



IP Telephony

Contact Centers

Mobility

Services

## **Avaya IP Deskphones**

**9620/9620L, 9630, 9640, 9650/**

**9650C connected to Integral Enterprise**

**User Manual**

**Version 1.1 - 022010**

**from Software T.15xSp3.bin**

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## Important information

### Important information

#### Which systems can you connect your telephone to?

This telephone is intended solely for connecting to Avaya communication servers.

#### Declaration of conformity

We, Avaya GmbH & Co.KG, declare that the telephones Avaya IP Deskphone 9620/9620L, Avaya IP Deskphone 9630, Avaya IP Deskphone 9640 and Avaya IP Deskphone 9650/9650C as well as the Avaya IP Deskphone SMB24 Button Module comply with the fundamental requirements and other relevant provisions of Directive 1999/5/EU (Radio and Telecommunications Terminal Equipment, R&TTE).

These telephones are intended for connection to Ethernet/LAN interfaces of IP-capable Avaya telecommunications systems and fulfill the basic requirements of Directive 1999/5/EU (R&TTE).

The Avaya IP Deskphone SMB24 Button Modules are only intended for use with the above-mentioned telephones.

The design of these telephones makes them unsuitable for direct operation on interfaces of public telecommunications networks. Avaya cannot guarantee successful operation of the IP telephones in LAN or Intranet environments in which no Avaya telecommunications system is present.

If any problems should occur during operation, please initially contact your specialist dealer or your system administrator.

The complete declaration of conformity can be requested at the following Internet address: [www.avaya.de/gcm/emea/de/includedcontent/conformity.htm](http://www.avaya.de/gcm/emea/de/includedcontent/conformity.htm) or look for "declaration of conformity" in the index.



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[support.avaya.com/ThirdPartyLicense/](http://support.avaya.com/ThirdPartyLicense/)

## Important information

### Tips on phone location

Place the telephone on a non-slip surface, especially if the furniture is new or has recently been cleaned or polished. Varnishes or cleaning agents may contain substances which soften the base parts of your telephone, and softened bases can leave undesirable marks on furniture. Avaya cannot assume liability for damage of this kind.

### Repairs

The equipment may only be opened or repaired by a qualified technician. Do not open the telephone yourself. Doing so could damage the unit and cause it to malfunction.

### Notes on description of the operating steps

All the procedures described in this user manual assume a standard assignment of the function keys.

If you reassign function keys, please bear in mind that this may change the operating procedures.

### Additional functions

Functions marked by an asterisk (\*) are not supplied as standard with your telephone.

Other functions may be blocked or, depending on the system software, unavailable. If you wish to use one of these functions, please contact your system administrator.

### User manual in other languages

Would you prefer to read these operating instructions in a different language? Go to the Avaya support page at [support.avaya.com](http://support.avaya.com) where you can access our document database. Look there to find out whether the language version you want is available for download.

## Important information

### Always dispose of old equipment correctly – keep our environment tidy

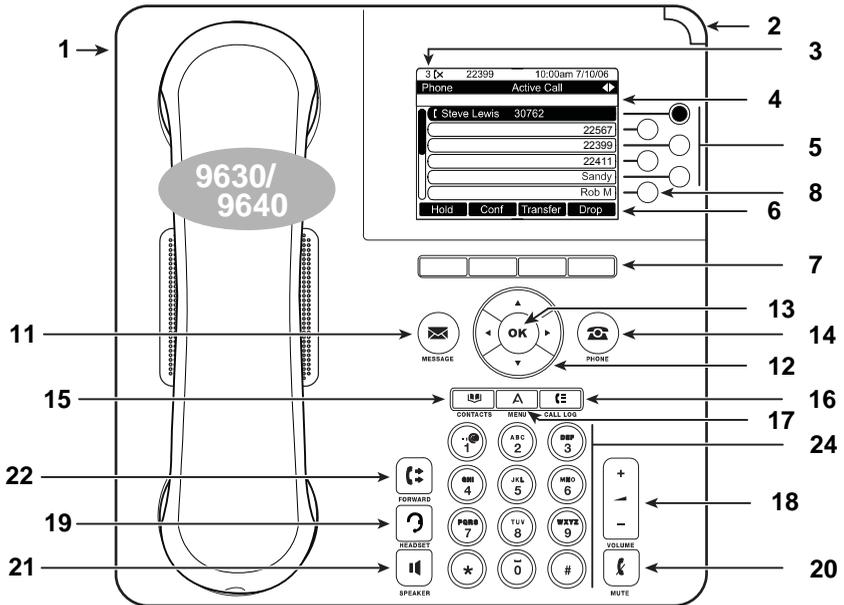
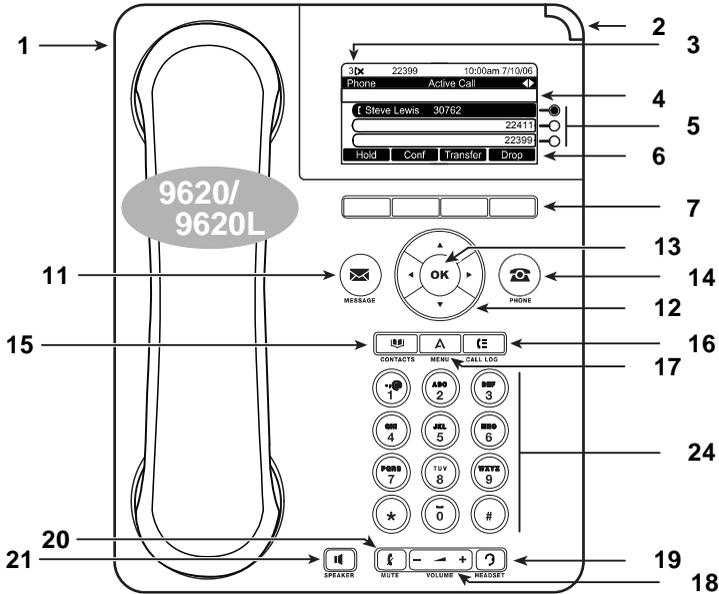


Old electrical and electronic equipment marked with this symbol can contain substances hazardous to human beings and the environment. Never dispose of these items together with unsorted municipal waste (household waste). In order to protect the environment, public collection points have been set up to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

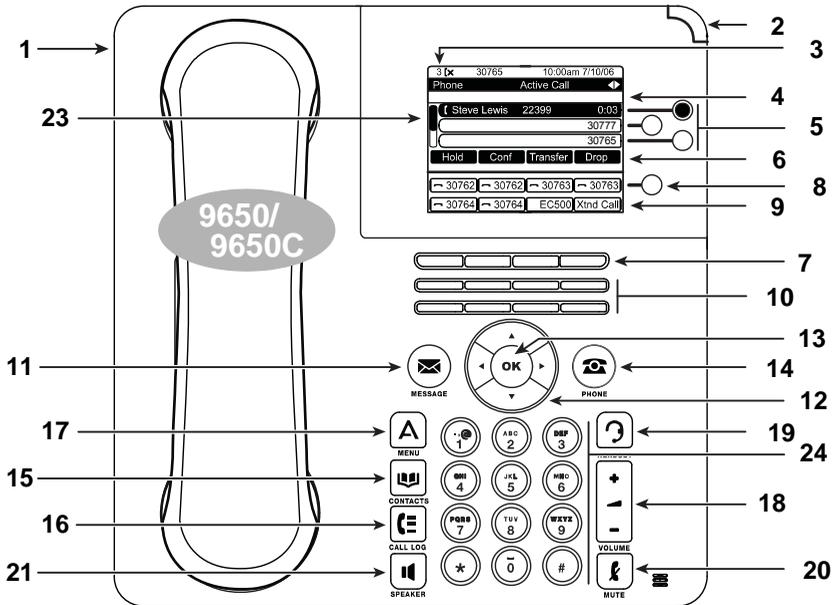
Your Avaya IP telephone at a glance

Your Avaya IP telephone at a glance



## Familiarizing yourself with your telephone

### Your Avaya IP telephone at a glance

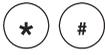


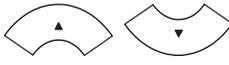
- |    |  |    |                          |
|----|--|----|--------------------------|
| 1  | USB port (rear of the casing)                        | 13 | OK key                   |
| 2  | Message indicator                                    | 14 | PHONE                    |
| 3  | Call list entry                                      | 15 | PHONE BOOK (CONTACTS)    |
| 4  | Information line                                     | 16 | CALL LOG                 |
| 5  | Display keys or LEDs (9620/9620L) next to menu items | 17 | Avaya MENU               |
| 6  | Assignment of softkeys                               | 18 | VOLUME                   |
| 7  | Softkeys   | 19 | HEADSET                  |
| 8  | Switch level functions                               | 20 | MUTE                     |
| 9  | Function key functions                               | 21 | LOUDSPEAKER (SPEAKER)    |
| 10 | Function keys  | 22 | CALL DIVERSION (FORWARD) |
| 11 | MESSAGE  | 23 | Scroll bar               |
| 12 | Navigation keys                                      | 24 | Key block                |

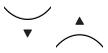
## All the keys at a glance

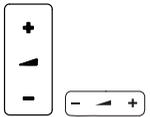
### All the keys at a glance

 Number keys with letters: To dial phone numbers and vanity numbers.

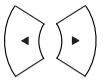
 Star and pound keys: For special functions.

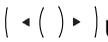
 "Up arrow" and "down arrow": Move the cursor up or down.

 Depicted this way in the processes.

 +/- (VOLUME): Increases or reduces the volume, contrast or brightness.

 Depicted this way in the processes.

 "Right arrow" and "left arrow": Toggles between menus or moves the cursor during text entry.

 Used this way in the processes.

 OK: Shortcut key for executing the current standard function (marked display line). For example, when a call log entry is selected you can select the number with the OK key.

 Switch level (9630/9640/9650): Switches the active level of the softkeys or function keys. When this key's LED is flashing rapidly it means that a partner is being called who has been assigned to a softkey or function key (also at a non-displayed level).

 Display keys(9630/9640/9650): Accesses the displayed function in the menu item located next to it. Display keys can also be illuminated and flash at varying speeds.

## All the keys at a glance



MESSAGE: Connects you to your voicemail.



PHONE: For displaying and managing your calls.  
Return to idle display from a menu.



CALL DIVERSION (FORWARD): Opens the call diversion menu.



MENU: For configuring options and settings, accessing the browser, logging of and displaying network information.



PHONE BOOK (CONTACTS): Shows the entries in you phone book.



CALL LOG: Displays a list of your incoming, outgoing and missed calls.



LOUDSPEAKER (SPEAKER): Activates the loudspeaker or the handsfree equipment.



HEADSET: Activates a connected headset.



MUTE: Turns off your microphone during a call.

Softkeys: Keys with alternating functions. The function is displayed above every key in white lettering on a black background. Each telephone has four softkeys.

Function keys with LED (*only 9650/9650C*): Functions, call numbers and partners that are assigned to these keys can be accessed with one touch of a key. The function is shown on the display above each key.

**Getting to know your telephone**

## Getting to know your telephone

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## The display helps you

### The display helps you

The displays guide you step-by-step phone operation. The display gives you a lot of information, e.g. about your current call.

The phone number of all external callers appears in the display, assuming they have not disabled number ID display. This allows you to see who is calling. If your phone book already contains the name and phone number of the caller, their name will be displayed when they call.

All softkeys, functions and display keys can have various functions. You can see the current function of each key on the display.

## Basic rules of operation

### Basic rules of operation

The following pages provide a short description of the basic operating rules for your telephone:

#### Selecting functions in the menu

 Press the MENU key.

Or  Scroll to the desired menu item. When you reach the end of the list, pressing  takes you back to the first menu item. Pressing  at the beginning of the list takes you to the last item in the list.



Confirm selection. The selected function is displayed. A submenu also appears in many cases. You can scroll through the submenu the same way as in the menu.

If you press the MENU key during a call or when the receiver has been lifted, you can view information about the IP settings and also implement settings yourself.

#### Speed dial with display keys

For 9630–50 telephones you can directly select the functions in the menu items by pressing a key:

 Press the display key. The function that is displayed in the adjoining menu item is selected.

#### Scroll bar

Not all menu entries can be displayed at the same time in very large menus. In this case the scroll bar on the left edge of the display shows you where you are in the menu.

#### Canceling or exiting an action

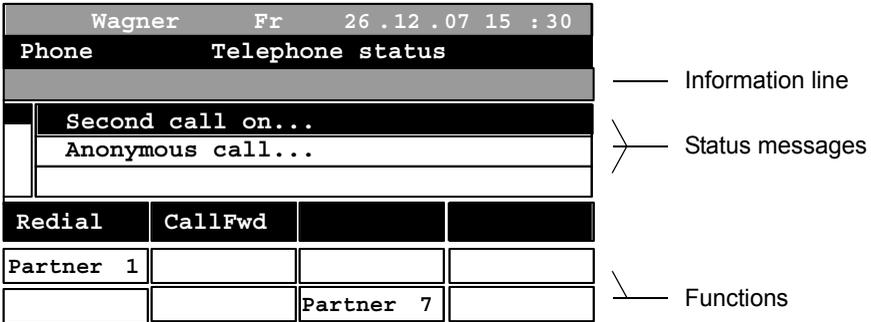
If you have made a mistake in an entry or a setting in the menu:

Press the "Cancel" key to cancel the action. Unsaved changes will be discarded.

Press the "Back" key to cancel the action. You then move up one menu level or go to the idle display.

**Basic rules of operation**

**What does the idle display show?**



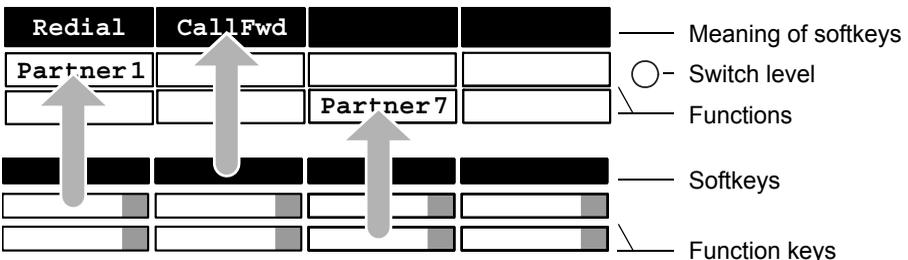
The idle display shows:

- A symbol indicating missed calls, if applicable
- Name or phone number
- Day, date, time
- The active level of the function keys (965/9650C) or softkeys (9620/9620L-40)
- Additional information on the status of your telephone, e.g. "Second call on"



- You can also configure the phone to display the function list when the phone is idle ([↑68](#)).
- Press the PHONE key to place the phone in idle mode.

**Softkeys**



The four Softkeys (□ – 9620/9620L, 9630, 9640; ■ – 9650/9650C) have alternating functions. These functions depend on the current status of the telephone. The current function of each key is displayed directly above it in a lower display line as text or as a symbol. It is written in white lettering on a black background.

## Basic rules of operation

In the illustration above, the second black softkey is being used to select the "Call forwarding" function.

The "More" softkey is provided if the four softkeys are not sufficient for displaying all possible functions. Use this key to switch to additional new functions.

### Function keys (9650/9650C)

The 9650/9650C phone has eight function keys with an LED (□). The current function of each key is displayed directly above the keys in both lower display lines as text or as a symbol.

In the illustration on the previous page, "Partner1" is being selected with the first light-colored function key. The lower third function key is selecting "Partner7".

### Functions in several levels (9630–50)

In addition to the softkeys, other functions can be displayed in display 8 (9650/9650C) or 4 (9630, 9640). These functions can be accessed by pressing the function keys (9650/9650C) or softkeys (9630, 9640).

In the 9650/9650C you can assign functions to up to seven levels; in the 9630 and 9640 you can assign up to five levels.

○ Press the "Switch level" key to switch to the next level. The display switches to the functions of this level.

The information line shows the level in which you currently are. Level 3 of the function keys is active in the following illustration. After a certain amount of time level 1 is displayed again.

Wagner	Fr.	26 . 12 . 07 15 : 30
Phone	Telephone status	
3		

If you have the authorization you can assign the desired functions to the function keys yourself.

○ 9630, 9640: After the last level the system switches back to the softkey assignment (lower display line). When you press the *Long* switch level key, the system will immediately switch to the softkey assignment.

After a certain amount of time the system automatically switches to the softkey assignment. You can change this automatic process ([↑153](#)).

## Getting to know your telephone

### Basic rules of operation

#### Entering text

In phone book entries, the first letter of a word is automatically capitalized.

You enter the desired text using the number keys with letters.

Using the following table, you can see how many times you have to press the relevant key to get the desired character:

Key	1	2	3	4	5	6	7	8	9	10	11
1	?	!	.	,	1	;	:	"	'	¿	i
2	A a	B b	C c	2 2	Ä ä	Á á	Â â	À à	Å å	Ç ç	
3	D d	E e	F f	3 3	É é	Ê ê	È è	Ë ë			
4	G g	H h	I i	4 4	Ď ď	Í í	Î î	Ì ì	Ī ī	Ý ý	
5	J j	K k	L l	5 5							
6	M m	N n	O o	6 8	Ň ň	Ö ö	Ó ó	Ô ô	Ò ò		
7	P p	Q q	R r	S s	7 7	\ ş	Ş ß	ß			
8	T t	U u	V v	8 8	Ü ü	Ú ú	Û û	Ù ù			
9	W w	X x	Y y	Z z	9 9						
0	Empty	0	@	&	%	€	\$	§	_		
*	*	+	-	=	( )	/	\	<	>	#	
#	Upper/ lower										

Example: You want to enter the name "Böhm":

Press number key "2" twice: B

Press number key "6" six times: ö

Press number key "4" twice: h

Press number key "6" once: m

## Basic rules of operation

### General key controls

- Deleting characters with the "Back" softkey:  
If the cursor is to the right of the text entered, the "Bksp" key has a backspace function (the characters entered are deleted from right to left).
- If the cursor is in the middle of the text, characters are entered in front of the cursor position.
- In phone book entries, the first letter of a word is automatically capitalized. You can use the "#" key to switch between upper and lower case within a word.

## ... telephoning made easy

You can configure the following settings immediately or during your first telephone calls:

- Adjust the *volume* ([↑147](#)) of the ring, the handset and the handsfree settings to your environment.
- Adjust the *contrast* or the *brightness* of the display to the lighting conditions where you are ([↑150](#)).
- Select the *language* ([↑151](#)) in which you want all displays to appear. The standard available languages are English, French and German. French, Italian, Dutch, Slovenian, Polish, Czech, Russian and Turkish can be downloaded.
- Save frequently used numbers in your phone book ([↑71](#)).

## Initial operation of your telephone

### Initial operation of your telephone

#### Connecting the telephone

After connection to the power supply and to the LAN (Local Area Network) a search run for a gatekeeper (responsible for access rights) is automatically started in the telephone. Usually a gatekeeper is found, and you can then make a call right away. However, it will not yet be possible to take calls. To do this you first have to enter your number and PIN in the "User administration" menu (see *Entering your own number and PIN* (↑26)).

- 
- From the time it is commissioned, the IP phone checks repeatedly whether there is another device in the network with the same IP address which is therefore interfering with network access. This is indicated in the status line and the information line with `IP address conflict`. If this is the case, the phone is not functional. Your system administrator must resolve the error in the network.
  - Instead of the standard gatekeeper, you can select a different *gatekeeper when logging in* (↑27).

#### If no gatekeeper is found on automatic search run

The automatic search for a gatekeeper yields no result. The display of your telephone has been displaying the message "...Searching network..." for some time. However, you now have the option of selecting a gatekeeper from the gatekeeper list, if entries are available there:



- ▼ Scroll to the `Gatekeeper list` menu item.



Confirm selection.



- ▼ Select a gatekeeper, e.g. `GKxyz 123.456.000.123`.



Confirm selection. The search for the specified gatekeeper is now started. After at most 10 seconds, a message appears in the display if the login has been successful.

## Initial operation of your telephone

### Entering your own phone number and PIN



- ▼ Scroll to the `Log in` new user status message.



Confirm selection.



...



Enter extension number.



- ▼ Scroll to the `SecPIN` or `PIN` menu item.



...



Enter the PIN.



Confirm selection. The display then shows the message "Secure logon complete" or "Logon complete." From now on you can also be reached under the number (extension number) that you have entered.



- For unencrypted communication the default setting for the PIN is 0000 (if user is asked for a PIN).
- For secure encrypted communication your system administrator will tell you the default setting for the PIN (if user is asked for a SecPIN).
- After the first time you log on to secure communication, an information message will ask you to change your PIN. It is advisable to change your PIN right away so that no one who knows your default PIN can log on to another phone using this phone number.
- You can only ever be reached on one telephone under your number (extension number).

So if you log on to a second telephone with PIN and extension number, you can then be reached there under your number (extension number) but no longer on the first telephone.

## Initial operation of your telephone

### Selecting the gatekeeper when logging in

You can select a gatekeeper other than the standard gatekeeper when you log in. This requires your system administrator to have compiled a list of gatekeepers.

The phone shows the logon display.



- ▼ Scroll to status message `Gatekeeper list`.



Confirm selection.



- ▼ Scroll to the desired gatekeeper, e.g. `GK 2`.



Confirm selection.

Now enter *your own number and PIN* ( $\uparrow$  26) as usual.

## Telephoning as usual

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## Making a call

### Making a call

You can telephone as usual inside and outside of your system.

**Internal:** Dial the desired extension number directly.

**External:** Depending on the system, first dial the external line code, e.g. "0".

You can call the last ten numbers dialed again (redial () and select frequently used numbers using the destination keys.

You can have calls returned automatically within your telephone system when a busy line is free again.

You can also switch off phone number and charge displays.

You can cut in on another call within your system if you have something urgent to tell one of the subscribers.

### Making a call within your system

In the idle display:

 1 ...  WXYZ 9 Enter the desired number.



Lift the handset.

- 
- Of course you can pick up the handset first and then dial the number. However, in this case you cannot correct an input error.
  - If you do not want the other person to hear what you are saying, press the Mute function key. The opposite party will be able to hear you again after you press this key again.

### Making a call outside of your system

In the idle display:

 0 Enter external line code, e.g. "0".

 1 ...  WXYZ 9 Enter the desired number.



Lift the handset.

## Making a call

### Making a call with a destination key

Press the destination key for the desired subscriber.



Lift the handset.

---

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- Instructions for assigning a number to a destination key can be found in the chapter *Assigning functions/numbers to keys (↑ 114)*.

### Automatic callback

The internal number you dialed is free or busy:



- ▼ Scroll to the `Automatic callback` menu item.



Confirm selection.



Replace the handset. Your telephone rings as soon as the other line is free.



Lift the handset. The other line is called automatically via the communication server.

### Delete automatic callback

In the idle display:



- ▼ Scroll to the `Callback enabled` status message.



Confirm selection.



Press the "Delete" softkey.

## Making a call

### Callback request

Callback request allows you to enter an explicit callback request in the subscriber's *Call list* ([↑67](#)) when their phone is free or busy. The callback request is also entered in your *Redial list* ([↑66](#)).

Dialed subscriber is free or busy:



▼ Scroll to the `Callback request` menu item.



Confirm selection.



Replace the handset.

### Deleting a callback request

You can delete a callback request initiated by you in the redial list. This deletes the callback request from the call list of the desired subscriber.

Press the "Redial" softkey.



▼ Scroll to the desired entry.

Press the "Delete" softkey. A prompt is displayed.

Press the "Delete" softkey again to confirm.

## Making a call

### Repeatedly dialing a number\*

The connection dialed is busy.



- ▼ Scroll to the `Automatic redial` menu item.



Confirm selection.



Replace the handset. Dialing is repeated up to nine times at intervals of 30 seconds. If you press any key or lift the handset, automatic redial will stop.



- Automatic redial is stopped if you press any key or pick up the handset to perform some operation. After you have performed this operation, you will be asked whether you want automatic redialing to resume.
- Automatic redialing is canceled when a call is accepted. No prompt will follow.

### Deactivating phone number and charge display

During a call:

- Press the "Display" softkey.

Your caller's name and number will no longer be displayed. The number is not saved in the redial or in the call log.

The charge display is deactivated. However, the charges continue to be counted internally.

### Reactivating phone number and charge display

- Press the "Display" softkey again.

## Making a call

### Cutting in on another call\*

You want to speak to a party whose line is busy:



- ▼ Scroll to the `Cut-in` menu item.



Confirm selection. All subscribers hear a cut-in tone. You are now included in the conversation and can give the subscribers your message.



- Cutting in is only possible within your system and must be programmed for your telephone and the other telephone concerned. If you require this option, contact your system administrator.

### Ending cut-in\*



- ▼ Scroll to the `End cut-in` menu item.



Confirm selection.



- You can also replace the handset to end cut-in.

## Making a call

### Making calls remotely via the system\*

You can call your communication server from outside, e.g. to make expensive overseas calls via the system. The charges are then incurred by the system. This is possible from any telephone with DTMF suffix dialing.

 Dial the phone number of your communication server, e.g. 069 7505, from the external telephone.

 Enter the source discrimination code for your system, e.g. 89. You will hear a dial tone as confirmation.

 If necessary, enter your secret PIN number, e.g. 1234.

 Enter the system's external line code and the phone number you want to call via the communication server, e.g. 0004197543. This number is dialed immediately.

---

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- "Making calls remotely via the system" must be enabled by the system administrator. The system administrator will also tell you the source discrimination code and whether a secret PIN number is required.
- In some cases, you can only make calls through the system from certain pre-set telephones. The system administrator will inform you of this.

## Answering calls

### Answering calls

You can lift the handset and speak with the caller as usual.

It is also possible to answer calls using the SPEAKER key and then to telephone with the receiver on-hook.

If another subscriber within your system receives a call, you can divert the call to your phone (pick-up).

It is also possible not to answer calls immediately but to put them on hold. This allows you to complete any operating procedures you have already started (e.g. editing a phone book entry).

### When you are called

Your telephone rings. The call is shown on the display.



Lift the handset.

- 
- Making calls without the handset: Press SPEAKER key.
  - Internal and external calls can be differentiated by the different ringer tones. You can find more information in the chapter *Tones for internal and external calls* ([↑186](#)).
  - If you do not want the other person to hear what you are saying, press the Mute function key. The opposite party will be able to hear you again after you press this key again.
  - You can disable the ringer tone while your phone is ringing: Press the "Calling" softkey.

## Answering calls

### When another telephone receives a call (pick-up call)

Another telephone rings.



...



With your receiver on-hook, enter the number of the ringing telephone.



▼ Scroll to the `Pick-up` menu item.



Confirm selection. Your telephone rings and you answer the call as usual.



- You can also *create a macro* ([↑ 120](#)) to pick up calls from a specific telephone. When this telephone rings, you will then be able to pick up the call by pressing a single key.
- If your communication server is configured accordingly, you have another option for picking up a call. All you have to do is enter a code. After picking up the handset, enter `**6` for the "Pick-up" function, for example, and then dial the number of the ringing phone. You will then hear a special dial tone for approx. one second. The call is then directly transferred. If you have any questions please contact your system administrator.

### Putting a call on hold

You receive a call but want to finish what you're doing on your telephone first.



▼ Scroll to the `Put on hold` menu item.



Confirm selection. You can now continue with your operating procedure. The ringer tone is turned off, the call LED continues to flash. After completion of the operating procedure, the ringer tone sounds again and you can answer the call.

## Making calls without the handset

### Making calls without the handset

The Monitoring function (you can hear the person with whom you are talking over the loudspeaker) and Handsfree function (the person with whom you are talking can be heard over the loudspeaker and you can speak to him/her using the built-in microphone) can be accessed via the SPEAKER key.

You can activate handsfree operation before making a call by pressing the SPEAKER key.

If you press the SPEAKER function key during a call, monitoring is activated. Pressing the function key again then results in a switch to handsfree mode.

You can see whether "Monitoring" or "Handsfree" is enabled from the status of the LED:

- LED on: Monitoring (speaker is on)
- LED flashes: Handsfree (speaker and handsfree microphone are on)
- LED off: Speaker and handsfree microphone are off

### Hearing the caller through the speaker (monitoring)

While calling with the handset lifted:

 Press the SPEAKER function key (LED lights up). You are now in monitoring mode and can hear the other party out loud in the room.

The desired speaker volume can be set using the  and  keys. You can switch to handsfree mode (LED flashes) by pressing SPEAKER again. Pressing the key again deactivates the handsfree microphone and the speaker (LED off). You can continue the conversation using the handset.

### Making a call with the handset on-hook (handsfree)

 ...  Enter the desired number.

 Press the SPEAKER key (LED flashes).

When the desired party answers, you can hear them out loud and you can also talk to them with the handset on-hook. To end the call, press the SPEAKER function key again.

## Making calls without the handset

### Continuing a call handsfree with the handset off-hook

During a call:

 Press the **SPEAKER key twice** (LED flashes).



Replace the handset.

You can hear the other person out loud and you can also talk to them with the handset on-hook.

### Handsfree – continuing the call with the handset

During a handsfree call:



Lift handset (LED off).

### Handsfree – ending the call

During a handsfree call:

 Press the **SPEAKER key** (LED flashes).

## Making several connections

### Making several connections

You can answer an additional call (*Second call* ( $\uparrow 126$ )) during a call. You can speak to several parties alternately and switch back and forth between them as you wish. You can speak with two callers simultaneously (conference).

### Forwarding additional callers

Now you want to forward the additional caller to number 1234, for example:



- ▼ Scroll to the *New call to...* menu item.



Confirm selection. The first party is waiting.



Enter the number of the extension you want to connect your party to, in this example 1234. When that extension answers you can announce the caller.



Press the "Transfer" softkey.



Confirm selection.

- 
- When the called extension answers, you can also put the first caller through simply by hanging up.
  - If the called extension does not answer, you can return to the first caller by pressing the "Drop" softkey.

## Making several connections

### Answering an additional call (second call)

Someone calls you while you are on the phone, e.g. from number 06975058. The call is shown on the display, e.g. 📞 06975058, and the display key or LED next to it flashes.



Answer the call.

You are connected to the second caller. The first caller is on hold and cannot hear your other conversation.



- If you want to end the existing call because you have a second call: Press the "Drop" softkey.

### Consultation during a call (refer-back)

During a call:



- ▼ Scroll to the new call to ... menu item.



Confirm selection.



...



Enter the number you wish to consult.



- You can maintain three connections at the same time.

## Making several connections

### Speaking to parties alternately

If you want to speak with a call party (e.g. 06975058) who has been put on hold:



▼ Scroll to the menu item with the rapidly flashing display key/LED, e.g.

06975058.



Confirm selection.

The other party is now on hold.

### Forwarding additional callers

Someone calls you while you are on the phone, e.g. from number 06975058. The call is shown on the display, e.g. 06975058, and the display key or LED next to it flashes.



Answer the call.

You are connected to the second caller. Your initial party is on hold.



▼ Scroll to the `new call to ...` menu item.



Confirm selection.



Enter the number of the extension you want to connect the caller to, in this example 1234. You can now announce the caller. The first party is on hold.



▼ Scroll to the `Transfer to 06975058` menu item.



Confirm selection. You are now connected again to the first party.

## Making several connections

### Three-way conference

You can set up a conference with a maximum of two callers.

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- If the "multiple conference" feature has not been enabled in your communication server, you can always work with a three-way conference.
- If the "multiple conference" feature has been **enabled**, then you can involve up to seven subscribers in a conference (*multiple conference* (↑45)).

### Adding a conference participant to a call

During a call:



- ▼ Scroll to the Conference with ... menu item.



Confirm selection.



...



Enter number of second conference participant. When you are connected with the participant, you can immediately hold a three-party conference.

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- If the third participant whom you are calling does not answer, press the "Drop" key to switch back to the first party.

## Making several connections

### Adding a conference participant to a call via refer-back

During a call (e.g. with 06975058):

Press the "Refer-back" function key. The other party is on hold.



... Enter number of second conference participant. When you are connected to this participant, you can initiate the conference.



▼ Scroll to the `Conference with 06975058` menu item.



Confirm your selection.

- If the third participant whom you are calling does not answer, press the "Drop" softkey to switch back to the first party.
- You can also configure a "Conference" function key. More details on configuring function keys can be found in the Chapter [Assigning functions/numbers to keys](#) ([↑ 114](#)).
- A conference between a second caller and the first party is not possible.

### Speaking with just one conference participant

You wish to speak only with conference participant 06975058, for example:



▼ Scroll to the `☎ 06975058` menu item.



Confirm selection. You can now speak one-to-one with the desired subscriber. If you want to speak to both again, select the `Conference with ...` display line.

## Making several connections

### Connecting conference participants with each other

During the conference:



- ▼ Scroll to the `Transfer to ...` menu item.



Confirm your selection.

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- You can also connect the two conference participants with one another by replacing the handset.

### Ending a conference

During the conference:



Press the "Drop" softkey. There is no longer a connection between the conference participants.

## Making several connections

### Multiple conference\*

Multiple conference allows a subscriber to set up a conference with up to seven other subscribers. The person setting up the conference is the designated **Controller**, while the others are designated as passive participants.

- 
- If a multiple conference cannot be activated from the phone or communication server, then a three-way conference is set up automatically from the phone. The operations are described under *Three-way conference* (↑42).

### Conference controller

The conference controller can call each of the conference participants individually using the refer-back function. When the connection has been established, the controller can then connect them to the conference. Alternatively, the controller can have several subscribers on hold first and then connect the waiting connections into the conference one after another.

The controller can also call a subscriber via refer-back by selecting the `Conference with ...` line. Once the subscriber answers the call, he is automatically included in the conference.

If the controller receives calls during the multiple conference, he can include these in conference by selecting `Conference with ...` once a connection has been established.

The controller can view the participants and their status in the list of all conference users. He can disconnect subscribers from the multiple conference using the list of all conference users.

- 
- The controller cannot transfer calls during a multiple conference.
  - The controller cannot cut in on calls during a multiple conference.
  - Only the controller can see the participants of the multiple conference in the list of all conference users.
  - Only "Conference" is shown on the displays of passive participants.

## Making several connections

### List of all conference users

The conference controller has a list of all conference users at his disposal in order to manage the multiple conference. The list of all conference users appears automatically when the third conference participant is added to a conference.

The list of all conference users shows the number of conference participants and each participant's name, number and status.

There are three values for the status:

- No details: the subscriber is participating in the conference
- "Hourglass": the subscriber is on hold, if the subscriber initiated a consultation, for example
- "I!": the subscriber is taking part in the conference on behalf of the previous subscriber.

The controller can disconnect a participant from the conference in the list of all conference users.



- ▼ Scroll to the desired entry.



Press the "Drop" softkey. You are prompted to confirm your selection.



Confirm selection. The conference participant is removed from the conference.



If there are only three participants in the multiple conference, the display is almost identical to the display of a three-way conference. The list of all conference users menu item is not offered to the user.

## Making several connections

### Adding a participant

During a call:



Scroll to the *Conference with ...* menu item.



Confirm selection. The multiple conference is put on hold.



...



Enter the number of the conference participant. When you are connected with the participant, he is added to the conference immediately and multiple conference is reactivated.



- If the subscriber you are calling does not answer, press the "Drop" softkey.
- The selection line is only available if more participants can be added to the conference.

### Adding a participant via refer-back

During a call:



Press the "Refer-back" function key. The multiple conference is put on hold.



...



Enter the number of the next conference participant. Once you are connected with this participant, you can add him to the conference.



Scroll to the *Conference with ...* menu item.



Confirm selection. The participant is added to the existing conference and the multiple conference is reactivated.

## Making several connections

### Switching to waiting subscribers

There are several refer-backs waiting:



▼ Scroll to the appropriate refer-back `back to ...`



Confirm selection.

You are now reconnected with the desired subscriber.

You can

- Disconnect this connection by pressing the "Drop" key
- Add this connection to the multiple conference by selecting `Conference with ...`



---

If the waiting subscriber is a multiple conference, it is possible to switch back to the multiple conference by selecting `Back to conference`. The original caller is put back on hold.

## Making several connections

### Disconnecting participants from the conference

The conference controller has the option of disconnecting a caller. If the conference has more than two conference participants, use the list of all conference users.

In the case of a three-way conference, the controller can use:



- ▼ To scroll to the `Remove from conf ...` menu item.



Confirm selection. The subscriber is removed from the conference.

### Transferring a multiple conference

If the multiple conference consists of a total of three participants, then the controller can transfer the conference to the participants using the `Transfer to ...` menu line.

The conference controller can leave the multiple conference without ending it.



- ▼ Scroll to the `Transfer conference ...` menu item.



Confirm your selection.



The controller's own connection is disconnected from the multiple conference.

**The conference continues without a controller at the expense of the original controller.**

## Making several connections

### Ending a multiple conference

The conference controller can end the multiple conference as follows:



Replace the handset.

The controller's connection is disconnected. The conference continues without a controller at the expense of the original controller. The telephone returns to the idle state.

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Pressing the "Drop" softkey disconnects all connections, ending the multiple conference. Dialing a new number may be possible, depending on the local setting.

### Passive conference participants

The passive conference participant is added to the multiple conference by the conference controller. The header of the passive conference participant's display indicates "Conference."

The passive conference participant can:

- Not set up any more conferences.
- Place his connection in the queue (wait status) via refer-back and then switch back to the conference.
- Transfer his conference connection to another subscriber via refer-back.
- End his participation in the conference.

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- Only the conference controller can see the conference participants in the *list of all conference users* ([↑ 46](#)).

## Making several connections

### Passive conference participants – refer-back

The passive participant in a multiple conference can place his participation in the queue (wait status) using "refer-back". The controller is made aware of this. In addition, the passive participant can also bring another participant into the conference in his place. This is indicated to the conference controller in the list of all conference users.

Press the "Refer-back" softkey.



...



Enter the number of the new conference participant. You can transfer the conference once you are connected to this subscriber.



The "Refer-back" key is locked for passive participants in a three-way conference.

### Passive conference participants – Ending participation

The passive participant in a multiple conference can end participation as follows:



Replace the handset. The participant is disconnected from the conference. The telephone returns to the idle state.

or

Press the "Drop" softkey. The participant is disconnected from the conference. Dialing a new number may be possible, depending on the local setting.

## Diverting calls

### Diverting calls

You can divert your calls to another line.

You can also activate an additional call diversion destination to divert calls only when your line is busy.

You also have the option of setting up a call diversion after a certain amount of time. In this case, you can set your telephone so that internal or external calls are only forwarded to the set destination after three rings, for example. You can therefore decide whether to answer the call or not.

In the call diversion menu, you can also set up your telephone so that it and another telephone both ring at the same time when there is a call (double call).

If voicemail is connected to your communication server, you can have your calls diverted there. Callers can then leave messages for you as if they were speaking to an answering machine.

Diverting a call can be greatly simplified by *creating a macro* ( $\uparrow 120$ ). You can then enable or disable this call diversion by pressing a single key.

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- Call diversion keys can also be configured through the "Call diversion" menu.

### Diverting all calls for your telephone

Press the softkey "Call div." or  the key CALL DIVERSION (9630, 9640).

 Scroll to the to: menu item.

    Enter the number to which you want to divert the calls, e.g. to 1234.

 Confirm selection. Call diversion is now activated. Call div. to 1234 appears in the display and the call diversion key lights up.

## Diverting calls

### Diverting calls if your line is busy\*

Press the softkey "Call div." or  the key CALL DIVERSION (9630, 9640).

▼ Scroll to the on busy: menu item.

 Enter the internal number to which you want to divert calls, e.g. to 1234.

 Confirm selection. Call diversion is now activated. The message Call div. on busy to 1234 appears in the display.

### Diverting internal calls after a certain amount of time\*

Press the softkey "Call div." or  the key CALL DIVERSION (9630, 9640).

▼ Scroll to the Int. after time menu item.

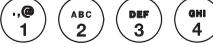
 Enter the internal phone number to which you want to divert the external calls after the set period of time, e.g. to 1234.

 Confirm selection. Call diversion is now activated. The status Delayed internal call div. to 1234 is shown on the display.

### Diverting external calls after a certain amount of time\*

Press the softkey "Call div." or  the key CALL DIVERSION (9630, 9640).

▼ Scroll to the Ext. after time: menu item.

 Enter the internal phone number to which you want to divert the external calls after the set period of time, e.g. to 1234.

 Confirm selection. Call diversion is now activated. The status Delayed external call div. to 1234.

## Diverting calls

### Setting up and activating the double call destination\*

Press the softkey "Call div." or  the key CALL DIVERSION (9630, 9640).

▼ Scroll to the Double call menu item.

    Enter the internal phone number of your double call destination.

 Confirm selection. Double call is now activated. The message Double call to 1234 appears in the display.

### Disabling call diversion

Press the softkey "Call div." or  the key CALL DIVERSION (9630, 9640).

▼ Select active call diversion (indicated by "On"), for example to [1234] On.

 Confirm selection. Call diversion is now deactivated.

- You can also select the active call diversion in the display and then deactivate it, as described above.

## Diverting calls

### Changing call diversion remotely\*

You can call your communication server from outside to set up or change call diversion for your telephone or for other telephones. This is possible from any telephone with DTMF suffix dialing.

Select the subscriber whose call diversion is to be changed:

 Dial the phone number of your communication server, e.g. 069 7505, from the external telephone.

 Enter the source discrimination code for your system, e.g. 89. You will hear a dial tone as confirmation.

 Enter the phone number of the subscriber for which you want to change the call diversion, e.g. 6055.

 Enter your secret PIN number, e.g. 1234.

Now you can set up, change or deactivate call diversion:

Setting up or changing call diversion:

 Enter codes for "Activate follow me", e.g. star key, 14.

 Enter the system's external line code and the phone number to which you want to divert calls, e.g. 00897543. As confirmation, an acknowledgement tone sounds after a short time.

Deactivating call diversion:

 Enter the code for "Deactivate follow me", e.g. pound key, 14.

- 
- "Changing call diversion remotely" must be approved by your system administrator. The service department will also tell you the source discrimination code and the secret PIN number.
  - In some cases, you can only set up call diversion from certain, pre-set telephones. You can obtain more information about this from your system administrator.

## Diverting calls

### Automatic call diversion

By granting appropriate authorization, the Service Department can allow users to activate call diversion at a certain time and then deactivate this call diversion at a later point in time. Two destinations with different time slots can be programmed.

The Call diversion menu is expanded by the following extra menu items:

- Automatic 1
- Automatic 2
- Set automatic

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- Your system administrator will grant you authorization.
- Automatic call diversion can "overwrite" call diversion that was set up manually. The status of the manual call diversion is indicated by an hourglass. Once automatic call diversion has finished, manual call diversion becomes active again.
- A "follow me" that was activated before the automatic start time is not reactivated with the stop time.
- If call diversion with a time window that contains the current time is switched on, then call diversion is activated immediately.
- If call diversion with a time window that contains the current time is switched off, then call diversion is deactivated immediately.
- Automatic call diversion is controlled by times and weekdays.
- "Call diversion on busy," "Delayed call diversion" and "Double Call" **cannot** be controlled using time windows.

## Diverting calls

### Set automatic

This is where you set up the time slots for automatic call diversion. This does not switch on or activate call diversion. You do this with the `Activate automatic` menu item.

Press the softkey "Call rout." or  the key Call diversion (9630, 9640).

▼ Scroll to the `Set automatic` menu item.

 Confirm selection.

    Enter the number to which you want to divert the calls, e.g. to 1234.

▼ Scroll to `Start time`.

    Enter the start time, e.g. "12:00".

▼ Scroll to `Stop time`.

    Enter the stop time, e.g. "14:00".

▼ Scroll to `Weekday`.

 Confirm selection.

▼ Select pattern e.g., `Mon-Fri`.

Once you activate automatic call diversion, `Automatic 1` will start Mondays to Friday from 12:00 pm to 2:00 pm.

Press the "Save" softkey. The setting is saved.

Configure additional automatic call diversion if necessary.

- 
- This menu item will only be displayed if you have the corresponding authorization granted by your system administrator.
  - If you set up two automatic call diversions, the start and stop times can be nested within each other.

## Diverting calls

### Automatic 1/Automatic 2

Press the softkey "Call div." or  the key Call diversion (9630, 9640).

 Scroll to the Automatic 1 or Automatic 2 menu item.

 Confirm selection.

The call diversion window will be activated. This is indicated in the call diversion status display by a check mark in front of the call diversion status. The call diversion status indicates whether call diversion is currently active.

---

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- This menu item is only displayed if authorization has been granted by the your system administrator.

## Answering calls elsewhere (follow-me)\*

### Answering calls elsewhere (follow-me)\*

You can also use another telephone to set up call diversion to your own phone. You first have to prepare this function on your own telephone. The follow me function is set, activated and deactivated with particular codes. Please ask your system administrator for the valid codes.

#### Preparing follow me on your own telephone



Lift the handset.



Press the "star" key and enter the code, e.g. "13".



Replace the handset.

#### Activating follow me at a different telephone

At another phone:



Lift the handset.



Press the "star" key and enter the code, e.g. "14".



... Dial your own phone number.



Replace the handset. Incoming calls to your telephone are then diverted to the other phone.

#### Deactivating follow me on your own telephone



Lift the handset.



Press the "pound" key and enter the code, e.g. "13".



Replace the handset.

## Answering calls elsewhere (follow-me)\*

### Deactivating follow me at a different telephone

At another phone:



Lift the handset.



Press the "pound" key and enter the code, e.g. "14".



...



Dial your own phone number.



Replace the handset.

**Making calls with ease**

**Making calls with ease**

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## Editing the call log

The call log provides you with an overview of all of your telephone activities. It lists your missed calls (call list, max. 30 entries), your outgoing calls (redial list, max. 10 calls) and your answered calls (max. 10 calls).

You can tell what type of entry it is by the symbol. The most recent entry is at the top of the list.

You can selectively retrieve individual numbers and, if necessary, dial them. You can easily transfer phone numbers from the call log into your phone book.

### Symbols in the call log

You can tell the type of an entry in the call log by means of the symbols:

←{	Numbers that you dialed (call log – outgoing)
{=	Numbers that you dialed with a callback request (call log – outgoing)
{×	Calls you did not answer (call log – missed)
→{	Calls you answered (call log – answered)
1234 Chopin	Name/number of the person called
25.07	Date of the last call
10:17	Time of the last call
2	Number of calls
VIP	Call from VIP number
!	New entry which you have not yet viewed

If you press the "Details" softkey, the phone will display a detailed list of entries, including the time of the call.

## Editing the call log

### Filtering call log displays: Redial, call list, completed calls

You can choose to display only the part of the call log entries that interests you, e.g., only the call list entries.

All entries are sorted there in the same manner as in the call log. Each of the lists is operated in the same manner.

Press the  key CALL LOG.



Press the "right arrow". Only missed calls are shown (call list).



Press the "right arrow" again. Only answered calls are shown (call list).



Press the "right arrow" again. Only outgoing calls are shown (redial list).



Press the "right arrow" again. All entries are displayed.

### Dialing an entry from the call log

Press the  key CALL LOG.



Scroll to the desired number, e.g. 006975051234.



Lift the handset.

- 
- You can also select the desired entry straightaway using "OK", so that the connection can then be made using "Dial." Your telephone automatically switches to handsfree.

## Editing the call log

### Deleting an entry

Press the  keyCALL LOG.

⌵  
▼ Scroll to the desired number, e.g. 006975051234.

Press the "Delete" softkey. A prompt appears in the info line.

Press the "Delete" softkey again.

---

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- If a redial with callback request is deleted, then the corresponding entry is also deleted in the call list of the person you want to call back.
- In the detail view, entries without confirmation prompts are deleted immediately.

### Deleting all entries

Press the  keyCALL LOG.

Press the "Clear All" softkey. A prompt appears in the info line.

Press the "Clear All" softkey again.

### Adding an entry to the phone book

Press the  keyCALL LOG.

⌵  
▼ Scroll to the desired entry, e.g. 0069123456.

Press the "Contacts" softkey. The entry is added to the phone book.

If an entry with the same phone number already exists in the phone book the message "Number already exists" will be displayed. Press the "OK" softkey to save the entry.

## Editing the call log

### Viewing audio data

The call log also contains the audio data for every call entered there (this is information about the voice quality during the call).

Press the  key CALL LOG.



▼ Scroll to the desired entry, e.g. 0069123456.

Press the "Details" softkey.

Press the "Audiod..." softkey.

You will now see some parameters relating to voice quality during this connection.

## Editing a redial list (call log – outgoing)

### Editing a redial list (call log – outgoing)

The redial list can contain up to 30 entries. Up to ten of these are reserved for the most recently dialed numbers. The system administrator can, however, change the number of entries.

The remaining entries are generated by callback request. Each callback request that you initiate is its own entry in the redial list.

You can dial the individual entries, delete them or save them in the phone book just like all call log entries.

#### Open Redial list

Press the "Redial" softkey.

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- You can access the redial list through the call log ([↑63](#)).

## Editing a call list (call log – missed)

### Editing a call list (call log – missed)

If you do not answer a call, it is saved to the call list with its time and date. The LED in the CALL LOG key then lights up. In addition, the top display line shows the symbol for missed calls and the number of missed calls.

You can display this list at any time and return calls to the subscribers entered in it. The list contains the 30 most recent entries.

You can dial the individual entries, delete them or save them in the phone book just like all call log entries.



- The LED in the CALL LOG key remains lit:
  - Until you have viewed the details of each new call list entry; or
  - You have called back all the new entries from the call list; or
  - If calls with a request for callback are on the list.
- If you want to return a call to a caller from the call list and a connection is made, the entry in the call list will be deleted automatically.

### Open call list

You can access the call list through the call log ([↑63](#)).

## Function list

### Function list

The function list contains all functions and destinations that you can reach with a push of a button. Here you can save all functions and destinations that you use frequently.

A maximum of two entries are possible.



- You can also configure the phone to display the function list when the phone is idle ([↑ 152](#)).

### Switching between the function list and the telephone status (standard display)

In idle state:

( ◀ ( ) ▶ ) Press "right arrow" and "left arrow."

### Entering a function in the function list

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Keys` menu item.

 Confirm selection.

 Scroll to the `Set function keys` menu item.

 Confirm selection.

 Scroll to the function you want to assign to the key, e.g. `Charges`.

 Confirm selection.

## Function list

- ⌵
- ▼ Scroll to the `Add to function list` menu item.
- **OK** Add the selected function.

### Entering a function in the function list

- Press the MENU key.
- ⌵
- ▼ Scroll to the `Settings` menu item.
- **OK** Confirm selection.
- ⌵
- ▼ Scroll to the `Keys` menu item.
- **OK** Confirm selection.
- ⌵
- ▼ Scroll to the `Set destination keys` menu item.
- **OK** Confirm selection.
- ⌵
- ▼ Scroll to the `Edit destination` menu item.
- **OK** Confirm selection.
- Press the destination key that you wish to add to your function list.
- ⌵
- ▼ Scroll to the `Add to function list` menu item.
- **OK** Confirm selection.

## Function list

### Deleting functions or destinations from the function list

( ◀ ( ) ▶ ) Open the function list by pressing the "right arrow" and "left arrow."



▼ Scroll to the function or destination that you wish to delete.

Press the "Delete" softkey. You are prompted.

Press the "Delete" softkey again.

## Using the phone book

### Using the phone book

Your telephone has a personal phone book. In it, you can store up to 267 phone numbers with their associated names, which will only be available on your telephone. You can then dial these numbers quickly and easily. You can modify the individual phone book entries yourself.

If you have authorization to access the main phone book, you can also find and dial entries there.

Entries from the *redial list* ([↑66](#)), *call list* ([↑67](#)) and *call log* ([↑62](#)) can be quickly and easily saved in the phone book.

You can easily assign a phone book entry to a destination key ([↑116](#)).

### Creating a new entry in the phone book

 Press the PHONE BOOK key.

Press the "New" softkey.

 ...  Enter the name.

 Scroll to the Call number menu item.

 ...  Enter the desired number.

Press the "Save" softkey.

- 
- With the Ringing tone menu item you can define a *melody* ([↑187](#)) as a ringing tone.
  - With the Comment menu item you can save a short comment (max. 12 letters).
  - You can add a caller's phone number to the phone book while you are talking to them: Press the "+Contact" softkey.
  - The number of free slots in your local phone book are displayed in the status line, e.g. "free 233".

## Using the phone book

### Dialing an entry from the phone book

 Press the PHONE BOOK key.

 Scroll to the desired entry, e.g. Chopin 0069123456.

 Lift the handset.

i

- You can use the "Details" softkey to display additional information about the selected entry.
- Press the "Call" key to initiate a call. Your telephone automatically switches to handsfree.
- To reach the desired entry more quickly, you can also enter one or more of the first letters in the name.
- You can also search for a name or phone number by using an asterisk "\*" as a wild card (as you can on your PC). For example, if you input "\*\*mobile", all entries which include the string "mobile" will be displayed.

### Editing entries in the phone book

 Press the PHONE BOOK key.

 Scroll to the desired entry, e.g. Chopin 0069123456.

 Press the "Details" softkey.

 ...  Edit the number, if necessary.

 If necessary, scroll to further menu options and edit their settings.

 Press the "Save" softkey.

i

- To reach the desired entry more quickly, you can also enter one or more of the first letters in the name.

## Using the phone book

### Deleting an entry



Press the PHONE BOOK key.



▼ Scroll to the desired entry, e.g. Chopin 0069123456.



Press the "Delete" softkey. A prompt appears in the info line.



Press the "Delete" softkey again.

- You can also select the desired entry straightaway with the "Details" softkey, and then select "Delete".

### Dialing an entry from the main phone book\*



Press the PHONE BOOK key.



Press the "Main" softkey.



...



Enter one or more of the first letters in the name.



▼ Scroll to the desired entry, e.g. Wagner 4321 .



Lift the handset.

- You can also select the desired entry straightaway using the "Details" softkey, so that the connection can then be made using "Dial". Your telephone automatically switches to handsfree.
- You can also search for a name or phone number by using an asterisk "\*" as a wild card (as you can on your PC). For example, if you input "\*\*mobile," all entries which include the string "mobile" will be displayed.

## Using the phone book

### Saving an entry from the main phone directory in the local phone directory\*

 Press the PHONE BOOK key.

Press the "Main" softkey.

 ...  Enter one or more of the first letters in the name.

 ▼ Scroll to the desired entry, e.g. Wagner 4321.

Press the "Details" softkey.

 ▼ Scroll to the Save in local phone book menu item.

 Confirm selection.

### Saving an entry from the central phone book to a destination\*

 Press the PHONE BOOK key.

Press the "Main" softkey.

 ...  Enter one or more of the first letters in the name.

 ▼ Scroll to the desired entry, e.g. Wagner 4321.

Press the "Details" softkey.

 ▼ Scroll to the Save to destination key menu item.

 Confirm selection.

Press the function key that you wish to assign. The display indicates the function or call number to which the key was previously assigned.

Confirm new key assignment by pressing the "Save" softkey.

## Requesting messages

### Requesting messages

If your communication server is connected to voicemail, callers can leave messages for you in a similar way to an answering machine. You can call to request these voice messages. It is also possible to receive conventional text messages from a server. The voicemail system used determines whether voice and text messages are signaled by the LED next to the MESSAGE function key. You can obtain more details from your system administrator.

### Diverting calls to voicemail

 Press the softkey "Call div." or  the key CALL DIVERSION (9630, 9640).

 Scroll to the to: menu item.

    Enter the internal phone number which is set up for voicemail on your system, e.g. 4321.

 Confirm selection. Call diversion is now activated. Call div. to 4321 appears in the display and the LED in the call diversion key lights up.

### Listening to voice messages\*

The LED in the MESSAGE key remains lit:

 Press the MESSAGE key.

 Scroll to the desired entry, e.g. Voicemail 1 069123456.

 Confirm selection. Your telephone automatically switches to handsfree and dials the voicemail number. You are then guided through voicemail operation.

## Requesting messages

### Deactivating call diversion to voicemail



Press the MESSAGE key.



- ▼ Select active call diversion to voicemail (marked by "on"), e.g. to: 4321 (on)



Confirm selection. Call diversion is now deactivated.

### Deleting a message\*



Press the MESSAGE key.



- ▼ Scroll to the desired message, e.g. Voicemail 1 069123456.



Press the "Delete" softkey. A prompt appears in the info line.



Press the "Delete" softkey again.



- In the detail view, messages without confirmation prompts are deleted immediately.

### Deleting all messages\*



Press the MESSAGE key.



- ▼ Scroll to the Delete all entries menu item.



Press the "Clear All" softkey. A prompt appears in the info line.



Press the "Clear All" softkey again.

## Viewing charges

### Viewing charges

All call charges incurred since the last reset are stored and totaled in your telephone system. You can view the charges for your last four calls and delete the displays.

You can also have the current charges displayed during a call in units or in your local currency.

Furthermore, your communication server can also record and account for the call charges for single projects or private calls separately.

### Viewing the charge display

 Press the MENU key.

 Scroll to the `Charges` menu item.

 Confirm selection.

### Deleting call charges

 Press the MENU key.

 Scroll to the `Charges` menu item.

 Confirm selection.

 Scroll to the `Delete single counter` menu item.

 Confirm selection. The charges for the individual call are cleared.

- 
- If you also want to clear the totals for all calls, you must have this function enabled by your system administrator.

## Viewing charges

### Switching the charge display to units

 Press the MENU key.

 Scroll to the Charges menu item.

 Confirm selection.

 Scroll to the Charge display Amount menu item.

 Press the "Modify" softkey. The display switches to Charge display Units.

 Press the "Save" softkey.

### Recording charges for private calls and projects\*

You want to dial a number with a project PIN or private PIN.

 Enter the external line code that is set up in your telephone system for dialing with a project or private code, e.g. "1". This external line code may have 1 to 5 digits.

    Enter the code that is set up in your telephone system for private calls or the relevant project, e.g. "3433". This code may have 1 to 12 digits.

 ...  Enter the desired phone number.



Lift the handset. The charges for this call are now recorded and accounted in the system with the appropriate project or private code.

- For security reasons, the code is not shown in the display or in the redial list or call log. The number with the code cannot be transferred to the phone book. If you would like to call back a phone number from the call list or the call log with a project code, you have to manually enter the external line code and project code in the call list or call log display.

## Set reminders (appointments)

### Set reminders (appointments)

You can set your telephone to remind you of important appointments. You can enter and be reminded of up to 10 appointments. You can select whether you wish to be reminded once or every day.

When the time of the appointment arrives, a signal tone sounds and the message you have entered for the appointment appears in the display.

You can delete entered appointments specifically.

#### Entering a new appointment

Press the MENU key.



▼ Scroll to the `Appointments` menu item.



Confirm selection.



▼ Scroll to the `Enter new appointment` menu item.



Confirm your selection and enter the desired appointment data and text.



▼ Scroll to the `One-time appointment` menu item.

Implement any required changes using the "Modify" key.

Press the "Save" softkey.

The message `Appointment enabled` appears in the idle display.



- In the "Number" field, you can also enter the number of a party you would like to speak to after the appointment message appears. The icon  appears in the list of appointments.
- The maximum text length is 26 characters.

## Set reminders (appointments)

### Viewing appointments

In idle state:



- ▼ Scroll to the `Appointment` enabled menu item.



Confirm selection.

The existing appointments are shown.

### Appointment message

At the relevant time, the signal tone sounds and the appointment message appears on the display.

Press the "OK" key to turn off the signal tone. The `Appointment expired` status message now appears in the idle display and the LED in the corresponding display key lights up.



- If you have entered a number when entering the appointment, it is shown in the display after acknowledgement of the appointment signal. You then only need to lift the handset or press the `SPEAKER` function key to call the subscriber with that number.
- The "Appointment expired" message appears in the idle display until you have scrolled through all the expired entries in the "Appointments" menu.

## Set reminders (appointments)

### Deactivating appointments

A Press the MENU key.

⌵  
▼ Scroll to the `Appointments` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the desired appointment.

OK Confirm selection.

⌵  
▼ Scroll to the `Appointments One-time appointment or Daily appointment` menu item.

( ◀ ( ) ▶ ) Set to `Appointments off`.

Press the "Save" softkey.

### Deleting appointments

In idle state:

⌵  
▼ Scroll to the `Appointment enabled` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the desired appointment, e.g. `22.03.01 15:00 Meeting (on)`.

Press the "Delete" softkey. A prompt appears in the info line.

Press the "Delete" softkey again.

## Locking the telephone

### Locking the telephone

You can protect your telephone against unauthorized use by locking it with a PIN (Personal Identification Number). You can enter this PIN yourself and also change it at any time. The following functions are still available in the locked state:

- Answering calls
- Dialing internal numbers
- Dialing *specified emergency numbers* ([↑134](#))
- Activating and deactivating call diversion

### Changing the PIN (Personal Identification Number)

 Press the MENU key.

 Scroll to the `Lock` menu item.

 Confirm selection.

 Scroll to the `Change PIN` menu item.

 Confirm selection.

 ...  Enter the current PIN (default setting: "0000"; see also below)

 Scroll to the `New PIN` menu item.

 ...  Enter the new PIN.

 Scroll to the `Reenter PIN` menu item.

 ...  Enter the new PIN again to verify.

 Press the "Save" softkey.

- If central locking is enabled in your communication server, the default setting may also be "00000" (if five-digit) or "000000" (if six-digit). If you have any questions please contact your system administrator.
- The lock PIN is identical to the PIN for logging on the IP telephone.

## Locking the telephone

- The PIN may have four to six digits.
- The first digit of the PIN may not be 0 or 1. The PIN must not be the same as your phone number.
- If you forget the PIN, contact your system administrator.

### Locking the telephone

 Press the MENU key.

 Scroll to the `Lock` menu item.

 Confirm selection.

 Scroll to the `Lock` menu item.

 Confirm your selection.

- 
- You can only lock the phone if you have changed the default PIN.

### Unlocking the telephone

In the idle display:

 Scroll to the `Telephone locked` status message.

 Confirm selection.

 ...  Enter the current PIN.

 Confirm input. If you enter the wrong PIN three times in succession, the telephone will be blocked for 15 minutes.

- 
- The PIN may have four to six digits.  
If you have any questions please contact your system administrator.

## Locking the telephone

### Automatic locking

The automatic lock can be activated or deactivated.

 Press the MENU key.

 Scroll to the `Lock` menu item.

 Confirm selection.

 Scroll to the `Automatic lock` menu item.

 Confirm selection.

 Scroll to the desired setting.

 Confirm selection.

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- This lock function is only activated after the phone has returned to idle (where applicable).
- Automatic locking is not applied if the phone has already been locked.
- If `Automatic lock` has been activated, the phone will be locked every day at the same time.

## Locking the telephone

### Lock at

 Press the MENU key.

 Scroll to the Lock menu item.

 Confirm selection.

 Scroll to the Lock at menu item.

The cursor will flash under the first number where you can enter the hour (ten's place). You can enter the following: 0, 1, 2. Afterwards, you can specify the one's place for the hour and then the minutes.

 Confirm selection.

- 
- The time can only be changed if the automatic lock function has been deactivated.

## Telephoning with partners\*

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Your system administrator can connect several telephones on your system to a partner group (9650/9650C: max. 16 partners; 9630, 9640: max. 10 partners). The display tells you what each partner is doing. You can set your telephone to sound a short tone whenever one of your partners receives a call (partner beep). You can also set up and, if required, delete several partner diversions just by pressing a few keys. To do this, the "Deputy key" function key must be set up.

## Setting up partner names

### Setting up partner names

Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Applications/Partner` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Partners` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Adapt my partners` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Set partner name` menu item.

Confirm selection.

⌵  
▼ Scroll to the partner phone number to which you want to assign a name.

Confirm selection.

You can now allocate the relevant name to the selected number. Two fields are available for this purpose. In the "Long name" field, you can enter up to seven letters. If no partner call diversion is set up, this text then appears in the display. However, if a call diversion to the partner or from the partner is set up, then the text that appears in the display is what you have entered in the "Short name" field (up to three letters).

Press the "Save" softkey.

## Setting up partner names



- If nothing has been entered in the "Short name" field, then the first three letters of the name entered in the "Long name" field appear when a call diversion is set up to the partner or from the partner.
- To reach the partner menu more quickly, you can assign a "Partner" function key or, with the receiver on-hook, press a partner key and then select the "Partner setup" menu item.

## Information about partners on the display

### Information about partners on the display

By default, all partners are assigned to function keys. You are informed about your partners' activities in the assigned display fields.

 4711	Partner "4711" is free.
 4711	Partner "4711" is being called.
 4711	Partner "4711" is being called by two different callers simultaneously.
 4711	Partner "4711" is busy.
 4711	Partner "4711" is busy and will be called additionally.
711  715	Partner "4711" has set up a partner diversion to partner "4715".

**Information about partners on function keys (9650/9650C)**

**Information about partners on function keys (9650/9650C)**

In the 9650/9650C, the partner statuses are additionally displayed for the assigned display fields by the LEDs of the function keys:

<b>Partner status</b>	<b>LED</b>
Available	Off
Call	Flashes quickly
Call/diversion destination	Flashes quickly
Second call	Flashes quickly
Busy	On
Busy/call	On
Free/call diversion to ... active	Flashes slowly
Free/diversion destination	Off
Partner diversion	Flashes slowly

- Signaling can be changed by the system administrator.

## Calling a partner

### Calling a partner



Lift the handset.



Press the function key for the desired partner.

## Answering a call for a partner

### Answering a call for a partner

A partner telephone rings and the corresponding display flashes:

Press the Partner key and wait until the call reaches you.



Lift the handset.

## Assigning partners to another key

### Assigning partners to another key

A Press the MENU key.

⌋  
 ▼ Scroll to the `Settings` menu item.

OK Confirm selection.

⌋  
 ▼ Scroll to the `Applications/Partner` menu item.

OK Confirm selection.

⌋  
 ▼ Scroll to the `Partners` menu item.

OK Confirm selection.

⌋  
 ▼ Scroll to the `Adapt my partners` menu item.

OK Confirm selection.

⌋  
 ▼ To scroll to the `Change partner position` menu option.

OK Confirm selection.

⌋  
 ▼ Select the partner you want to assign to another key, e.g. `Liszt`.

OK Confirm selection.

Press the partner or function key that you want to assign. The previous key assignment is displayed.

Press the "Save" softkey. The partner is now assigned to the new key.

## Hiding partner keys

### Hiding partner keys

A Press the MENU key.

⌋  
▼ Scroll to the *Settings* menu item.

OK Confirm selection.

⌋  
▼ Scroll to the *Applications/Partner* menu item.

OK Confirm selection.

⌋  
▼ Scroll to the *Partners* menu item.

OK Confirm selection.

⌋  
▼ Scroll to the *Adapt my partners* menu item.

OK Confirm selection.

⌋  
▼ Scroll to the *Hide/show partner keys* menu item.

OK Confirm selection.

⌋  
▼ Select the partner key that you no longer want to appear in your display, e.g. *Partner key Liszt*.

Press the "Modify" softkey. The display switches to *Partner key Liszt off*.

Press the "Save" softkey. The partner key is no longer displayed.

## Activating partner beep

### Activating partner beep

A Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Applications/Partner` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Partners` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Adapt my partners` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Set partner beep` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the partner for which you want to activate the partner beep, e. .g. for `Verdi`.

OK Confirm selection.

⌵  
▼ Scroll to the `Acoustics Off` menu item.

Press the "Modify" softkey several times, if necessary, until the desired signaling is displayed. For example, the display switches to `Acoustics Beep`.

Press the "Save" softkey. The signaling is saved.

## Activating partner beep

If you have set the beep or ringing tone and now wish to select and confirm the partner, new menu items appear. With this menu item you can activate a display indicator in addition to the beep. You can also configure a delay in seconds before the beep sounds as well as a filter of the "Partn. div. from my phone" destinations.



- ▼ Scroll to the `Display indic.` menu item.



Press the "Modify" softkey. The display switches to `Display indic. Units.`



- ▼ Scroll to the `Delay` menu item.



Press the "Modify" softkey several times, if necessary, until the desired delay is displayed e.g. `Delay 10 sec.`



- ▼ Scroll to the `Partn. div. from my phone Off` menu item.



Press the "Modify" softkey. The display switches to `Partner div. from me phone On.`



Press the "Save" softkey. The settings are saved.

You will only receive notification of those calls from the partner Verdi (beep or display) diverted to the partner Verdi due to your call diversion setting. The delay is 10 seconds. You can now answer the call if you wish.

If your partner is called, you now hear a short tone (beep).

- If you set "Ringing tone" instead of "Beep", the normal ringing tone sounds on your telephone when your partner is called.

## Assigning partners on the Button Module\*

### Assigning partners on the Button Module\*

You can transfer all your partners from your telephone's function keys to the display fields of a Button Module.

 Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `Applications/Partner` menu item.



Confirm selection.



▼ Scroll to the `Partners` menu item.



Confirm selection.



▼ Scroll to the `Adapt my partners` menu item.



Confirm selection.



▼ Scroll to the `Assign partner to DSS module` menu item. The partners are transferred to the display fields of the Button Module in their current order. The previous key assignments on the button are overwritten.



- Using the "Assign partner to telephone" menu item, you can transfer the partners back to the telephone. All old key assignments of the Button Module are re-established.
- The Button Module is not supplied as standard with your telephone.

## Partner diversion

### Partner diversion

#### Diverting calls to a partner

A Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Applications/Partner` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Partners` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Set/delete partner diversion` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Partn. div. from my phone` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the partner to whom you want to divert calls, e.g. to `Verdi Off`.

Press the "Modify" softkey. The display switches to `to Verdi On`.

Press the "Save" softkey. Partner diversion is now activated.

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- You can also activate diversion to a partner by scrolling to the `Partner div. from my phone` menu item and then pressing the key of the partner to whom your calls are to be diverted. Partner diversion is then activated immediately.
- Diverting a call can be greatly simplified if you create a macro to set up a partner call diversion. You will find a detailed description in the chapter [Setting up a macro \(partner diversion\) \(↑121\)](#).

## Partner diversion

### Diverting partner calls to your telephone

A Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Applications/Partner` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Partners` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Set/delete partner diversion` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the `Partner div. to my phone` menu item.

OK Confirm selection.

⌵  
▼ Scroll to the partner from whom you want to divert calls to yourself, e.g. from `Verdi Off`.

Press the "Modify" softkey. The display switches to `from Verdi On`.

Press the "Save" softkey. Partner diversion is now activated.

- 
- Partner diversion keys can also be set and deleted using the "Call Diversion Menu/Partner Diversion". Operation using the "Settings/Applications/Partners" menu is described here for illustrative purposes.
  - You can also activate diversion from a partner by scrolling to the `Partner div. to my phone` menu item and then pressing the key of the partner from whom your calls are to be diverted. Partner diversion is then activated immediately.
  - It is also possible for you to divert calls from several partners to yourself.

## Partner diversion

### Diverting calls from one partner to another

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *Applications/Partner* menu item.

 Confirm selection.

 Scroll to the *Partners* menu item.

 Confirm selection.

 Scroll to the *Set/delete partner diversion* menu item.

 Confirm selection.

 Scroll to the *Partner diversion from/to others* menu item.

 Confirm selection.

 Scroll to the partner from whom you wish to divert calls, e.g. *from Verdi*.

 Confirm selection.

 Now you have select the partner to whom you want to divert calls, e.g. *from Verdi to Liszt*.

 Confirm selection.

## Partner diversion



- ▼ Scroll to the `from Verdi to Liszt Off` menu item.



Press the "Modify" softkey. The display switches to `from Verdi to Liszt On`.



Press the "Save" softkey. Partner diversion is now activated.



- Instead of having to scroll through the selection list to find the desired partner, you can simply press the key assigned to that partner.

## Extended partner diversion

If they have the appropriate authorization, subscribers of a partner group can set up a call diversion to *any* number for every subscriber in the partner group. This means that call diversion can be activated to a partner's mobile or home number.



Press the MENU key.



- ▼ Scroll to the `Settings` menu item.



Confirm selection.



- ▼ Scroll to the `Applications/Partner` menu item.



Confirm selection.



- ▼ Scroll to the `Partners` menu item.



Confirm selection.



- ▼ Scroll to the `Set/delete partner diversion` menu item.



Confirm selection.



- ▼ Scroll to the `CFF partner diversion key 1..5`.



Confirm selection.

## Partner diversion

Press the "Entry" softkey.



▼ Scroll to the partner being diverted.



Confirm selection.



...



Now enter the number.



Confirm selection.

The function key is allocated.



- Authorization for extended partner diversion is locked by default.
- A maximum of five status displays for extended partner diversion can be shown in the display.
- Partner names are replaced by the number in extended partner diversion.
- You can program a *macro* ( $\uparrow 123$ ) to a function key in order to set a certain partner diversion faster. In the 9650/9650C the LED of the function key shows the current status.

## Partner diversion

### Setting the deputy key

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Applications/Partner` menu item.

 Confirm selection.

 Scroll to the `Partners` menu item.

 Confirm selection.

 Scroll to the `Set/delete partner diversion` menu item.

 Confirm selection.

 Scroll to the `Set deputy key` menu item.

 Confirm selection.

 Scroll to the partner being diverted.

 Confirm selection.

 Scroll to the `Deputy after` menu item.

 Confirm selection.

 Scroll to the partner to whom you want to divert calls, e.g. to `Liszt`.

 Confirm selection.

## Partner diversion



- ▼ Scroll to the `Select partner` menu item.



Confirm selection. Then select the partners for whom calls are to be diverted.



Press the "Modify" softkey. The display switches to `On`.



Press the "Save" softkey.



- ▼ Scroll to the `Divert selected partners` menu item.



Confirm selection.

The calls for the selected partners will now be diverted to the partner you entered.

This diversion destination can be your own phone number.

You can now set up a *Function key* ( $\hat{1}14$ ) with the name "Deputy key". This key activates the partner diversions in the idle menu according to the following pattern:

First press of the key: Set up selected partner diversion

Second press of the key: Delete selected partner diversion

## Extending a partner group\*

### Extending a partner group\*

Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Applications/Partner` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Partners` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Adapt partner group size` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Expand partner group` menu item.

...  Enter the phone number of the subscriber you want to add to your partner group.

Press the key to which you want to assign the partner's number.



- After inputting the partner's number, you can also press the OK key. The phone number of the partner will then be entered into the next free display field.
- The phone numbers of the subscribers in the partner groups must be set up by your system administrator.

## Reducing a partner group\*

### Reducing a partner group\*

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *Applications/Partner* menu item.

 Confirm selection.

 Scroll to the *Partners* menu item.

 Confirm selection.

 Scroll to the *Adapt partner group size* menu item.

 Confirm selection.

 Scroll to the *Reduce partner group* menu item.

 Confirm selection.

 Scroll to the partner who you want to delete, e.g. *Verdi*.

 Press the "Delete" softkey.

## Restricting partner signaling\*

### Restricting partner signaling\*

Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Applications/Partner` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Partners` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Adapt partner group size` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Restrict signaling Off` menu item.

Press the "Modify" softkey. The display switches to `On`.

Press the "Save" softkey.

The partners can no longer see in their display whether you are on a call, whether you are being called, whether there call diversion exists for you, etc.



- The "Restrict partner signaling" function must be enabled by your system administrator.
- You can enable partner signaling again by setting signaling to "On".

## Assigning a line as the executive line

### Assigning a line as the executive line

Within a partner group, you can create a connection for another partner telephone (executive) from your telephone. In this way, for example, a secretary can assign a line for her boss. To do this, an "Executive line" function key must be set up on the secretary's telephone.

Press the "EXLN" function key.

Press the key for the partner for whom you want to assign a line. The status message "Line busy" appears in the display of the partner telephone. The partner can continue to telephone as usual. You can now *set up a connection for this partner (↑109)*. Calls for the partner come to you.

## Setting up a connection for partners

### Setting up a connection for partners

You have *assigned a line* ( $\uparrow$  108) for a partner telephone (executive) and you want to set up a connection for this partner.

 ...  Enter the desired phone number.



Lift the handset.

If the other party answers:



Scroll to the `new call to ...` menu item.



Confirm selection.



Press the partner key.



Replace the handset. The partner is now connected to the other party. Your own telephone is now free again. The partner call diversion is lifted.



- If you have lifted the receiver and replace it immediately, the line is enabled, unless you have started "Automatic redial".

## Filtering

### Filtering

Filtering is the targeted establishment of a partner diversion for internal and/or external calls.

Filtering is an executive secretary function. When filtering is active, incoming calls to the executive line are first signaled to the reception's devices. The call can be accepted here and then put through to the executive.

**Filtering and filtering groups are set up in your** communication server. Subscribers cannot change the filtering group. This is why the Partner menu is limited for the filtering subscribers. Name and partner beep can be programmed. Which subscriber can activate filtering to which subscriber is also determined in the communication server. It is possible to activate filtering for one executive line to several reception desks for example. And one reception desk can activate filtering for several executive lines.

Subscribers can only program the filtering key in the function key menu when filtering has been initialized by the communication server. Filtering keys that have already been programmed are shown first.

Function keys:

- INT and EXT for internal calls and external calls to the executive phone.
- FILTER on reception's phone.

On the 9650/9650C the functions can be assigned to function keys. The respective status is then also shown with the LED.

The status is shown on the display for all subscribers of the filter groups. The status differentiates according to:

- ">" from this executive line,
- "<" to this reception desk.

- The filtering group is set up in the communication server.
- Limited Partner menu.
- Calls cannot be accepted within the filtering group.
- One reception desk can be assigned to a maximum of five executive lines.
- One executive line can be assigned to a maximum of 10 reception desks.
- Up to 10 filtering subscribers can be shown in the display.

## Filtering

### Secretary

Function key programming allows you to assign filtering to one key with FILTER.

Press the "FILTER" function key.

Filtering for all internal and external calls for the allocated executive line is activated.

Filtering status is shown in the display. If a function key has been defined on the 9650/9650C, the LED also indicates the status. The status display and LED remain active as long as filtering is active for at least one executive line. The display also shows from which executive line (">") calls are being diverted. Other reception desks also active for filtering are indicated with "<".

- 
- When filtering is active, a filtering call is signaled on all reception desk devices in the filtering group. When the handset is lifted or the handsfree set switched on, the connection is established to the device that accepted the call first.
  - One reception desk can be assigned a maximum of five executive lines in the filtering group.
  - A maximum of ten filtering group subscribers with status can be shown in the display.

### Executive line

Function key programming allows you to assign keys for filtering with INT and EXT. If a function key has been defined on the 9650/9650C, the LED also indicates the status.

Press the "INT" or "EXT" function key. Filtering to the allocated reception desks is activated/deactivated for the corresponding call type. Activation/deactivation requires no further action by reception.

These function keys can be used to change the current filtering settings. For example, if a reception desk activated filtering for all internal and external calls.

Filtering status is shown on the display.

- 
- One executive line can be assigned to a maximum of ten reception desks.
  - The display shows a maximum of ten filtering group subscribers with their respective status.
  - Signaling "<" to reception, ">" from executive line.

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## Do not disturb

### Do not disturb

You can switch off the ringing tone, the signal tone and the VIP ringing tone, e.g. if you are in a meeting. If you are then called, you will only hear the alert tone.

A Press the MENU key.



▼ Scroll to the *Settings* menu item.



Confirm selection.



▼ Scroll to the *Display/Acoustics* menu item.



Confirm selection.



▼ Scroll to the *Do not disturb* menu item.



Confirm selection.



▼ Scroll to the desired menu item, e.g. *Signal tone On*.

Press the "Modify" softkey. The display changes to *Signal tone Off*.

Confirm the change by pressing the "Save" softkey. The new setting is then saved.



- To re-activate any of these tones, scroll to the respective menu item and change the setting as described above.

## Assigning functions/numbers to keys

### Assigning functions/numbers to keys

*Functions (↑181)* and numbers that you use frequently can be assigned to softkeys (9630, 9640) or function keys (9650/9650C). You can then execute the functions or dial the phone numbers simply by pressing the key.



- All the procedures described in this user manual assume a standard assignment of the function keys.
- If you reassign function keys, please bear in mind that this may change the operating procedures.

### Assigning functions to keys

A Press the MENU key.



- ▼ Scroll to the *Settings* menu item.



Confirm selection.



- ▼ Scroll to the *Keys* menu item.



Confirm selection.



- ▼ Scroll to the *Set function keys* menu item.



Confirm selection.



- ▼ Scroll to the function you want to assign to the key, e.g. *Charges*.



Confirm selection.

Press the function key to which you want to assign the new function. You can now see the function or number previously assigned to the key.

Confirm new key assignment by pressing the "Save" softkey.

## Assigning functions/numbers to keys

### Creating a destination key

A Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `Keys` menu item.



Confirm selection.



▼ Scroll to the `Set destination keys` menu item.



Confirm selection.



Confirm `Set new destination` and then enter the name and phone number.



Press the "Assign" softkey. You will be prompted to press the key to which you wish to assign the destination



Press the function key that you wish to assign. The display indicates the function or call number to which the key was previously assigned.



Confirm new key assignment by pressing the "Save" softkey.

- In the idle state you can also press an unprogrammed key directly. You can then enter the number you want to store there immediately.

In general you work with a "Consultation call" (refer-back). If you press a destination key during a call, a new connection is immediately established through refer-back. You can, however, allocate destinations with explicit DTMF suffix dialling. You must change another detail when entering a destination, however.

After you enter the number:



▼ Scroll to the `Consultation call On` menu item.



Press the "Modify" softkey. The setting changes to `Off`.



Confirm the setting by pressing the "Save" softkey.

## Assigning functions/numbers to keys

### Destination key from phone book

A Press the MENU key.

⌵  
▼ Scroll to the *Settings* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Keys* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Set destination keys* menu item.

OK Confirm selection.

OK Confirm *Set new destination*.

⌵  
▼ Scroll to the *Copy entry from phone book* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the desired entry, e.g. *Ligeti 0069123456*.

OK Confirm selection.

Press the "Assign" softkey. You will be prompted to press the key to which you wish to assign the destination.

Press the function key that you wish to assign. The display indicates the function or call number to which the key was previously assigned.

Confirm new key assignment by pressing the "Save" softkey.

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- In the idle state you can also press an unassigned key directly. You can then enter the number you want to store there immediately.
- To reach the desired entry more quickly, you can also enter one or more of the first letters in the name.

## Assigning functions/numbers to keys

### Changing an existing destination

Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Keys` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Set destination keys` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Edit destination key` menu item.

Confirm selection.

Press the key that you want to edit. You can now change the name and the number.

Confirm the change by pressing the "Save" softkey.

- 
- You can also change the existing destination by pressing the associated function key and select the "Edit destination key" menu item.

## Assigning functions/numbers to keys

### Clearing key assignments

Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Keys` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Set function keys` or `Set destination keys` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Delete entry` or `Delete destination key` menu item.

Confirm selection.

Press the key whose assignment you want to clear. You can now see the function or destination previously assigned to the key.

⌵  
▼ Scroll to the `Delete function` or `Delete destination key` menu item.

Confirm using the OK key.

## Assigning functions/numbers to keys

### Display key assignment

You can use your telephone display to see which function, destination, partner or line a key on your telephone or Button Module is assigned to.

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *Keys* menu item.

 Confirm selection.

 Scroll to the *Display key assignment* menu item.

 Confirm selection.

 Press the desired display key, function key or key on the Button Module. You can now see which function or destination is currently assigned to this key.

- 
- You can exit the menu by pressing the "Back" key.

### Functions keys with LED (9650/9650C)

Your telephone has 8 function keys with LEDs. The LED shows you the current status of the key function. You can then, for example, see whether the function is switched on or off.

## Setting up macro functions

### Setting up macro functions

You can assign multi-step macro functions to your telephone's function keys (not available in the 96209620L). This means that you can, for example, activate and deactivate a fixed call diversion by pressing a single key. If you assign a partner diversion to a function key, you can activate a partner diversion or switch between two fixed diversion destinations by pressing a single key.

#### Setting up a macro (call diversion and pick-up)

A Press the MENU key.

⌵  
▼ Scroll to the *Settings* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Keys* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Set macro function* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the macro function you want to assign to the key, e.g. *Call diversion 1*.

OK Confirm selection.

1 ...  9 Enter the phone number to which you want to divert calls (call diversion) or from which you want to pick up calls on your telephone (pick-up).

Press the "Assign" softkey.

Press the key to which you want to assign the macro function. You can now see the function or number previously assigned to the key.

Confirm new key assignment by pressing the "Save" softkey.

## Setting up macro functions

### Partner diversion macro

Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Keys` menu item.

Confirm selection.

⌵  
▼ Scroll to the `Set macro function` menu item.

Confirm selection.

⌵  
▼ Scroll to the macro function you want to assign to the key, e.g. `Partner diversion 1`.

Confirm selection.

Press the "Assign" softkey.

⌵  
▼ Scroll to the partner from whom you wish to divert calls, e.g. `from Verdi`.

Confirm selection.

⌵  
▼ Now you have select the partner to whom you want to divert calls, e.g. `from Verdi to Liszt`.

Confirm selection.

⌵  
▼ Now you have to select whether you require another alternative call diversion destination (e.g. `from Verdi to Liszt or Frank`) or whether you only require one destination (in this example: `from Verdi to Liszt`).

Confirm selection.

### Setting up macro functions

- Press the key to which you want to assign the macro function. You can now see the function or number previously assigned to the key.
- Confirm new key assignment by pressing the "Save" softkey.

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- If you have set up the partner diversion with two destinations, then you can switch between these two destinations by pressing a single key.
- You can now only activate the partner diversion with two destinations using the menu. Call up the basic Partner menu and select the menu item "Partner diversion from/to others" in the "Set/delete partner diversion" menu. Then select the desired diversion from the list to deactivate the partner diversion.
- If you have only selected one destination, then the function key activates and deactivates the call diversion entered.

## Setting up macro functions

### Macro-enhanced partner diversion

A Press the MENU key.

⌵  
 ▼ Scroll to the *Settings* menu item.

OK Confirm selection.

⌵  
 ▼ Scroll to the *Keys* menu item.

OK Confirm selection.

⌵  
 ▼ Scroll to the *Set macro function* menu item.

OK Confirm selection.

⌵  
 ▼ Scroll to the macro function you want to assign to the key, e.g. *CFF Partner diversion 1*.

OK Confirm selection.

Press the "Assign" softkey.

⌵  
 ▼ Scroll to the partner from whom you wish to divert calls, e.g. *from Verdi*.

OK Confirm selection.

1 ...  9 Now enter the destination.

OK Confirm selection.

Press the key to which you want to assign the macro function. You can now see the function or number previously assigned to the key.

Confirm new key assignment by pressing the "Save" softkey.

## Setting up macro functions

### Coming/going macro

You can activate a call diversion and partner diversions at the push of a button.

Press the MENU key.

 Scroll to the `Settings` menu item.

Confirm selection.

 Scroll to the `Keys` menu item.

Confirm selection.

 Scroll to the `Set macro function` menu item.

Confirm selection.

 Scroll to the `Going` menu item.

Confirm selection.

You can now specify up to three from/to partner diversions and one call diversion. Use the digits and partner keys to make your entry.

Switches the selected diversion on/off.

Press the "Assign" softkey.

Press the key to which you want to assign the macro function. You can now see the function or number previously assigned to the key.

Confirm new key assignment by pressing the "Save" softkey.

## Anonymous call\*

### Anonymous call\*

You can determine whether your phone number is to be shown to the other parties. This function must be enabled in the communication server.

A Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `Dial settings` menu item.



Confirm selection.



▼ Scroll to the `Anonymous call Off` menu item.



Press the "Modify" softkey. The setting changes to Off.

`Anonymous call On`.



Press the "Save" softkey. The new setting has been saved.

`Anonymous call` appears in the status display.



- If you assign the function to a function key, you can enable and disable it with one push of a button.

## Deactivating second call

### Deactivating second call

If you want to answer an additional call (Second call) during a call, you can activate Second call.

Press the MENU key.



▼ Scroll to the Settings menu item.



Confirm selection.



▼ Scroll to the Display/Acoustics menu item.



Confirm selection.



▼ Scroll to the Second call Off menu item.



Press the "Modify" softkey. The setting switches to Second call On.



Press the "Save" softkey. The new setting has been saved. Second call appears in the status display.

- If you assign the function to a function key, you can enable and disable it with one push of a button.

## Deactivating direct dialing

### Deactivating direct dialing

By default, dialing will be started immediately a destination or numeric key is pressed. However, this feature can be disabled.

A Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `Dial settings` menu item.



Confirm selection.



▼ Scroll to the `Direct dial` menu item.



Press the "Select" softkey.



▼ Select the menu item that you wish to change, e.g. `Direct digit dial`.

( ◀ ( ) ▶ ) Change setting.



Press the "Save" softkey. The new setting has been saved.



- If you want to reactivate direct dialing for destinations, then scroll to the `Direct dest. dial (Off)` menu item and select `On`.

## Deactivating Automatic tone dialing (DTMF)

### Deactivating Automatic tone dialing (DTMF)

Your telephone is set at factory so that all post-dialed numeric keys are sent as tones during a connection. For example, you can listen to voicemail or control an answering machine remotely. These digits are neither displayed nor entered into the redial memory.

Press the MENU key.

 Scroll to the `Settings` menu item.

Confirm selection.

 Scroll to the `Dial settings` menu item.

Confirm selection.

 Scroll to the `Tone dial DTMF switchover (On)` menu item.

Press the "Modify" softkey. The setting changes to `DTMF switchover Off`.

Confirm the change by pressing the "Save" softkey. The new setting has been saved.

- If you want to re-activate tone dialing, then scroll to the `Tone dial DTMF switchover (Off)` menu item and select `On`.

## Changing the DTMF pulse duration

### Changing the DTMF pulse duration

You can change the DTMF pulse duration (DTMF = dual tone multi frequency dialing method). This can be of use when, for example, an answering machine does not react to signals from your telephone. With certain answering machines, a pulse duration of 1000 ms (slow) is required, with others 500 ms (average). Your telephone is preset to 100 ms (fast).

**A** Press the MENU key.



▼ Scroll to the *Settings* menu item.



Confirm selection.



▼ Scroll to the *Dial settings* menu item.



Confirm selection.



▼ Scroll to the *Tone DTMF duration quick* menu item.

Press the "Modify" softkey several times if required and select the desired setting, e.g. DTMF duration average.

Confirm the change by pressing the "Save" softkey. The new setting has been saved.

## Change DTMF duration

### Change DTMF duration

You can change the DTMF duration (DTMF = dual tone multi frequency dialing method). This can be of use when, for example, an answering machine does not react to signals from your telephone).

**A** Press the MENU key.



▼ Scroll to the *Settings* menu item.



Confirm selection.



▼ Scroll to the *Keys* menu item.



Confirm selection.



▼ Scroll to the *Key beep Off* menu item.

Press the "Modify" softkey. The setting switches to *Key beep On*.

Confirm the entry by pressing the "Save" softkey. The new setting has been saved.



- 
- If you wish to deactivate the key beep, scroll to the *Key beep On* menu item and change it as described above.

## Time zones

### Time zones

You can have the current date and time in 26 cities around the world displayed.

 Press the MENU key.

 Scroll to the `Time zones` menu item.

 Confirm selection. The display shows the current date and time in 26 cities.

- 
- The time that your telephone shows for a city can differ from the actual time in that city, as the change between summer and winter time is different in the various countries.

## Private User Mobility\*

The Private User Mobility feature allows you to log on to any telephone within your system. You can then be reached on this telephone with your phone number and the charging units incurred will be allocated to your phone number. This function is protected by a PIN. In order to be able to use the function, it must be enabled in the communication server and two function keys must have the functions "Log on" and "Log off" assigned to them.



- The PIN is identical to your locking PIN. If you want to use PUM, the PIN must be exactly 6 digits long.

### Logging on to the telephone

Press the "Log on user" function key or the "IN" display key (depending on whether you have assigned the function to a function or display key).



...



Enter your personal phone number.



▼ Scroll to the Code : menu item.



...



Enter your PIN. The digits of the PIN are shown as asterisks "\*" in the display.

Press the "Log on" softkey.

A status message appears in the display. You are now logged in to this telephone and you can use it exactly like your own line.

## Private User Mobility\*

### Logging out from the telephone

Press the "Log out user" function key or the "OUT" display key (depending on whether you assigned the function to a function key or a display key). You are now logged out of this telephone. Your personal settings (call log, call list, redial, call diversion, callbacks entered) are cleared.

- 
- You are logged off automatically if another subscriber logs on to this telephone with his personal number.
  - You can also log off by selecting the PUM user Chopin status message by

pressing  , followed by "Log off" softkey.

## Saving emergency numbers

### Saving emergency numbers

You can save two emergency numbers which can be dialed even when your telephone is locked.

A Press the MENU key.

⌵  
▼ Scroll to the *Settings* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Security* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Set emergency numbers* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the desired *Emergency number*.

OK Confirm the entry and then enter the name and phone number.

Press the "Assign" softkey.

Press the key to which you want to assign the emergency number. You can now see the function or number previously assigned to the key.

Confirm new key assignment by pressing the "Save" softkey.



- **Warning:** The emergency numbers must also be set up in your communication server, otherwise they cannot be selected when the phone is locked!
- If you press the function key to which the emergency number is assigned, your telephone automatically switches to handsfree and dials the saved emergency number.
- When using the central lock in your communication server, the emergency numbers defined there apply.

## Setting up own name

### Setting up own name

You can save your name to have it shown on the display.

Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `Display/Acoustics` menu item.



Confirm selection.



▼ Scroll to the `Set own name` menu item.



Press the "Select" softkey and enter or change your name.



Confirm the change by pressing the "Save" softkey. The new setting has been saved.

## Relocating with the telephone\*

If you move to a different location in the same telephone system, you can log on with your previous phone number and previous PIN in order to access your personal settings and phone book there.

**Before relocating:**

Before relocating, you need to *log out* ([↑157](#)). Your personal settings and your phone book will then be saved and no longer be available at that telephone.

**After relocating:**

To be able to access your personal settings and phone book again, you will need to *log on* ([↑26](#)) with your own number and PIN.

## Saving personal data

### Saving personal data

You can save your personal phone settings centrally in your communication server as a backup – when this feature has been enabled by your system administrator. In the communication server, your data is protected with a password. Your system administrator can save or copy your personal telephone data from a central location. This can be avoided by blocking central data saving.

#### Carrying out immediate central data saving\*

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *Security* menu item.

 Confirm selection.

 Scroll to the *Save data* menu item.

 Confirm selection.

 Scroll to the *Save data centrally* menu item.

 Confirm selection.

 Enter your PIN. The digits of the PIN are shown as asterisks "\*" in the display.

 Confirm data save by pressing the "Save" softkey. The message "Saving your settings" will appear for a time in the display. Your data has now been saved.

## Saving personal data

### Blocking central data saving

A Press the MENU key.

⌵  
▼ Scroll to the *Settings* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Security* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Save data* menu item.

OK Confirm selection.

⌵  
▼ Scroll to the *Access to save data centrally Blocked* menu item.

OK Confirm selection.

Press the "Modify" softkey. The display switches to *Access to save data centrally Free*.

Confirm the change by pressing the "Save" softkey. Your data cannot now be saved from a central location.

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- If you want to deactivate central data saving, then scroll to the *Access to save data centrally free* menu item and select *blocked*.

## Setting up VIP functions\*

### Setting up VIP functions\*

You can set up special functions between telephones of your system, provided you have made the appropriate preparations. To do this, certain pre-settings on both the sending and the receiving telephone have to be the same. The following pages describe typical cases for the application of VIP functions. The sending telephone is called the "executive telephone" and the receiving telephone the "secretary telephone".

#### Using the executive telephone as a two-way intercom system to the secretary

##### Setting up the executive telephone

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `VIP` menu item.

 Confirm selection.

 ...  Enter the current PIN.

 Confirm input.

 Scroll to the `Send VIP functions` menu item.

 Press the "Modify" softkey several times, if necessary, until the setting `Authorized` is displayed.

 Scroll to the `Set VIP partner` menu item.

 Press the "Select" softkey.

 Scroll to the `Entry from phone book` or `Entry from key assign.` or `Personal emergency call` or `Partner` menu item.

 Confirm selection.

## Setting up VIP functions\*

⌵  
▼ Scroll to the entry for the secretary telephone.

 Confirm selection.

⌵  
▼ Scroll to the `Send to user` menu item.

Press the "Modify" softkey several times, if necessary, until the setting `Announce&Ackn.` is displayed.

Confirm the setting by pressing the "Save" softkey.

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- If you select `on` instead of `Announce&Ackn.`, only the VIP ring tone will be heard on the secretary phone when the secretary phone is called by the executive phone.  
For this it will also be necessary to make several more *settings* ([↑ 140](#)) for the secretary phone.

### Setting up the secretary telephone

 Press the MENU key.

⌵  
▼ Scroll to the `Settings` menu item.

 Confirm selection.

⌵  
▼ Scroll to the `VIP` menu item.

 Confirm selection.

 ...  Enter the current PIN.

 Confirm input.

⌵  
▼ Scroll to the `Receive VIP functions` menu item.

Press the "Modify" softkey several times, if necessary, until the desired setting is displayed.

- "All callers" if you want VIP functions to be possible with all subscribers;
- "Authorized" if you want VIP functions to only be available to subscribers you specify or have already specified in the "Set VIP partner" menu.

**Setting up VIP functions\***

- ▼ Scroll to the **Set VIP partner** menu item.



Confirm selection.



- ▼ Scroll to the **Entry from phone book** or **Entry from key assign.** or **Personal emergency call** or **Partner** menu item.



Confirm selection.



- ▼ Scroll to the entry for the executive telephone.



Confirm selection.



- ▼ Scroll to the **Receive from user** menu item.



Press the "Modify" softkey. The setting changes to **On**.



Confirm the setting by pressing the "Save" softkey.

## Setting up VIP functions\*

### Announcements from the executive telephone

If the user has been granted authorization by the system administrator, he can program an "Announcement" function key. As a result, VIP announcements with reply can be made significantly faster.

Press the function key and then enter the dial digits using the digit or destination keys. If the called subscriber has activated "Receive VIP functions" the call results in "Announcement with reply". A call window opens for both the person called and the person being called.

### Setting up the executive telephone

 Press the MENU key.

  Scroll to the `Settings` menu item.

 Confirm selection.

  Scroll to the `VIP` menu item.

 Confirm selection.

 ...  Enter the current PIN.

 Confirm input.

  Scroll to the `Send VIP functions` menu item.

 Press the "Modify" softkey several times, if necessary, until the setting `Authorized` is displayed.

  Scroll to the `Set VIP partner` menu item.

 Confirm selection.

  Scroll to the `Entry from phone book` or `Entry from key assign.` or `Personal emergency call` or `Partner` menu item.

 Confirm selection.

## Setting up VIP functions\*



- ▼ Scroll to the entry for the secretary telephone.



Confirm selection.



- ▼ Scroll to the `Send to user` menu item.

Press the "Modify" softkey several times, if necessary, until the setting `with announc.` is displayed.

Confirm the setting by pressing the "Save" softkey.



- If you select `on` instead of `with announcm.`, only the VIP ring tone will be heard on the secretary phone when the secretary phone is called by the executive phone. For this it will also be necessary to make several more [settings \(↑ 144\)](#) for the secretary phone.

## Setting up VIP functions\*

### Setting up the secretary telephone

 Press the MENU key.

 Scroll to the **Settings** menu item.

 Confirm selection.

 Scroll to the **VIP** menu item.

 Confirm selection.

 ...  Enter the current PIN.

 Confirm input.

 Scroll to the **Receive VIP functions** menu item.

 Press the "Modify" softkey several times, if necessary, until the desired setting is displayed.

- "All callers" if you want VIP functions to be possible with all subscribers;
- "Authorized" if you want VIP functions to only be available to subscribers you specify or have already specified in the "Set VIP partner" menu.

 Scroll to the **Set VIP partner** menu item.

 Confirm selection.

 Scroll to the **Entry from phone book** or **Entry from key assign.** or **Personal emergency call** or **Partner** menu item.

 Confirm selection.

 Scroll to the entry for the executive telephone.

 Confirm selection.

 Scroll to the **Receive from user** menu item.

## Setting up VIP functions\*

- Press the "Modify" softkey several times, if necessary, until the setting On is displayed.
- Confirm the setting by pressing the "Save" softkey.

### Using the VIP functions

Using the announcement or two-way intercom system:

- Press the relevant destination key for the secretary telephone or select the phone book entry.
- Press the SPEAKER function key or pick up the handset. "Handsfree" is automatically activated on the secretary telephone. The two parties can now speak to one another. For "Announcement", the loudspeaker is activated on the secretary telephone. You can make an announcement.

## Activating Handsfree Answer Back\*

### Activating Handsfree Answer Back\*

You can set up your telephone so that calls are answered immediately. If you receive a call, you will hear only a short signal tone and your telephone's microphone and loudspeaker are activated immediately. This means that you can speak to the caller right away.

A Press the MENU key.

⌋  
▼ Scroll to the `Settings` menu item.

OK Confirm selection.

⌋  
▼ Scroll to the `Applications...` menu item. .

OK Confirm selection.

⌋  
▼ Scroll to the `Answer call` menu item.

OK Confirm selection.

⌋  
▼ Scroll to the `Handsfree Answer Back (off)` menu item.

Select whether the headset should answer a call automatically

⌋  
▼ Scroll to the `Headset Off` menu item

( ◀ ( ) ▶ ) Change setting.

Press the "Save" softkey.

The status display `Handsfree Answer Back on` appears in the display.

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- You can disable Handsfree Answer Back in the same manner.
- If `Handsfree Answer Back` is set to `On` the call is answered immediately in handsfree mode.
- If `Headset` is set to `On` the call is answered on the headset only.

## Audio, contrast and language settings

### Audio, contrast and language settings

You can modify various audio settings and the display contrast and brightness to suit your requirements.

You can change the display language at any time. The standard available languages are English, French and German. French, Italian, Dutch, Slovenian, Polish, Czech, Russian and Turkish can be downloaded.

#### Audio settings

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Display/Acoustics` menu item.

 Confirm selection.

 Scroll to the `Set acoustics` menu item.

 Confirm selection.

 Scroll to the desired menu item, e.g. `Ringing tone volume`.

 Increase or reduce volume. New ring settings are sounded immediately so you can check them.

 Confirm the change by pressing the "Save" softkey. The new setting is then saved.

- 
- You can also change any setting by pressing the numeric key of the desired setting, by pressing the arrow keys (  (  )  ) or with the    keys.
  - To reset all audio settings to the default, press the "Default" softkey.

## Audio, contrast and language settings

### Select ringer melody

You can assign various ringer melodies to various types of calls (internal calls, external calls, VIP, partner):

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Display/Acoustics` menu item.

 Confirm selection.

 Scroll to the `Set acoustics` menu item.

 Confirm selection.

 Scroll to the `Select ringer melody menu` item.

 Confirm selection.

 Scroll to the relevant call type, e.g. `Internal call Melody 1`.

 Confirm selection.

 Select the melody you want to use, e.g. `Melody 2`.

 Confirm selection. This melody will now be saved and also replayed immediately as a check.

- You can change the melody's playback speed under `Set melodies`.

## Audio, contrast and language settings

### Set receiver sound

The receiver sounds can be set in the handset\* :

A Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `Display / Acoustics` menu item..



Confirm selection.



▼ Scroll to the `Set acoustics` menu item.



Confirm selection.



▼ Scroll to the `Headset Audio` or `Handset Audio` menu item..



Confirm selection.

( ◀ ( ) ▶ ). Select the audio quality, e.g. `Balanced Best` or `Best Sound`, or `Best Voice`.

Confirm the setting by pressing the "Save" softkey. The new setting is then saved.



\* This setting is also available for the headset

## Audio, contrast and language settings

### Setting contrast and brightness

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Display/Acoustics` menu item.

 Confirm selection.

 Scroll to the `Set contrast*` or `Set brightness` menu item.

 Confirm selection.

  Increase or reduce contrast.

 Confirm the entry by pressing the "Save" softkey. The new setting has been saved.

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- You can also change any setting by pressing the numeric key (1–8) of the desired setting, by pressing the arrow keys (  (  ) ) or with the   keys.
- \* the 9640 and 9650C don't have a `Contrast` menu item;  
Exception: connected SBM24 module  
the `Brightness` menu has a `DSS-Modul 1` menu item.

## Audio, contrast and language settings

### Selecting the language for the display

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *Display/Acoustics* menu item.

 Confirm selection.

 Scroll to the *Switch language* menu item.

 Confirm selection.

  Select the desired language for display texts, for example, *English*.

 Confirm the setting by pressing the "Save" softkey.

Your telephone will reset itself. All display texts will now be in the selected language.

## Audio, contrast and language settings

### Displaying the function list in the idle display

You can set your phone to show the function list instead of the telephone status in the idle display.

A Press the MENU key.

 Scroll to the Settings menu item.

OK Confirm selection.

 Scroll to the Display/Acoustics menu item.

OK Confirm selection.

 Scroll to the Function list active Off menu item.

Press the "Modify" softkey. The setting switches to Function list active On.

Confirm the setting by pressing the "Save" softkey. The new setting has been saved.

**Audio, contrast and language settings****Activating function keys in idle status (only 9630, 9640)**

In the idle display, various softkey functions are normally assigned to softkeys. You can configure the phone so that your programmed first function key level is activated by default (displayed inversely).

A Press the MENU key.



▼ Scroll to the *Settings* menu item.



Confirm selection.



▼ Scroll to the *Display/Acoustics* menu item.



Confirm selection.



▼ Scroll to the *Function keys Off* menu item.



Press the "Modify" softkey. The setting changes to *Function keys On*.



Confirm the setting by pressing the "Save" softkey. The new setting has been saved.

## Activating CSTA Answer Call\*

### Activating CSTA Answer Call\*

If your telephone network and your PC network are linked together for CSTA (Computer Service Telephony Application) and the CSTA Answer Call function is activated, you can also answer calls on your PC. When the phone rings, click the icon for CSTA Answer Call on your PC monitor screen. The telephone is automatically set to "handsfree" mode and you can speak with the caller.

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *Applications* menu item.

 Confirm selection.

 Scroll to the *Answer call* menu item

 Confirm selection.

 Scroll to the *CSTA Answer Call...* menu item

 Enter PIN [ ].

 Confirm selection.

 Scroll to *On... / Off...*

 Change setting.

 Press the "Save" softkey.

- To deactivate, repeat these steps and select *Off* instead of *On*.

## Leaving a hunt group\*

### Leaving a hunt group\*

If you are a member of a hunt group you can leave the hunt group temporarily. Calls will then be diverted to the next hunt group subscriber.

Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `Applications` menu item.



Confirm selection.



▼ Scroll to the `Participate in a hunt group On` menu item.

Change setting.

Press the "Save" softkey. The new setting has been saved.

## Logging in to automatic call distribution\*

### Logging in to automatic call distribution\*

Your system administrator must provide your telephone with a personal number (max. 5 digits) and a personal password (6 digits) for call center functions. You have to log on using the phone number and password.

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Applications` menu item.

 Confirm selection.

 Scroll to the `CC user function` menu item.

 Confirm selection.

 ...  Enter your personal phone number, maximum 5 digits.

 Scroll to the `Password` menu item.

 ...  Enter your personal six-digit password.

Log in using the "Login..." softkey.

- To log off, confirm with "OK" when you see the status message `User: xxx` and then select `Log out`.

## Viewing/modifying user data

### Viewing/modifying user data

The number you have set up is displayed in the "User administration" menu. You can also log out of the telephone, change your PIN or delete it completely.

#### Log out user

 Press the MENU key.



▼ Scroll to the `Settings` menu item.



Confirm selection.



▼ Scroll to the `User administration` menu item.



Confirm selection.



Confirm the displayed number.



▼ Scroll to the `Log out user` menu item.



Confirm selection.



...



Enter the current PIN.



Confirm selection. Next the message "Log out complete" appears in the display.

- 
- If you have appropriate authorization, you can also log out without entering the PIN.
  - If you "communicate securely", logging out without a PIN is not configurable.
  - You can configure an "ON/OUT" *function key* ([↑114](#)) for logging out quickly. If a user is logged in, then the function key is labelled "OUT IP". The user can log out directly. If you have the proper authorization, you can log out without entering the PIN. If no user is logged in, then the function key displays "ON IP". Pressing the function key initiates *user login* ([↑26](#)).

Changing the PIN

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `User administration` menu item.

 Confirm selection.

 Confirm the displayed number.

 Scroll to the `Change PIN` menu item.

 Confirm selection.

 ...  Enter the current PIN.

 Scroll to the `New PIN` menu item.

 ...  Enter the new PIN.

 Scroll to the `Reenter PIN` menu item.

 ...  Enter the new PIN again to verify.

 Confirm the entry by pressing the "Save" softkey. The new setting is then saved.

- This PIN is identical to the lock PIN that you can use to lock your phone ([↑82](#)).

## Viewing/modifying user data

### Deleting your PIN

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `User administration` menu item.

 Confirm selection.

 Confirm the displayed number.

 Scroll to the `Delete PIN` menu item.

 Confirm selection.

 ...  Enter the current PIN.

 Confirm selection. Next the message "PIN deleted" appears in the display.

- 
- If you "communicate securely," you cannot delete the PIN.

## Viewing/changing IP settings

### Viewing/changing IP settings

In the "IP settings" menu you can view various IP-specific settings (IP = Internet Protocol).

You can also test whether individual network components can be reached ("Send ping") and load or save user data.

Your telephone has been released in order for your system administrator to be able to access your telephone and adjust certain settings via a Web browser on a PC. You can bar this access.

In addition, you can also make settings to allow CTI applications to log onto your telephone.

### Viewing your IP settings

 Press the MENU key.

  Scroll to the `Settings` menu item.

 Confirm selection.

  Scroll to the `IP settings` menu item.

 Confirm selection.

  Scroll to the `Gatekeeper list` or `Network settings` menu item.

 Confirm selection. You now see various IP settings such as the gatekeeper list or your telephone's IP address.

## Viewing/changing IP settings

### Send ping

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `IP settings` menu item.

 Confirm selection.

 Scroll to the `Send ping` menu item.

 Confirm selection.

 Scroll to the network component whose accessibility you want to test, e.g. `Def. GK`.

 Confirm selection. You will then receive an info message stating whether the selected network components have been reached.

- 
- Under `IP address` you can yourself input an IP address whose accessibility you want to test.

## Viewing/changing IP settings

### Barring the telephone from access via the browser

A Press the MENU key.

⌋  
▼ Scroll to the Settings menu item.

OK Confirm selection.

⌋  
▼ Scroll to the IP settings menu item.

OK Confirm selection.

⌋  
▼ Scroll to the Security menu item.

OK Confirm selection.

⌋  
▼ Scroll to the Web terminal access Off menu item.

Press the "Modify" softkey. The setting switches to Web terminal access On.

Press the "Save" softkey. The new setting has been saved.

## Viewing/changing IP settings

### Registering a CTI application\*

To be able to control your telephone using a CTI application (e.g. Avaya Com4Tel), the CTI application must first be registered:

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *Security* menu item.

 Confirm selection.

 Scroll to the *CTI application* menu item.

 Confirm selection.

 Scroll to the *Login mode* menu item.

 Confirm selection.

 ...  Enter the PIN.

 Press the "Save" softkey.

The login mode is now activated for 1 minute. You must start the CTI application (e.g. Avaya Com4Tel) on the PC during this time. After successful registration, login mode is immediately ended and the message "CTI application registered" is displayed.

- 
- If you wish to register a CTI application on a different PC on your telephone, you must first select "Delete registration" in the "CTI application" menu and enter the PIN. You can then register the CTI application on the other PC under "Login mode" (see procedure above).

## Viewing/changing IP settings

### Setting 802.1X registration data\*

Your telephones's 802.1X registration data are verified in order to authenticate it in the IP network. You can change the 802.1X ID and the associated password.

 Press the MENU key.

 Scroll to the *Settings* menu item.

 Confirm selection.

 Scroll to the *IP settings* menu item.

 Confirm selection.

 Scroll to the *Security* menu item.

 Confirm selection.

 Scroll to the *802.1X registration data* menu item.

 Confirm selection.

 Scroll to the *802.1X ID* menu item. Change the ID, if necessary.

 Scroll to the *Password* menu item.

 ...  Enter old PIN.

 Scroll to the *New password* menu item.

 ...  Enter the new PIN.

 Scroll to the *Reenter password* menu item.

 ...  Re-enter the new PIN.

## Viewing/changing IP settings

Press the "Save" softkey. The new setting is then saved.

---

- Your system administrator will give you the password.
- In order to save a change in the 802.1X you must always change the password at the same time. The new password may not be identical to the old password.

## Viewing/changing IP settings

### Saving user data\*

A Press the MENU key.

⌋  
▼ Scroll to the Settings menu item.

OK Confirm selection.

⌋  
▼ Scroll to the IP settings menu item.

OK Confirm selection.

⌋  
▼ Scroll to the User data menu item.

OK Confirm selection.

⌋  
▼ Scroll to the User data download menu item.

Press the "Save" softkey. Your personal settings and your phone book will now be saved.

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- By default this feature is not enabled. If you have any questions please contact your system administrator.

## Viewing/changing IP settings

### Load user data

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `IP settings` menu item.

 Confirm selection.

 Scroll to the `User data` menu item.

 Confirm selection.

 Scroll to the `User data upload` menu item.

 Confirm selection. If data have been saved they will now be loaded.



- By default this feature is not enabled. If you have any questions please contact your system administrator.

## Recognition of partial numbers

### Recognition of partial numbers

Up to 10 partial number and name allocations can be listed for displaying names for external calls with partial number recognition.

Partial number recognition is used for incoming calls and in all lists.

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Display/Acoustics` menu item.

 Confirm selection.

 Scroll to the `Recogn. partial nos` menu item.

 Confirm selection.

A list of partial numbers assigned to date opens.

You can create, edit and delete entries as usual.

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- The local telephone number uses the number-name translation first, then the partial number list.
- The first suitable partial number will be used for name translation.

Example:

1st partial number: 089 – Munich

2nd partial number: 0892245 – Bank

Incoming calls from 0892245889 results in a display of `Munich`

## Recognition of partial numbers

### Creating new partial number entries

A Press the MENU key.

⌋  
 ▼ Scroll to the *Settings* menu item.

OK Confirm selection.

⌋  
 ▼ Scroll to the *Display/Acoustics* menu item.

OK Confirm selection.

⌋  
 ▼ Scroll to the *Recogn. partial nos* menu item.

OK Confirm selection.

A list of partial numbers assigned to date opens.

⌋  
 ▼ Scroll to the *Create new entry* menu item.

OK Confirm selection. Enter the number **and** name.

Press the "Save" softkey.

## Recognition of partial numbers

### Editing partial number entries

Press the MENU key.

⌵  
▼ Scroll to the *Settings* menu item.

Confirm selection.

⌵  
▼ Scroll to the *Display/Acoustics* menu item.

Confirm selection.

⌵  
▼ Scroll to the *Recogn. partial nos* menu item.

Confirm selection.

⌵  
▼ Select a list entry.

Confirm selection.

You can change the number and name in the individual view.

Press the "Save" softkey.

## Recognition of partial numbers

### Deleting partial number entries

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Display/Acoustics` menu item.

 Confirm selection.

 Scroll to the `Recogn. partial nos` menu item.

 Confirm selection.

 Select a list entry.

 Press the "Delete" softkey.

## Customizing the call list\*

If users have been granted **appropriate authorization** by the system administrator, they can change call list entries to some extent. For example, remove internal calls from the call list. An entry is included in the call list only when the internal caller explicitly requests a callback.

 Press the MENU key.

 Scroll to the `Settings` menu item.

 Confirm selection.

 Scroll to the `Show call list` menu item.

 Confirm selection.

 Scroll to the desired entry, e.g. `Internal calls`.

 Confirm selection.

 Select the desired setting, for example: `No`.

 Confirm selection.

**Add-on equipment\*****Add-on equipment\***

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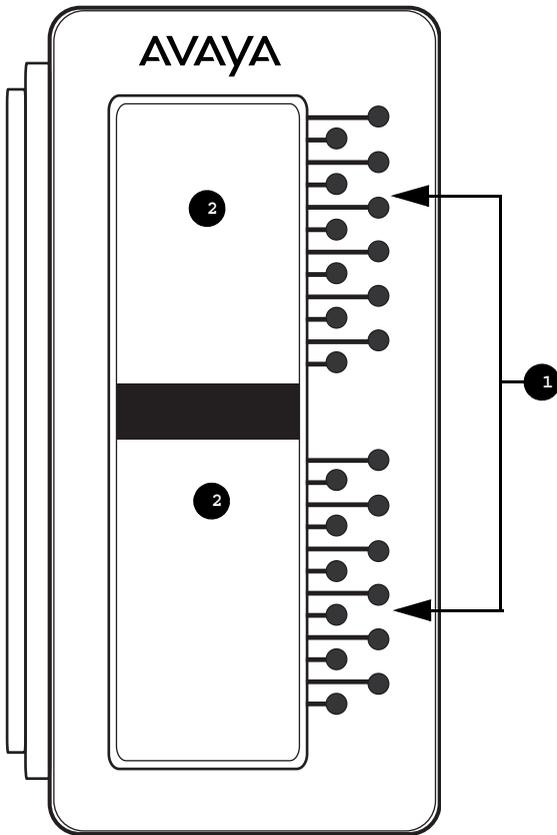
**Button module\***

**Button module\***

The Avaya IP Deskphone SBM24 Button Module has over 24 display keys that show the assigned functions. The display keys of the Button Module can be assigned to:

- Partners
- Abbreviated dialing destinations
- Functions

All keys and settings of the Button Module are treated by your phone just like the keys and settings set up on the phone.



- 1. Display keys
- 2. Display areas

## Button module\*

### Display keys with partner function

If you have assigned partners on your Button Module, calls to partners will be displayed and you can answer these calls.

### Display of partner statuses on the Button Module

	A partner is being called.
	You answered the call.
	Handset on-hook, silence.

### Answering a call

The Button Module displays a call for your partner.



Lift the handset.

Press the display key.



- When you press the flashing display key without lifting the handset you answer the call in handsfree mode.

### Display keys as destination keys

If your system administrator has enabled call numbers on your Button Modules, you can use the display keys as destination keys.



Lift the handset.

Press the display key.



- When you press the display key without lifting the handset you call the destination in handsfree mode.
- You can also configure the destination keys if this function has been enabled for you ([↑ 115](#)).

## Button module\*

### Display keys as function keys

The display keys of your Button Module can be assigned with functions, e.g. call diversion, pick-up or automatic callback. You can then use them as you use the function keys and softkeys of your telephone.

You can assign functions to the Button Module's display keys yourself ([↑114](#)).

### Setting display contrast and brightness

 Press the MENU key.

 Scroll to the Settings menu item.

 Confirm selection.

 Scroll to the Display/Acoustics menu item.

 Confirm selection.

 Scroll to the Brightness or Contrast menu item.

 Confirm selection.

 Scroll to the DSS Module menu item.

  Increase or decrease the brightness.

 Confirm the entry by pressing the "Save" softkey. The new setting has been saved.

## Headset

### Headset

You can use a headset if you want to use the telephone without using the handset. Ask your system administrator which Avaya headsets you can use and how to connect them to your phone.

#### Operating corded headsets

##### Calling someone

 Enter the desired number.

 Press the HEADSET function key (LED lights up).

When the called party answers you can talk with them through your headset.

##### Answering calls

If you receive a call.

 Press the HEADSET key.

You are now speaking to the other party via the headset.

##### Continuing a call through the headset with the handset picked up

During a call:

 Press the HEADSET function key (LED lights up).

 Replace the handset.

You are now speaking to the other party via the headset.

##### Continuing a headset call using the handset.

During a call with the headset:

 Lift the handset.

 Press the HEADSET key (LED off).

##### Ending a call

During a call with the headset:

 Press the HEADSET key (LED off).

## Headset

### Operating cordless headsets

Operating a cordless headset is different from operating a corded one:

- Instead of pressing HEADSET on the telephone, you have to press the Talk button on the headset itself.  
**Do not press the HEADSET key on the telephone.** Otherwise you will not be answer or end calls as usual.
- Second calls are not signaled in the headset.
- The ringing tone on the telephone may not be set to "Off". Otherwise calls will not be signaled in your headset.
- When "Automatic line seizure" has been set (IntelliStand): You immediately dial when you lift the headset from the cradle. Replace the headset in the cradle to automatically disconnect the call.

Additional information für SAVI™ OFFICE cordless headset:

This headset can be operated via the headset itself or on the phone. There is no restriction similar to the one described above.

## Setting the CTI application

### Setting the CTI application

The "TAPI" CTI application is set on your telephone as a default. Therefore, when you want to operate a TAPI application (e.g. Avaya Com4Tel), you do not need to change any other settings. However, if another CTI application has been connected, you must proceed as follows:

A Press the MENU key.



▼ Scroll to the *Settings* menu item.



Confirm selection.



▼ Scroll to the *CTI application (TAPI)* menu item.

Press the "Modify" softkey several times, if required, until the setting changes to *CTI application (Other CTI)*.

Press the "Save" softkey.

You now need to use the "CTI setup" menu item to carry out additional settings for this CTI application, e.g. protocol type or dialing method.



- Instructions on logging on a CTI application can be found in the section entitled *Registering a CTI application (↑ 163)*.

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## Function keys

### Function keys

Look it up if you do not know what a function name such as "code dialing" means. This alphabetical list contains the functions that can be assigned to the programmable function keys or the display keys.

ANONYMOUS	Anonymous calling You can determine that your phone number is not shown to the other party.
TRAP	Trap a call* Register the number of an undesired caller in the system.
	Deactivating the ring tone Set the ring tone to off. You will hear a single alert tone when being called. <i>Do not disturb</i> (↑113)
OFF	Cut-in* If you want to speak to someone while he is still on a call, you can cut into the call. This function must be enabled in the communication server.
OFF	Log out user* (PUM) This function key is used for logging out if you have logged onto another telephone in your system. In order to be able to use this function, it must be enabled in the communication server.
ON	Log in user* (PUM) If this function has been enabled in the communication server, you can log onto any telephone in your system with your extension number and a personal PIN.
Log in/out	Log in/out user The function key shows OFF IP for a logged in user and ON IP when no user is logged in. The IP user can log on and out directly. If you have authorization from the system administrator, you can log out without entering the PIN.
CC	CC user function* Activates the CC user function for logging onto or off automatic call distribution. The CC user function must be set up by your system administrator.
EXLN	Executive line* Within a partner group, you can use this function key to create a connection for another partner telephone from your telephone.
CODE	Code dialing This function can be used to dial numbers which are stored in the system – regardless of your authorization. If you enter the code dial number, the entire phone number is dialed automatically. You can dial other digits as a suffix in addition to the code dial number (e.g. a direct dial number).

## Function keys

	Paging Announcement to the allocated numbers.
	Extended partner diversion You can route calls for partners, also to an external destination.
EXT	External* External call filters.
FILTER	Filtering* Activating filters.
	Charges You can view a list of the telephone costs incurred. <i>Viewing charges (↑77)</i>
GKLIST	Gatekeeper list* You can select a different gatekeeper other than the default gatekeeper from the list.
HOLD	Hold* You can put a call on hold for the time being in order to be able, for example, to speak to another caller first.
	Pick-up You can use this to pick up calls from another telephone, whose number is shown in the display. Enter the relevant number and press the Pick-up key. If you have activated "Direct dial" you also have to press this key before pressing the first numeric key. <i>When another telephone receives a call (pick-up) (↑36)</i>
INT	Internal* Filtering internal calls.
CONF	Conference Speak to two callers simultaneously.
	Setting contrast Set the contrast according to the prevailing lighting conditions where you are. <i>Set contrast (↑150)</i>
	Partner* You can divert calls to other partners, deactivate diversions, have calls for a partner signaled on your telephone and change the partner display. <i>Telephoning with partners*(↑86)</i>
RECALL	Callback You can have calls returned automatically within your telephone system when a busy line is free again.
	Callback request Calls with callback request

## Function keys

Display	Local phone number display Deactivate displaying the other party's phone number on your display during a call. The phone number is not entered in the call log or in the redial list.
	Call diversion You can divert calls to other telephones within your system. <i>Diverting calls</i> (↑52)
HG	Hunt group on/off* You can leave and join the hunt group. This function must be enabled by your system administrator.
	Lock You can protect your telephone against unauthorized use. <i>Locking the telephone</i> (↑82)
LANG	Setting the language Set the language in which you want the display to appear.
	Timeframe You can enter an appointment with a short text. The text is shown in the display at the time entered. A signal tone also sounds. <i>Setting reminders (appointments)</i> (↑79)
	Tone dial on During a call, you can change the dialing method if, for example, you want to control an answering machine remotely. <i>Deactivating automatic tone dialing (DTMF)</i> (↑128)
	Transfer You can answer an additional call during a call. You then forward it to another subscriber in a consultation. You can also connect the two other parties with one another during a three-way conference. <i>Forwarding additional callers</i> (↑41)
	Deputy key You can use this key in the idle menu to set up (first key press) or delete (second key press) the selected partner diversions. <i>Setting the deputy key</i> (↑103)
	Time zones You can get a display of the current time in other parts of the world. <i>Universal time</i> (↑131)
INFO	Time/Partner Update time and partner display on the LED as well as the displays on the Button Module.
	Second call (on/off) If you deactivate second call, no additional calls are signaled while you are already on a call. <i>Deactivating second call</i> (↑126)

## Information in the idle display

### Information in the idle display

<b>Ringer tone off</b> You can deactivate the ringer tone during a call.
<b>Double call to 5595</b> If you are called, the call is also signaled on the line specified, e.g. on 5595.
<b>User data upload failure</b> It was not possible to load your user data. If you have any questions please contact your system administrator.
<b>User data download failure</b> It was not possible to save your user data. If you have any questions please contact your system administrator.
<b>Handsfree Answer Back on</b> Handsfree Answer Back is activated. Your telephone is set up in such a way that calls are answered immediately. If you receive a call, you will hear only a short signal tone and your telephone's microphone and loudspeaker are activated immediately. This means that you can speak to the caller right away.
<b>No network</b> Your telephone is not connected to the LAN. If you have any questions please contact your system administrator.
<b>IP address conflict</b> From the time it is commissioned, the IP phone checks repeatedly whether there is another device in the network with the same IP address and is therefore interfering with network access. If this is the case, the terminal is not functional; other devices also experience malfunctions. Your system administrator must resolve the error in the network.
<b>Seize line for PAxx</b> ("PAxx" is a placeholder for the name of the partner from your partner group.) You have seized an external line for a telephone in your partner group. You can now make a connection for this partner.
<b>Line busy</b> This status message appears in your display: An external line has been assigned for your line by a partner telephone. You can now dial or have the connection made from the partner telephone.
<b>Server message waiting</b> There is a voice or text message for you on the server.
<b>Restricted partner signaling</b> The partners can no longer see in their display whether you are on a call, whether you are being called, whether there is a call diversion for you, etc.
<b>PUM user: 5595 Schneider</b> You are logged in to another telephone and you can use it exactly like your own line. The number and name are given here are an example.

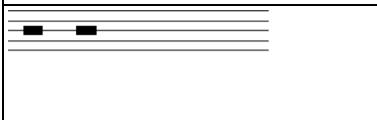
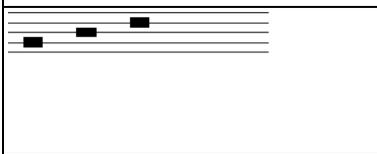
## Information in the idle display

<p><b>Callback enabled</b> You have initiated an automatic callback. Your telephone will ring as soon as the subscriber's line is free again.</p>
<p><b>Call div. on busy to xxxx</b> If you are on a call, all calls are diverted to another telephone.</p>
<p><b>Call div. on busy to xxxx for xxxx</b> If this line is busy, all calls are diverted to another line.</p>
<p><b>Delayed external call div to xxxx</b> External calls are diverted to another telephone after a set amount of time.</p>
<p><b>Delayed internal call div to xxxx</b> Internal calls are diverted to another telephone after a set amount of time.</p>
<p><b>Call div. to xxxx</b> All calls to your telephone are diverted to another telephone.</p>
<p><b>Call div. to xxxx for xxxx</b> All calls for line xxxx are diverted to another telephone.</p>
<p><b>Call diversions enabled</b> Call diversions have been set up for several of your own numbers.</p>
<p><b>Hunt group x off</b> You have removed your telephone from hunt group x.</p>
<p><b>Searching network/Gatekeeper cannot be reached...</b> The LAN has been successfully accessed but registration at a gatekeeper has still failed.</p>
<p><b>Telephone locked</b> Your telephone is locked. Select the "Telephone locked" menu item, confirm with "OK" and enter your PIN to unlock the telephone.</p>
<p><b>Telephone not logged on</b> No gatekeeper was found and the search was stopped. Restart the search by selecting this menu item and pressing "OK". If you have any questions please contact your system administrator.</p>
<p><b>Appointment expired</b> An appointment has expired. You can either change or delete it.</p>
<p><b>Appointment enabled</b> This appears if you have activated an appointment.</p>
<p><b>Second call on</b> Additional callers are allowed during a call. You can activate "Second call" in the "Display/Acoustics" menu.</p>

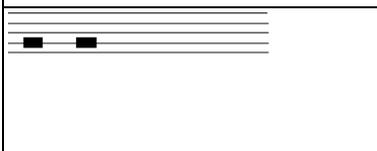
**Ringling and handset tones**

**Ringling and handset tones**

**Tones for internal and external calls**

	Normal ring tone for external calls You can <i>deactivate this tone</i> (↑113).
	Normal ring tone for internal calls: You can <i>deactivate this tone</i> (↑113).
	Alert tone Additional call during a conversation, partner beep.
	Executive call: VIP function; you can <i>deactivate this tone</i> (↑113).
	Call for "Handsfree Answer Back": Announcement (also with reply), Message on busy: special tone.

**Tones in the handset**

	Tone during a cut-in call.
	Signal tone: When switching on monitoring, handsfree and dialing with the handset on-hook. The other party can also hear this tone.
	Appointment signal: You can <i>deactivate this tone</i> (↑113).

## Ringling and handset tones

### Call melodies

- Melody 1
- Melody 2
- T3D3
- Tivoli
- Sabah
- Springtime
- Waterfall
- Rondeau
- Jumping
- Infantryman

## Menu overview

### Menu overview

The following contains an overview of the menu structure of the Avaya 9600 IP telephone.

The first three menu levels are shown. The menu structure shown here may differ from the actual menu structure on your telephone. Deviations from the menu overview shown here may arise due to the features used, the accessories in use and the assignment of the function keys.

Remarks and notes are shown in *italic* font.

### Call diversion

Menu line in basic menu		... <b>One menu level lower</b>	... <b>One menu level lower</b>
Call diversion	>	to	
		to	
		On busy	
		Ext. after time	
		Int. after time	
		Double call	
		Automatic 1	
		Automatic 2	
		Set automatic	> to
			Start time 1
			Stop time 1
			Weekday 1
			to
			Start time 2
			Stop time 2
			Weekday 2
		Call diversion key 1	> Number:
		Call diversion key 2	> Number:
		Partner diversion	

## Menu overview

### Appointments

Menu line in basic menu		... <b>One menu level lower</b>	... <b>One menu level lower</b>
Timeframe	>	Appointment data (only if appointment entered)	
		Enter new appointment	> Time 00:00
			Date XX.XX.XX
			Text
			Call number
			Timeframe

### Charges

Menu line in basic menu		... <b>One menu level lower</b>	... <b>One menu level lower</b>
Charges	>	Charge display for last call	
		... for next-to-last call	
		... for third-last call	
		... for fourth-last call	
		Total call charges	
		Charges	> On
			Off
		Charge displ.	> Amount
			Units
		Delete single counter	

## Menu overview

### Lock

Menu line in basic menu		... <b>One menu level lower</b>	... <b>One menu level lower</b>
Lock	>	Lock telephone	
		Change PIN	> Old PIN
			New PIN
			Re-enter PIN
			Save PIN
		Automatic locking	> On
			Off
		Lock at 00:00	

### Time zones

Menu line in basic menu		... <b>One menu level lower</b>	... <b>One menu level lower</b>
Time zones	>	Current time zones	

### Settings

Menu line in basic menu		... <b>One menu level lower</b>	... <b>One menu level lower</b>	... <b>One menu level lower</b>
Settings	>	Display/Acoustics	>	Second call
				Do not disturb
				Set acoustics
			>	Handset
				Loudspeaker
				Ringtone
				Alerting tone
				Signal tone
				Headset
				Select ringer melody...
				Headset Audio
				Handset Audio

## Menu overview

			Set contrast (not 9640, 9650/ 9650C)	
			Set brightness (only 9620/9620L, 9630, 9640)	
			Switch language	
			Own name	
			Request time/ partner...	
			Partial numbers	
			Function list enabled	
			Function keys enabled	
	Keys	>	Set destination keys	
			Set function keys	
			Set macro function	
			Display key assignment	
			Key beep	
	Dial settings	>	Anonymous calling	
			DTMF duration	
			DTMF switchover	
			Direct dial	Direct destination dial Direct digit dial Refer back with dest. Headset
	Applications/ partner	>	Part of hunt group	
			Partner	
			CC user function	
			CSTA Answer Call	
			Answer call	> CSTA Answer Call
				Handsfree Answer Call
				Headset
	Security	>	Save data	>

## Menu overview

			Set emergency numbers	
			Relocate telephone	
	CTI application	>	TAPI	>
			Other CTI	
			Off	
	CTI setting <i>(only appears if "Other CTI" has been set)</i>	>	Protocol	>
			Dialing procedure	
	Info/Service	>	Info	>
			Ringer	
			Display	
			Keyboard	
	User administration	>	No. xxxx	>
			Log out user	
			Change PIN	
			Delete PIN	
	IP settings	>	Gatekeeper list	>
			Network settings	
			Send ping	
			Security	
			User data	
	VIP (PIN entry)	>	Receive VIP functions	>
			Send VIP functions	
			Set VIP partner	
	Display call list <i>(if authorized)</i>	>	Internal calls	>
			External calls	
			Answering position	
	Remote Headset	>	Off	>
			On	

## Troubleshooting

### Troubleshooting

#### **Incorrect date and time are displayed**

Select the `Request time/partner` menu item. The time and date are updated by the system.

#### **Unknown message on the display**

Check what the display means in the *Information in the idle display (↑184)* chapter.

#### **The number of a caller is not displayed**

Call is transmitted without caller's number, e.g. an analogue call, or the caller has switched off the caller ID function.

#### **Partner display has disappeared**

The partner display was deactivated in the `Partner` menu. You can reactivate them in the same menu.

or

Select the `Request time/partner` menu item. The partner display is updated by the communication server.

Note: The display is automatically updated when a partner or one of your colleagues uses their telephone.

#### **Short tones during a call**

A second call is being signaled. Consult the *Making several connections simultaneously (↑39)* section to find out about possible operating steps.

or

You have activated monitoring or handsfree.  
You and the other party hear a short alert tone.

or

Cut-in tone  
You are participating in a cut-in call.

or

Appointment signal  
An appointment is signaled.

#### **A function does not work**

It is possible that the function has not yet been activated by your system administrator.

#### **Telephone cuts off prematurely when programming**

No key has been pressed for approx. 60 seconds. This will terminate every programming procedure. You also terminate programming if you answer a call during the procedure.

## Troubleshooting

### **A number cannot be set up**

Ask your system administrator whether this feature has been activated for your telephone.

### **A phone number dialed by code dialing cannot be extended**

Possibly the "Extension" feature for the code dial destination was not enabled in the communication server. For more information, contact your system administrator.

### **A call is shown in the display but your telephone does not ring**

Check whether the ringing tone is deactivated (in the `Do not disturb` menu).

### **Prolonged IP address conflict**

From the time it is commissioned, the IP phone checks repeatedly whether there is another device in the network with the same IP address and is therefore interfering with network access. If this is the case, the terminal is not functional; other devices also experience malfunctions. This message will continue to be displayed as long as the conflict exists.

Your system administrator must resolve the error in the network.

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