Avaya 1400 Telephones - connected to Integral Enterprise - Installation and Maintenance Guide

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T9 Text Input and other products are covered by one or more of the following patents: U.S. Pat. Nos. 5,187,480,5,818,437, 5,945,928, 5,953,541, 6,011,554, 6,286,064, 6,307,548, 6,307,549, and 6,636,162,6,646,573, 6,970,599; Australia Pat. Nos. 727539, 746674, 747901; Austria Pat. Nos. AT225534, AT221222; Brazil P.I. No. 9609807-4; Canada Pat. Nos. 1,331,057, 2,227,904,2,278,549, 2,302,595; Japan Pat. Nos. 3532780, 3492981; United Kingdom Pat. No. 2238414B; Hong Kong Standard Pat. No. HK1010924; Republic of Singapore Pat. Nos. 51383, 66959, 71979; European Pat. Nos. 1 010 057 (98903671.0), 1 018 069 (98950708.2); Republic of Korea Pat. Nos. KR201211B1, KR226206B1, 402252; People's Republic of China Pat. No. ZL96196739.0; Mexico Pat. Nos. 208141, 216023, 218409; Russian Federation Pat. Nos. 2206118, 2214620, 2221268; additional patent applications are pending

Preventing toll fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site: http://www.avaya.com/support/

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Contact Avaya Support

Avaya Inc. provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For

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Federal Communications Commission (FCC) Interference Statement

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

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC/Industry Canada Radiation Exposure Statement

This device (Avaya one-X™ Deskphone Edition 9670G IP Telephone) complies with the FCC's and Industry Canada's RF radiation exposure limits set forth for the general population (uncontrolled environment) and must not be co-located or operated in conjunction with any other antenna or transmitter.

Warning:

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

The service related to human safety is not allowed because this device may have the possibility of radio interference.

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Chapter 1: Introduction

About this guide

This guide describes how to install and maintain the Avaya 1400 Series telephones product line connected to Avaya Integral Enterprise telephone systems and troubleshoot telephone problems.

Intended audience

This document is intended for personnel who install and administer the Avaya 1400 Series telephones.

Other documentation and customer support

See the Avaya Support Web site: http://support.avaya.com for Avaya 1400 Series telephones technical and end user documentation.

The following documents are available for the Avaya 1400 Series telephones:

- Avaya 1408 and 1416 connected to Integral Enterprise, user guide
- Avaya 1408 and 1416 connected to Integral Enterprise, walled sheet

For Avaya 1400 Series telephones support, call the Avaya support number provided to you by your Avaya representative or Avaya reseller. Information about Avaya products can be obtained at the internet site mentioned above.

Warning:

For Australian installations only:

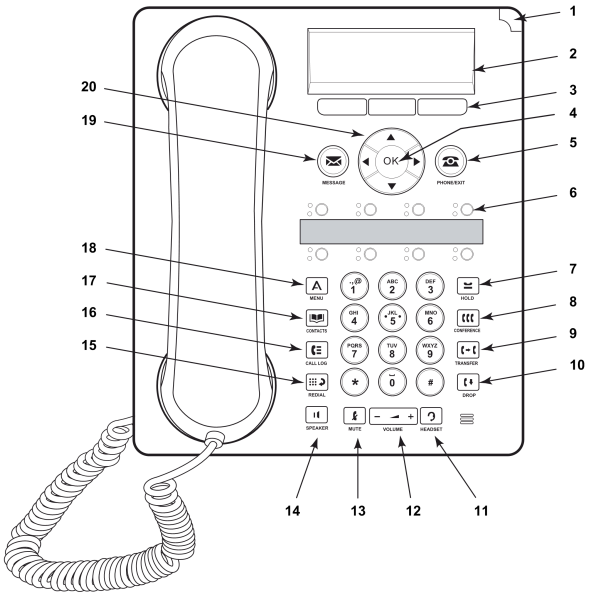
Installations of the 1416 terminal with an 1151 PSU and DBM32 must be restricted to the same building as the host Gateway. That is, the 1416 – if installed with an 1151 PSU and DBM32 – cannot be connected in a campus environment where the 1416 terminal is installed in a building separate from the building housing the Gateway. This application cannot be used with exposed (out-of-building) wiring.

For installations in which the 1416 is used without the 1151 PSU and DBM32, campus connections are acceptable: the 1416 can be located in a separate building in these cases. This restriction applies to Australian installations only.

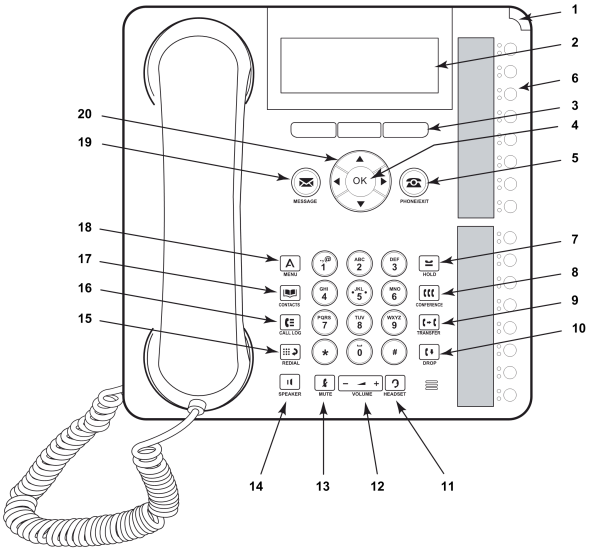
Chapter 2: Overview

Overview of phone buttons and features

Avaya 1408 Telephone



Avaya 1416 Telephone



No.	Name	Description
1	Call/Message Waiting Indicator	This light flashes when you receive an incoming call. Additionally it indicates you have voicemail messages waiting.
2	Phone Display	There are 3 (1408) or 4 (1416) lines in the phone display. The phone display presents calling or called party identification, user options, and other information relevant to using the phone. When the phone is idle, the top line shows the number of missed calls. The top line also shows the phone number and name you set and the date and time. The top line shows the phone number and name you set and the date and time. The middle line (1408) or two lines (1416) display status information. The bottom line displays the softkey labels.
3	Softkeys	Press the softkeys to select the softkey labels. The softkey labels show you the action that each softkey produces. The labels and the actions vary depending on the object that is selected.
4	OK	Press the **OK** button to open a selected menu item or confirm an input.
5	Phone/Exit	Press the **Phone/Exit** button to return back to the idle display from a menu.
6	Function keys / Destination keys / Partner keys	There are 8 (1408) or 16 (1416) keys that can be programmed as either function keys or destination keys. Press a labeled function key to enable or

No.	Name	Description
		disable that function. The function keys provide the same functions that are available in the menu. When a call number is programmed on the key press the key to dial the destination. (Partners are special destinations, see chapter *Partners* for more information)
7	Hold	Press the **Hold** button (**R** button) to put the active call on hold or to toggle between an active call and a call on hold. Press the **Hold** button (**R** button) to put the active call on hold.
8	Conference	Press the **Conference** button to add another party to an existing call.
9	Transfer	Press the **Transfer** button to transfer a call to another number.
10	Drop	Press the **Drop** button to drop the active call. While on a conference call, press the **Drop** button to drop the call party which is marked in the display from the conference call.
11	Headset	Press the **Headset** button to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
12	Volume	Press **+** or **-** on the **Volume** button while active on the handset, headset or speaker to adjust the volume. While not on a call, press **+** or **-** to access the audio settings menu.
13	Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
14	Speaker	Press the **Speaker** button to activate the loudspeaker or the handsfree equipment.
15	Redial	Press the **Redial** button to either dial the last number you dialed or display the redial list from which you can select a number to redial.
16	Call Log	Press the **Call Log** button to view a list of your outgoing, incoming, and missed calls. The icon on the Call Log button is illuminated when you have missed calls. Press the **Call Log** button to view a list of your missed calls. The Icon on the **Call Log** button is illuminated when you have missed calls.
17	Phone book / Contacts	Press the **Phone book / Contacts** button to view the entries in your phone book or contact list.

No.	Name	Description
18	Avaya Menu	Press the **A** button to access the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, configure call logging and select the display language.
19	Message	Press the **Message** button to connect directly to your voicemail system.
20	Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.

Menu overview

The following table contains an overview of the menu structure of the Avaya 1400 Series telephones. 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.

Menu item in basic menu	One menu level lower	One menu level lower
Call diversion	to	
	to	
	on busy	
	Ex. aft. time	
	Int. after time	
	Double call	
	Automatic 1	
	Automatic 2	
	Set automatic	to
		StartTime 1
		StopTime 1

Menu item in basic menu	One menu level lower	One menu level lower
		Weekday 1
		to
		StartTime 2
		StopTime 2
		Weekday 2
	Call diversion key 1	Number:
	Call diversion key 2	Number:
	Partner diversion	Partner diversion from my Phone Partner diversion to my Phone Partner diversion from/to others Set deputy key Set/delete Partner diversion Partner diversion key 1 Partner diversion key 2
Appointments	Appointment data (only if appointment entered)	
	Enter new appointment On NDL phones only as soft key available	Time 00:00
		Date XX.XX.XX
		Text
		Call no.
		Appointments
Charges	Charge display for last call	
	... for next-to-last call	
	... for third-last call	
	... for fourth-last call	
	Total call charg	

Menu item in basic menu	One menu level lower	One menu level lower
	Charges	
	Charge displ.	
	Delete single counter	
Lock	Lock telephone	
	Change PIN	Old PIN
		New PIN
		Re-enter PIN
		Save PIN
	Automatic locking	
	Lock at 00:00	
Time zones	Current time zones	
Settings	*The complete settings menu is shown in the following separate table.*	

Menu settings overview

The following table contains an overview of the settings menu structure of the Avaya 1400 Series telephones. Three menu levels are shown starting with the appropriate settings submenu.

Menu item in setting menu	One menu level lower	One menu level lower
Display/Acoustics	Second call	
	Do not disturb	Ringing tone
		Signal tone
		VIP ringing tone
	Set acoustics	Handset

Menu item in setting menu	One menu level lower	One menu level lower
		Loudspeaker
		Ringing tone
		Alerting tone
		Signal tone
		Headset volume
		Select Ringer melody…
	Set contrast	
	Set brightness	
	Switch language	*Number and variety of languages depends on the software image loaded in the telephone*
	Set handsfree	
	Set own call number	Name
		Call no.
	Display date/time	
	Request time / partner / DSS	
	Recogn. partial nos.	
	Favorite Screen active	
Keys	Set destination keys	Set new destination
		Edit destination key
		Delete destination key
	Set functions keys	*All possible functions are listed*
	Set macro function (*only 1416*)	Call diversion 1
		Call diversion 2
		Call pick-up 1

Menu item in setting menu	One menu level lower	One menu level lower
		Call pick-up 2
		Going
		Coming
	Display key assignement	
	Key beep	
Dial settings	Anonymous call	
	DTMF duration	
	Direct dial	Direct dest. dial
		Direct digit dial
		Refer-back dest
Applications	Part of group line	
	Partner	Adapt my partners
		Set/delete partner diversion
		Adopt partner group size
	CC user function	
	Answer call	CSTA answer call Handsfree AB Handset On/Off
	DSS direct call	Set DSS direct call dest
		Ed. DSS direct call dest
		Del. DSS direct call dest.
Security	Save data	Save data at:
		Save data locally
		Save data centrally
		Save centrally

Menu item in setting menu	One menu level lower	One menu level lower
	Set emergency numbers	Emergency destin. SOS 1
		…
		Emergency destin. SOS 8 (1408) or 10 (1416)
	Relocate telephone	
Info/Service	Info	HW type, Refer. no, Bootstrap, Software, Load date, Protocol, Serial no.
	Tone ringing	*sounding*
	Display	*test procedure*
	Set contrast	
	Set brightness	
	Test LED	*all LED's are switched on*
	Keypad	Press key
	Speech path	Handset
		Monitoring
	Test memory	*Result is shown*
VIP	PIN	Send VIP functions
		Recv. VIP
		Set VIP partner
Remote Headset		
Display call list		

Audit menu overview

The following contains an overview of the audit menu structure of the Avaya 1400 Series telephones.

Menu item in audit menu	One menu level lower	Settings
Telephone ID	Hardware type	
	ComCode	
	Bootstrap	
	Software	
	Load date	
	Protocol	
	Serial no.	
	1st install	
Terminal settings	Delete sum counter	
	Layer 2 perm act.	
	Dec. point charges	
	Protocol	TN1R6, VN2, ETSI
	CC autocall accept	
	Date format	DD,MM.YY, MM.DD.YY, YY.MM.DD
	Time format	24h, am/pm
	Date delimit.	XX.XX.XX, XX-XX-XX, XX/XX/XX, XX XX XX
	Time delimit.	HH.MM, HH:MM
	Time zone	Amsterdam, Athens, Bangkok, Brussels, Buenos Aires, Chicago, Denver, Frankfurt, Helsinki , Hong Kong,

Menu item in audit menu	One menu level lower	Settings
		Copenhagen, London, Lisbon, Los Angeles, Madrid, Mexico City, Moscow, New York, Oslo, Paris, Peking, Rome, Singapore, Stockholm, Sydney, Tokyo
	Esc key dial tone	
	Use MSN	
	Call sequence GB	
	PDIV LED flashing	
	Name from TBook	
	CSTA MakeCall tone	
	CDiv. locked phone	
Set redial	Auto-redial status	
	Redial interval	10, 20, 30, 60 seconds
	Number	
Set call list	Call list	
	Delete after time	
	Dwell time *(only if “Delete after time” is activated)*)	
	Incoming ELC code	
	Outgoing ELC code	
	Internal calls	
	CBR. internal calls (only if “Internal calls” is set `off`)	
	External calls	
	Operator calls	
	Picked-up calls	

Menu item in audit menu	One menu level lower	Settings
	User menu	
Set handsfree	Outg. sensitiv	
	Inc. sensit	
	Reverberation ti	
	Echo comp. level	
	Echo comp. time	
	Attenuation le	
	Handsfree Parameter Set	
Test patt.	Per. signal	
	Single pulse	
	No signal	
Close Test Loop		
Error Counter	Frame losses	
	Frame errors	
	Error messages	
	Delete error counter	
External line code	Code 1 Lock	
	Code 2 Lock	
	Code 3 Lock	
	Code 4 PIN check	
	PIN check duration	
	Code 5 PIN check	
	PIN check duration	
Delete all entries	Total memory	
	Phone book	
	Function keys	

Menu item in audit menu	One menu level lower	Settings
	Lock no. memory	
	Features	
Software reset		
Set features	MSN0: ... MSN9	
	MTB DAD	
	MTB SUB	
	Start search	
	DAD save	
	Save subad	
Barred features' list	Appointments	
	Announce ackn.	
	Auto call div.	
	Callback	
	Callback request	
	Call trap	
	Charges	
	CC Emergency	
	CC function	
	CSTA ans. call	
	Cut-in	
	Disp. ptr. call	
	DSS direct Call	
	Do not disturb	
	Executive key	
	Ext. part. div	
	Handsfree AB	

Menu item in audit menu	One menu level lower	Settings
	Hold/Retrieve	
	Hunt group	
	Ind. emerg. call	
	Local phone book	
	Main phone book	
	Priv. User Mob.	
	Redial abroad	
	Relocation	
	Restrict sign.	
	Set Acoustics	
	Set Dble Call	
	Set VIP	
	Set call FWD	
	Set call div.	
	Set func. keys	
	Set language	
	Set partners	
	Set phone	
	Test mode	
	Time zones	
	Trap call	
Show telephone status	Call diversion	
	Intern after time	
	Ex.aft.time	

Barred features' list

The barred features' list enables you to bar (disable) and release (enable) features on each telephone.

The following matrix indicates the respective features, which settings are possible, the predefined factory setting and additional information.

Note:
A barred feature cannot be assigned to a function key. It is deleted, when the setting of the appropriate feature is changed from free to barred.

Menu item	Feature	Available settings	Factory setting and notes
Auto call div.	Automatic call diversion	**Free**: The menu items “Automatic 1“ and “Automatic 2“ are shown in the call diversion menu. The automatic call diversion can be set. **Barred**: This menu item is not offered to the user.	Barred
Appointments	Appointments	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user. A specified appointment will not be processed.	Free
Announce ackn.	VIP function announcement with acknowledgement	**Free**: VIP calls with the attribute ”announcement with acknowledgement" will be carried out. **Barred**: For VIP calls with the attribute “announcement with acknowledgement” only the loudspeaker is switched on (announcement).	Barred
Callback request	Callback request	**Free**: The user can use this function. Callback request allows the user to enter an explicit callback request in the subscriber's call list when their phone is free or busy.	Barred

Menu item	Feature	Available settings	Factory setting and notes
		Barred: This menu item is not offered to the user.	
Callback	Automatic callback if busy	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user. A callback that has already been programmed will be carried out.	Free
Call trap	Call tracing	**Free**: During a call, the user is able to store the call number of the opposite subscriber in the system. **Barred**: This menu item is not offered to the user.	Barred
Charges	Call charges	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user. The charges counter will not be affected. Call charges are shown during a conversation.	Free
Do not disturb	Do not disturb	**Free**: The user can switch certain ring tones on and off. **Barred**: This menu item is not offered to the user.	Free
CC Emergency	CC Emergency	**Free**: Function keys **SupAct** and **SupPas** are predefined. **Barred**: This menu item is not offered to the user.	Barred
CC function	Automatic call distribution, CC	**Free**: The user is able to log in to automatic call distribution (CC). **Barred**: This menu item is not offered to the user.	Barred
Cut-in	Cut-in	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Barred
Disp. ptr. call	Display partner call	**Free**: Every call reaching one of your partners is shown in your display. **Barred**: No call reaching your partners is shown in your display.	

Menu item	Feature	Available settings	Factory setting and notes
DSS direct call	DSS direct call destinations	**Free**: The user can programme DSS direct call destination keys on button modules. **Barred**: This menu item is not offered to the user.	Barred
Ext. part. div	Extended partner diversion	**Free**: Subscribers of a partner group can set up a call diversion to any number for every subscriber in the partner group (e.g. a partner's mobile or home number). **Barred**: This menu item is not offered to the user.	Barred
Executive key	Executive secretary line	**Free**: An executive secretary line (abbreviated to executive line) can be set up. Each partner within a partner group is able to seize a line if the executive line key is set up on his telephone. **Barred**: This menu item is not offered to the user.	Barred
Handsfree AB	Handsfree answer back	**Free**: The user is able to set up his telephone so that calls are accepted automatically. **Barred**: This menu item is not offered to the user.	Barred
Hold/ Retrieve	CSTA hold and retrieve call	**Free**: For multiple connections, only the shift key is used for control, and not the refer back and/or shift keys. **Barred**: The phone is not capable of processing and producing “hold and retrieve call” messages.	Barred
Hunt group	Hunt group	**Free**: The user is able to participate in a hunt group. **Barred**: This menu item is not offered to the user.	Barred
Ind. emerg. call	Individual emergency call	**Free**: The user can store 8 (1408) or 10 (1416) numbers as individual emergency call numbers and assign them to function keys. Additionally he can dial these numbers at any time. **Barred**: This menu item is not offered to the user.	Free

Menu item	Feature	Available settings	Factory setting and notes
		Set: The user cannot change an individual emergency number. Also he cannot store any new emergency numbers. However, he can dial an individual emergency call number at any time.	
Local phone book	Local phone book	**Free**: The user can use this function. **Barred**: The user cannot make any settings to the local phone book. The menu options ”Edit" and ”Delete" are not offered to the user in the phone book menu or when he presses a destination key.	Free
Main phone book	Main phone book	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Barred
Priv. User Mob.	Mobile call number	**Free**: The user is able to register (log in) at another telephone in the system and use it as if it were his own. **Barred**: This menu item is not offered to the user. Programmed function keys with the ”Log in" and ”Log out" functions will be deleted.	Barred
Restrict sign.	Restrict partner signaling	**Free**: The user is able to restrict the partner signal control. **Barred**: This menu item is not offered to the user.	Barred
Redial abroad	Enables delayed automatic redial abroad	**Free**: The user is able to use the delayed redialing function when dialling into certain analogue exchanges. The delayed redialing abroad variant works by lifting the handset and not via signalling from the system. **Barred**: Under certain circumstances, the user will not be able to use the delayed redialling abroad variant.	Barred

Menu item	Feature	Available settings	Factory setting and notes
Relocation	Relocate ISDN telephone	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Free
Set Acoustics	Set acoustics and contrast	**Free**: The user is able to change the acoustics and contrast settings in the main menu or during a call. **partially**: The user can only change the volume of the handset and that of the loudspeaker in handsfree mode during a call. The settings are permanently saved. A function key that has been programmed for the ”Set contrast" function will be deleted. **Barred**: This menu item is not offered to the user.	Free
Set call div.	Call diversion setting	**Free**: The user can use this function. **Barred**: The user can only switch on or off a call diversion that had previously been created. Neither sources nor destinations can be specified.	Free
Set Dble Call	Double call	**Free**: The user can use this function. **Barred**: The user can only switch prescribed Double Call destinations on or off. Neither sources nor destinations can be specified.	Free
Set func. keys	Set function keys	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Free
Set call FWD	Call transfer internal and external	**Free**: The menu item Call forwarding is shown in the Call diversion menu. **Barred**: The user can only switch on or off Call forwarding that had previously been created. Neither sources nor destinations can be specified.	Free

Menu item	Feature	Available settings	Factory setting and notes
Set language	Set language	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Free
Set partners	Partner	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Free
Set phone	Set telephone	**Free**: The user can use this function. **Barred**: The **Setting** menu is not offered to the user.	Free
Set VIP	VIP functions receive VIP functions send if necessary VIP partner determine	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Barred
Test mode		**Free**: The user is able to test various telephone functions. **Barred**: This menu item is not offered to the user.	Free
Time zones	Time zones	**Free**: The user can use this function. **Barred**: This menu item is not offered to the user.	Free

Chapter 3: Telephone installation

Commissioning a telephone

When changing telephones, it is vital to save the customer data before shutting down the old telephone. If you wish to connect the telephone at a different location, implement the same procedure used for initial commissioning.

Related topics:

Connections on page 29
Telephone sockets on page 30
Plugging in the telephone on page 33

Connections

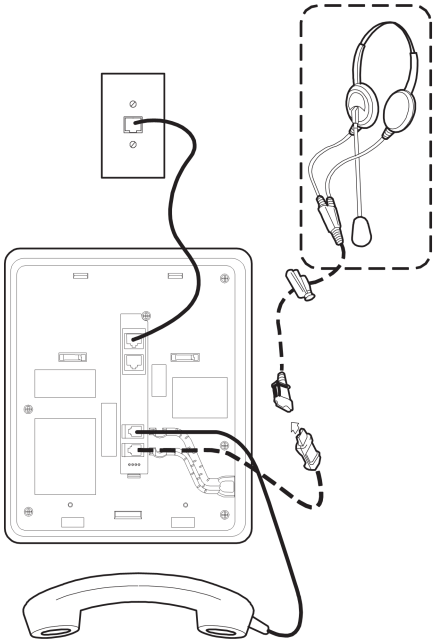
The wiring is the same for all telephones. A button module can be connected to the 1416 telephone. Power supply with a separate power supply unit is not necessary unless you connect one or more button module.

The sockets are located on the back of the telephone housing and are flanked by icons to represent their correct use.

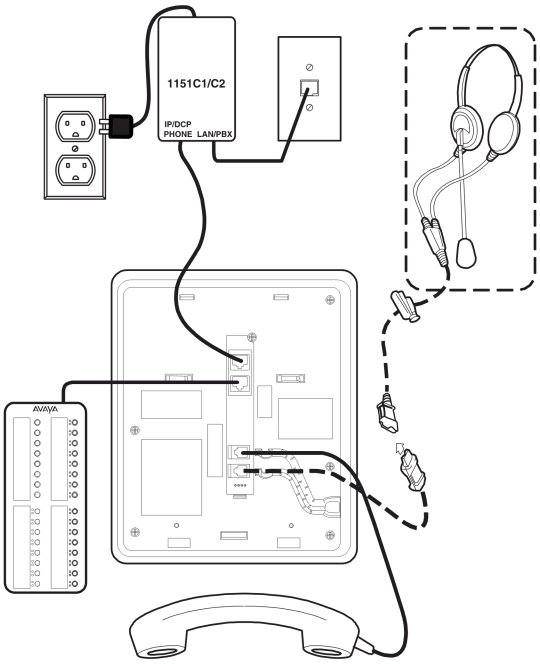
There is no danger of confusion telephone cable and Button module connection cord. They only fit in their assigned sockets.

Caution:
Don't confuse the handset with the headset socket. In this case the telephone will not work.

Connection with/without corded headset:

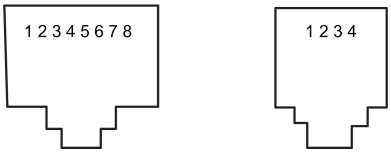


Connection with/without corded headset and DBM32 Button module:



Telephone sockets

In the following table you can find the connections of all wiring pins of the 4– and 8–pole telephone sockets.



8- and 4-pole telephone sockets

UPN socket 1416
1 – NC
2 – NC
3 – NC
4 – UPN-LIA
5 – UPN-LIB
6 – NC
7 – -48V
8 – +48V
UPN socket 1408
1 – NC
2 – NC
3 – NC
4 – UPN-LIA
5 – UPN-LIB
6 – NC
7 – NC
8 – NC
MOD socket 1408/1416
1 – TXD
2 – RXD
3 – RQ

4 – GT
5 – GND
6 – RST/SYNC
7 – -48V
8 – +48V
MOD socket DBM32
1 – TXD
2 – RXD
3 – RQ
4 – GT
5 – GND
6 – RST/SYNC
7 – -48V
8 – +48V
Handset socket 1408/1416
1 – MIC
2 – GND
3 – SPK
4 – +V
Headset socket 1408/1416
1 – MIC
2 – GND
3 – SPK
4 – +V

Plugging in the telephone

After plugging in the telephone or at each reset, the bootstrap compares the check sum of the software to the default value. It ensures, that software can be loaded, only if it compatible with the terminal.

The phone also ensures that initial factory data was written during the factory procedures. If the phone has no factory data (or it is damaged) and no factory SW can be started all available LEDs will be activated to indicate the error. If the phone has no factory data (or it is damaged) and factory SW starts automatically – The screen stays blank to indicate the error.

Plug in the telephone.

The bootstrap performs a check sum test.

- If successful, the software version is indicated in the display, e.g. **T015_ODE.xx1**.
- otherwise, the bootstrap returns the message **NO SOFTWARE LOADED**

Note:

In this case, the software can be downloaded from the telephone system or via the TCM tool.

Next steps

Set **Time / Partner / DSS** in the **Avaya Menu** > **Settings** > **Display/Acoustics**> **Time/Partner/ DSS**. As a result the time and set up partner group are shown on the display. The telephone ID is thus initialized. The connection to the system is also be checked at this point.

Note:

As also the CM application SW is in parallel in the phone, it might be that the phone starts erroneously with the CM application SW depending if the phone was plugged to a CM before. To switch back to the I55 application SW, unplug the phone and replug while holding the A-menu button and the **Drop** button pressed simultaneously. To switch manually to CM application SW, unplug the phone and replug while holding the A-menu button and the **Transfer** button pressed simultaneously.

Setting date and time format

1. Open the audit menu.
2. Select **Terminal settings**.
3. Press the **OK** button.
4. Select **Date format**.
5. Press the **Change** softkey to select one of the following:
   - DD.MM.YY
   - MM.DD.YY
   - YY.MM.DD
6. Select **Time format**.
7. Press the **Change** softkey to select one of the following:
   - 24h
   - am/pm
8. Select **Date delimit.**.
9. Press the **Change** softkey to select one of the following:
   - XX.XX.XX
   - XX-XX-XX
   - XX/XX/XX
   - XX XX XX
10. Select **Time delimit.**.
11. Press the **Change** softkey to select one of the following:
    - HH.MM
    - HH:MM
12. Press the **Done** softkey.

Setting up external line codes

External calls are impossible, if the telephone is locked with a local PIN.

You can enter three three-digit external line codes in the audit menu. This codes are checked if the telephone is locked with a local PIN. Depending on this check a call is either executed or rejected.

Note:
If the PIN is set in the system, these settings determine the length and evaluate the selection code for external calls.

1. Open the audit menu.
2. Select **External line codes**.
3. Press the **OK** button.
4. Select one of the following:
   - **Code 1 lock**
   - **Code 2 lock**
   - **Code 3 lock**
5. Enter one to three digits of the external line code.
6. Press the **Done** softkey.

Setting up a PIN for outgoing external calls

Making an external call, the subscriber can dial an additional PIN or project number, which is transferred to the central call charge data recording.

1. Open the audit menu.
2. Select **External line codes**.
3. Press the **OK** button.
4. Select **Code 4 PIN check**.
5. Enter a maximum 5 digit ELC (= external line code) for outgoing external calls and then the PIN or project number. This ELC is set up for general or individual PIN checks in the telephone system. To enable call charge data recording to recognize the PIN, the ELC for dialling with PIN must be different from the ELC for dialling without PIN. This must be set up in the telephone system accordingly.
6. Select **PIN check duration**.

7. Enter the length of the PIN that is set up in the telephone system. This PIN has a maximum 12 digits and applies throughout the system. Corresponding to the entered length, the digits entered after the ELC are presented with PIN code (as ”*").
8. Press the **Done** softkey.

Setting loudspeaker volume

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Display/Acoustics**.
5. Press the **OK** button.
6. Select **Set acoustics**.
7. Press the **OK** button.
8. Select **Loudspeaker**.
9. Press the **left/right arrow** button or enter numeric characters to change the setting.

   The volume of the loudspeaker should be kept as low as possible. Handsfree operation works best under these conditions.
10. Press the **Save** softkey.

Setting handsfree parameter

In the settings menu (**Avaya Menu** > **Settings** > **Display/Acoustics** > **Set handsfree**) handsfree operation can be set to *normal*, *echo* or *muffled* surrounding conditions. Each of these three settings corresponds with a parameter set. All parameter sets can be modified in the audit menu.

Note:

It is also possible to call up this menu during a handsfree connection and subsequently change the settings. This is a good means of directly testing the settings. When testing in this manner, speak to an opposite subscriber who is using the handset.

When setting the parameters, consider the room conditions, the surrounding noises, and the type of telephone conversations (internal, local, long-distance, overseas, …) most frequently made by the respective user.

1. Open the audit menu.
2. Select **Set handsfree**.
3. Press the **OK** button.
4. Select **Handsfr. par. set**.

   Note:
   Select the desired parameter set first, because all other settings in this menu apply to the specified parameter set. Individual settings can be saved for each parameter set.

5. Select the desired parameter set.
6. Select **Outg. sensitivity**.
   This menu item is used to influence the response threshold for outgoing calls.
7. Select one of the following:
   - Move setting to the left: higher sensitivity (low voice, quiet room)
   - Move setting to the right: lower sensitivity (loud voice, noisy room)
8. Select **Inc. sensitivity**.
   This menu item is used to influence the response threshold for incoming calls.
9. Select one of the following:
   - Move setting to the left: increased sensitivity (quiet call partner, high attenuation on the line)
   - Move setting to the right: reduced sensitivity (loud call partner, little attenuation on the line)
10. Select **Reverberate ti**.
    This menu item is used to compensate for reverberation time in the room where the telephone is located (to adapt handsfree operation to the room conditions.
11. Select one of the following:
    - Move setting to the left: the room has a short reverberation time (quiet room)
    - Move setting to the right: the room has a long reverberation time (echoing room)
12. Select **Echo comp. level**.
    This and the following setting affect the ”Reverberation time of the connecting line". Because most cases are adequately covered by the default settings, you only rarely need to change these settings. You can best determine the echo characteristic when

using the handset for connection, and take these results as the basis for setting the handsfree mode.

Echo comp. level is used to compensate the signal level that is reflected from the connecting line and the opposite subscriber.

13. Select one of the following:
    - Move setting to the left: if no echo or only a faint echo can be heard
    - Move setting to the right: if a loud echo can be heard
14. Select **Echo comp. time**.

    This menu item is used to compensate the effective time of the echo on the line.
15. Select one of the following:
    - Move setting to the left: if only a short time delay is apparent between the actual speech and the resulting echo
    - Move setting to the right: if a long time delay is apparent between the actual speech and the resulting echo
16. Select **Attenuation level**.

    Handsfree operation works in accordance with the principle of the ”attenuation scales". This means that one signal direction only (e.g. outgoing) can be active (switched through) at any one time. During this period, the opposite side (e.g. incoming) is ”attenuated" with a configurable value. This menu item is used to set the attenuation level of the handsfree electronics in the telephone.
17. Select one of the following:
    - Move setting to the left: increased two-way communication, but also more echo for the other party to the call
    - Move setting to the right: reduced two-way communication, but also less echo for the other party to the call

    Better duplex communication will mean more echo for the opposite subscriber. The echo behavior can only be heard and thus evaluated by the other party of the call.

Private User Mobility *

The Private User Mobility feature allows you to log on to any telephone inside the telephone system and have access to your personal settings (call list, redial, call diversion, and callbacks). Callers will reach you on this telephone when they dial your call number. Charging units incurred are allocated to your call number.

To use the PUM function, it must be enabled in the telephone system. Furthermore two function keys must have the functions **Log on** and **Log off** assigned to them (look at the UsersGuide).

This function is protected by the same PIN as the locking function. To use PUM, this PIN have exact six digits.

Related topics:

Logging on to the telephone on page 39
Logging off the telephone on page 39

Logging on to the telephone

1. Press the **Log in user** function key.
2. Enter your personal call number.
3. Select **Password:**.
4. Enter your PIN.
   The PIN is displayed by asterisks *.
5. Select **Log in user**.
6. Press the **OK** button.
   A status message appears in the display. You are now logged in to this telephone and you can use it exactly like your own set.

Logging off the telephone

Press the **Log out user** function key.

Your personal settings (call list, redial, call diversion, callbacks entered) are cleared.

Note:

You are logged off automatically if another subscriber logs on to this telephone.

Suppressing specific status information

Usually the status information shows activated call diversions in the display. Some of these status messages can be suppressed partly or totally.

1. Open the audit menu.
2. Select **Show telephone status**.
3. Press the **OK** button.
4. Select one of the following:
   - **Call diversion** if you want to suppress the call number of the call diversion destination in the status message.
   - **Intern after time** if you want to suppress the complete status message in case a call diversion “internal after time” is activated.
   - **Ex.aft.time** if you want to suppress the complete status message in case a call diversion “external after time” is activated.
5. Press the **Done** softkey.

Setting redial list

The redial list can contain up to 30 entries. Up to ten of these are reserved for the most recently dialed numbers. The remaining entries are generated by callback request. Each callback request that you initiate is its own entry in the redial list.

The number of entries for the most recently dialed numbers can be decreased.

1. Open the audit menu.
2. Select **Set redial**.
3. Press the **OK** button.
4. Select **Number**.
   The number of redial list entries reserved for the most recent dialed numbers is shown.
5. Enter a value between 1 and 10.
6. Press the **Done** softkey.

Enabling call list settings

You can grant a user to change call list entries to some extent. For example, remove internal calls from the call list. Then an entry is included in the call list only when the internal caller explicitly requests a callback.

1. Open the audit menu.
2. Select **Set call list**.
3. Press the **OK** button.
4. Select **Call list (off)**.
5. Press the **Change** softkey.
6. Press the **Done** softkey.

Now the user can set by oneself, which kind of calls will be stored in the call list (**Avaya Menu** > **Settings** > **Display call list**).

Using Call Center functions

Before Call Center functions can be used with Avaya 1400 Series telephones some requirements must be fulfilled.

Some settings have to be activated in **audit menu**.

In the **Barred features' list**:

- **CC functions**: mandatory
- **CSTA answer call**: The telephone can accept a CSTA Answer Call with the **Speaker** button or with a headset.
- **CC emergency** : To enable a help notification to the supervisor during an ongoing call. The supervisor can then listen to the call.

In **Terminal settings**:

CC autocall accept: If CC calls should be accepted automatically

For a faster logging in, it is recommended to set up a **CC** function key.

Chapter 4: Local administrative options

Audit menu

The default settings and authorizations for the user can be changed in the audit menu and various test procedures can be implemented. The individual menu items can be found in the chapters *Audit menu overview* and *Barred features' list* .

You will need an auditor PIN to enter the Audit menu.

Using this auditor PIN, you can even unlock a telephone locked by a user. After entering the PIN, you must wait for the timer to count down. The telephone is then unlocked.

If the telephone was locked before, you should make sure that you lock it again after leaving the audit menu.

In case the telephone was locked by the telephone system, you need the system terminal to unlock it (See the appropriate service manual for more details).

Note:
Three unsuccessful attempts to unlock the telephone will result in the telephone being blocked for 15 minutes. You can, however, unlock it at any time using the auditor password.

Saving and reloading data

You must save the phone book and the customer data prior to a change of the telephone or to a basic initialization, and subsequently reload the data into the telephone.

The data transfer can be done via your system or locally via a PC. The first way is not matter of this manual. If you are using a PC, the TCM program must have been installed (TCM = Terminal Configuration Manager).

Prerequisites

The telephone is in idle state for upload or download, that is the following requirements are met:

- The telephone is idle in terms of the switching technology.
- All procedures are finished.
- The telephone is unlocked, and the idle display is active.

Note:

During the data transfer all events are barred on the telephone.

If the telephone detects a fault, this will be indicated to the PC. The affected data will be re-initialized.

1. Connect the PC and the telephone via the Service Adapter:
   a. Plug the provided cable into the MOD jack of the telephone.
   b. Plug the USB cable into an appropriate interface of the PC.
2. Activate the data transfer in the TCM program.

Example

A detailed example how to perform a software download can be found in the chapter **Accessories > Downloading software with the Service Adapter**.

Testing the telephone

You can test various functions. As long as a telephone is in test mode, it cannot receive any calls. Each discrete test only lasts a few seconds.

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Info/Service**.
5. Press the **OK** button.
6. Select one of the following:
   - Tone ringing ...
   - Display ...
   - Set contrast ...
   - Set brightness ...

- Test LED ...
- Keypad ...
- Speech path ...
- Test memory ...

7. Press the **OK** button.

The test is executed and the result is shown.

Replacing a defective telephone

On a defective telephone set analyze which of the following cases happened:

- If a hardware part like the display, the keypad or another device is defective, save the customer data and replace the telephone.
- If the complete hardware is defective, replace the telephone.
- If the software is defective, reload the software.

After having replaced the telephone, do the following:

1. Make sure that the previously installed software is used again.
2. Clear down all memories (Audit menu item **Delete all entries**).
3. Reload the old customer and phone book data, if they are available.

Relocating the telephone

1. Press the **Avaya Menu** button.
2. Select **Settings**.
3. Press the **OK** button.
4. Select **Security**.
5. Press the **OK** button.
6. Select **Relocate**.
7. Press the **OK** button.

The data is saved locally in the telephone. The status message **Relocation prepared** appears.

8. Plug the telephone in at the new location.
   The status message **Relocation initiated** appears on the idle telephone display.

   When the relocation is finished, **Telephone relocated** appears.

9. To cancel the relocation, select **Security > Relocate > OK**.

Chapter 5: Accessories

Accessories

Accessories	Information	Settings on Avaya 1400 Series telephones
Analogue additional devices		
Second handset	to handset interface	Set volume Settings > Display / Acoustics > Setting acoustics > Handset volume 1…8
Headset	to handset interface or to headset socket	Set volume Settings > Display / Acoustics > Setting acoustics > Headset volume 1…8
Additional digital devices		
Button module BM32	to button module socket	
Applications for service PC		
TCM download	via Service Adapter to MOD socket. Download program can be obtained from the product service. The interface settings must where necessary be configured for download.	In the TCM: Functions > Interface > T3 Telephone (V.24): COM 4; marked check box T3; 38,400 Baud, data bit, 1 stop bit, parity odd

Button module BM32

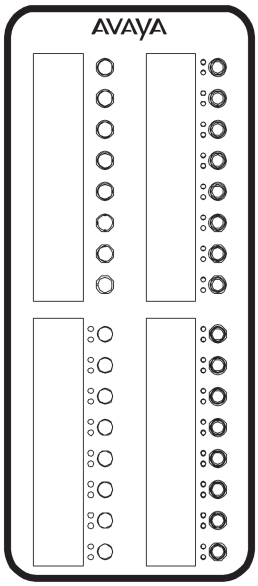
You can connect one or two external button modules DBM32 to the 1416 telephone. (Make sure to use 700.469.968 BUTTON MOD FOR 1400/1500 SERIES, don't mix it up with the other model for the 1600 IP phones.)

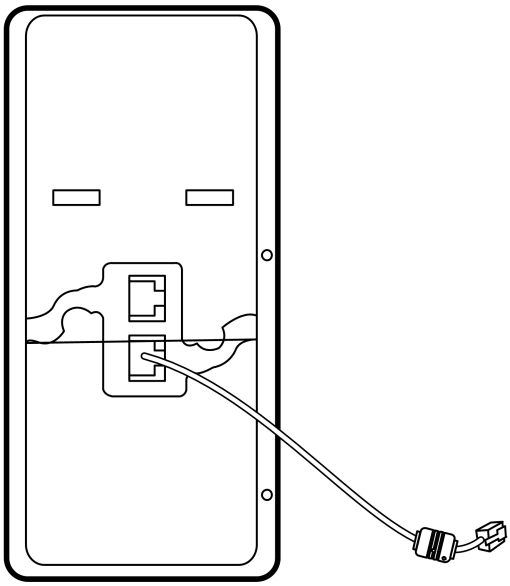
No button module can be connected to the Avaya 1408 telephone.

Depending on the system, the keys can be operated as partner keys, destination keys or function keys. Destination keys can be stored as DSS direct call destinations or DSS destinations:

- DSS destinations: Call numbers on button module destination keys
- DSS direct dial destinations: Call numbers on button module destination keys, busy display, overriding knocking prevention. You must enable the button module in the telephone's audit menu. The button module has to be activated under settings in the telephone menu.

The following graphics show the top and bottom view of DBM32. In the bottom view the connection cable to the telephone is added.





Note:
When using any button module a power supply 1151C has to be connected additionally.

Related topics:
About connecting button module BM32 on page 48

About connecting button module BM32

You can connect one or two external button modules BM32 to the telephone 1416. The following graphic shows how to connect the button modules BM32.

Note:

For connecting the button module please refer also to the installation manual delivered with the module.

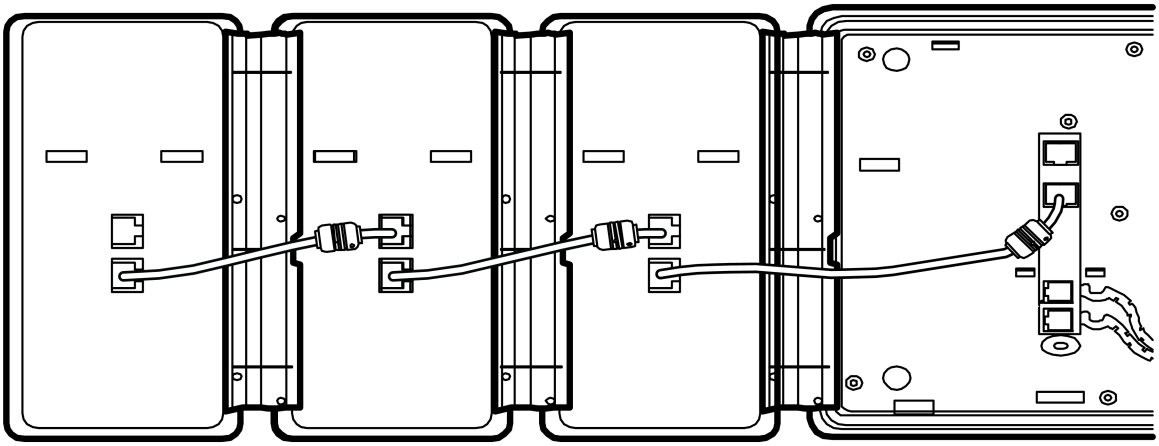
Please be aware of the following when connecting the modules:

- The telephone must be disconnected from line.
- The connection cables must be plugged in the appropriate sockets of the telephone and button module. See the graphic below and the icons next to the sockets to locate the correct sockets.

  Note:

  Every connection cable is equipped with a ferrite attenuation ring next to one jack. The jack near this ring must be plugged in the socket, which is located nearer to the telephone.

- The upper socket of the last module will remain unconnected.



Note:

When using one or more button module a power supply 1151C has to be connected additionally.

Service Adapter

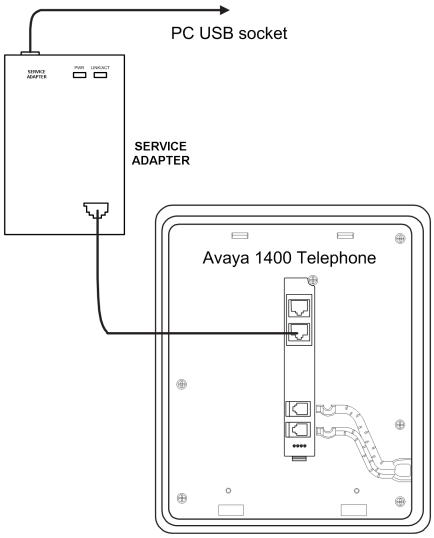
The purpose of the Service Adapter is to convert datastreams between a PC and a Avaya 1400 Series telephone the way that both devices can handle it. It is used to upload telephone software or transfer telephone settings from a PC to the telephone and vice versa.

The Service Adapter is delivered with all needed connection cables: an USB connection cable and a telephone MOD socket connection cable. Additionally you need the driver TUBS3410 for the Service Adapter. The driver is either delivered on a CD included in the delivery or you can download it from the Avaya Support site. The Support link is provided in the delivery.

Note:

The Button Module DBM32 cannot be upgraded with the Service Adapter.

The following graphic shows the Service Adapter and how to connect the PC and the telephone.



Downloading software with the Service Adapter

The telephone software download is done with the tool Terminal Configuration Manager TCM. TCM is *not* included in the Service Adapter delivery.

1. Install the Service Adapter driver software TUBS3410 on your PC if not already done.

   Keep in mind the COM port on which the driver is installed.

2. Connect the Service Adapter with a free USB socket on your PC (USB 2.0 or 1.1) and with the MOD socket on your Avaya 1400 telephone. See the graphic above. On the Service Adapter the PWR LED goes on and the LINK/ACT LED is flashing.

3. Start the Terminal Configuration Manager TCM on your PC.

4. Press the button **Terminal Software Download**.

5. Select the COM port of your Service Adapter driver.

   You can find the COM port via **Arbeitsplatz > Verwaltung > Gerätemanager > Ports (Com & LPT)**.

6. Press the **File open** button and select the software you want to download on the telephone.
7. Press the **Download** button to start downloading.

   During the data transfer all events are barred on the telephone.

   If the telephone detects a fault, this will be indicated to the PC. The affected data will be re-initialized.

Note:

- Also the boot loader can be downloaded with this procedure. It is absolutely important to ensure safe power supply of the phone during boot loader update. Power interrupting during boot loader update destroys the phone. The phone can only be repaired in repair station in this case.
- Additionally, the telephones can be set manually into the local application FW update mode state for TCM with restarting/replugging the phone and pressing the A-menu key and softkey 2 simultaneously. Upon pressing the special keys the normal booting process is aborted and the phone waits in the TCM bootloader mode for a connection. Following display message shows that the phone is in the TCM local update mode:

  ```
  INSTALLATION TEST U <VERSION> READY FOR DOWNLOAD
  ```

- Also the 1400 telephones can be set manually into the local application FW update mode state for DCP Serial Download tool with restarting/replugging the phone and pressing the A-menu key and softkey 1 simultaneously. Upon pressing the special keys the normal booting process is aborted and the phone waits in the DCP Serial Download bootloader mode for a connection. Following display message shows that the phone is in the DCP Serial Download local update mode:

  ```
  NO APPLICATION FIRMWARE WAITING FOR FW DOWNLOAD
  ```

  In the DCP Download mode no I55 SW can be downloaded, this is only for the DCP SW and special DCP compatible bootloader files.
- The 14xx Series Terminals will be connected exclusively to DCP or ISDN circuitry that has been qualified as a Limited Power Source (LPS), in accordance with IEC / UL 60950-1.
- For the 14xx Service Adapter: Use only with I. T. E. Listed products and Avaya digital phone (model 1403, 1408, and 1416).

Headsets

You can connect different cordless and corded headsets to Avaya 1400 Series telephones. Corded telephones have to be connected to the headset socket of the telephone via a HIC

adapter cable. Cordless headsets are connected to the headset socket via a special "Hookswitch Control Cord" adapter cable. This are included in the delivery.

The chapter system components will show you all headsets that can be used with Avaya 1400 Series telephones.

For using the headsets see the headset's and telephone's user guides.

About operating headsets

- A cordless headset is connected to the headset socket of the Avaya 1400 Series telephones via a special "D+M" adapter cable. This adapter must be connected directly to the telephone. Do not connect it to the base station because of strong whistling noises caused by acoustic feedbacks. The “HIS” adapter cable for corded headsets or the "9600 Hookswitch Control Cord" adapter cable cannot be used.

  Note:
  Cordless headsets with a connection via the AEI interface cannot be connected to Avaya 1400 Series telephones.

- Do not change the default **Off** setting in **Menu > Settings > Remote headset**. **On** causes undesirable audible DTMF-signals. This setting (**On**) will only be needed for new Savy Office (Hydra) headsets.
- The acoustic ring signal on the telephone is transferred to the cordless headset via a separate call detector cable with its own (separate) microphone. This separate microphone must first be attached to the grid of the telephone speaker. For mounting see the headset's user's guide.
- Avaya 1400 Series telephones cannot control a cordless headset without DTMF-signaling, i. e. the cordless headset cannot be switched to online or offline mode with the **HEADSET** key on the telephone.

  Note:
  You can also use the **HEADSET** key to seize the line or end a call. In order to place a call correctly using the cordless headset, the headset must always be in headset mode (online). When doing so, however, you must *never* press the talk button on the headset itself.

- The call signal on the telephone must not be set to **Off**. Otherwise, the call will not be signaled on the headset.
- Second calls are not signaled on the headset.
- If you are placing a call with the headset, and the other party terminates the connection, you must also press the call button on the headset so that your telephone will also be disconnected from the line.

Chapter 6: Technical data

Table 1: 1408/1416

	1408	1416
Temperature range for operation	+4 °C to +49 °C	
Temperature range for storage / transport	-20 °C to +60 °C	
Operating voltage	35 to 57 V polarity–dependent	
Power consumption	Idle (backlight off): 250 mW Idle (backlight on): 400 mW Average: 525 mW Max: 950 mW	Idle (backlight off): 250 mW Idle (backlight on): 400 mW Average: 550 mW Max: 1000 mW
Power supply	Power supply via ISDN cable	
Connecting cable	2 wired, 14 ft	
Connection system	Terminated with Western Electric plug connector at each end RJ 45, screened	
D–channel protocol	TN1R6	
Audio frequency range	300 Hz to 3400 Hz	
Interfaces for Button Module	0	1
Interface for local download	1	1
Line interfaces	UPN	
Range	1000 m	
Weight (incl. handset and stand)	890 g	1016 g
Width	7.87 in (200 mm)	9.02 in (229 mm)
Length	9.09 in (231 mm)	
Height: upright position flat position	7.80 in (198 mm) 4.17 in (106 mm)	

Table 2: Button Module DBM32 (only for 1416)

Temperature range for operation	+4 °C to +49 °C
Temperature range for storage / transport	-20 °C to +60 °C
Operating voltage	35 to 57 V polarity–dependent
Power consumption	Idle: 250 mW Max: 700 mW
Power supply	Power supply via 1151C connected to 1416 Button Module socket (MOD)
Connection system	MOD: 8 pole Western Electric plug connector
Digital interface	MOD: In/Out
Connection cable	MOD: 8 wired
Width (without bridge to telephone)	3,94 in (100 mm)
Length	9.09 in (231 mm)
Height: upright position flat position	7.80 in (198 mm) 4.17 in (106 mm)
Weight (incl. stand)	366 g

Chapter 7: System Components

Telephones, spare parts, labels, etc.

Product	Material	Note
PHONES & MODULES		
1408 TELSET FOR CM/ IE UpN	700469851	Includes cord.
1416 TELSET FOR CM/ IE UpN	700469869	Includes cord.
Add-Ons		
BUTTON MOD FOR 1400/1500 SERIES	700469968	Button Module for 32 additional buttons to add to the phone
SERVICE ADPTR FOR 1400/1500 SERIES	700469976	Adapter for Administrators only in case of local SW download
1600 Amplified Speech Handset- RoHS	700446388	Amplified Handset for 1600 Series Phones
INSTALLATION ADD-Ons		
14xx LINE CORD, 14FT, 2 WIRE, 8 POSITION JACK	700478399	For desktop usage of 1400 series phones if cord does not exist at desktop already
CAT5 ETHERNET CORD (1FT)	700436710	For 1603 wall-mounting applications. For 1608 & 1616, cord included in wall-mount kits

Product	Material	Note
1608 WALL MOUNT KIT	700415623	Includes 1 ft Ethernet cord (no function for 1400) and screws
1616 WALL MOUNT KIT	700415631	Includes 1 ft Ethernet cord (no function for 1400) and screws
Power Options for 1400 TDM/digital PHONES with button modules		
1151C1 Power Supply	700356447	1151C1 & 1151C2 products will include CAT5 cable for IP Phones.
1151C2 Power Supply (with battery backup)	700356454	1151C1 & 1151C2 products will include CAT5 cable for IP Phones
US Plug (15A, 120V) 17505	405362641	All power cords must be ordered separately!
Europe Plug (10A) 12013S	407786623	All power cords must be ordered separately!
UK Plug (10A) 14012	407786599	All power cords must be ordered separately!
Australia/NZ (10A) Plug 15012	407786631	All power cords must be ordered separately!
India Plug (10A) SPC-P250CIM	407790591	All power cords must be ordered separately!
Argentina Plug	408161453	All power cords must be ordered separately!
REPLACEMENT PARTS		
ASSY_CABLE DBM32: 14xx MODULE-CABLE	700478407	14xx MODULE-CABLE
CORD CONNECTORIZED, M4BK, LINE, 14 FT, 4 COND, 26 GA	108604265	Additional cord in the 1500 box only

Product	Material	Note
1600 SERIES BM32 BOND BRIDGE - REPLACEMENT	700415599	Includes screws
1603 PLASTIC LABEL COVERS (10) - REPLACEMENT	700419831	Quantity = 10 pieces (covers 10 phones)
1608 PLASTIC LABEL COVERS (10) - REPLACEMENT	700415664	Quantity = 10 pieces (covers 10 phones)
1616/BM32 PLASTIC LABEL COVERS (20) - REPLACEMENT	700415672	Quantity = 20 pieces (covers 10 1616s or 5 BM32s)
1603 WEDGE STAND - REPLACEMENT	700415615	For desktop and wall mount configuration. Ethernet cord sold separately.
1608 FLIP STAND - REPLACEMENT	700415714	
1616 FLIP STAND - REPLACEMENT	700415722	
1600 SERIES BM32 FLIP STAND - REPLACEMENT	700432800	
1600 SERIES HANDSET - REPLACEMENT	700427495	Handset cord sold separately.
1600 SERIES 9' HANDSET CORD - REPLACEMENT (BLACK)	700429707	
9600/1600 SERIES 25' HANDSET CORD (GREY)	700383821	
PAPER LABELS		
1603 PAPER DESI LABELS - PACKAGE OF 50 LABELS (8.5" x 11")	700415706	25 sheets, 2 labels per sheet. Covers 50 1603 phones.

Product	Material	Note
1608 PAPER DESI LABELS - PACKAGE OF 50 LABELS (8.5" x 11")	700415649	25 sheets, 2 labels per sheet. Covers 50 1608 phones.
1616/BM32 PAPER DESI LABELS - PKG OF 50 LABELS (8.5" x 11")	700415656	25 sheets, 4 labels per sheet. Covers 50 1616 phones (2 per phone) or 25 BM32s (4 per unit)
1603 PAPER DESI LABELS - PACKAGE OF 50 LABELS (A4)	700434210	25 sheets, 2 labels per sheet. Covers 50 1603 phones.
1608 PAPER DESI LABELS - PACKAGE OF 50 LABELS (A4)	700434228	25 sheets, 2 labels per sheet. Covers 50 1608 phones.
1616/BM32 PAPER DESI LABELS - PACKAGE OF 50 LABELS (A4)	700434236	25 sheets, 4 labels per sheet. Covers 50 1616 phones (2 per phone) or 25 BM32s (4 per unit)
INTERNATIONAL LANGUAGE STICKERS		
1616 Sticker - Simplified Chinese - 25 pieces	700457765	1616 Sticker - Simplified Chinese - 25 pieces
1608 Sticker - Simplified Chinese - 25 pieces	700457773	1608 Sticker - Simplified Chinese - 25 pieces
1603SW Sticker - Simplified Chinese - 25 pieces	700457781	1603SW Sticker - Simplified Chinese - 25 pieces
1603SW Sticker - Simplified Chinese - 25 pieces	700457799	1616 Sticker - Taiwan - Traditional Chinese - 25 pieces
1608 Sticker - Taiwan - Traditional Chinese - 25 pieces	700457807	1608 Sticker - Taiwan - Traditional Chinese - 25 pieces
1603SW Sticker - Taiwan - Traditional Chinese - 25 pieces	700457815	1603SW Sticker - Taiwan - Traditional Chinese - 25 pieces
1616 Sticker - Korean - 25 pieces	700457823	1616 Sticker - Korean - 25 pieces

Product	Material	Note
1616 Sticker - Korean - 25 pieces	700457831	1608 Sticker - Korean - 25 pieces
1603SW Sticker - Korean - 25 pieces	700457849	1603SW Sticker - Korean - 25 pieces
1616 Sticker - Hebrew - 25 pieces	700457856	1616 Sticker - Hebrew - 25 pieces
1608 Sticker - Hebrew - 25 pieces	700457864	1608 Sticker - Hebrew - 25 pieces
1603SW Sticker - Hebrew - 25 pieces	700457872	1603SW Sticker - Hebrew - 25 pieces
1616 Sticker - Arabic - 25 pieces	700457880	1616 Sticker - Arabic - 25 pieces
1608 Sticker - Arabic - 25 pieces	700457898	1608 Sticker - Arabic - 25 pieces
1603SW Sticker - Arabic - 25 pieces	700457906	1603SW Sticker - Arabic - 25 pieces
1616 Sticker - Russian - 25 pieces	700457914	1616 Sticker - Russian - 25 pieces
1608 Sticker - Russian - 25 pieces	700457922	1608 Sticker - Russian - 25 pieces
1603SW Sticker - Russian - 25 pieces	700457930	1603SW Sticker - Russian - 25 pieces
1616 Sticker - Canadian French - 25 pieces	700457948	1616 Sticker - Canadian French - 25 pieces
1608 Sticker - Canadian French - 25 pieces	700457955	1608 Sticker - Canadian French - 25 pieces
1603SW Sticker - Canadian French - 25 pieces	700457963	1603SW Sticker - Canadian French - 25 pieces

Headsets

Table 3: Corded headsets

Product	OFPOS	Material	Note
HSG 21	#.211.054.248	4999112103	HIC cable necessary
SupraElite AH450		700.413.925	HIC cable necessary
SupraElite AH450N		700.413.933	HIC cable necessary
HSG 24 Multiset	#.211.050.101	4999112108	HIC cable necessary
SupraElite AH460		700.413.941	HIC cable necessary
SupraElite AH460N		700.413.958	HIC cable necessary
HEADSET HIC CORD - DCP & 4610/462X RHS		700414089	HIC cable
HEADSET MOD BASE UNIT KS23822L26 RHS		700414147	M12 LUCM
HEADSET QD-USB ADAPTER RHS (DA55)		700414139	
Headset-Lifter HL-10 RHS		700414105	
SUPRAELITE WIDEBAND MON EURO AW450N		700453038	
SUPRAELITE WIDEBAND BI AW460N		700453046	
CE ENCORE ELITE MONRL HEADSET EURO		700470594	

Product	OFPOS	Material	Note
CE ENCORE ELITE BINRL HEADSET EURO		700470602	

Table 4: Cordless headsets

Product	OFPOS	Material	Note
Wireless headset AWH-65+		700.428.220	Ringing detection and signalling to the headset only via special microfon-cable
Wireless headset AWH-75N		700.446.321	Ringing detection and signalling to the headset only via special microfon-cable
Wireless headset AWH-450N		700.420.292	Ringing detection and signalling to the headset only via special microfon-cable
Bluetooth headset ABT-35S+		700.428.196	Ringing detection and signalling to the headset only via special microfon-cable
SUPRAELITE BI NC WIRELESS - EMEA		.700.420.326	Ringing detection and signalling to the headset only via special microfon-cable
ABT-35H HEADSET - EURO RHS (Bluetooth)		700414063	
HEADSET AVD400 USB DGTL RHS		700414071	

Product	OFPOS	Material	Note
AWH-65 USB WRLS HEADSET EURO RHS		700413834	
ABT-35 USB62		700438559	

Chapter 8: Abbreviations

Abbreviation	Description
CTI	Computer Telephony Integration
ELC	External Line Code
MOD	Button **mod**ule socket
MSN	Manufacturer Serial Number
PIN	Personal Identification Number
PUM	Private User Mobility
TCM	Terminal Configuration Manager
TAPI	Telephony Application Programming Interface
USB	Universal Serial Bus
VIP	Very important person

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