



**Avaya 3720 DECT Telephone**  
connected to  
Avaya Aura™ Communication Manager  
and IP Office

User Guide

21-603360  
03/2013  
Issue 4.0

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## Contents

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## Important Safety Information

Read this chapter before using the Avaya 3720 DECT Telephone.

For safe and efficient operation of the telephone, observe the guidelines given in this manual and all necessary safety precautions when using the telephone. Follow the operating instructions and adhere to all warnings and safety precautions located on the product, the Quick Reference Guide and this User Manual.

This product shall only be used with the following batteries:

*Avaya 3720 DECT Telephone:*

No. 700466691: DECT 3725 HANDS. BATTERY PACK

Chargers shall only be connected with power adapters included in the following charger kits:

*Basic Charger:*

No. 700466253: DECT HS. BASIC CHARGER KIT EU

No. 700466261: DECT HANDSET BASIC CHARGER KIT UK/NAR/AU

*Advanced Charger:*

No. 700466279: DECT HS. ADV CHARGER KIT EU

No. 700466287: DECT HS. ADV CHARGER KIT UK

No. 700466295: DECT HS. ADV CHARGER KIT NAR

No. 700466303: DECT HS. ADV CHARGER KIT AU

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## Sensitive Electronic Environment (EU/EFTA only)

Only use this product in countries where the appropriate authorities have given their authorisation.

The CE symbol on the product certifies its conformity with the technical guidelines concerning user safety and electromagnetic compatibility valid at the time of approval; in accordance with European directive No. 1999/05/EC.



The product Avaya 3720 DECT Telephone complies with IP44; the product Avaya 3720 DECT Telephone complies with IP42 - both according to IEC 529 / EN 60 529.

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the changes for interference are very small. Research proves that operational DECT phones normally do not influence electronic equipment. However some precautions must be taken into account for sensitive electronic equipment, such as sensitive

laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment, incidental influence can appear. You are advised not to place the DECT phone on or close (less then 10 cm) to this kind of equipment, even in standby mode.

---

## Regulatory Compliance Statements (EU/EFTA only)

### Permission and Conformity

We, Avaya Inc., declare that the product line DECT R4 concurs with the basic requirements and other relevant provisions of EU Directive 1999/5/EU concerning radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

### Intended use

This equipment is intended for connection to radio interfaces (DECT) of Avaya PABX systems.

It is compliant with the essential requirements of the EU-Directive 1999/5/EU (Radio and Telecommunication Terminal Equipment, R&TTE).

Due to the differences of the individual public networks and network operators this compliance does not by itself give an unconditional assurance of successful operation at every network termination point. For the time being we are not aware of any network on which the equipment will not work due to its design.

In the event of problems, you should contact your equipment supplier or your Avaya service.

The conformity declaration can be accessed at the following Internet address:

<http://www.avaya.com/gcm/emea/de/includedcontent/conformity.htm>

or search the index using the key term "Conformity".

---

## Disposal of old equipment (EU/EFTA)

Always dispose of old equipment correctly - keep our environment tidy (EU/EFTA only).



Old electrical and electronic equipment marked with this symbol can contain substances hazardous to human beings and the environment. Never dispose of these items together with unsorted municipal waste (household waste). In order to protect the environment, public collection points have been set up to ensure the correct disposal of old electrical and electronic equipment marked with this symbol.

To reduce the risk of these substances being released into the environment and to reduce the burden on natural resources, it is also possible to participate in Avaya's used equipment return system. This system ensures the correct recycling of old equipment as well as the re-utilisation of individual components.

## Regulatory Compliance Statements (USA and Canada only)

Portables without Bluetooth	Portables with Bluetooth
FCC ID:BXZDH4	FCC ID:BXZDH4BL
IC: 3724B-DH4	IC: 3724B-DH4BL
US: 9FVW4NANDH4	US: 9FVW4NANDH4

### FCC compliance statements

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

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

Privacy of communications may not be ensured when using this cordless telephone.

Use of non-manufacture approved accessories may violate the FCC RF exposure guidelines and should be avoided.

### Exposure to Radio Frequency Signals

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear, and when worn on the body using belt clip:

SAR values	With Bluetooth	Without Bluetooth
Head	0.104 W/Kg	0.072 W/Kg
Body worn	0.029 W/Kg	0.036 W/Kg

This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

### **Information to User**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

### **Modifications**

Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **Hearing Aid Compatibility**

This equipment is hearing aid compatible (HAC).

### **IC Requirements for Canada**

This Class B digital apparatus complies with Canadian ICES-003.  
Cet appareil numérique de la Classe B conforme à la norme NMB-003 du Canada.

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## **Frequency range**

The telephone is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The telephone operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU	1880-1900 MHz
USA	1920-1930 MHz
LA	1910-1930 MHz
BR	1910-1920 MHz

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## **Power supply**

The mains voltage of the adapter should match the local mains voltage, this can be 110 V or 230 V. Check if both voltages do match before installing the charger and adapter.

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## Safety precautions

- Do not open the cordless telephone or charger, this could expose you to high voltages. Have all repairs carried out by authorized service personnel.
- Avoid volume levels that may be harmful to your hearing. Exposure to excessive sound pressure from a telephone's earpiece or headset may cause permanent hearing loss.
- Do not allow the charger and the battery contacts to come into contact with conductive objects such as keys, paper clips, rings or bracelets.
- Do not allow the cordless telephone and charger to come into contact with water or chemicals.
- Only use the plug-in AC adapter and battery type supplied.
- Do not use AC adapters which are visibly damaged (cracked or broken housing) and keep the ventilation slits on the plug-in AC adapters free.
- Do not use the cordless telephones in vehicles or in hazardous locations.
- This product contains magnetic material. Be aware that small metallic objects may stick for example to the loudspeaker. This may deteriorate the audio quality and can be harmful.
- **Save this manual.** It includes important safety information and operating instructions. Save all instructions for future reference.
- Position the electrical cord to the AC power supply where it is least likely to be subjected to damage or stress.
- Remove the electrical cord from an outlet by pulling gently on the AC adapter, not by pulling the cord.
- Remove the battery before cleaning the telephone to reduce risk of electric shock.
- Unplug the battery charger from a power source before cleaning the telephone to reduce risk of electric shock.
- Do not use auxiliary equipment with the telephone which is not exclusively recommended by the manufacturer, see [Accessories](#) on page 18. The use of any auxiliary equipment not recommended by the manufacturer may result in fire, electric shock, or injury, and will void the warranty.
- Do not expose the telephone to open flame.
- Do not expose the telephone and the charger to direct sunlight for long periods. Keep the telephone and charger away from excessive heat and moisture.
- Do not allow heavy objects to fall on the telephone.
- Do not allow children to play with the product packaging material. Product packaging material is often small and may present a choking hazard.
- Do not allow children to play with the telephone. It is not a toy. Children could hurt themselves or others. Children could also damage the telephone.

- Do not expose to prolong light.

---

## Usage

Like all other cordless telephones, this cordless telephone uses radio signals which do not guarantee a connection set-up under all circumstances. Generally, you should therefore not rely exclusively on cordless telephones when making indispensable calls (for example, medical emergencies).

---

## Environmental requirements

### Cordless Telephone

- Use the telephone in temperatures between 0 °C to +40 °C (32 °F to 104 °F).
- Avoid exposing the telephone for direct sunlight or close to other heat sources.
- Do not expose the telephone to open flame.
- Keep the telephone away from excessive heat and moisture.
- Avoid sudden temperature changes to prevent condensation in the telephone. It is recommended to put the telephone into an air tight plastic bag until the temperature is adjusted, for example, when entering or leaving a cold/heated building on a warm/cold day.
- Protect your telephone from aggressive liquids and vapors.
- If the telephone has been exposed for water or condense, remove the battery immediately and let it dry completely before re-inserting the battery.
- Keep the telephone away from strong electromagnetic fields.
- Do not place a cold telephone in a charger.

### Battery

- Do not immerse the battery into water. This could short-circuit and damage the battery.
- Do not expose a battery to an open flame. This could cause the battery to explode.
- Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
- Do not leave a battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
- Use the Desktop Charger or the wall mounted Charging Rack for charging. Charge the battery for at least one hour the first time you use the battery. Note that the wall mounted charger with a battery pack adapter has to be used if the battery alone is to be charged.
- Do not charge a battery when the ambient room temperature is above 40 °C or below +5 °C (above 104 °F or below 41 °F).
- Do not attempt to take a battery apart.
- Do power the telephone off before removing the battery.

## **Chemical resistance**

The alpha and numeric characters printed on the exterior of the telephone have been tested and found resistant to chipping, fading or wearing off when the telephone is treated with common cleaners and disinfectants or perspiration. The following chemicals have shown no harmful effect:

- 3% Hydrochloric Acid
- M-alcohol (70% Methylated Ethanol)
- 60% Chlorhexidin 0.5 mg/ml

Acetone can be damaging to the plastic casing of the telephone and should not be used.

---

## Introduction

This document describes features and settings available for the Avaya 3720 DECT Telephone. The cordless telephone is designed to be used in office environment and has high quality voice.

Read the [Important Safety Information](#) on page 9 before using the telephone.

For software download and parameter set up, read the *Installation and Administration Manual, IP DECT R4*.

### Quick Reference Guide

To get a quick overview on the basic functions of your telephone, see [Quick Reference Guide](#) on page 65. Because of its handy format you can place a print-out next to your telephone as a quick reference.

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## Functions and accessories

### Functions

- Enhanced DECT security
- Local phonebook (250 contacts)
- Central phonebook
- Company phonebook
- Vibrator
- Headset connector
- Microphone on/off during call
- Loudspeaking function
- Centralized Management
- Base station encryption

**Note:**

Use of the functions Central phonebook and Centralized Management are system depending.

### Accessories

- Basic Charger
- Advanced Charger

- Rackmount Charger
- Leather case
- Belt Clip
  - hinge-type
- Telephone lanyard
- Headset with microphone on boom
- Headset with microphone on cable

# Descriptions

**Figure 1: Description of the cordless telephone**



- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><b>1.</b> Headset connector<br/>The headset connector is for connecting a headset. The connector is protected against dust by using the headset connector cover.</li> <li><b>2.</b> Left Soft key<br/>Used with GUI</li> <li><b>3.</b> Middle Soft key<br/>Used with GUI</li> <li><b>4.</b> Right Soft key<br/>Used with GUI</li> </ul> | <ul style="list-style-type: none"> <li><b>8.</b> Voice mail access<br/>To listen to a voice mail</li> <li><b>9.</b> Key lock and Upper/Lower case<br/>Combined key lock and Upper/Lower Case</li> <li><b>10.</b> Space<br/>To add space between text</li> <li><b>11.</b> Sound off<br/>Turn off/on audible signals in idle mode, silencing the ring signal at incoming call, and also to turn the microphone on/off during a call.</li> </ul> |
|--|---|

- |   |  |
|---|--|
| <p>5. On-Hook; On/Off key<br/>Combined button; to end a call, to return to idle mode, and to switch the telephone on/off by long press</p> <p>6. Navigation key<br/>Navigation key with Left, Right, Up, Down</p> <p>7. Off-Hook key<br/>To answer a call and to pre-dial a number, and to post-dial.</p> | <p>12. LED<br/>Indicates incoming call and charging</p> <p>13. Display<br/>The full graphic type display is 112 pixels wide and 115 pixels high. The display is monochrome black and white, with backlighting.</p> |
|---|--|

---

## Avaya 3720 DECT Telephone



### **Important:**

The telephone may retain small magnetic objects around the microphone or the speaker region.

### **Case**

The plastic cover parts are made of durable PC/ABS material.

### **Antenna**

The antenna is integrated inside the telephone.

### **Loudspeaker**

The cordless telephone has a separate loudspeaker for the loudspeaking function. It is placed on the back side of the cordless telephone.

### **Microphone**

The microphone is placed on the front bottom side of the telephone.

### **Clip**

There are two different belt clip options to the cordless telephone; a hinge-type clip (standard) or no clip, which makes it possible to use the cordless telephone without any clip on. Use the clip to attach the telephone to a belt or similar.

### **Battery**

The battery is a rechargeable Li-Ion battery, placed under a battery cover. See [Replacing the battery](#) on page 66.

The battery is fully charged within four hours. See [Charging the battery](#) on page 66.

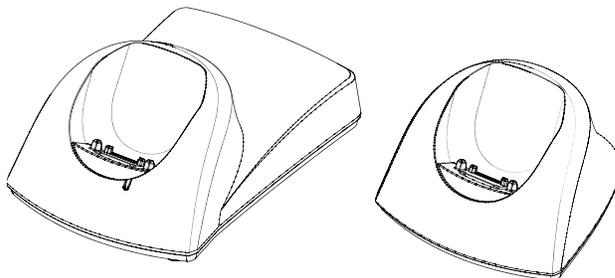
---

## Chargers

### Desktop Charger

---

**Figure 2: Desktop chargers**



Advanced

Basic

There are two desktop chargers available, one Basic charger that will only charge the cordless telephone, and one Advanced Charger with advanced functionality to download new software and synchronize parameters. The cordless telephone is fully operational while placed in the charger.

The Basic Charger is delivered with a plug-in power supply and is connected into an ordinary wall socket. The Advanced Charger is delivered with a power supply adapter. The adapter is connected with a power cord to the wall socket and the Charger itself is supplied from the adapter.

See also *Installation and Administration Manual, IP DECT R4*.

**Note:**

Only use the charger within the temperature range of +5 °C – +40 °C (+41 °F – +104 °F).



**Important:**

Only use the provided power supply, see *Installation and Administration Manual, IP DECT R4*.

### Charging the telephone in desktop charger

When the charger is connected to external power supply, normal operation is done as follows:

### **Telephone charging**

1. Place a cordless telephone in the charging slot to start charging.

### **Telephone disconnection**

1. First, tilt the telephone forwards.
2. Then, lift the telephone upwards.

**Note:**

Do not try to lift the telephone upwards before tilting it forwards.

### **Rackmount Charger**

The Rackmount Charger is used for charging several cordless telephones, to synchronize parameters, and for software download.

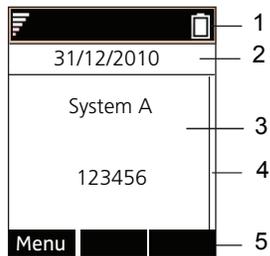
The built in power supply can charge up to six cordless telephones.

See *Installation and Administration Manual, IP DECT R4*.

## Icons and text in the display

All functions and settings available to the user are shown as icons and text in the display. The icons and text in the display indicate functions and settings to which you have access. The display normally shows date and time, the Owner ID and telephone number. The Owner ID can manually be set by the user.

**Figure 3: Example of a display configuration in idle mode**



**Figure notes:**

- |                |                 |
|----------------|-----------------|
| 1. Status bar  | 4. Scroll bar   |
| 2. Header bar  | 5. Soft key bar |
| 3. Active area |                 |

The top row (Status bar) is used for icons which give the user information for signal strength, missed call, time and battery status. This row is always visible in all screens.

The next row (Header bar) displays the current date, headset connection, phone lock etc.

The next rows (Active area) are used for information such as the name of the system to which the cordless telephone is connected to. A user identity provided from the system and/or an Owner ID can also be displayed if configured in the Settings menu. This is also a the area for pop up text for example, missed calls or to confirm an action.

The bottom row (Soft key bar) is used for Soft keys. The functions for the Soft keys cannot be changed.

## Icons



**Signal strength** icon is visible when the cordless telephone is connected to a system. The bars shown in display depends on the signal strength.



**Full Battery** icon is displayed in the upper right corner.



**Low battery** icon is shown when the battery only has 5% of its capacity left. The icon is flashing when the battery capacity is equal to, or lower, than 5%.



**Sound off** icon is shown when the Sound off key is pressed.



**Ring volume silent** icon is displayed when the volume is set to silent.



**Microphone off** icon indicates a silenced microphone. It is displayed after a long press on the Sound off key during a call.



**Loudspeaking** icon is displayed in the soft key bar during a call. Pressing this icon will activate the loudspeaking mode.



**Loudspeaking off** icon is displayed after the soft key for Loudspeaking icon has been pressed. Pressing this icon will deactivate the loudspeaking mode.



**Key lock** icon indicates a locked keypad.



**Phone lock** icons indicates a locked telephone.



**Headset** icon indicates that a corded headset is connected to the telephone.



**Outgoing call** icon is added to all outgoing calls in the call list.



**Incoming call** icon is added to all answered calls in the call list.



**Missed call** icon is added to all missed calls in the call list.



**System connection** icon is visible when connecting to a system.

### Menu icons



The **Contacts** menu contains all names/numbers in the personal phonebook. It is also possible to access a central phonebook from this menu.



The **Calls** menu contains call lists, call time, and call services<sup>1</sup>. Call services is configured in the Portable Device Manager (PDM) or Avaya In-Building Wireless Server (AIWS).



The **Settings** menu contains personal telephone settings such as changing the ringer volume, selecting language, etc.

1. System dependent

---

## Keys and buttons

### Off-hook key



This key is used for connecting calls. This key can be programmed in the PDM/AIWS, it is by default set as Post-dial.

### On-hook, and On/Off key



This key is used for disconnecting calls and returning to main screen. A long press on the key in idle mode will switch the telephone on/off.

### Navigation key



Use this key to step in the menu. ◀▶ are used for stepping left/right, and ↕ up/down in the menu. It is also used to change time/date figures.

### Sound Off key



This key is to silence or mute the telephone:

- While in a call a press on the button will mute the microphone.
- When the telephone is ringing a short press switches off the ringing tone temporarily.
- In idle mode a long press will silence the telephone.

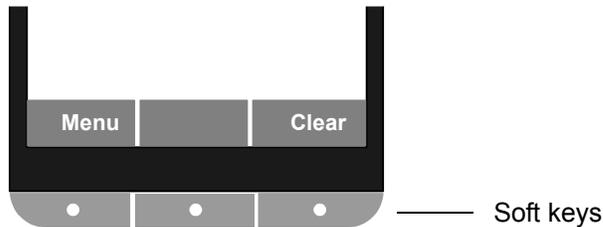
### Key lock and Upper/Lower Case key



A press on the key and the Soft key **Lock** in idle mode will lock or unlock the keypad.

## Soft keys

Figure 4: Soft keys



The three Soft keys are located just beneath the display and the functions of each Soft key is indicated by text in the display just above the keys.

## Alphanumeric keys

Key	Capital letter	Small letter
1	. , ? ! - ' " 1	. , ? ! - ' " 1
2	A B C À Â Æ Ç 2	a b c æ à â æ ç 2
3	D E F È É Ê Ë 3	d e f è é ê ë 3
4	G H I Î Ï 4	g h i î ï 4
5	J K L 5	j k l 5
6	M N O Ñ Ô Õ Ö 6	m n o ñ ô õ ö 6
7	P Q R S 7	p q r s 7
8	T U V Û 8	t u v û 8
9	W X Y Z 9	w x y z 9
0	Space + * 0	Space + * 0
*	*	*
#	#	#

**Note:**

Depending on the selected menu language and input language, other characters can be available. This means that the character order can differ from the table above.

## In idle mode, and number input mode

- A short press on a key enter the digits 0 - 9 and the characters \* and #.
- Enter a pause in number input mode by a long press on the #-key. A pause is indicated by a **P** in the display.
- A long press on the \*- key changes the tone sender on. Tone sender on is indicated by a **T** in the display.

## In text input mode

- A short press on a key **0 - 9**, displays the first available character on that specific key. The marked character is selected after a timeout, or when another key is pressed.
- To change to upper/lower case, press the \*-key before entering the character. The \*-key can also be used to display only the digits.
- To add space in the text, make a short press on key **0**.
- The first character entered in a message, or when adding/editing a name in the menu **Contacts**, will be an upper level character followed by lower level characters, unless the \*-key is pressed before entering the character. To switch between Abc, ABC, abc, and 123 the \*-key is pressed.
- A long press on the key **#** displays special characters.
- To delete a character, position the prompt right from the character to delete and press Soft key **Clear**.

---

## Accessories

### Belt clips

Two belt clip options are available:

- Hinge-type clip  
To prevent the telephone from slipping out of for example pocket or belt
- No clip  
To be able to use the telephone without a clip

### Telephone lanyard

The Telephone lanyard is 800 mm long. The lanyard is attached directly to the telephone.

## **Leather casing**

The leather casing is especially designed for the telephone. The casing comes with a swivel type belt clip and the telephone is fully operational while placed in the casing.

## **Headset**

A headset is recommended if you frequently use the telephone and/or want to have both hands free. The headset comes in two versions; with microphone integrated in the cable, and with microphone on a boom.

# Menu tree

**Note:**

In order to continuously improve the comprehensibility of menu terms, some of them in your telephone may differ from those used in the following menu trees.

## Calls

Call list	>	7891 01:30 7845 20-Oct-08 ...	>	● Call	
				● More	> Time of call
					Edit number
					Save number
					Send message
					Delete
					Delete all
				● Back	
Missed calls	>	7682 05:26 7845 23-Sep-08	>	● Call	
				● More	> Time of call
					Edit number
					Save number
					Send message
					Delete
					Delete all
				● Back	

Call time	>	Total time 03:47:06 Last call 00:00:07			
Call services	>	Divert calls <sup>1</sup>	>	Internal	
				External	
				No reply	
				When busy	
		General purpose 1 Name <sup>1</sup> - General purpose 16 Name <sup>1</sup>			

1. Visible if defined in the Portable Device Manager (PDM) or Avaya In-Building Wireless Server (AIWS).

## Contacts



Call contact	>	Search <From contact list>			
Add contact	>	New	>	Name	
				Work number	
				Mobile number	
				Other number	
				Ring signal	
		From call list			
Edit contact	>	Search <From contact list>	>	Name	
				Work number	
				Mobile number	
				Other number	
				Ring signal	
Delete contact	>	Search <From contact list>			
Central Phonebook <sup>1</sup>	>	Search by name	>	● Call	
		Search by number	>	● More	> View contact
					Add to contacts
					Send message
				● Back	
		Last result			

1. System dependent

## Settings

Sounds & Alerts	>	Volume			
		Ring signals			
		Vibrating alert			
		Key sound			
Headset	>	Mic on boom			
		Mic on cable			
		Hearing protection			
		<headset profile>			
Display	>	Contrast			
Time & Date		Time format			
		Date format			
Locks	>	Automatic key lock	>	On	
				Off	
		Phone lock	>	Auto phone lock	>
					On in charger
					Off
				Change PIN code	
Answering	>	Answering key	>	Hook-off	
				Any key	
		Answering behavior	>	Automatically	
				Loudspeaking	
*Language	>	Dansk, Nederlands, English, ...			
Owner ID					
In charger	>	Call behavior	>	No action	

			Loudspeaking		
			End call		
		Other actions	> No action		
			Switch off		
			Redirect		
			Sound off		
System	>	Change system			
		Subscribe			
		Unsubscribe			
		Rename system			
		Priority			
Device info	>	Software			
		Hardware			
		IPEI			
		User ID			

---

## In call

The In Call menu can be reached during an ongoing call by pressing the middle Soft Key marked **More**.

**Note:**

If configured in the PDM/AIWS, it is possible to make an emergency call while the telephone or keypad is locked. During the ongoing emergency call, it is only possible to access the Microphone on/off function in the **In Call** menu.

Contacts <sup>1</sup>					
Microphone on/off					
New call <sup>1</sup>	>	● Call			
		● Phonebook access			
		● Cancel			

Switch <sup>1</sup>					
End call <sup>1</sup>					
Transfer <sup>1</sup>					
Transfer to new call <sup>1</sup>	>	● Call			
		● Phonebook access			
		● Cancel			
Conference <sup>1</sup>					
Call back <sup>1</sup>					
Call waiting <sup>1</sup>					
DTMF <sup>1</sup>					
DECT info <sup>2</sup>	>	Link			
		System			
		Encryption mode			
General purpose 1 Name* - General purpose 10 Name*					

1. Visible if defined in the Portable Device Manager (PDM) or Avaya In-Building Wireless Server (AIWS)

2. Visible if the Admin menu is activated.

---

## Basic operation

---

### Turning the telephone On/Off

If the telephone is switched off:

1. Press and hold **On-hook** key.  
The telephone will vibrate when it is on and the display lights up.

If the telephone is in idle mode:

1. Press **On-hook** key long.  
A control question will be displayed.
2. Confirm with Soft key **Yes**.

**Note:**

The telephone returns to idle mode when pressing the **On-hook** key while in a menu.

### Turn the audible signal On/Off

**Note:**

If the parameter **Disable permanent mute** is enabled, the user cannot turn off the audible signal. See *Installation and Administration Manual, IP DECT R4*.

The telephone is in idle mode or rings.

1. Press the **#**-key long. The status of the telephone changes between ring signal on/off. To locate the button, see [Keys and buttons](#) on page 24.

The  icon indicates a muted telephone.

---

## Locking/Unlocking the keypad

### Locking/Unlocking the keypad in idle mode

To prevent accidentally pressing keys and making a call, the keys can be locked.

#### Locking the keypad

1. Press the \* key.
2. Press the Soft key **Lock**.

### Unlock the keypad

1. Press the \* key.
2. Press Soft key **Yes**.

**Note:**

It is possible to make an emergency call and to answer/close an incoming call while the keypad is locked.

### Locking/Unlocking the keypad during a call

To prevent accidentally pressing keys, the keys can be locked during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

#### Locking the keypad

1. Long press the \* key.
2. Press the Soft key **Lock**.

#### Unlocking the keypad

1. Press the \* key.
2. Press the Soft key **Yes**.

---

### Locking/Unlocking the telephone

The telephone can be protected for unauthorized use. If this function is activated it locks automatically a short time after the last keystroke or when placed in the charger. A PIN code is required for unlocking the telephone. For more information see [Phone lock settings](#) on page 53.

#### Unlocking the telephone

The phone shows the text **Turn off phone lock?**

1. Press Soft key **Yes**.
2. Enter PIN code
3. Press Soft key **OK**.

---

## Muting ringtone for an incoming call or message

You can mute the handset ringtone for an incoming call or message. The call is not hung up when you mute the ringtone. If the call is unanswered, it will revert to voicemail if the handset has been configured for voicemail. To mute an incoming call or message:

1. Long press the **Sound off** key while the phone is ringing.

---

# Calling

---

## Incoming call

The flashing LED, accompanied by a ring signal and/or a vibrating telephone, give you notice of a call. Ring signal and vibrator can be disabled. The handset will ring in the connected headset even if the handset is set to silent or the ringer volume level is set to silent. The calling party's telephone number and/or name is shown. The name will be shown if the calling party's telephone number is stored in the local phonebook. Press the **Off-hook** key to answer the call. When a headset is connected to the telephone, the answering button on the headset can be used to answer the call.

Other answering behaviors can also be set in the **Settings** menu. The answering behaviors are **Automatically**, and **Loudspeaking**, see [Answering](#) on page 55.

## Answering a call

Your telephone rings.

1. Press **Off-hook** key to answer the call, or press the Soft key  to answer the call in loudspeaking mode.

## Declining a call

Your telephone rings.

1. Press **On-hook** key to decline the call.

**Note:**

A priority call cannot be declined.

## Ending a call

1. Press **On-hook** key to end the call.  
The duration of the call is shown in the display.

**Note:**

The total time of the call can also be retrieved from the menu **Calls > Call time**.

---

## Outgoing call

### Dialing a number (Pre-Dial)

1. Enter the number.
2. If needed, you can press the Soft key **Clear** to erase the last entered digit. By using the navigation key ◀▶ it is possible to step and add/delete a digit in the middle of a number.
3. Press **Off-hook** key to get the line. The number is shown on the display while dialling.

**Note:**

It is possible to turn on/off the tone sender (DTMF) in a post-dialled number by making a long press on the \* key.

### Dialing a number directly (Post-Dial)

1. Press **Off-hook** key to get the line.
2. Enter the number. Each entered digit is dialled immediately. However, in this case you will not be able to correct an input error.

**Note:**

The number will not be added to the call list when pre-dial is used.

### Dialing a number from the call list

1. Enter the menu by pressing the **Menu** Soft key.
2. Select **Calls** icon.
3. Select **Call list**.
4. Select a number.

The number can be edited before the call is started.

1. Press Soft key **More**
  2. Select **Edit number**.
5. Press **Off-hook** key.

### Dialing a number from the local phonebook

1. Open the menu by pressing the Soft key **Menu**.
2. Select **Contacts**.
3. Select **Call contact**.

4. Select contact from list, or search name by entering characters.  
The best matching entry will be automatically selected.
5. Press Soft key **Call** or the **Off-hook** key to make the call.

## Dialing a name from the central phonebook

1. Open the menu by pressing the Soft key **Menu**.
2. Select **Contacts**.
3. Select **Central phonebook**.
4. Select **Search by name**.
5. Enter the first name and/or last name, the whole name does not have to be entered.
6. Press Soft key **Search**.
7. Press the Soft key **Call** or **Off-hook** key to make the call.

---

## During a call

### Note:

Some of these functions are system dependent and are not shown in the menu. They are set up by your system administrator in the PDM or AIWS, see *Installation and Administration Manual, IP DECT R4*.  
If applicable additional functions could be programmed by your system administrator.

If configured in the PDM/AIWS, it is possible to call an emergency number while the telephone is locked. During the ongoing emergency call, you can only turn the microphone on or off by pressing the soft key **More**. In addition, the right soft key is also disabled, unless it is not configured as the **Loudspeaker** soft key.

## Adjusting the volume during a call

1. Use the navigation key to adjust the volume. The telephone will now store and keep the new volume level.

## Opening contacts during the call

1. Press the Soft key **More**.
2. Select **Contacts**.
3. Press Soft key **Select**.

See [Contacts](#) on page 48.

## Turning the microphone on/off during a call

1. Press Soft key **More**.
2. Select **Microphone off**.
3. Press Soft key **Select**.

The  indicate a silenced microphone. This means that the other part in an ongoing call cannot hear you.

Turn the microphone back on:

1. Press Soft key **More**.
2. Select **Microphone on**.
3. Press Soft key **Select**.

### Note:

It also possible to turn the microphone off/on by a long press on the **#**-key.

## Starting a new call during conversation

1. Press **Off-hook** key.  
The first caller is put on hold.
2. Dial the number.

### Note:

You can also start a new call using the Soft key **More > New Call**. Dial the number and press the Soft key **Call**.

### Note:

To use the handset contacts to start a new call, just select **More > Contacts** (See [Contacts](#) on page 48). If you start a new call by using the **Off-hook** key or the Soft key **More > New Call**, you cannot select a contact afterward.

## Toggling between calls

A new call is started during conversation, the first call is on hold.

1. Press Soft key **R**.

This will switch between the calls.

### Note:

You can also switch between the call via Soft key **More > Switch**.

## Ending a call

A new call is started during conversation, the first call is on hold.

1. Press the **On-Hook** key.

This will end the current call. The held call rings again as the priority call.

**Note:**

You can also end the call via the Soft key **More > End Call**.

It is also possible to end a call by putting the telephone in a charger according to the **In Charger > Call behavior > End call** setting. Note that all ongoing calls will be disconnected. See *Installation and Administration Manual, DECT R4*.

## Transferring a call

**Note:**

The Transfer option is applicable only to Communication Manager.

A new call is started during conversation, the first call is on hold.

1. Press Soft key **More**.
2. Select **Transfer**.
3. Press Soft key **Select**.

This will connect the first caller with the person you want to transfer the call to.

## Transferring to a new call

**Note:**

The Transfer option is applicable only to Communication Manager.

1. Press Soft key **More** during the call.
2. Select **Transfer to new call**.
3. Press Soft key **Select**.
4. Dial the number to the person you want to transfer the call to.
5. Press **Off-hook** key to transfer the call.

## Starting a conference call

A new call is started during conversation, the first call is on hold.

1. Press Soft key **More**
2. Select **Conference call**.
3. Press Soft key **Select**.

The person initiating the conference call is the conference leader, and the other are participant members of the conference call.

## Calling back

To enable call back when a call is made to a busy telephone, and to be alerted when the telephone is free.

1. Press Soft key **More**.
2. Select **Call back**.
3. Press Soft key **Select**.
4. Press **On-hook** key.
5. Wait until the telephone alerts.
6. When the telephone alerts, press **Off-hook** key.  
The call will automatically be started.

## Sending call waiting

This feature can be used when you try to call a party and that party is busy on a call and you want to announce to that party that you are trying to reach that person by sending a notification tone to their handset.

When that person is engaged in a call, do the following:

1. Press the Soft key **More**.
2. Select **Call waiting**.
3. Press Soft key **Select**.  
The other party gets a call waiting signal. When the line is free it will automatically call the hold part again. This is a system dependent feature.

## Answering call waiting

Depending on system setup and configuration, this feature might be handled in either of the two different ways:

Method 1: During an ongoing conversation and a short tone for another incoming call appears, do as follows:

1. Press the soft key **More** during the call.
2. Select **Answer Call waiting**.
3. Press **Select**. The new call is now connected, and the first call is on hold. When the line is free, the call on hold will automatically be dialled again. This is a systemdependent feature.

Method 2: If a second caller calls during a phone call, the handset will beep and display the text *Internal call* for internal callers and *External call* for external callers. The handset will also show the name or phone number of the second caller. To answer the second caller:

1. Press the soft key "Accept". The text "Switch" briefly appears on screen, and the handset transfers to the second call. The first call is put on hold.
2. When finished speaking with the first caller, select the **More** soft key.
3. Select **End Call**. The second call is closed and the first call is retrieved. It is possible to reject a second call by pressing the "Decline" soft key. The second caller will hear a busy tone, and the call will be logged as a missed call in the handset.

## Using DTMF

During a call.

1. Press the Soft key **More**
2. Select **DTMF**.
3. Press **Select**.  
This will enable the use of Dual Tone Multi Frequency (DTMF) signals.

## Loudspeaking function

During a call the loudspeaking function can be activated.

1. Press the left Soft key.  
Alternatively, the handset can be put into the charger if **In Charger > Call behavior > Loudspeaking** is set. See *Installation and Administration Manual, IP DECT R4*.

To turn loudspeaking function off again:

1. Press left Soft key again.  
Alternatively, the handset can be put into the charger if **In Charger > Call behavior > Loudspeaking** is set. See *Installation and Administration Manual, IP DECT R4*.

---

## Call Diversion

All calls, internal calls, external calls, calls when busy, or calls at no answer can be diverted to another telephone number. The diversion is made via the menu **Calls > Call services > Divert calls**. See [Diverting Internal/External calls](#) on page 47.

---

## General Purpose

Besides the default Call services functions, it is possible to define 10 extra system specific codes. This is programmed in the PDM or AIWS. See also [Using call services](#) on page 47.

---

## Voice Mail

### Checking the voice mail inbox

This function is programmed in the PDM or AIWS where a telephone number is connected to the voice mail, see *Installation and Administration Manual, IP DECT R4*. It is then possible to dial the Voice Mail to check if there is a message.

Your telephone is in Idle mode.

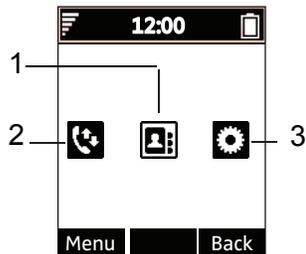
1. Press long on digit key **1**.  
Your voice mail will be called. If the extension number is not available a pop-up **Voice mail number not defined** is displayed.
2. Follow the given instruction in the Voice Mail.

---

## Menu Operation

---

**Figure 5: The main menu**



**Figure notes:**

- |             |             |
|-------------|-------------|
| 1. Contacts | 3. Settings |
| 2. Calls    |             |

---

## Calls

1. Enter the menu by pressing the **Menu** Soft key.
2. Select **Calls** icon.
3. Press Soft key **Select**.

## Using the call list

The 25 last received, dialled or missed calls are stored in a call list.

1. Select **Call list**
2. Step with the  $\updownarrow$  to scroll in the list.

If a number occurs more than once, the last time stamp, together with the total number of occurrences, is shown.

### Calling a number from call list

1. Select number from Call list.
2. Press Soft key **Call**.

### Editing a number from call list before starting a call

1. Select number from Call list.

2. Press Soft key **More**.
3. Select **Edit**.
4. Change the number and press **Call**.

### **Viewing the time of a call**

1. Select number from Call list.
2. Press Soft key **More**.
3. Select **Time of call**. The time and date is displayed.

### **Saving a number**

1. Select number from Call list.
2. Press Soft key **More**.
3. Select **Save number**.
4. Select between; Work number, Mobile number, and Other number.
5. Press Soft key **Add**.
6. Enter name and press **OK** to save the setting.

#### **Note:**

Saving a number in the call list creates a new contact. However, existing items in the call list will not be updated with the contact information.

### **Deleting a number from the call list**

1. Select number from Call list.
2. Press Soft key **More**.
3. Select **Delete**.
4. Select **Yes** to delete the entry from the list.

### **Deleting all entries from the call list**

1. Select number from Call list.
2. Press Soft key **More**.
3. Select **Delete all**.
4. Select **Yes** to delete all the entries from the list.

#### **Note:**

All entries in the call list will be deleted when the battery is removed.

## Missed calls

### Note:

A call is defined by your telephone as missed if it is not accepted within a time period specified in PDM or AIWS. Accepting the call later an entry in the missed call list is set, though.

1. Select **Missed calls**
2. Step with the ▲ and ▼ to scroll in the list.
3. Press Soft key **Call** to call back.

As in **Call list** there is a Soft key **More** where it is possible to view the time/date of the call, edit the received number, add to contacts, delete received numbers. See [Using the call list](#) on page 45 for information about the same functionality in Soft key **More**.

## Viewing call time

The total time of the previous call and last call is displayed.

1. Select **Call time**.
2. Press Soft key **Back** to return to the Calls menu, or Hook on key to return to the idle view.

## Using call services

### Note:

These functions are system dependent. The parameters are set up in the PDM or AIWS. See *Installation and Administration Manual, IP DECT R4*.

### Deactivating the Absence Setting

1. Enter **Call service** in the menu
2. Select **Deactivate**.
3. Press Soft key **Select**.

### Diverting calls

The user can divert calls to another extension.

1. Select **Divert calls**.

### Diverting Internal/External calls

1. Select **Internal/External**.
2. Select **Activate**.
3. Enter number to divert to.

4. Press Soft key **OK**

To stop diversion select **Deactivate** and press the Soft key **OK**.

### Starting a priority call

An incoming priority call is signalled with a specific tone and the displayed text **Priority call**. The call cannot be muted or declined.

1. Select **Call services** in the menu **Calls**.
2. Select **Priority Call**.
3. Enter number.

### General Purpose

Besides the default Call services functions, it is possible to define 10 extra system specific codes in PDM or AIWS.

---

## Contacts

The telephone has a *personal phonebook* with 250 entries, where names and numbers freely can be added, deleted, and edited by the user. The phonebook lists all names in alphabetical order, where three numbers can be added for each contact; work number, mobile number, and other number.

It is also possible to access a *central phonebook*, see [Contacts](#) on page 30. The user then sends a request to a messaging server with the first characters entered, and the messaging server will return a list of names and numbers that matches the search.

A *company phonebook* can be downloaded via the PDM or AIWS. Contacts from the Company phonebook appears in the contact list menu with a lock symbol next to the name/number, which means that it is not editable. The contact will only include work number.

1. Enter the menu by pressing the **Menu** Soft key.
2. Select **Contacts** icon.
3. Press Soft key **Select**.

### Calling from call contacts

1. Select **Call contact**.
2. Select contact from the list, or enter name in the search field.
3. Press Soft key **Call**.

It is also possible to edit the contact by selecting **View > More**.

## Adding a contact

**Note:**

If the parameter *Stimuli call phonebook lookup* is disabled, the system-provided call information will be used. If a calling party's name is saved in the phonebook, the name is not displayed. This function is applicable in legacy systems only (stimuli).

**Note:**

When a new contact is added to a phonebook, existing items in the call list are not updated. Calls made before the contact was added to the phonebook are still listed by phone number in the call list.

1. Select **Add contact**.

### Add a new contact

1. Select **New**.
2. Select **Add**, and enter the name of the contact.
3. Press Soft key **OK**.
4. Select **Work Number/Mobile number/Other number**.
5. Press Soft key **Add**.
6. Enter telephone numbers.
7. Press Soft key **OK**.
8. Press Soft key **Save** and then **Back**.

Different ring signals can be set to distinguish this contact from another contact.

### Adding from call list

1. Select **From call list**.
2. Select number.
3. Press Soft key **Add**.
4. Select number type.
5. Press Soft key **Select**.
6. Press Soft key **Add**, and enter name for the contact.
7. Press Soft key **OK**.
8. Press Soft key **Save**.

## Editing a contact

1. Select **Edit contact**.
2. Select contact, and press **Edit** twice.
3. Enter new name/number, and press **OK**.
4. Press Soft key **Save**.

## Deleting a contact

1. Select **Delete contact**.
2. Select contact, and press **Delete**.
3. Press Soft key **Yes** to confirm.

## Central Phonebook

In the Central phonebook it is possible to search by name or number. The last search result can be displayed.

When the search result is ready it is possible to view contact information and to add the number to new contact by selecting the Soft key **More**. You can also call the number by selecting the Soft key **Call**.

1. Select **Central phonebook**.

### Searching by name

1. Select **Search by name**.
2. Enter First name and/or Last name.
3. Select **Search**.  
The search result will be displayed.

### Searching by number

1. Select **Search by number**.
2. Enter telephone number.
3. Select **Search**.  
The search result is displayed.

### Viewing last search result

1. Select **Last result**.  
Only the last result will be displayed.

---

## Settings

1. Enter the menu by pressing the **Menu** Soft key.
2. Select **Settings** icon.
3. Press Soft key **Select**.

## Sound and Alerts

### Adjusting the ringer volume

1. Select **Sound & Alerts**.
2. Select **Volume**.
3. Step with ◀▶ to increase or decrease the volume.
4. Press Soft key **OK** to save the setting.

#### Note:

When the volume is set to silent, the  icon is shown in the display. If the parameter **Disable permanent mute** is enabled, it is not possible to set the ring volume to silent. See *Installation and Administration Manual, IP DECT R4*.

### Setting different ring signals for Internal Call, External Call and Priority call

Different signals for internal calls, external calls and priority call can be set. The cordless telephone has 14 different ring signals.

1. Select **Sound & Alerts**.
2. Select **Ring signals**.
3. Select **Internal call**, **External call** or **Priority call**.
4. Select sound. By pressing **Play**, it is possible to listen to the different sounds.
5. Press Soft key **Back**.

### Turning the vibrator on/off

1. Select **Sound & Alerts**.
2. Select **Vibrating alert**.
3. Choose between **On**, **On if silent** (that is, the vibrator is on when the telephone is muted), or **Off**.
4. Press the Soft key **Back**.

## Setting the key sound

This means that every time a key is pressed, the telephone gives a small sound. You can choose between **Silent**, **Click**, or **Tone**.

1. Select **Sound & Alerts**.
2. Select **Key sound**.
3. Select between **Silent**, **Click**, or **Tone**.
4. Press Soft key **Back**.

It is possible to listen to the key sound by pressing the Soft key **Play**.

## Headset

1. Select **Headset**.
2. Select headset. Choose between **Mic on boom**, **Mic on cable**, **Hearing protection**, or **Customized headset profile**.

### Note:

**Customized headset profile** is only visible if the headset profile has been configured in the PDM or AIWS.

3. Press Soft key **Select**.

## Display

### Contrast

1. Select **Display**.
2. Select **Contrast**. Step with ◀▶ to adjust the contrast.
3. Press Soft key **OK** to save the setting.

## Time & date

Time and date is set in your PBX. Changes appear in the telephone after a maximum of 24 hours after the change or by turning the telephone off and on again.

### Set Time Format

1. Select **Time & Date** and press **Select**.
2. Select **Time format**. The actual time format is marked.

Selectable time format:

- 11:00pm
- 23:00

3. Press **Select** to save the setting.

### Setting the date format

1. Select **Time & Date** and press **Select**.
2. Select **Date format**, press **Select**. Selectable date format:
  - DD/MM/YYYY, e.g. 17/09/2008 (also called Europe)
  - MM/DD/YYYY, e.g. 9/17/2008 (also called US)
  - YYYY-MM-DD, e.g. 2008-09-17 (ISO 8601)
  - MMM DD YYYY, e.g. Sept 17 2008
  - DD MMM YY, e.g. 17 Sept 08
  - DD.MM.YYYY, e.g. 17.09.2008
  - DD-MM-YYYY, e.g. 17-09-2008
3. Press Soft key **Select** to save the setting.

### Setting local time and date format

1. Select **Time & Date** and press **Select**.
2. Select **Set time & date**. The actual time will be displayed. Selectable time and date format:
  - 12:00 (AM/PM)
  - 2008 Jan 1
3. Change the time/date by pressing the navigation key  $\blacktriangleleft$  . To move to the next level press  $\blacktriangleright$  .
4. Press Soft key **OK** to save the setting.

## Phone lock settings

### Activating the automatic key lock

To prevent accidentally pressing keys and making a call, the keys can be locked automatically. If this function is activated it locks automatically a short time after the last keystroke.

1. Select **Locks**.
2. Select **Automatic key lock**.
3. Select **On** for activation of automatic key lock.

## Activating the phone lock

The telephone can be protected for unauthorized use. If this function is set to **On** it locks automatically a short time after the last keystroke and a PIN code has to be entered at power on. When it is set to **On in charger** it locks when switched off or placed in a charger. The default phone lock code (0000) can be changed to any 4 -8 digit personalized code.

### Note:

If the PIN code is forgotten it can be removed by your administrator.

1. Select **Locks**.
2. Select **Phone lock**.
3. Select **Auto phone lock**.
4. Select **On**, or **On in charger**.
5. Enter PIN code
6. Press Soft key **OK**.

## Deactivating the phone lock

1. Select **Locks**.
2. Select **Phone lock**.
3. Select **Auto phone lock**.
4. Select **Off**.
5. Enter PIN code
6. Press Soft key **OK**.

## Changing the PIN code

1. Select **Locks**.
2. Select **Phone lock**.
3. Select **Change PIN code**.
4. Enter the old PIN code.
5. Press Soft key **OK**.
6. Enter the new PIN code.
7. Scroll down with ▼ to **Confirm PIN code**.
8. Enter the new PIN code again.
9. Press **Save**.

## Answering

The default setting for the telephone is to use the **Off-hook** key when answering a call. The answering behavior can be configured to answer the call automatically, i.e. without pressing a key, or/and in loudspeaking mode. It is also possible to set the answering behavior to any key or hook-off.

**Note:**

The automatically answer mode is only relevant when a headset is connected.

1. Select **Answering**.

### Setting the answering key

The answering key is by default set to **Hook-off**. It can also be set to **Any key**.

1. Select **Answering key**.
2. Mark **Any key** or **Hook-off**.
3. Press Soft key **Back** to save the setting.

### Setting the answering behavior

1. Select **Answering behavior**.
2. Select **Automatically / Loudspeaking**.
3. Press Soft key **Change** to change the setting. The check box will be marked.  
To remove the setting, press **Change** again.
4. Press Soft key **Back** to save the setting.

## Changing the menu language

You can choose between Deutsch (German), English, Español (Spanish), and Français (French). You can import one additional user-defined language by using WinPDM or DM. See *Installation and Administration Manual, IP DECT R4*.

**Note:**

In every language the menu item **\*Language** is shown with a prefixed Asterisk "\*\*\*". This might help you to change the language of a telephone set to a language you do not understand.

1. Select **Language**.
2. Select language.
3. Press Soft key **Select** to save the setting.

## Changing the Owner ID

The Owner ID is set to identify the telephone and it's shown in the idle display.

1. Select **Owner ID**.
2. Enter identity.
3. Press **Save** to save the setting.

## In charger actions when in call

It is possible to end a call, or turn on the loudspeaker by putting the telephone in a charger during a call.

1. Select **In charger**.
2. Select **Call behavior**.
3. Select one of the following:
  - **No action** - No action is performed when the telephone is placed in charger during a call.
  - **Loudspeaking** - The loudspeaker is turned on when the telephone is placed in charger during a call. The loudspeaker is turned off when the telephone is removed from the charger.
  - **End call** - The ongoing call is disconnected when the telephone is placed in charger.

## In charger actions when not in call

### Redirecting calls when placed in Charger

Calls can be redirected to another extension when the cordless telephone is placed in a charger. Then it will not ring when receiving a call. The function is automatically cancelled when the telephone is removed from the charger.

**Note:**

The function and the extension must be programmed in the PBX to be able to redirect calls.

1. Select **In charger**.
2. Select **Other actions**.
3. Select **Redirect**.

### Turning off While Charging

When the cordless telephone is placed in the charger it can be switched off while it is charging. When it is removed from the charger it will switch on again.

1. Select **In charger**.

2. Select **Other actions**.
3. Select **Switch off**.

### Muting the telephone while charging

When the telephone is placed in the charger it can be muted while it is charging. When it is removed from the charger, the sound is switched on again.

1. Select **In charger**.
2. Select **Other actions**.
3. Select **Sound off**.

**Note:**

If the parameter **Disable permanent mute** is enabled, the telephone will not be muted when placed in charger. See *Installation and Administration Manual, IP DECT R4*.

### Deactivating the charging mode

1. Select **In charger**.
2. Select **Other actions**.
3. Select **No action**.
4. Press **Select** to save the setting.

## System

Only available systems are displayed. It is possible to switch between the systems if they are configured in the Portable Device Manager (PDM) or Avaya In-Building Wireless Server (AIWS), see *Installation and Administration Manual, IP DECT R4*.

### Changing System

1. Select **System**.
2. Select **Change System**.
3. Select **Automatic** or a specific system. If the telephone is set to **Automatic** it selects a system according to the priority list, see [Priority](#) on page 59.

**Note:**

**Automatic** does not work if your system list comprises IP-DECT *and* Integral DECT systems.

## Subscribing to a System

The cordless telephone can subscribe up to eight different systems. To subscribe a new system the "Park:" (Portable Access Right Key) and "Ac:" (Authentication code) related to the system you are going to log on to are needed. Contact your system administrator for more information.

The IPEI code is a unique code which has been assigned to the cordless telephone, see also [Admin menu](#) on page 60.

1. Select **Subscribe**.  
The IPEI of your telephone is displayed.
2. Press Soft key **Next**.
3. Enter System name.
4. Press Soft key **Next**.
5. Select your system.
6. Press Soft key **Next**.
7. Enter PARK code.

### Note:

Do *not* enter a #-key after the code.

8. Enter AC code. Press **Next**.  
An information text "Protection on?" is displayed.

### Note:

The AC code's length must be between 4 to 8 digits.

9. Select **Yes/No**, if the new system is to be protected. It is not possible to delete a protected subscription.
10. Press Soft key **OK**. A searching mode starts.

## Unsubscribing the System

1. Select **Unsubscribe** to delete a System subscription.
2. Select **Delete**.

### Note:

It is not possible to delete a protected subscription.

## Renaming the System

It is possible to change the name of the system in the telephone.

1. Select **Rename System**.
2. Select system to rename.
3. Enter new name.

4. Select **Save**.

### Priority

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. It is possible to set the systems in priority by moving them up or down in the list.

**Note:**

This is used in combination with system set to be **Automatic**, see [Changing System](#) on page 57.

1. Select **Priority**.
2. Change the priority if needed by selecting **Up** or **Down**. The priority will be saved when **Back** is selected.

### Device info

This is where software and hardware information of the cordless telephone is found.

1. Select **Device info**.
2. Depending on the info your are looking for select **Software**, **Hardware**, **IPEI/IPDI**, or **USER ID**.

---

## Advanced functions

---

### Procedure Call

When configuring Call services<sup>1</sup> and In Call menu<sup>1</sup>, Contacts, the data added in these functions is static. When entering the data for the function to be used, it is possible to add a variable/character U that allows the user to enter additional numerical characters before calling the number/sending the data to a system.

**Note:**

:Using a shortcut to make a procedure call is not supported while the handset is locked.

See the following example for more information.

Example:

In a system, a prefix (for example \*21\*) must be entered in order to dial. To make this user friendly, the prefix can be configured in a Call service<sup>1</sup> followed by the character U, that is \*21\*U.

When using the Call service, an Enter number dialog appears, see figure 8. If the user enters "123" and presses "OK", the number \*21\*123 will be dialled. Note that no call is established before the user presses "OK", that is, post-dial.

---

**Figure 6: Enter number dialog**



---

### Admin menu

The telephone has a hidden menu for system administrators. See also *Installation and Administration Manual, IP DECT R4*.

The Admin menu contains:

- Software and hardware information, IPEI/IPDI and user ID
- DECT information

- Centralized Management showing online information
- Fault logging
- Factory reset option
- System menu with ability to alter protection
- Site Survey Tool for indication of radio signal and base station listing.

For activating the admin menu see *Installation and Administration Manual, IP DECT R4*.

For quick access to device information short codes are available in the idle menu.

Information	Code
Software version	*#34#
Hardware version	*#34#
IPEI	*#06#
IPDI	*#06#

---

## System handling

---

### Software upgrade

Software and parameters in the cordless telephone 3720 can be upgraded by using the Portable Device Manager (PDM) or the Avaya In-Building Wireless Server (AIWS). See *Installation and Administration Manual, IP DECT R4*.

To view the telephone's software version, enter `*#34#` in idle mode.

## Troubleshooting

This section contains information on how to solve common operational problems, and warnings you may receive.

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact your system administrator.

If others have similar problems, there may be a system error.

### Operational problems

Fault	Probable cause	Action or comment
No display	The battery level is low or the telephone is defective.	Charge the battery or contact system administrator.
No ringing	The ringer off icon is on or ringer volume set to silent or the telephone is defective.	Long press on the Sound off key, or increase volume, or contact system administrator.
No change in time & date setting	PBX dependent.	Changes in the telephone appear after a maximum of 24 hours after a change in the system or by tuning the telephone off and on again.
Ring volume cannot be set to level 0 Or, Not possible to mute the telephone by long pressing the Sound off key or Mute button.	If the handset parameter <i>Disable permanent mute</i> is enabled by WinPDM or AIWS device manager, it is not possible to turn off the sound.	This is a handset Administrator setting. See <i>Installation and Administration Manual, DECT R4</i> .

### Error or warning messages

Display shows	Probable cause	Action or comment
No access	The network is in range, but no access rights.	Switch telephone off and then switch it on again or contact system administrator.

No System. The telephone beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).	The telephone is out of coverage or telephone is defective.	Stop the beep with the Silent off key and go into range. Note: When re-entering the coverage area it can take a couple of minutes before the telephone automatically has registered into the system. or contact system administrator.
SERVICE NEEDED Parameters corrupt	The telephone is defective.	Select the reset option on the middle soft key if available. Upgrade the telephone's software to version 3.0.0 or greater. If the problem persists, the telephone needs repair. <b>Note:</b> Display message only shown in English.
Enter PIN code	The telephone lock is activated.	Enter the required PIN code. If PIN code lost enter new via PDM/AIWS or do a factory reset via PDM/AIWS.
Battery low, charge now	The battery level is low.	Charge or replace the battery.
Phonebook is not available at the moment.	The phonebook does not respond, not available at the moment.	Try again later or if fault persists do a factory reset via admin menu or PDM/AIWS.
Voice mail number not defined	There is no Voice mail number defined in the telephone.	Define a Voice mail number via PDM/AIWS.

---

## Operation Notice

---

### Accessibility and Voice Quality

The base network is not always available. If you do not get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

#### Operating area

You can only use your cordless telephone in the area that is covered by your system. Outside this area you will loose contact with the system. The signal strength icon will be low and **Searching** will be displayed.

#### Out of range

When you leave the system's coverage area a short beep will sound and the text `Searching` will appear in the display.

The out of range beep will be repeated every minute for 30 minutes. It is possible to turn the sound off by pressing the Sound off key (**#**-key).

#### Note:

If the parameter **Disable permanent mute** is enabled, it is not possible to turn the sound off. See *Installation and Administration Manual, IP DECT R4*.

When re-entering the coverage area it can take a couple of minutes before the telephone automatically has registered into the system.

---

# Maintenance

---

## Charging the battery

Place the telephone in the desktop charger or in the rack charger. The battery is being charged when the LED on the telephone is steady orange. When the battery is fully charged the LED will be green.

 An animated battery icon is also shown in the display indicating charging by starting with its current charge and ending with the full charge. A filled Battery icon indicates a fully charged battery.

**Note:**

Only use the prescribed chargers for charging.

---

## Replacing the battery

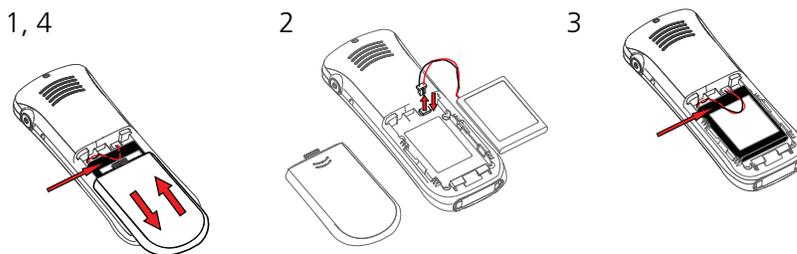
If the standby time for the cordless telephone becomes too low, the battery should be replaced by a new one. Please contact your system administrator or your supplier, for information about new batteries. Replace the battery as described in the illustration below. The battery is connected to the cordless telephone in such a way that no miss-contact is possible.

**Note:**

The battery cable should be placed in such a way that it cannot be trapped while closing the battery lid, see illustration below.

---

**Figure 7: Battery replacement**



**Important:**

Do not disconnect the battery unless it needs to be replaced.

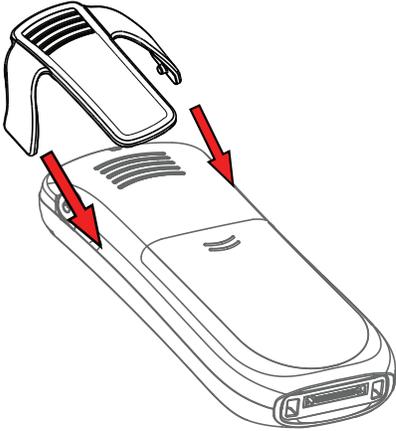
---

## Attaching the hinge-type clip

Attach the hinge clip as described in the illustration below.

---

**Figure 8: Click-on the clip**







# **Avaya 3720 DECT Telephone**

Quick Reference Guide



- Display Icons
-  Signal strength
  -  Battery status
  -  Microphone off
  -  Loudspeaker on
  -  Loudspeaker off
  -  Sound off
  -  Ring volume set to silent
  -  Headset connected
  -  Missed call
  -  Incoming call
  -  Outgoing call
  -  System connection
  -  Key lock
  -  Phone lock

## Product presentation

The cordless telephone is designed to be used in office environment. It is intended for telephony and has high quality voice.

<i>Functions</i>	<i>3720</i>
<i>Local phonebook (250 contacts)</i>	X
<i>Central phonebook</i>	X*
<i>Company phonebook</i>	X
<i>Vibrator</i>	X
<i>Headset connector</i>	X
<i>Microphone on/off during call</i>	X
<i>Loudspeaking function</i>	X
<i>Voice mail access</i>	X*
<i>Centralized Management</i>	X*

\* System dependent

Note: Your unit may have more functions than described here; see *User Guide, Avaya 3720 DECT Telephone*.

## Basic functions

### Switch the telephone on/off

Press and hold the **On-hook** key



### Make a call

Dialling can be made in the following ways:

- Dial the number and press the **Off-hook** key
- Press the Off-hook key
- Dial a number from the Local phonebook. Enter the Contacts menu. Select **Call contact**, select the name from the list and press **Call** or the **Off-hook** key .
- Dial a number from the Central phonebook. Enter the Contacts menu. Select **Central phonebook > Search by**

**name/number/last result** and press **Search**. Press **Off-hook** key .

### Answer/End a call

When the ring signal sounds, press the **Off-hook** key  to answer.

To end the call, press the **On-hook** key . The total call time is shown in the display.

### Turn loudspeaking function on/off

During a call, press the left Soft key to turn the loudspeaking function on/off.

### Turn audio signals on/off

In stand-by mode a long press on the **Sound off** key

 changes between audio signals on/off. The **Sound off** icon  indicates a completely silenced telephone.

- A short press on the **Sound off** key  before answering a call, silences the ring signal.

### Lock/Unlock the keypad manually

Press the \*-key to lock/unlock and then Soft key **Lock/**

**Yes**. The **Locked keypad**  icon indicates a locked keypad.

### Change the volume during a call

Use the Navigation key  to adjust the volume.

### Charge the battery

Charging is done in a desktop charger or in a charging rack. Charging is indicated by orange LED. When the battery is fully charged the LED is green and a fully charged **Battery** icon  is displayed.

While in a desktop charger the telephone is fully operational.

The telephone does not vibrate in charger.

**Note:** Charging below 5°C will harm the battery and shorten the lifetime.

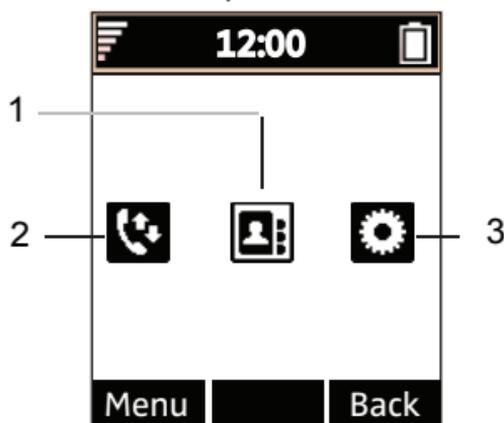
### Check voice mail

The telephone number connected to the Voice Mail function is programmed in the PDM/AIWS. It is then possible to dial the Voice Mail to check if there are any messages.

To check if there is a message press a long press on digit key 1. Follow the given instruction in the Voice Mail.

## Menu

*For descriptions of all functions; see User Guide, Avaya 3720 DECT Telephone.*



### Figure notes:

1. Contacts
2. Calls
3. Settings

## Navigate the menu

Use the Navigation key to move around in the menu structure.

The three Soft keys below the display are used for choices in the menu. The function of each Soft key is explained by text in the soft key field in the display.

The menus are; **Calls**, **Contacts**, and **Settings**.

## Use the local phonebook

To find and call a name: Enter **Contacts** , step to **Call contact** and press **Select**. Enter the first letter in the name or the whole name (will be displayed in Search field while entering text), or step in the contact list. Select the name and press **Call**.

To edit the contact: Select **Edit contact**, select the name and press **Edit**. Make your changes and press **OK** and then press **Save**.

To add a contact: select **Add contact**, select **New** or **From call list**. Press **Add**, enter the name and press **OK**. Select **Number**, enter the number, press **OK** and press **Save**.

To delete a contact: select **Delete contact**, select the name, press **Delete** and then press **Yes**.

## Use the central phonebook

Enter **Contacts** , and select **Central phonebook**. Select **Search by name**, **Search by number**, or **Last result**. Enter the first letter(s) in the first name, and/or the first letter(s) in the family name. Press **Search**. The Central phonebook will be searched and a list of matching names will be displayed. You can step to the next entry in alphabetic order by pressing the Navigation key. Press **More** to add contact, or press **Call** or the **Off-hook** key



to make the call.

## Use the company phonebook

The company phonebook has to be imported via the PDM/AIWS before it will be visible in the handset. See *User Guide, Avaya 3720 DECT Telephone*.

Enter **Call list**. A contact from the company phonebook is marked with the  symbol. Select name/number and press **Call**, only work number is available for the contact and it is not editable.

## Turn the automatic keypad lock on/off

Enter **Settings** , and step to **Locks**. Select **Automatic key lock off/on**, select **On/Off**, and press **Back**. A locked keypad is indicated by the **Key lock**  icon.

To unlock, press the \*-key, and then Soft key **Yes**.

## Accessories

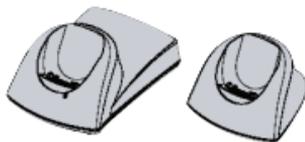
The following accessories for the Avaya 3720 DECT Telephone are available:



Leather casing including belt clip



Standard clip



Desktop chargers

### Also available:

- Telephone lanyard
- Rackmount charger

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