

AVAYA

IP Telephony

Contact Centers

Mobility

Services

T3 Comfort connected to IP Office / Integral 5



Benutzerhandbuch

User's guide

Manual de usuario

Manuel utilisateur

Manuale d'uso

Gebruikersdocumentatie

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Important notes

Which systems can you connect your telephone to?

This telephone is only intended for connection to telecommunications systems from Avaya-Tenovis. It must not be connected directly to a PSTN.

Declaration of conformity

We, Avaya-Tenovis GmbH & Co. KG, declare that the T3 Comfort telephone complies with the basic requirements and other relevant rules in accordance with EU directive 1999/5/EU (radio and telecommunication terminal equipment, R&TTE).

This telephone is intended for connection to digital interfaces of Avaya-Tenovis telecommunications systems and meets the fundamental requirements formulated in EC directive 1999/5/EC (Radio and Telecommunication Terminal Equipment, R&TTE).

The design of this telephone makes it unsuitable for direct operation on interfaces of public telephone networks.

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 from the following Internet address: <http://www.tenovis.com/deutsch/verzeichnis/conformance.htm> or look for 'Conformity' in the index.



Declaration of Conformity (Links)

When using links and DSS modules:

This link / DSS module is intended for connection to T3 telephones and meets the fundamental requirements of EC directive 1999/5/EC (Radio and Telecommunication Terminal Equipment, R&TTE).

The design of this Link/DSS module makes it suitable for use with T3 telephones only.

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 the softened bases can leave undesirable marks on the furniture. Avaya-Tenovis cannot assume liability for damages of this kind.

Important notes

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.

What you should definitely read

You should definitely read the following sections. These sections explain all the parts of your telephone. You will find out how to use your telephone.

Overview of your telephone (→ p. 6)

Basic rules of operation (→ p. 8)



- You will often find this information line at the end of a section or chapter. It contains additional information that will help you to make better use of the functions.

Additional functions

Functions marked by an * are not activated as standard for your telephone.

If you wish to use one of these functions, please contact your system administrator.

... telephoning made easy

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

- TheVolume (→ p. 41) for ringing, for the receiver and the settings for Handsfree (→ p. 42) to your surroundings.
- Adapting the contrast of the display (→ p. 41) to the lighting conditions where you are.
- Selecting which Language (→ p. 43) should be used for all displays. The languages available are English, German, French, Spanish, Dutch and Italian.
- Saving frequently used numbers in the directory (→ p. 37). You can modify the individual directory entries yourself.

User manual in other languages

Would you prefer to read these operating instructions in a different language? Via our homepage <http://www.avaya.tenovis.com> you can access our document database. Look there to find out whether the language version you want is available for download.

Important notes

Always dispose of old equipment correctly - keep our environment tidy

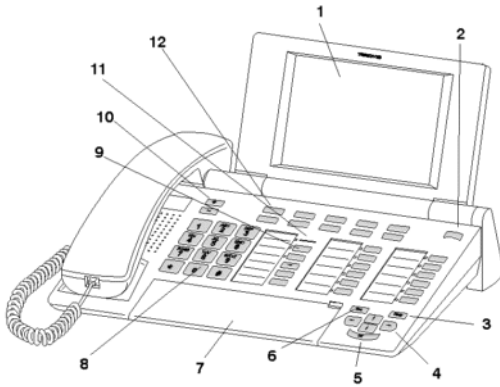


Old electrical and electronic equipment marked with this symbol can contain substances hazardous to human beings and the environment. Never dispose of these items together with unsorted municipal waste (household waste). In order to protect the environment, public collection points have been set up to 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-Tenovis' used equipment return system. This system ensures the correct recycling of old equipment as well as the re-utilisation of individual components.





Familiarise yourself with your telephone



Your T3 Comfort at a glance





1	Display
2	Switch level key for display keys
3	Clear key
4	Arrow keys for navigating in the display
5	OK key
6	Escape key
7	Cover with alpha keypad underneath
8	Digit keys with letters
9	Function keys, some with light display
10	Volume/contrast keys
11	Call display
12	Display keys for destinations, functions and partners



The keys at a glance

  ...   Digit keys with letters: For dialling call numbers and entering codes. The alphabetic labelling allows you to dial with letters (vanity numbers).



  Star and hash: For special functions


 Escape: Ends the current connection during a call and also cancels entries (the next higher menu level then appears on the display).


 Clear: Deletes the character above the marker. If the marker comes after the last character, the last character is deleted.

  Arrow up / down: Moves the cursor up or down in the display.

  + / -: Increases or decreases the volume or contrast.

  Arrow left / right: Moves the cursor to the left or right in the display.

 Enter: Opens a selected menu item or confirms an input.

 Switch level: Activates the next level for the display keys.

 Function keys:

- 10 display keys below the display.
- 12 user-definable function keys next to the numeric block, 6 of these with LEDs.
- 5 fixed function keys: Menu (the key is well accentuated on the top), handsfree/monitoring, mute (switch off microphone), redial and hold.

 Built-in alphabetic keypad: for convenient text entry.



- The default assignment for the function keys is printed on the enclosed label strips.



Familiarise yourself with your telephone


Basic rules of operation

You can select and use most of the functions using the menu. To make operation easier, you can assign frequently used functions to the function keys. Some keys have already been assigned functions in their factory settings.

Selecting functions in the menu

 Press the "Menu" function key.

 or  scroll to the desired menu item.


 Confirm your selection. The selected function is displayed. A submenu also appears in many cases. You can scroll in the submenu just as you can in the menu.



- You can find all the functions in the menu overview (→ p. 62).

Cancelling or exiting an operation

If you have made an input or parameter error:

 Press (several times if necessary) to cancel the procedure. You then move up one menu level or go to the idle display.



- Settings which you have changed using the OK key cannot be reset with the Escape key.

The display helps you

The displays guide you through operation step by step. The display provides you with a great deal of information, such as the status of your current connection.

The phone number of all external ISDN callers appears in the display, assuming they have not disabled call number ID display. This allows you to see who is calling. If name and call number of the caller have been stored in your telecommunications system, you will see the caller's name.

Basic rules of operation

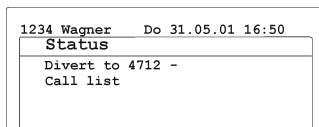
The 10 display keys can be assigned different functions. You can read the current function of each key in the display.

What does the idle display show?

The idle display shows:

- Your name and call number
- Day, date and time
- Assignment of display keys
- The display key level
- Status message if required

Status messages



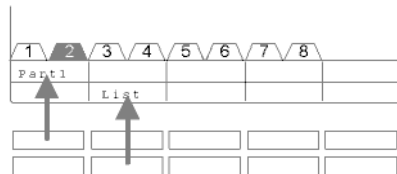
If required, your telephone displays additional text in the idle display. This happens when there is important information for you (e.g. new entry in the call list) or you have activated special functions (e.g. "Divert to").

You can call the associated menu item directly from a status message, e.g. to change the setting.

↓ Scroll to the desired status message.

OK Confirm your selection.

Display keys



Your telephone has 10 special function keys, the display keys. The current allocation of each key is shown in the display.

Examples You can call Partner 1 (= Part 1) using the top left key. If you press the second key in the bottom row, the call list appears.

Familiarise yourself with your telephone

Basic rules of operation


Display keys in several levels




1	2	3	4	5	6	7	8		
Wagner	Weber	Chopin	Smetan						
Liszt	Stockh	Bach	Ligeti						

The display keys of the first level can be assigned partners or any desired functions. Normally, you will see the first level displayed.

You can assign destinations to display keys in other levels. You can change between the levels using the "Switch level" key. The T3 Comfort has a maximum of 8 different levels. The level tabs show you which level is in use. Level 2 is active in the illustration.

Press . The next level of the display keys will be shown. The current functions are shown in the display.

Press . Return to the first level.

Basic rules of operation

Entering text

Your telephone has its own keypad with letter keys (→ *p. 6*). The keys are arranged in a similar manner to a computer keyboard.

The default layout corresponds to the letters printed in white on the keys.

- For **upper case** letters, the shift key (up arrow) must be held down.
- **Special characters** are shown in blue. For special characters, the ALT key must be held down.
- **Country-specific special characteristics** can be created as follows: First select the special diacritic character shown in blue (e.g. an accent). Then enter the normal letter for that key.

Example:

You want to enter the character Á.

- Press and hold the ALT key.
Press ´ (above the D) on the middle row of keys.
Release both buttons.
- Press and hold the Shift key.
Press the A key.
Release both buttons.

The character Á will be shown in the display.



- If you have a telephone with an unprinted alphanumeric keypad (→ *p. 44*) you must place a keypad template over the alphanumeric keypad. The appropriate letters and symbols are printed on the template.

Answering calls

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

If another subscriber within your system receives a call, you can pick up the call at your phone.

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

You can set your telephone to activate handsfree mode automatically when it receives an internal call. You will not need to lift the receiver, but can immediately start speaking to the caller (automatic handsfree when called (→ p. 50)).

It is also possible to reset calls, rather than answer them immediately. This allows you to complete any operating procedures you have already started (e.g. editing a directory entry).

You can also divert a caller without answering the call.

If you receive a call (→ p. 13)

Answering a call for a partner (→ p. 13)

If another telephone rings (pick-up) (→ p. 13)

If a group is being called (group pick-up) (→ p. 13)

Call during a conversation (call waiting) (→ p. 14)

Call during a programming procedure (→ p. 14)

Forward (→ p. 14)

Answering calls

If you receive a call

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



Lift the handset.



- Telephoning without the receiver: Press the "Handsfree/Monitoring" function key.
- When you receive a diverted call, you will be shown the number or the name that the caller has dialled.
- If you do not want the caller to hear what is being said at your end, press the "Mute" key. The opposite party will be able to hear you again after pressing this key again.

Answering a call for a partner

If you have assigned a partner to a function key or display key:

A partner is being called.

Press the display key or function key for the partner being called.



Lift the handset.

If another telephone rings (pick-up)

Another telephone rings.

Press the "Pick-up" function key.



Enter the number of the ringing telephone.



Lift the handset. You can now talk with the caller.

If a group is being called (pick-up)

A group is being called. A group member's telephone rings.

Press the "Pick-up" function key. It displays all the groups of which you are a member.

Scroll to a group of which the ringing telephone is a member.



Lift the handset. You can now talk with the caller.




- Instead of selecting the group, you can also enter the group call number directly.

Answering calls

Call during a conversation (call waiting)

You are on the phone. Someone else calls you. You hear a single ringing tone. The caller is shown as the top item on the menu.

 Answering a call. The first caller is waiting and cannot hear your conversation.




- In order for a second caller to be displayed, call waiting has to be activated.

Call during a programming procedure

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

You are programming your phone. A call arrives.


 Scroll to the `Place call on hold` menu item.


 Confirm your selection. You can continue with your programming. After completion, the held call will be shown.

Forward

You receive a call and wish to divert the call to a different phone number:

 Scroll to the `Follow me to` menu item.

 Confirm your selection.

  ... Enter the external call number to which calls are to be diverted.

 The call is diverted.

Call someone

You can use the telephone as usual within and outside your telephone system: Dial the internal extension number or external call number directly.

You can use the display keys to redial the 10 most recently called numbers and to dial frequently required numbers.

If an internal number is busy, you can be automatically called back when the line is free again.

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

If you do not want the person you are calling to see who is calling, you can call anonymously.

You can also page subscribers in your telephone system via the loudspeakers fitted in the telephones. You can talk to individual subscribers or groups.

Making a call within and outside your telephone system (→ p. 16)

Making a call with one key stroke (→ p. 16)

Redialling (→ p. 16)

Auto callback* (→ p. 16)

Joining another call (cut-in)* (→ p. 17)

Anonymous calling (→ p. 17)




Paging (→ p. 17)




- Many telephone systems require a special dial code to be predialled for external calls, the so-called external line code. You can obtain more information from your system administrator.

Call someone

Making a call within and outside your telephone system


 ...   Enter the desired number.


 Lift the handset.



- You can, of course, pick up the handset first and then dial the number. However, in this case you cannot correct an input error.
- If you have deactivated Direct dial (→ p. 51), you can correct input errors before dialling.
- If necessary, you have to predial an external line code for external calls. For more information, contact your system administrator.

Making a call with one key stroke

 Press the display key or function key for the desired subscriber.

 Lift the handset.




- You can assign numbers to keys yourself.

Redialling

You can redial one of the last 10 numbers called.


 Press the "Redial" function key.


 Scroll to the desired number, e.g. 06975051234.


 Lift the handset.


If the person you have called cannot be reached (auto callback)*

The internal number you have dialled is busy or nobody answers.

 Scroll to the **Callback** menu item.

 Confirm your selection.


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


 Lift the handset when your telephone rings. The other line is called automatically by the telephone system.

Call someone

Joining another call (cut-in)*

You call an internal extension. The user already has a call. You want to cut in on the call:




 Scroll to the `Cut-in` menu item.

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




- Cut-in is only possible within your system. It must be enabled for your telephone and the target telephone. If you require this option, contact your system administrator.
- Ending the cut-in: Replace the handset or press the Escape key.

Anonymous calling

 ...   Enter the desired number.

 Scroll to the `Anonymous call` menu item.

 Confirm "anonymous calling".



Lift the handset. Your call partner cannot see your number.







- "Anonymous calling" must be supported by your network operator.

Paging

 Press the "Menu" function key.

 Scroll to the `Paging` menu item.

 Confirm your selection.

 ...   Enter the call number or group number which you want to page.



Lift the handset. You can now carry out paging. The individual subscriber or all the group members can now hear you.



- Instead of entering a group number, you can also select a displayed group and confirm it via the OK key.
- You will only hear the paging announcement in your handset after picking it up.

Making several connections

You can also accept another call while you are already on the phone (Call waiting (→ p. 52)). You can speak to several parties alternately and switch back and forth between them as you wish.

You can speak with several callers simultaneously (conference).

Consultation during a call (hold) (→ p. 19)

Switching between two external callers (brokering) (→ p. 19)

Forwarding callers (→ p. 19)

Forwarding additional callers (→ p. 20)

Conference - 3 participants (→ p. 20)

Conference - several participants (→ p. 21)



Connecting conference partners with each other (→ p. 21)


Making several connections


Consultation during a call (hold)


During a call:

 Press the "Hold" function key. The caller waits and cannot hear what you say.

 ...  Enter the number you wish to hold. Carry out hold conversation.

 If necessary, disconnect the hold extension.

 Scroll to the `Return to . . .` menu item.

 Confirm your selection.

You will now be able to talk to the first party again. The other party is on hold.



- You can also call the hold extension with a function key if it is set up as a partner key or is assigned to that extension number (Destination key).

Switching between two external callers (brokering)

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



 Scroll to the `Back to 06975058` menu item.

 Confirm your selection. The other caller is now waiting.

Forwarding callers

Your caller wishes to be connected to another extension:

 Press the "Hold" function key. The caller waits and cannot hear what you say.

 ...  Enter the number to which you want to forward the call.

 Replace the handset. The hold extension will be connected to the first caller.





- You do not need to wait until the hold extension picks up the call.

Making several connections

Forwarding additional callers





Someone calls you while you are on another call, e.g. from 06975058:


 Scroll to the `Call 06975058` menu item.


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

Now you want to forward the additional caller, e.g. to call number 1234:

 Press the "Hold" function key.

    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 waiting.



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

 Confirm your selection. You will now be able to talk to the first party again.


Conference operation - adding a party to a call


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

 Press the "Hold" function key. The other party is on hold.

 ...  Enter the number of second conference participant.

When you are connected to this subscriber, you can initiate the conference.

 Scroll to the `Conference` menu item.

 Confirm your selection.






- Ending the conference: Any participant can switch out of the conference. Replace the receiver.
- If the third subscriber whom you are calling does not answer, select the `Return to subs ...` menu item to return to the first participant.


Making several connections

Conference with more than three parties


You are telephoning with the first call partner who wishes to participate in the conference:


 Press the "Hold" function key. The other party is on hold.

 ...  Enter the number of second conference participant.
Wait until you are connected to this subscriber.

 Press the "Hold" function key again. The two initial parties are put on hold.

In case further parties call and are also put "on hold".

 Scroll to the `Conference` menu item.

 Confirm your selection.


You are now in a conference with all the parties who were on hold.



- Ending the conference: Any participant can switch out of the conference. Replace the handset.
- If the new subscriber you are calling does not answer:
Select the `Return to subs...` menu item to return to the waiting participant.

Connecting conference partners with each other

During the conference:

 Replace the handset.

Telephoning without receiver

You can activate the loudspeaker of your telephone in order to hear the caller without having to use the handset.

You can also make a call with handsfree. You do not then need to pick up the receiver. You can also activate handsfree mode during a call and then continue the conversation with the receiver on-hook.

Monitoring / Handsfree (→ p. 23)

Making a call with the receiver on-hook (handsfree) (→ p. 23)

Handsfree - ending a call (→ p. 23)


Tips for handsfree monitoring and handsfree calling (→ p. 24)

Telephoning without receiver


Switch on monitoring/handsfree during a call

While telephoning with the receiver lifted:



Switching to monitoring:

 Press the "Handsfree/Monitoring" function key (LED lights up). You can then hear the caller through the built-in loudspeaker.


Switching to handsfree:

 Press the "Handsfree/Monitoring" function key again (LED flashes). The built-in microphone is activated. You can replace the handset and speak handsfree.

Adjusting the loudspeaker volume:

  Press keys + and –.

Making a call with the receiver on-hook (handsfree)

 Enter the desired number.

 Press the "Handsfree/Monitoring" function key (LED flashes).


When the desired party answers, you can hear them out loud and you can also talk to them with the receiver on-hook.



- The LED next to the function key flashes whenever you switch to handsfree.
- If you want to make a handsfree call, you can also select the number from the call list or the redial list.


Handsfree - continuing the call using the receiver

During a handsfree call:

 Lift the receiver (LED goes out).

Handsfree - ending a call

While you are telephoning handsfree with the receiver on the hook:

 Press the "Handsfree/Monitoring" function key (LED goes out).



- You can also end the call with the Escape key.

Telephoning as usual

Telephoning without receiver

Tips for handsfree monitoring and handsfree calling

Perhaps you can't remember whether call monitoring or handsfree are actually activated? Here are a couple of simple tips:

- If the receiver is not on the hook, the "Handsfree/Monitoring" function key toggles between call monitoring (LED on), handsfree (LED flashing) and normal telephone operation (LED off). None of these will end the call.
- If, however, the receiver is on the hook, the call will be ended the next time the key is pressed!

Using the call list

If you do not answer a call it is stored in the call list with the time and date.

You can display this list at any time and return calls to the subscribers entered in it.

The call list also displays all the calls which have been made.

The list contains the 10 most recent entries.

Selecting an entry from the call list (→ p. 26)

Deleting an entry (→ p. 26)

Deleting all entries (→ p. 26)

Symbols in the call list (→ p. 27)

Using the call list

Selecting an entry from the call list


- Press the "Call list" function key.
- ↓ Scroll to the desired entry, e.g. 0069123456.

 Lift the handset.



- If you call an entry from the call list, the entry is automatically deleted.


Deleting an entry

- Press the "Call list" function key.
- ↓ Scroll to the entry you want to delete, e.g. 0069123456.
-  Delete entry.



- If you call an entry from the call list, the entry is automatically deleted.

Deleting all entries

- Press the "Call list" function key.
- ↓ Scroll to the `Delete all` menu item.
-  Confirm your selection.

Using the call list

Symbols in the call list

Examples of an entry in the call list:

!	06975056666	Th	12.06.	17:13	2*
#	Wagner → 14		12.06.	16:34	
#	Clark	We	11.06.	08:21	
\	0691234567	We	11.06.	06:31	

	Meaning
!	New entry which has not yet been viewed
#	Entry which has already been shown
\	Call that you have had with an external caller
06975056666	Phone number of caller
Clark	Caller's name
We 11.06. 06:31	Day and time of last call
2*	The caller called twice
Wagner → 14	In the case of a call diversion to your telephone: Caller and the number of the telephone which has diverted



- Overlong entries will not fit in their entirety in the display. You can view the complete call list entry with the left and right arrows.
- You can accept a call list entry (→ p. 39) into the directory.

Diverting calls (IP Office)

You can divert incoming calls to another extension. You may have calls diverted to your telephone from another connection.

You can activate forward unconditional to a previously entered phone number. You have the choice

- whether this should always take place,
- only if the telephone is busy
- or only if the telephone is not answered within a specified time period.

You can also set this up for other telephones if you have the authorisation to do so.

Diverting calls for your telephone (→ p. 29)

Diverting calls to your telephone (→ p. 29)

Forward, deactivating (→ p. 29)

Forward unconditional (→ p. 30)

Forward unconditional after time and if busy (→ p. 30)

Deleting forward unconditional destination (→ p. 31)

Forwarding calls for another telephone* (→ p. 32)





- The time that elapses before forward unconditional "after time" takes place is set in the system.


Diverting calls (IP Office)


Diverting calls for your telephone


 Press the "Menu" function key.


 Scroll to the `Forward` menu item.

 Confirm your selection.

 Scroll to the `Follow me to` menu item.

 Confirm your selection.


 Enter the call number to which you would like calls to be diverted, e.g. to 1234. If it is an external number, you will probably also have to predial an external line code (usually "0").


 Confirm the number. The status indication `Divert to 1234` appears in the display.




- You can also press an appropriate destination or partner key instead of entering the call number.

Diverting calls to your telephone

 Press the "Follow me here" function key.

 Enter the internal number of the subscriber for whom you want to set up call diversion to your own telephone, e.g. from 1234.

 Confirm the number. The status indication of the diverted telephone `Divert to 1234` appears in the display.





- You can also press an appropriate destination or partner key instead of entering the call number.


Forward, deactivating

In the status menu:

 Scroll to the desired call diversion, e.g. `Follow me to 1234`


 Confirm your selection.


 Scroll to the `Deactivate` menu item.


 Delete call diversion.


Diverting calls (IP Office)

Forward unconditional

 Press the "Forward unconditional" function key.

 Enter the call number or, if necessary, correct the one displayed to which the calls are to be forwarded (e.g. to 1234). An additional external line code probably has to be predialled for an external call number (usually "0").


 Scroll to the `On` menu item.


 Confirm your selection.


The entry `Follow me to 1234` – appears in the status messages.


Forward unconditional after time and if busy


 Press the "Menu" function key.


 Scroll to the `Forward` menu item.


 Confirm your selection.

 Scroll to the `Forward on busy/NA` menu item.

 Confirm your selection.

 Enter the call number or, if necessary, correct the one displayed to which the calls are to be forwarded (e.g. to 1234). An additional external line code probably has to be predialled for an external call number (usually "0").

 If necessary, scroll to the `If free (after time)` or `If busy` menu item.

 Confirm your selection.

The entry `Follow me to 1234` appears in the status messages. In addition, a clock symbol is shown for forward unconditional "If free" and a B for forward unconditional "If busy".





- You can simultaneously activate forward unconditional after time and if busy. Calls are forwarded to the same call number.
- You can forward calls "after time" and "if busy" to a different call forwarding station than the one used for "normal" forward unconditional.
- As standard, only the calls which are specifically for your telephone are forwarded. You can also divert the calls which you receive as a member of a group. In the `Forward > Forward unconditional` menu set the menu item `Forward group calls` to "On".


Diverting calls (IP Office)


Deleting forward unconditional destination

 Press the "Menu" function key.


 Scroll to the `Forward` menu item.

 Confirm your selection.

 Scroll to the `Forward unconditional` or `Fwd. uncond. busy/after time` menu item.

 Confirm your selection.

 Scroll to the `Delete` menu item.

 Confirm your selection. The call number has been deleted.





- Even if you **deactivate** forward unconditional, the entry for the forward unconditional destination still remains.

Diverting calls (IP Office)


Forward uncond. for another telephone*





 Press the "Menu" function key.





 Scroll to the `Forward` menu item.


 Confirm your selection.


 Scroll to the `Forward unconditional for menu item`.

 Confirm your selection.





    Enter the internal number of the subscriber for whom you want to set up call diversion to your own telephone, e.g. from 1234.


    Enter the PIN for this subscriber, e.g. 0000.


 Confirm your entry.

 Scroll to the `Forward unconditional or Fwd. uncond. busy/after time` menu item.

 Confirm your entry.

    Enter the call number or, if necessary, correct the one displayed to which the calls are to be forwarded (e.g. to 1234). An additional external line code probably has to be predialled for an external call number (usually "0").

 If necessary, scroll to the `If free (after time)` or `If busy` menu item.

 Confirm your selection.



- You can also press an appropriate destination or partner key instead of entering the call number.

Locking the telephone

You can protect your telephone against unauthorised use by locking it with a PIN (Personal Identification Number). You can enter this PIN yourself and also change it at any time.

It is still possible to answer all incoming calls and dial internal numbers when the telephone is locked.









Changing the PIN (Personal Identification Number) (→ p. 34)

Locking the telephone (→ p. 34)

Unlocking the telephone (→ p. 34)

Locking the telephone






Changing the PIN (Personal Identification Number)

-  Press the "Menu" function key.
-  Scroll to the `Lock` menu item.
-  Confirm your selection.
-  Scroll to the `Set PIN` menu item.
-  Confirm your selection.
-  `0 ... 9` Enter the current PIN.
-  `0 ... 9` Enter the new PIN.
-  Confirm PIN.







- No PIN is allocated upon delivery.
- The PIN may be up to 31 characters long.
- If you make a mistake when entering your PIN: Press the Escape key and start again from the beginning.

Locking the telephone

-  Press the "Menu" function key.
-  Scroll to the `Lock` menu item.
-  Confirm your selection.
-  Scroll to the `Lock telephone` menu item.
-  Confirm your selection. The telephone is now locked.

Unlocking the telephone

In the idle display:

-  Scroll to the status message `Telephone locked`.
-  Confirm your selection.
-  `0 ... 9` Enter the current PIN.
-  If necessary, confirm PIN.



- If you make a mistake when entering your PIN: Press the Escape key and start again from the beginning.
- No PIN is set upon delivery.

Telephoning with partners

A partner (user) can be any internal subscriber to your telecommunications system. You can have partner keys set up. These can be display keys or other function keys. The display or the LEDs in the function keys provide information about the activities of each partner.

Calling partners (→ p. 36)

Answering a call for a partner (→ p. 36)


Information about partners on display keys (→ p. 36)




- You can set up all the freely programmable function keys and the first 10 display keys (first level) as partner keys.

Telephoning with partners


Calling partners


 Press the key for the desired partner.

 Lift the handset.

Answering a call for a partner






A partner telephone rings and the corresponding display flashes:

 Press the partner key.

 Lift the handset.

Information about partners on display keys

The following information is shown in the display fields.

 Bach	Partner is free
 Bach	Partner busy (on a call, or receiver off-hook) (name is shown in inverse)
 Bach  	Partner is being called (name and bell flashing alternately)

Using the directory

The directory consists of a central and a personal section. It contains up to 1000 entries.

The entries from the central section are displayed at each telephone. They can only be changed using the "Manager" administration tool.

You can add and change personal entries in your directory. These personal entries are only available at your telephone.

You can then dial all these entries quickly and easily.

Dialling an entry from the directory (*→ p. 38*)

Entering new numbers into the directory (*→ p. 38*)


Editing entries in the directory (*→ p. 38*)


Saving redial numbers in the directory (*→ p. 39*)


Saving a call list entry in the directory (*→ p. 39*)

Using the directory

Dialling an entry from the directory

... Enter one or more first letters of the name until the desired subscriber is shown.

 If necessary, scroll to the desired subscriber.

 Lift the handset. The number is dialled.





- You can also scroll to the desired number using the arrow keys.


Entering new numbers into the directory

 Press the "Directory" function key.


 Scroll to the `New personal entry` menu item.

 Confirm your selection.

... Enter the desired number.

 Confirm the number.

... Enter the name.

 Confirm the name and add the individual entry to the directory.





- You may need to enter an external line code in front of an external call number. You can obtain more information from your system administrator.

Editing entries in the directory

You can change all the personal entries which you have added to the directory.

 Press the "Directory" function key.


... Enter one or more first letters of the name until the desired subscriber is shown.

 Confirm your selection.

 Scroll to the `Edit` menu item.









 Confirm your selection. Edit the number.

 Confirm your selection. Edit the name.









 Accept new settings.

Using the directory

Saving a call list entry in the directory

-  Press the "Call list" function key.
-  Scroll to the desired entry, e.g. 0069123456.
-  Confirm your selection.
-  Scroll to the `Directory` entry menu item.
-  Confirm your selection.
-   ... Enter a name for this number.
-  Save in the directory.

Saving redial numbers in the directory

-  Press the "Redial" function key.
-  Scroll to the desired entry, e.g. 0069123456.
-  Confirm your selection.
-  Scroll to the `Directory` entry menu item.
-  Confirm your selection.
-   ... Enter a name for this number.
-  Save in the directory.



- You can also save a call list entry in your directory.

Setting audio, contrast and language

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

You can deactivate the ring tone.

If your telephone has a keypad with nothing printed on the keys, select a lettering template.

You can change the language for the text display via the language setting.

If you are not available, you can divert calls to your voicemail.

Setting the acoustics and contrast (→ p. 41)

Set handsfree (→ p. 42)

Do not disturb (→ p. 42)

Setting the language (→ p. 43)

Voicemail (→ p. 43)


Select alphanumeric keypad (→ p. 44)


Setting audio, contrast and language


Setting the acoustics and contrast


You can quickly modify the display and tones of your telephone to suit changing environmental conditions (e.g. sun dazzle, loud repair work).

 Press the "Menu" function key.


 Scroll to the `Settings` menu item.

 Confirm your selection.


 Scroll to the `Display / Audio` menu item.


 Confirm your selection.


 Scroll to the `Audio / Contrast` menu item.

 Confirm your selection.

 Scroll to the desired menu item.

 Increase or decrease the setting. New ring settings are sounded immediately so you can check them.

 If necessary scroll to further menu options and change their settings.

 Exit menu.











The new settings have been saved.



- You can access the acoustics and contrast menu directly from your telephone's basic status using the "+" and "-" keys.
- You can also change any setting by pressing the numeric key for the desired setting.
- If you want to reset the acoustics and contrast settings to their factory settings, scroll to the `Basic setting` menu item and confirm it via the OK key.

Setting audio, contrast and language

Set handsfree

-  Press the "Menu" function key.
-  Scroll to the `Settings` menu item.
-  Confirm your selection.
-  Scroll to the `Display / Audio` menu item.
-  Confirm your selection.
-  Scroll to the `Audio / Contrast` menu item.
-  Confirm your selection.
-  Scroll to the `Handsfree` menu item.
-  Increase or decrease the setting.
-  Exit menu.


The new settings have been saved.



- There are four possible settings for handsfree mode:
 - Level 1: Normal connection (medium volume)
 - Level 2: Quiet or long-distance connection
 - Level 3: Loud connection, purely digital or internal connection
 - Level 4: When you have connected an additional loudspeaker.
- Level 3 is normally the best setting if you are using your telephone's built-in loudspeaker.

Do not disturb

If you do not wish to be disturbed, you can temporarily deactivate the ring tone.










-  Press the "Do Not Disturb" function key.



- If you have activated "Do not disturb": A caller is diverted to your voicemail if it has been activated.
- You can still make internal and external calls without any restrictions, even if you have activated "Do not disturb".

Setting audio, contrast and language

Setting the language









-  Press the "Menu" function key.
-  Scroll to the `Settings` menu item.
-  Confirm your selection.
-  Scroll to the `Display / Audio` menu item.
-  Confirm your selection.
-  Scroll to the `Language` menu item.
-  Confirm your selection. The currently set language is highlighted.
-  Select the desired language.
-  Exit menu. Your telephone will reset itself.

All display texts will now be in the selected language.

Activate voicemail

If voicemail (answering machine) has been set up in your telecommunications system:

After activating voicemail, all incoming calls are automatically diverted to voicemail after a certain period of time. Callers can leave a message there.

-  Press the "Menu" function key.
 -   Scroll to the `Settings` menu item and confirm.
 -   Scroll to the `Display / Audio` menu item and confirm.
 -  Scroll to the `Voicemail` menu item.
- The current setting is displayed at the right-hand edge of the line.
-  Change setting.
- The new setting is displayed at the right-hand edge of the line.
-  Exit menu.











- Follow me or forward unconditional settings are considered first, before a call is diverted to voicemail.
- If you have messages on your voicemail, a "Voicemail" entry appears in the status menu. The number of messages is also stated after this entry. You can call up the voicemail directly via the status menu entry.
- Please read the respective operating instructions to learn about voicemail operation.

Setting audio, contrast and language

Selecting alphanumeric keypad*

If your telephone has a keypad with nothing printed on the keys, you can place one of the three lettering templates provided over the keypad. When the telephone is put into commission, letters will automatically be assigned to the keys. Here you can select the lettering scheme which will be used for this. If you want to use a different template, you can change the letter assignment at any time:

-  Press the "Menu" function key.
-  Scroll to the `Settings` menu item.
-  Confirm your selection.
-  Scroll to the `Display / Audio` menu item.
-  Confirm your selection.
-  Scroll to the `Keypad` menu item. The current setting is shown on the right.
-  If necessary, press the key for the required setting several times:
 - `QWERTZ`, e.g. for the German keypad layout,
 - `QWERTY`, e.g. for the English keypad layout,
 - `AZERTY`, e.g. for the French keypad layout.
-  Exit menu.

When you reboot the telephone, the desired lettering scheme will be set.



- The names of the layouts represent the letters assigned to the five top left letter keys.
- The `QWERTZ` keyboard template is set as the default.
- The telephone keyboard will **not** be changed while the telephone is on.

Assigning functions/call numbers to keys

Functions (→ p. 60) which you often use can be assigned to display and function keys. Call numbers can be assigned as destinations to display keys.

You can then execute the functions or dial the phone numbers simply by pressing the key.

You can assign partners to display keys or other function keys. The display or LEDs, if present, will then inform you about the telephone status of each partner.

Assigning destinations to keys (→ p. 46)

Function keys with an LED (→ p. 47)

Labelling function keys (→ p. 48)














- Please contact your system administrator if you want a specific function and display key assignment.

Assigning functions/call numbers to keys

Assigning destinations to keys

You can assign personal call numbers which you have stored in the directory to display keys.

-  Press the "Menu" function key.
-  Scroll to the `Directory` menu item.
-  Confirm your selection.
-  Select the desired directory entry, e.g. by scrolling.
-  Confirm your selection.
-  Scroll to the `Edit` menu item.
-  Confirm your selection.
-  Select the desired level (level 2 - 8).
-  Press the desired display key. The respective display flashes.
-  Confirm the key.
-  Accept assignment. The desired call number is now assigned to this key.

Assigning functions/call numbers to keys

Function keys with an LED

Your telephone has 6 programmable function keys with LED indication. The LED shows you the current status of the key function, e.g. you can see whether the corresponding function is turned on or off.

LED display on function keys

Function	LED
Call list	to: Entries flashing: new entries
Follow me here	to: Call diversion is active
Forward unconditional	to: Forward unconditional is active
Directory	
Paging	
Paging a group/call number	
Call number	
Pick-up	
Pick-up group	
Account code	to: Account code is being used
Do not disturb	to: Function active
Switch out of group	to: Switched out of group
Intercom	
Handsfree during call	to: Function active
Headset	to: Headset active
Switch group state to "Night"	to: Group state "Night"
Switching the group state to "Off"	to: Group state "Off"
Special key (e.g. door)	
Voicemail	flashing: New message

LED display on partner keys

Status of partner	LED
Free	Off
Busy	On
Being called	Flashing

Assigning functions/call numbers to keys

Labelling function keys



All function keys are pre-assigned with frequently used functions as a default. Next to the rows of function keys, you can insert corresponding labelling strips. These can be found on the accompanying sheet.

If you change the assignment of the function keys, you can use the spare legend strips on the sheet (for entries in handwriting).

Changing general settings

You can specify how your telephone normally establishes a connection. This includes all settings that help you to telephone more conveniently: e. g. automatic handsfree.

You can set the telephone to indicate another call while telephoning (call waiting).

You can specify whether a call number is passed to the call partner.

For accounting purposes, outgoing calls can be assigned an account code.

You can change the date/time displayed on your telephone.

It is possible to temporarily switch yourself out of all the groups which you belong to.

You can also change the state of these groups.

Automatic handsfree when called (→ p. 50)

Call number display for outside calls (→ p. 51)

Direct dial (→ p. 51)

Switch on call waiting (→ p. 52)

Account code* (→ p. 52)

Date/Time* (→ p. 53)

Change group membership* (→ p. 54)


Change group state* (→ p. 54)


Changing general settings


Automatic handsfree when called


If you switch on this function, your telephone automatically accepts all internal calls. On receiving a call, you hear a short attention tone and you can then speak in hands-free mode to the caller immediately without pressing any key and without picking up the receiver.


 Press the "Menu" function key.


 Scroll to the `Settings` menu item.

 Confirm your selection.

 Scroll to the `Dial settings` menu item.

 Confirm your selection.

 Scroll to the `Internal Auto-Answer` menu item. An indication on the right hand side of the window shows whether the function is on or off.

 Switch the function on or off. The new status is displayed.

 Exit menu. The new setting is saved and a status message appears.











- When your caller terminates the call, a new call can be taken immediately.

Changing general settings

Number presentation

You can specify whether a call number is passed to an external call partner.









-  Press the "Menu" function key.
-  Scroll to the `Settings` menu item.
-  Confirm your selection.
-  Scroll to the `Dial settings` menu item.
-  Confirm your selection.
-  Scroll to the `Number presentation` menu item.
-  Press the key for the desired setting:
 - `Off` to completely switch off the call number display,
 - `On` to send your internal extension number (e.g. 7505-12)
-  Exit menu. The new setting has been saved.



- This feature must be supported by your network provider.
- You can also suppress call number display for the next call only (Anonymous calling (→ p. 17)).









Direct dial

When you set this function to "off", you can first type in a whole call number and then dial it as a block. You can then check the call number again and correct it if necessary.

-  Press the "Menu" function key.
-  Scroll to the `Settings` menu item.
-  Confirm your selection.
-  Scroll to the `Dial settings` menu item.
-  Confirm your selection.
-  Scroll to the `Direct dial` menu item. An indication on the right hand side of the window shows whether the function is on or off.
-  Switch the function on or off. The new status is displayed.
-  Exit menu. The new setting has been saved.

Changing general settings

Switch on call waiting










-  Press the "Menu" function key.
-  Scroll to the `Settings` menu item.
-  Confirm your selection.
-  Scroll to the `Dial settings` menu item.
-  Confirm your selection.
-  Scroll to the `Call waiting` menu item. An indication on the right hand side of the window shows whether the function is on or off.
-  Change setting. The new status is displayed.
-  Exit menu. The new setting has been saved.



- If you are making a call and have switched off call waiting, a caller will receive the busy signal.

Account code

Each outgoing call can be assigned an account code. This enables the call to be assigned to a project or client number.

-  Press the "Menu" function key.
-  Scroll to the `Settings` menu item.
-  Confirm your selection.
-  Scroll to the `Dial settings` menu item.
-  Confirm your selection.
-  Scroll to the `Account code` menu item. If already set up, the current accounting number is displayed.
-  Confirm your selection.
-  Change or re-enter the account code.
-  Confirm the account code. The new account code has been saved.





- The account code can have between 1 and 15 digits.


Changing general settings


Date/Time*

 Press the "Menu" function key.



 Scroll to the `Settings` menu item.

 Confirm your selection.

 Scroll to the `Date / Time` menu item.

 Confirm your selection.

 Scroll to the menu item whose settings you want to change, e.g. `Hour`.

  Press the left or right arrow to increase or decrease the selected settings, e.g. the hour.





 Exit menu. The new setting has been saved.



- You have to have authorisation to change the date and time.
- If you change several settings, all of these are accepted when you exit the menu.

Changing general settings

Change group membership*







-  Press the "Group membership" function key.
-  Scroll to the group for which you want to change your membership, e.g. *Service*.
-  Change membership.
-  Exit menu. The new setting has been saved.



- You can exit all groups simultaneously: Select the menu item "All off" and confirm via the "OK" button.

Change group state*

You can set the state of each group to which you belong. The following settings are possible

- On
 - Off
 - Night
-  Press the "Menu" function key.
 -  Scroll to the *Group state* menu item
 -  Confirm your selection. The state of each group which you belong to is displayed.
 -  Scroll to the group whose state you want to change, e.g. *Service*.
 -  Press several times, if necessary, until the desired new state is displayed.
 -  Exit menu. The new setting has been saved.

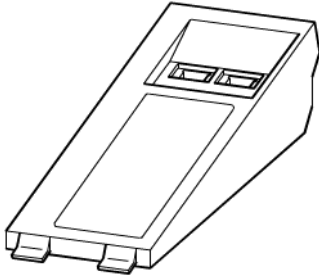


- You can change several states before exiting the menu. All the settings will be accepted.

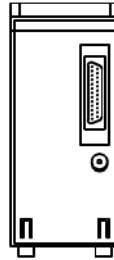
Links*

A special advantage of your telephone is the flexible link concept that allows you to expand your basic telephone with a variety of links. Links are base inserts for T3 telephones.

You can connect two links to the T3 Comfort at the same time.



View of a link
(Some links have only *one* Western socket)



View from bottom



- Instructions for installing the links can be found in the relevant installation manuals.

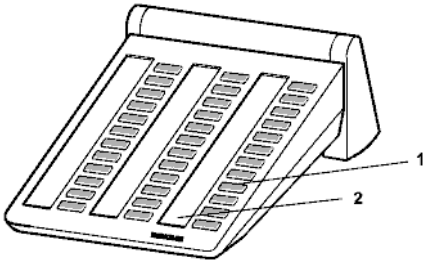
Links for T3 telephones

Headset link	For connecting headsets
---------------------	-------------------------

The DSS module

A DSS module has 36 keys, which your system administrator can assign according to your preferences. (DSS = **D**irect **S**tation **S**elect). The following options are available to you:

- Phone numbers of your partners
- Functions, e.g. door, call diversion, etc.



- 1: Keys with LEDs
- 2: Label strips for legend



- You can connect up to three DSS modules.

Dialling with the DSS module



Lift the handset.

- Press the DSS key for the desired subscriber.

The LED indicates whether the connection is free or busy.

Port	LED
Free	Off
Call	Flashing
Busy	On



- Instead of lifting the handset to start with, you can also press the DSS key for the desired subscriber first and then lift the handset (dialling with handset on-hook).

Headset

A headset can be connected to a headset link. Before making a call using the headset, you have to activate it in the menu.

Activating headset (→ p. 58)

Headset - answering calls (→ p. 58)

Continuing a headset call with the handset (→ p. 58)

Continuing a handset call with the headset (→ p. 58)

Ending a headset call and disconnecting (→ p. 58)

Headset - making a call (→ p. 59)



- The headset link only correctly supports the headsets which have been released for this link.
- **Caution: Prevent damage to your hearing!**
If you use a headset continually, loud sounds in the earphone can, over a long period of time, lead to hearing damage. Therefore, always reduce the volume during loud conversations to a pleasant level (use the "-" key).


Headset

Activating headset


You have to have inserted a headset link and connected a headset. Activate usage of this headset here.

 Press the "Menu" function key.

 Scroll to the `Headset` menu item.

 Confirm your selection.

Whether you can use a connected headset or not is displayed on the right-hand side of the highlighted line.

 Switch the setting to "On". The new setting is displayed.


 Exit menu. You can now use the headset.



- You can set the listening volume for your headset in the same menu.

Headset - answering calls


If you receive a call:

 Press the "Handsfree/Monitoring" function key. You will be speaking to the other party via the headset. The LED next to the function key flashes.

Continuing a headset call with the handset

 Lift the handset and continue the conversation as normal.

Continuing a handset call with the headset

 Press the "Handsfree/Monitoring" function key **twice**. You will be speaking to the other party via the headset. The LED next to the function key flashes.



Ending a headset call and disconnecting


 Press the "Handsfree / Monitoring" function key.

 Replace the handset if necessary.

Headset

Headset - making a call

 ...  Enter the desired call number on the telephone.

 Press the "Handsfree/Monitoring" function key. The LED next to the function key starts to flash. You can speak with your desired call partner as soon as they answer your call.



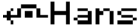





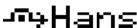







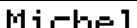


- If the call number that you want to dial is in one of the lists (call list, directory), then you can also select it there and then press the "Handsfree/Monitoring" function key.



Consult the manual as required

Telephone functions and symbols

All the functions that you can assign to display keys are shown in the table. This table will also be useful if you want to know the meaning of a symbol.

	Account code For every outgoing call you can enter a 1 to 15 digit account code for billing the charges, e.g. a project or job number.
	automatic handsfree when called Your telephone automatically answers an internal call handsfree.
	Call diversion from the associated subscriber
	Call list The call list contains all calls that you did not answer. The call list also displays all the calls which have been made.
	Call pick-up from associated subscriber/from associated group
	directory Displays the directory.
	Do not disturb If you do not wish to be disturbed by internal calls.
	Follow me here For diverting calls from another telephone to your own.
	Forward unconditional to the associated subscriber
	Forward unconditional For forwarding calls from your telephone to another one.
	Group paging Paging the associated group.
	Group state "Night" For switching a group into or out of "Night" state.
	Group state of the associated group "Night" For switching the associated group into "Night" state.
	Headset - activate/deactivate Switches a connected headset on or off.
	Intercom Creates an intercom connection to the associated subscriber. Both telephones are set to handsfree.
	Paging the associated subscriber
	Partner or destination If a partner or destination has been stored with a name, this name will be shown.

Telephone functions and symbols

	Pick-up You can use this function to direct calls for other subscribers or groups to your telephone.
S1	Special key For controlling a relay, e.g. a door opener.
[#]EMS1	Switching out of a group Temporarily switches you out of the group.
-*	Switching the group state to "Off" Switches the state of a group to "Off"
-111	Switching the state of the associated group to "Off" Switches the state of the associated group to "Off"
	Voicemail Switches your voicemail on or off.

Consult the manual as required

Menu overview

An overview of the menu structure of the T3 Comfort can be found below.

The first three menu levels are shown.

Deviations from the menu overview shown here may arise due to the released functions and the accessories used.

Menu line in basic menu	... down one menu level	... down one menu level
Pick-up		
Call list		
directory	> Search	
	New personal entry	
Forward	> Follow me to	
	Follow me here	
	Forward unconditional	
	Forward on busy/NA	
	Forward unconditional for	
Lock	> Lock telephone	
	Set PIN	
Headset		
Paging		
Group state	> Group1 - Group n	
Settings	> Display / Audio	> Audio / Contrast
		Do not disturb
		Voicemail
		Group membership
		Language
		Keypad
	> Dial settings	> Internal Auto-Answer
		Call waiting
		Number presentation
		Direct dial
		Account code
	> Links	> Compartment 1:
		Compartment 2:
	> Date / Time	> Year
		...
		Minute

Troubleshooting

Incorrect date and time are displayed

Set the correct time in the Settings (→ p. 53) menu.

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.

Short tones during a call

A second call is being signalled. Please refer to the section titled Making several connections (→ p. 18) to find out about possible operating steps.

or

You have activated monitoring or handsfree operation

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.

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