timer). Install the PBX certificate under **Security › Trusted Certificates**.
- Keep phones in a voice VLAN that users' computers cannot reach.
- Keep firmware up to date.

SECTION 16

Troubleshooting

Answers to the most common questions.

The phone shows no IP address.

Check the cable to the Internet port and the switch port; check that DHCP is available, or set a static address.

The account does not register.

Check user name, password, server address and port; ping the PBX from Network Configuration › Diagnostics; check that the PBX allows registrations from the phone's network.

One-way audio.

Usually NAT or a SIP ALG on the router. Turn off SIP ALG and check the NAT settings on the account.

The phone does not power up on PoE.

Check that the switch port supplies IEEE 802.3af PoE, or use the 5 V adapter.

BLF keys stay dark.

Check the monitored extension number and that the PBX supports BLF subscriptions for it.

I cannot open the web interface.

Check the IP address on the status screen, that HTTP/HTTPS are enabled (Network Access Type) and that the computer can reach the phone's network.

I forgot the password.

Reset the phone to factory settings from the menu with the advanced password, or contact your administrator or reseller.

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Need help?
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