



**Avaya 3720 DECT Telephone**  
connected to Avaya Integral 5

User Guide

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## Important Safety Information

Read this chapter before using the Avaya 3720 DECT Telephone or Avaya 3720 DECT Telephone.

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

This product shall only be used with the following batteries:

*Avaya 3720 DECT Telephone:*

No. 700466691: DECT 3725 HANDS. BATTERY PACK

*Avaya 3720 DECT Telephone:*

No. 700466683: DECT 3720 HANDS. BATTERY PACK

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

*Basic Charger:*

No. 700466253: DECT HS. BASIC CHARGER KIT EU

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

*Advanced Charger:*

No. 700466279: DECT HS. ADV CHARGER KIT EU

No. 700466287: DECT HS. ADV CHARGER KIT UK

No. 700466295: DECT HS. ADV CHARGER KIT NAR

No. 700466303: DECT HS. ADV CHARGER KIT AU

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## Sensitive Electronic Environment (EU/EFTA only)

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

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



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

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the changes for interference are very small. Research proves that operational DECT phones normally don't influence electronic equipment however some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment incidental influence can appear. You are advised not to place the DECT phone on or close (less then 10 cm) to this kind of equipment, even in standby mode.

---

## **Regulatory Compliance Statements (EU/EFTA only)**

### **Permission and Conformity**

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

### **Intended use**

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

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

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

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

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

[www.avaya.de/gcm/emea/de/includedcontent/conformity.htm](http://www.avaya.de/gcm/emea/de/includedcontent/conformity.htm)

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

---

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



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

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

---

## Regulatory Compliance Statements (USA and Canada only)

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

### FCC compliance statements

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

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

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

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

### **Exposure to Radio Frequency Signals**

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

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

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

### **Information to User**

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

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

### **Modifications**

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

### **IC Requirements for Canada**

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la Classe B conforme à la norme NMB-003 du Canada.

---

## Frequency Range

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

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

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## Power Supply

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

---

## Safety Precautions

- Do not open the cordless telephone or charger, this could expose you to high voltages. Have all repairs carried out by authorized service personnel.
- Do not allow the charger and the battery contacts to come into contact with conductive objects such as keys, paper clips, rings or bracelets.
- Do not allow the cordless telephone and charger to come into contact with water or chemicals.
- Only use the plug-in AC adapter and battery type supplied.
- Do not use AC adapters which are visibly damaged (cracked or broken housing) and keep the ventilation slits on the plug-in AC adapters free.
- Do not use the cordless telephones in vehicles or in hazardous locations.
- This product contains magnetic material. Be aware that small metallic objects may stick for example to the loudspeaker. This may deteriorate the audio quality and can be harmful.
- **Save this manual.** It includes important safety information and operating instructions. Save all instructions for future reference.
- Position the electrical cord to the AC power supply where it is least likely to be subjected to damage or stress.

- Remove the electrical cord from an outlet by pulling gently on the AC adapter, not by pulling the cord.
- Remove the battery before cleaning the telephone to reduce risk of electric shock.
- Unplug the battery charger from a power source before cleaning the telephone to reduce risk of electric shock.
- Do not use auxiliary equipment with the telephone which is not exclusively recommended by the manufacturer, see [Accessories](#) on page 16. The use of any auxiliary equipment not recommended by the manufacturer may result in fire, electric shock, or injury, and will void the warranty.
- Do not expose the telephone to open flame.
- Do not expose the telephone and the charger to direct sunlight for long periods. Keep the telephone and charger away from excessive heat and moisture.
- Do not allow heavy objects to fall on the telephone.
- Do not allow children to play with the product packaging material. Product packaging material is often small and may present a choking hazard.
- Do not allow children to play with the telephone. It is not a toy. Children could hurt themselves or others. Children could also damage the telephone.
- Do not expose to prolong light.

---

## Usage

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

---

## Environmental Requirements

### Cordless Telephone

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

### Battery

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

## **Chemical Resistance**

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

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

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

---

## Introduction

This document describes features and settings available for the Avaya 3720 DECT Telephone connected to Integral 5 telephone systems. The cordless telephone is designed to be used in office environment and has high quality voice.

Read the [Important Safety Information](#) on page 7 before using the telephone.

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

### Quick Reference Guide

To get a quick overview on the basic functions of your telephone, see [Quick Reference Guide](#) on page 75. Because of its handy format you can place a print-out next to your telephone as a quick reference.

---

## Functions and Accessories

### Functions

- Local phonebook (250 contacts)
- Company phonebook (500 contacts)
- Central phonebook
- Vibrator
- Headset connector
- Microphone on/off during call
- Loudspeaking function

**Note:**

Use of the function Central phonebook is system depending.

### Accessories

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

## Descriptions

Figure 1: Description of the cordless telephone



- |   |   |
|---|---|
| <p><b>1.</b> Headset connector<br/>The headset connector is for connecting a headset. The connector is protected against dust by using the headset connector cover.</p> <p><b>2.</b> Left Soft key<br/>Used with GUI</p> <p><b>3.</b> Middle Soft key<br/>Used with GUI</p> <p><b>4.</b> Right Soft key<br/>Used with GUI</p> | <p><b>8.</b> Keypad</p> <p><b>9.</b> Key lock and Upper/Lower case<br/>Combined key lock and Upper/Lower Case</p> <p><b>10.</b> Space<br/>To add space between text</p> <p><b>11.</b> Sound off<br/>Turn off/on audible signals in idle mode, silencing the ring signal at incoming call, and also to turn the microphone on/off during a call.</p> |
|---|---|

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

---

## Avaya 3720 DECT Telephone



### **Important:**

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

### **Case**

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

### **Antenna**

The antenna is integrated inside the telephone.

### **Loudspeaker**

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

### **Microphone**

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

### **Clip**

There are three different belt clip options to the cordless telephone; a hinge-type clip (standard), a swivel-type clip, or no clip which makes it possible to use the cordless telephone without any clip on. See [Attach the Hinge-type Clip](#) on page 72, or [Attach the Swivel-type Clip](#) on page 72. Use the clip to attach the telephone to a belt or similar.

### **Battery**

The battery is a rechargeable lithium-ion battery, placed under a battery cover. See [Replace the Battery](#) on page 71.

The battery is fully charged within four hours. See [Charge the Battery](#) on page 71.

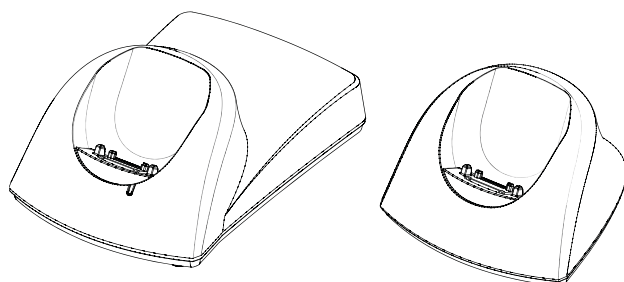
---

## Chargers

### Desktop Charger

---

**Figure 2: Desktop chargers**



Advanced

Basic

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

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

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

**Note:**

Only use the charger within the temperature range of +5° C – +40° C.



**Important:**

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

### Charging the telephone in Desktop charger

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

## Telephone charging

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

## Telephone disconnection

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

**Note:**

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

## Rackmount Charger

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

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

See *Installation and Administration Manual, DECT R4*.

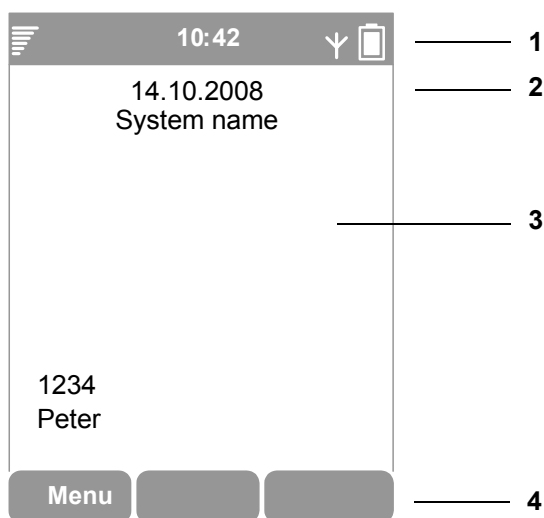
---

## Icons and Text in the Display

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

---

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



**Figure notes:**

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

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

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

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

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

**Icons**



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



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



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



**System connection** icon is shown when the cordless telephone is within range of a radio base station. You can make a call. Additionally a dome is shown on the top of the antenna icon when a connection to your system is established.



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



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



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



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



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



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



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



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



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

### Menu icons



The **Contacts** menu contains all names/numbers in the personal and central phonebook.



The **Calls** menu contains call lists, call time, and call services<sup>1</sup>. Call services is configured by your system administrator.



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

1. System dependent

---

## Keys and Buttons

### Off-hook Key



This key is used for connecting calls.

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



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

### Navigation Key



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

The ▼ is a short cut to Call list.

### Sound Off Key



This key is to silence or mute the telephone:

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

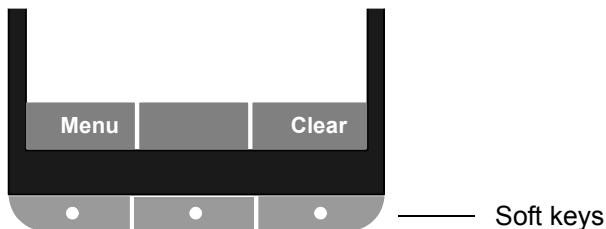
### Key Lock and Upper/Lower Case Key



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

## Soft Keys

Figure 4: Soft keys



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

## Alphanumeric Keys

Key	Capital letter	Small letter
1	.,?!-‘”1	.,?!-‘”1
2	A B C À Â Æ Ç 2	a b c æ à â æ ç 2
3	D E F È É Ê Ë 3	d e f è é ê ë 3
4	G H I Î Ï 4	g h i î ï 4
5	J K L 5	j k l 5
6	M N O Ñ Ô Õ Œ 6	m n o ñ ô õ œ 6
7	P Q R S 7	p q r s 7
8	T U V Û 8	t u v û 8
9	W X Y Z 9	w x y z 9
0	Space + * 0	Space + * 0
*	*	*
#	#	#

**Note:**

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

### In idle mode, and number input mode

- A short press on a key enter the digits 0 - 9 and the characters \* and #.

### In text input mode

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

---

## Accessories

### Belt Clips

Three belt clip options are available:

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

### Telephone lanyard

The telephone lanyard is attached directly to an eyelet on top of the telephone. It is 800 mm long and can be worn around the neck.

### Leather Casing

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

## **Headset**

A headset is recommended if you frequently use the telephone and/or want to have both hands free.

## Menu Tree

**Note:**

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

### Calls

Charges					
Call services	>	Absence	>	Do not disturb	
				Idle hunt group	
		Divert call	>	Call div. to	
				Call div. from	
				Clear call diversion	
				Call forwarding	
				Own allocation	
				Clear own allocation	
				Call diversion to partner	
				Call diversion from partner	
				Internal partner call	
		Pick up calls	>	Retrieve a call	
				Seize ring.line	
				Pick up group	> Group 1 - Group 8
				Pick up partner	
		Announcement			
		Partner announcement			

	Group announcement	>	Group 1 - Group 8		
	General purpose 1 Name <sup>1</sup> - General purpose 10 Name <sup>1</sup>				
Group calls	Line group	>	Group 1 - Group 8		
	Priv. line group	>	Group 1 - Group 8		
	Rel. line group	>	Group 1 - Group 8		
Show/Hide number					

1. Visible if defined by your system administrator

---

## Contacts

Call contact	>	Search			
		<From contact list>			
Add contact	>	Name			
		Work number			
		Mobile number			
		Other number			
Edit contact	>	Search	>	Name	
		<From contact list>		Work number	
				Mobile number	
				Other number	
Delete contact	>	Search			
		<From contact list>			
Central Phonebook					

## Settings

Sounds & Alerts	>	Ring signals			
		Volume			
		Ring type	>	Normal	
				Short signal	
				Silent	
		Vibrating alert	>	On	
				On if silent	
				Off	
		Key sound	>	Click	
				Tone	
				Silent	
Headset	>	Mic on boom			
		Mic on cable			
		<headset profile>			
Display	>	Contrast			
Time & Date		Time format			
		Date format			
		Set time & date			
Locks	>	Automatic key lock	>	On	
				Off	
		Phone lock	>	Auto phone lock	> On
					On in charger
					Off
				Change PIN code	
*Language	>	Dansk, Nederlands, English, ...			

Owner ID					
In charger	>	No action			
		Switch off			
System	>	Change system			
		Subscribe			
		Unsubscribe			
		Rename system			
		Priority			
Device info	>	Software			
		Hardware			
		IPEI/IPDI			
		User ID			

---

## Status Menu

In the status menu you will find important information about the status of your telephone such as the call list, messages received, call diversions and the time. In the status menu you also will find some advanced settings for your telephone.

You can reach the status menu by pressing the **Prog** key in idle mode.

<Status information>				
Call list	↔	! Wagner 20.01. 13:30 2* ...		• ↔
				• More
				• Clear
Settings	↔	Ringing tone		
		Message beep		
		ext. call type		
		int. call type		
		VIP tone		

		Second call		
		Int. call list		
		call list		
		Call list diversion	↔	A
				B
				A+B
		... deleted after	↔	off
				10 min
				1 h
				1 T
				1 W
				1 M
		call display A>B		
		Prio idle display	↔	MAIL
				LIST
		<Date & Time>		

---

## In Call

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

Menu				
Microphone on/off				
Audio transfer				
Conference				
Callback				
Refer-b. 1st PABX				
Code				
DTMF				

Tone post-dial A				
Tone post-dial B				
Tone post-dial C				
Tone post-dial D				
Speed dial				
↻ (Prog)				
→→ (Redial)				
General purpose 1 - General purpose 10				

---

## Basic Operation

---

### Switch the Telephone On/Off

The telephone is switched off:

1. Press and hold **On-hook** key.  
After a few seconds the telephone will vibrate when it is on and the display lights up.  
A control question will be displayed.
2. Confirm with Soft key **Yes**.

The telephone is in idle mode:

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

**Note:**

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

### Turn the Audible Signal On/Off

The telephone is in idle mode or rings.

1. Press the **#** key long. The status of the telephone changes between ring signal on/off.

The  icon indicates a silenced telephone.

---

### Lock/Unlock the Keypad

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

#### Lock keypad

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

#### Unlock keypad

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

**Note:**

It is possible to call an emergency call while keypad is locked.

**Note:**

You can activate an automatic key lock. Then the keypad will automatically locked a short time after the last keystroke. See [Activate the Automatic Key Lock](#) on page 57.

**Note:**

While placed in charger a telephone's keypad is always unlocked.

---

## Lock/Unlock the Telephone

The telephone can be protected for unauthorized use. If this function is activated it locks automatically a short time after the last keystroke or when placed in the charger. A PIN code is required for unlocking the telephone. For more information see [Phone Lock settings](#) on page 57.

### Unlocking the telephone

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

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

---

# Calling

---

## Incoming Call

The flashing LED, accompanied by a ring signal and/or a vibrating telephone, give you notice of a call. Ring signal and vibrator can be disabled. The calling party's telephone number and/or name is shown. Press the Off-hook key to answer the call. When a headset is connected to the telephone, the answering button on the headset can be used to answer the call.

## Answer a Call

Your telephone rings.

1. Press **Off-hook** key.

## Decline a Call

Your telephone rings.

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

## End a Call

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

## Call forwarding

You can forward an external call from your telephone to another connection that is programmed in the telephone system (call forwarding position). This function must be set up by your system administrator.

Your telephone rings.

1. Press Soft key **More**.
2. Select **Menu**.
3. Select **Calls** icon.
4. Select **Calls services**.
5. Select **Divert calls**.
6. Select **Call forwarding**.  
**Call forwarding** appears briefly in the display.

---

## Outgoing Call

### Dial a Number (Post-Dial)

1. Enter the number.
2. If needed, you can press the Soft key **Clear** to erase the last entered digit.
3. Press **Off-hook** key to get the line. The number is shown on the display while dialling.

### Dial a Number directly (Pre-Dial)

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

**Note:**

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

### Dial a Number from the Call list

1. Press ▼ to open the call list.
2. Step with the ▲ and ▼ to scroll in the list. Select number to call.
3. Press **Off-hook** key to dial.

### Dial a Number from the Local Phonebook

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

### Dial a Name from the Central Phonebook

1. Press the \* key and hold until a upright arrow appears in the display.
2. Enter the first letters of the name. Wait a few seconds.
3. Step with the ▲ and ▼ to scroll the list. Select number to call.

4. Press the **Off-hook** key to make the call.

## Dial using Code Numbers

Within your telephone system, frequently used call numbers are stored centrally under specific code numbers. You may dial any of these numbers by simply entering the respective code number.

1. Press the **Off-hook** key.
2. Press Soft key **More**.
3. Select **Speed dial**.
4. Enter the desired code number, e.g. **902**.

### Note:

You can extend the stored call number with the digit keys (post dialling).

## Redialling

You can redial one of the five external call numbers you most recently dialled.

1. Press Soft key →→ .
2. Select the required call number.
3. Press the **Off-hook** key.

### Deleting an entry

The redial entry you want to delete is being displayed.

1. Press the **0** key.

## Specific redialling

With specific redialling, only the call numbers you have previously selected will be saved in the redial list. Specific redialling must be set up in the system. Normal redialling is then switched off.

1. You have made a connection. Do **not** hang up.
2. Press the **#** key for a long period.
3. Press the **On-hook** key.

## Calling a subscriber group

Your system administrator can connect several telephones in your system to form a subscriber group. Some of the functions within the group are particularly convenient (see [Group Pick-up](#) on page 44, [Making an announcement to subscriber group](#) on page 45)

1. Press Soft key **Menu**.
2. Select **Calls** icon.
3. Select **Group calls**.
4. Select **Rel.line group (Internal group)**.
5. Select the group you want to call.

## Calling via a specific line group

1. Press Soft key **Menu**.
2. Select **Calls** icon.
3. Select **Group calls**.
4. Select **Line group**.
5. Select the line group.
6. Enter the call number.

## Private calling via specific line group

1. Press Soft key **Menu**.
2. Select **Calls** icon.
3. Select **Group calls**.
4. Select **Priv.line group**.
5. Select the line group.
6. Enter the call number.

---

## During A Call

### **Note:**

Some of these functions are system dependent and are not shown in the menu. They are set up by your system administrator in the PDM. If applicable additional functions could also be programmed by your system administrator.

## Adjust the Volume during a Call


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

## Open Menu during the Call

1. Press Soft key **More**.
2. Select **Menu**.
3. To open a menu continue like not being in a call.

## Turn the Microphone on/off during a Call

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

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

Turn the microphone back on:

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

### Note:

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

## Start a New Call during Conversation

1. Press Soft key **R**.

The first caller is put on hold.

### Note:

Dial the number. You can also call an entry in your phonebook. Select **More > Menu > Contact > Call contact**. Scroll to the desired entry and press the **Off-hook** key.

## End a Call and switch back to the initial Call

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

1. Press Soft key **R**.

This will end the current call. You are connected with the first call.

## Transfer a Call

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

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

Both call partners are connected to each other.

## Transfer to new Call

You are in a call.

1. Press Soft key **R**.

The caller is put on hold.

2. Dial the number of the person you want to transfer the call to.  
Tell the subscriber you want to transfer a call.

**Note:**

Press **On-hook** key to transfer the call. External-external call transfer must be enabled by your system administrator.

**Note:**

You can pass on the caller directly, without waiting for her/him to pick up. If the internal subscriber does not take the call, the call will come back to you after a short period.

**Note:**

With an external-external call transfer two trunk lines are occupied!

## Starting a Conference Call

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

1. Select Soft key **More**.
2. Select **Conference**.

You can now speak with both participants at the same time.

## Ending a Conference Call

You have initiated the active conference call.

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

With an all-internal conference, the other two conference participants remain connected.

## Callback

The subscriber you are calling is busy. When you activate callback, you receive a signal when the busy subscriber is once again free.

## Switching on callback

The subscriber you are calling is busy.

1. Press Soft key **More**.
2. Select **Callback**.  
You will hear an acknowledgement tone.
3. Press the **On-hook** key.
4. When the subscriber you want to call becomes free, your telephone rings. **Callback** appears in the display.
5. Press **Off-hook** key.  
The call will automatically be started.

### Note:

With internal calls you can also switch on callback if the person you are calling does not answer.

Callback to external subscribers is only possible if supported by the network operator and the system connection type.

Call diversions are not taken into account with callback.

If you do not pick up after a certain time while the telephone is ringing, the callback is cleared. The waiting period is set in the system.

## Clearing callback

1. Press Soft key **Prog**.
2. Scroll to **Callback act..**
3. Press **0** key for a long period.  
**Callback off** appears briefly in the display.

## Taking a second call

During a call. A second call appears and the a short tone could be heard and the display shows the name or call number. You can end the first conversation and take the second call. You can ignore the second call.

This function must be enabled in your telephone system.

1. Press the **On-Hook** key.  
The first call is ended. Your telephone rings.
2. Press the **Off-Hook** key.  
You are connected to the second caller.

### Note:

If the second call comes from a digital connection and you do not take the call, the call goes to the call list.

## Assigning a code to a call

A code can be assigned to each outgoing and incoming external call. This enables the call to be assigned to a project or client number.

**Note:**

The code must be enabled by your system administrator. The length of the code is set in the telephone system.

During a call.

1. Press Soft key **More**.
2. Select **Code**.  
If already set up, the current code number is displayed.
3. Enter the code.  
The new code number is saved automatically.

## DTMF-postdialling

You can switch over to DTMF-postdialling whilst telephoning. Each press of a button is then transmitted as a tone, allowing you to e.g. operate an answering machine.

### Activating DTMF

During a call.

1. Press Soft key **More**.
2. Select **DTMF**.

Continue to dial. Each digit is transmitted as a tone.

**Note:**

By default, DTMF postdialling is active and does not need to be switched on.

### Sending "A" - "D" as a DTMF signal

During a call.

1. Press Soft key **More**.
2. Select the appropriate entry, e.g. **Tone dial (A)**.

"A" will be sent as a tone.

## Loudspeaking Function

During a call the loudspeaking function can be activated.

1. Press Soft key **R** for a long period.

To turn loudspeaking function off again:

1. Press Soft key **R** for a long period again.

## Refer back 1st PABX

If you are calling via a telephone subsystem, which is connected to a so-called 1st PABX. You can set a call on hold in the 1st PABX.

During a call.

1. Press Soft key **More**.
2. Select **Refer-b. 1st PABX**.  
The call is set on hold. You can call a second subscriber.

---

## Pick-up

You may answer the call on your telephone when another telephone rings. If you are assigned to a group, this also works in an undirected way for any telephone within the group.

## Pick-up calls

Another telephone rings.

1. Press Soft key **Menu**.
2. Select **Calls** icon.
3. Select **Call services**.
4. Select **Pick up calls**.
5. Select **Retrieve a call**.
6. Enter the call number of the subscriber whose call you wish to retrieve (pick up).  
You are connected.

### Note:

If you have picked up an internal call, the number or name of the subscriber appears in the display.

If you have picked up an external call, the number or name of the line appears in the display.

## Accepting calls from ringing lines

You hear an external call at another telephone.

1. Press Soft key **Menu**.

2. Select **Calls** icon.
3. Select **Call services**.
4. Select **Pick up calls**.
5. Select **Seize ring. line**.  
The name of the line or the number and/or name of the caller appears in the display. You are connected.

**Note:**

If you have picked up an internal call, the number or name of the subscriber appears in the display.

If you have picked up an external call, the number or name of the line appears in the display.

## Pick-up calls from associated subscriber

The telephone of your associated subscriber rings.

1. Press Soft key **Menu**.
2. Select **Calls** icon.
3. Select **Call services**.
4. Select **Pick up calls**.
5. Select **Pick up partner**.  
The number and/or name of the caller appears in the display. You are connected.

## Group Pick-up

Another telephone within your group rings.

1. Press Soft key **Menu**.
2. Select **Calls** icon.
3. Select **Call services**.
4. Select **Pick up calls**.
5. Select **Pick up group**.
6. Select the group the ringing telephone is a member of.  
The number and/or name of the caller appears in the display. You are connected.

---

## Call Diversion

All calls; internal calls, external calls, calls when busy, or calls at no answer can be diverted to another telephone number.

Diverting calls from another telephone to your cordless telephone is made via the **Calls menu > Call services > Divert calls**. See [Call Services](#) on page 48.

---

## Announcement

You can make an announcement from your cordless telephone to a connection within your telephone system. It is not possible to make an announcement to another cordless telephone.

### Making an announcement

1. Press **Off-hook** key.
2. Enter the call number, e.g. **1276**.
3. Select Soft key **More**.
4. Select **Menu**.
5. Select **Calls** icon.
6. Select **Call services**.
7. Select **Announcement**.  
Speak now.

### Making an announcement to associated subscriber

1. Press Soft key **Menu**.
2. Select **Calls** icon.
3. Select **Call services**.
4. Select **Partner announcement**.  
Speak now.

### Making an announcement to subscriber group

1. Press **Off-hook** key.
2. Press Soft key **More**.
3. Select **Menu**.
4. Select **Calls** icon.
5. Select **Call services**.

6. Select **Group announce**.
7. Select group you want to speak to.  
Speak now.

### **Ending an announcement**

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

---

## **Voice Mail**

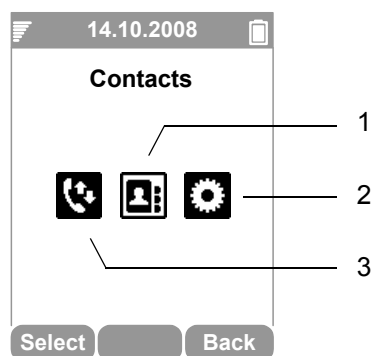
A new voice mail is indicated by the text **List** in the display. Information is stored in the call list.

---

## Menu Operation

---

**Figure 5: The main menu**



**Figure notes:**

1. Contacts
2. Settings
3. Calls

---

## Calls

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

### Suppression of call number display

If you do not wish to inform an external call partner of your call number, you can prevent your call number being shown in your call partner's display.

#### Suppressing/Reactivating display of own call number

1. Select **Show/Hide number**.

An info message showing you the suppression/reactivation appears briefly.

**Note:**

Call number suppression must be enabled at the exchange.  
After a call, "display of your call number" is automatically switched on again.

## Call Services

### Note:

These functions are system dependent. The parameters are set up by your system administrator.

### Follow me (Call diversion from)

From your own cordless telephone, you can divert calls from another telephone to yourself. The cordless telephone must be within range of the telephone system. You can set up several consecutive call diversions to your cordless telephone.

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Call div. from**.
4. Press one of the following keys:
  - **1** for unconditionalized call diversion. (A "-" appear in the display.)
  - **2** for call diversion after a delay. (A "Z" appear in the display.)
  - **3** for call diversion when busy. (A "B" appear in the display.)
5. Enter the number from which you wish to divert calls.

All calls to the specified number will be diverted to you, if applicable after a delay or when busy. The call diversion appears in the status display.

### Call diversion

You can divert all calls from your cordless telephone to another connection in your telephone system. The cordless telephone must be within range of the telephone system.

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Div. Call to**.
4. Press one of the following keys:
  - **1** for unconditionalized call diversion. (A "-" appear in the display.)
  - **2** for call diversion after a delay. (A "Z" appear in the display.)
  - **3** for call diversion when busy. (A "B" appear in the display.)
5. Enter the internal or external call diversion destination. If it is an external number you have to add an external line code (usually "0") in front of it.
6. Press Soft key **Prog**.  
The call diversion will appear in the display.

### Canceling a specific call diversions

1. Press Soft key **Prog** to open the status menu.
2. Scroll to the call diversion you want to delete.
3. Press **0** key.

### Canceling all call diversions

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Clear Call diversion**.

### Signalling calls on two telephones (twinning)

You can arrange to have incoming calls signalled on both your own phone and another, external phone, e.g. your GSM mobile. This is called twinning.

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Div. Call to**.
4. Press the **4** key:
5. Enter the external number of the phone that you want to ring out when a call is received, e.g. **0012341234**.
6. Press Soft key **Prog**.  
The twinning number is displayed, e.g. **twinning 0012341234**.
7. Enter the external number of the phone that you want to ring out when a call is received, e.g. **0012341234**.

### Changing call divert/twinning remotely

You can call up your telephone system from anywhere and set up or alter call divert or twinning for your cordless telephone or other telephones. This is possible from any telephone with DTMF suffix dialling.

**Note:**

"Changing call divert/twinning remotely" must be released by your system administrator. The system administrator will also tell you the number to dial for remote settings access.

The subscriber's secret PIN-number must be different from the delivery setting. For "Call diversion to": you do not need to enter an external call number if you are calling from the same external telephone number to which you wish to divert your calls. In any case the call number transmission for the telephone must be active.

## **Call subscriber whose call diversion is to be changed**

1. Call the number of your telephone system from an external telephone, e.g. **0697505**.
2. Enter the number of the remote control access, e.g. **24**.
3. A dialling tone sounds as confirmation.
4. Enter the internal call number of the subscriber whose call diversion you wish to change.
5. Enter the 4- or 6-digit PIN-number of the subscriber, e.g. **1234**.  
A dialling tone sounds as confirmation.
6. Now continue with one of the following three variations (a - c):

### **a) Diverting calls to another telephone or mailbox (call divert to, twinning)**

1. Press the \* key, followed by **71**.
2. Enter the dial code for the call diversion option, e.g. **1**.  
Dial codes for call routing variations:
  - 1 = immediately -- 2 = on no answer -- 3 = on busy -- 4 = twinning
3. Enter the internal or external number to which calls are to be diverted, e.g. 00897543.
4. Press the # key.  
You will hear an acknowledgement tone.

### **b) Divert calls from an internal subscriber (Call diversion from, Follow me)**

1. Press the \* key, followed by **70**.
2. Enter the code for the call diversion variation, e.g. **1**.  
Codes for call diversion variations:
  - 1 = immediately -- 2 = delayed -- 3 = if busy
3. Enter the 2-4 digit internal call number of the subscriber from which the calls are to be diverted.  
You will hear an acknowledgement tone.

### **c) Deactivate call diversion/twinning**

1. Press the # key followed by
  - **70** for “Call diversion from” or
  - **71** for “Call diversion to”.

You will hear an acknowledgement tone. Call diversion is switched off.

## Own allocation

If your system administrator has set up your cordless telephone as the night station for a central office, calls will only be received on your telephone when the night service of the central office has been activated. If you want to be able to receive these calls at any time, you have to activate an own allocation.

### Activating own allocation

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Own allocation**.

### Viewing an own allocation

If you have activated own allocation the appropriate status message is shown in the status menu, see [Status Menu](#) on page 30.

### Deactivating an own allocation

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Own allocation**.  
**Own allocation off** appears briefly in the display.

**Note:**

If you have activated an own allocation and a call diversion, you can deactivate both by entering a digit code, see [Codes for your telephone](#) on page 73.

## Viewing the charges

1. Select **Charges**.  
The charges incurred by the last call are shown in the display, e.g. Eur 1.68
2. Press Soft key **Clear** to switch call charge display off.

## Do not disturb

If you do not want to be disturbed you can deactivate the ringing tone temporarily.

1. Select **Call services**.
2. Select **Absence**.
3. Select **Do not disturb**.

**Note:**

A caller will hear a busy tone or an announcement when you have activated “Do not disturb”.

You can make internal and external calls without any restrictions when you have activated “Do not disturb”.

## Disconnecting from hunt groups

If your telephone is assigned to one or more hunt groups you can temporarily disconnect your telephone from these hunt groups.

1. Select **Call services**.
2. Select **Absence**.
3. Select **Idle hunt group**.

## Associated subscriber

Your system administrator can set up a telephone in your system as an associated subscriber, e.g. for an executive-secretary circuit. Some of the related functions are particularly convenient.

### Calling the associated subscriber

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Internal partner call**.

### Call diversion to associated subscriber

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Call diversion to partner**.  
The display shows e.g. **Cal div. to 24 -**.

### Call diversion from associated subscriber

1. Select **Call services**.
2. Select **Divert calls**.
3. Select **Call diversion from ...**.  
The display shows e.g. **Cal div. from 24 -**.

### Clearing own allocation from associated subscriber

1. Select **Call services**.

2. Select **Divert calls**.
3. Select **Clear own all..**  
The display shows e.g. **Del. self-ass. for**.

## General Purpose

Besides the default Call services functions, it is possible for your system administrator to define 10 extra system specific codes.

---

## Contacts

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

A company phonebook can be downloaded by your system administrator. Contacts from the company phonebook appears in the contacts list menu with a lock symbol next to the name/number, which means that it is not editable. The contact will only include work number.

It is also possible to access a central phonebook.

## Open personal phonebook

1. Enter the menu by pressing Soft key **Menu**, or the confirmation button on the Navigation key.
2. Select **Contacts** icon.
3. Press the confirmation button or Soft key **Select**.

## Call Contact

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

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

## Rapid Search for a Contact

In idle mode.

1. Enter the first letter of the contact (press the first key for a long period).  
The first entry with the entered letter is shown.

2. Select contact from the list.

You can now call the contact.

## Add Contact

1. Select **Add contact**.

### Add New Contact

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

## Edit Contact

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

## Delete Contact

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

## Central Phonebook

The names and call numbers of important call partners are stored within your telephone system. You can dial these numbers at any time.

### Searching for an entry quickly

1. Press the \* key for a long period in idle mode.
2. Enter the first letter, e.g. **C**.  
The first entry beginning with "C" appears in the display, e.g. **Carl**.

3. Enter the next letter, e.g. **L**.  
The first entry that starts with "CL" appears in the display, e.g. **Claes**.
4. Enter further letters if required.
5. Scroll to the desired entry, e.g. **Clee**
6. Press the **Off-hook** key to call the entry.

**Note:**

You can access the central phonebook via the menu as well: **Menu > Contacts > Central Phonebook**. Searching for entries works the same way as described above.

### Scrolling the phonebook

*By name:*

Press ▲ or ▼ to scroll upwards or downwards.

*By initial letters:*

Press the \* button (for a long period), then press ▲ or ▼ briefly.

### Call the entry displayed

The desired entry of the central phonebook is displayed.

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

---

## Settings

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

## Sound and Alert

### Adjust the Ringer Volume

1. Select **Sound & Alerts**.
2. Select **Volume**.  
The menu item **Ringing tone** is shown.
3. Select the volume with a digit (1-9), e.g. **3**. You will hear the ring tone so you can check it.
4. Press Soft key **Prog**.
5. Press Soft key **Clear**.

## Set Ring Type

1. Select **Sound & Alerts**.
2. Select **Ring type**.
3. Select **Normal**, **Short signal**, or **Silent** (i.e. the vibrator is on when the telephone is muted).
4. Press Soft key **Back**.

## Turn the Vibrator on/off

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

### Note:

When the volume is set to silent the  icon is shown in the display.

## Set the Key Sound

This means that the telephone sounds low at every keystroke. You can choose between **Silent**, **Click**, or **Tone**.

1. Select **Sound & Alerts**.
2. Select **Key sound**.
3. Select key sound.
4. Press Soft key **Back**.

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

## Headset

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

### Note:

**Customized headset profile** is only visible if the headset profile has been configured by your system administrator.

3. Press **Select**.

## Phone Lock settings

### Activate the Automatic Key Lock

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

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

### Activate the Phone Lock

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

The following function is still available when the telephone is locked:

- Dialing emergency call numbers. These numbers are set up by your system administrator.

**Note:**

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

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

### Deactivate the Phone Lock

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

### Change PIN Code

1. Select **Locks**.
2. Select **Phone lock**.

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

## Display

### Contrast

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

## Time & Date

Time and date is set in your telephone.

### Note:

Every time you switch off your telephone the time and date settings are resetted.

### Set Time Format

1. Select **Time & Date** and Press Soft key **Select**.
2. Select **Time format**. The actual time format is marked.  
Selectable time format:
  - 11:00pm/am
  - 23:00
3. Press Soft key **Select** to save the setting.

### Set Date Format

1. Select **Time & Date** and press **Select**.
2. Select **Date format**, press **Select**. Selectable date format:
  - DD/MM/YYYY, i.e 17/09/2008 (also called Europe)
  - MM/DD/YYYY, i.e. 9/17/2008 (also called US)
  - YYYY-MM-DD, i.e. 2008-09-17 (ISO 8601)

- MMM DD YYYY, i.e. Sep 17 2008
  - DD MMM YY, i.e. 17 Sep 08
  - DD.MM.YYYY, i.e. 17.09.2008
  - DD-MM-YYYY, i.e. 17-09-2008
3. Press **Select** to save the setting.

### Set Local Time and Date Format

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

### Set Time & Date

1. Select **Time & Date** and press **Select**.
2. Select **Set Time & Date**, press **Select**.
3. Select hour, minute, year, month, or day by using the  $\blacktriangleleft$  and  $\blacktriangleright$  navigation key.
4. Modify the entry by using the  $\blacktriangleup$  and  $\blacktriangledown$  on the navigation key.
5. Press **OK** to save the setting.

## Change the Menu Language

You can choose between, Deutsch (German), English, Español (Spanish), Français (French), Italiano (Italian), and (Russian).

#### Note:

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

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

## Change Owner ID

The Owner ID is set to identify the telephone.

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

## In Charger

### Switch off While Charging

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

1. Select **In charger**.
2. Select **Switch off**.

### Deactivate the Charging Mode

1. Select **In charger**.
2. Select **No action**.

## System

Your cordless telephone can be logged on to up to eight systems. Each system is saved as a system entry. To label each system precisely, after logging on you can change the name of each system entry.

When set accordingly, the telephone automatically chooses the system currently available as you move from place to place.

1. Select **System**.

### Change System

1. Select **Change System**.
2. Select **Automatic** or a specific system. If the telephone is set to **Automatic** it selects a system according to the priority list, see [Priority](#) on page 62.

**Note:**

**Automatic** doesn't work if your system list comprises beneath Integral DECT systems other systems (IP DECT or GAP home base stations).

## Subscribe System

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

The IPEI code is a unique code which has been assigned to the cordless telephone, see also [Admin menu](#) on page 67.

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

**Note:**

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

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

**Note:**

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

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

**Note:**

A restart could occur automatically when the cordless telephone will get subscribed at your system.

## Unsubscribe System

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

**Note:**

It is not possible to delete a protected subscription.

## Rename System

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

1. Select **Rename System**.

2. Select system to rename.
3. Enter new name.
4. Select **Save**.

## Priority

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

### Note:

This is used in combination with system set to be **Automatic**, see [Change System](#) on page 60.

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

## Device info

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

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

---

## Status menu

## Call list

External calls you do not answer will be entered in the call list along with the time and date of the call. You can display this list at any time and call back the subscribers registered in it. When you have new entries in the call list **LIST** will appear in the display.

The call list can store up to 10 entries. External calls without call number transfer or with call number suppression switched on are not entered.

### Note:

You can also include other entries in the call list, such as internal calls (see [Internal call list](#) on page 65) or conversations with external callers (see [Call list \(Talk list\)](#) on page 65).

## Symbols used in the call list.

In addition to the time of the last call, the following symbols provide you with more information about an entry.

- ! New entry you have not viewed yet.
- I Identifies an internal call.
- ? Conversation with an external caller.
- 2\* The subscriber has called you twice.

## Open Call List

1. Press Navigation key ▼ in idle mode.
2. Step with the ▲ and ▼ to scroll in the list.

### Note:

You can also access the call list from the status display. Next to the text **Call list** the number of new entries you have not yet viewed is displayed in parentheses.

## Dial number from Call list

1. Select number to call.
2. Press the **Off-Hook** key.

## Delete Entry from the Call list

1. Select entry to delete.
2. Press **0** long.

### Note:

An entry is automatically deleted, when you call back the entry directly from the call list and the connection is established.

### Note:

You can set that call list entries are deleted automatically after a defined time, see [Deleting call list entries automatically](#) on page 66.

## Voice Mail Message Waiting

Voice mail boxes can be connected to your telephone system. Incoming messages are signalled on your cordless telephone. You can listen to the messages on the telephone.

### Voice mail box indicates a new message

**LIST** appears in the display to signal a new entry in the call list.

## Message signalling (Message waiting)

There is a message for you in the voice mail box. **LIST** appears in the display.

1. Press Soft key **Prog**.
2. Select **call list**.
3. Scroll to the entry from your voice mail box. The entry corresponds to the name of your voice mail system, e.g. **Mailbox**.

## Listen to the displayed message

1. Press the **Off-hook** key. The message is played.

### Note:

Messages are deleted in the same way as other call list entries.

If your cordless telephone is configured as a “parallel telephone”, you have to call up voice mail manually to hear the message.

## Settings

### Ring tone - acoustic pattern

You can set a different sound for each type of call (message, external, internal, VIP). The sound tells you what kind of call is waiting.

1. Press Soft key **Prog**.
2. Scroll to the **Settings** menu item.
3. Press Soft key **Prog**.
4. Select the desired call type, e.g. **Ext. Call type**.
5. Select the melody with a digit (1-9), e.g. **3**. You will hear the ring tone so you can check it.
6. Press Soft key **Prog**.
7. Press Soft key **Clear**.

### Note:

You must define the numbers to be signalled with the VIP ringtone in the telephone system (call filter list).

### Second Call

You can set that a second call is not signaled on your telephone. The caller will hear the busy tone.

1. Press Soft key **Prog**.
2. Scroll to the **Settings** menu item.
3. Press Soft key **Prog**.

4. Select **Second call (on)**.
5. Press Soft key **Prog**.
6. Press Soft key **Clear**.

### Internal call list

You can set that internal calls you have not answered are also entered in the call list.

1. Press Soft key **Prog**.
2. Scroll to the **Settings** menu item.
3. Press Soft key **Prog**.
4. Select **Int. call list (off)**.
5. Press Soft key **Prog**.
6. Press Soft key **Clear**.

### Call list (Talk list)

You can set that internal calls you have not answered are also entered in the call list.

1. Press Soft key **Prog**.
2. Scroll to the **Settings** menu item.
3. Press Soft key **Prog**.
4. Select **Call list ? (off)**.
5. Press Soft key **Prog**.
6. Press Soft key **Clear**.

### Call list entries in case of call diversion

If you have set up a "Call diversion to" you can set which telephone is to receive entries in the call list:

- (A) only your telephone
  - (B) only the call diversion destination
  - (A+B) your telephone and the call diversion destination
1. Press Soft key **Prog**.
  2. Scroll to the **Settings** menu item.
  3. Press Soft key **Prog**.
  4. Select **Call list diversion (A)**.
  5. If necessary, press Soft key **Prog** several times until the desired setting is displayed.
  6. Press Soft key **Clear**.

## Deleting call list entries automatically

You can set that call list entries are deleted automatically after a defined time. The options available for automatic deletion of your call list entries are 10 minutes, 1 hour, 1 day, 1 week and 1 month.

1. Press Soft key **Prog**.
2. Scroll to the **Settings** menu item.
3. Press Soft key **Prog**.
4. Scroll to the ... **delete after (off)** menu item.
5. Press Soft key **Prog** several times if necessary until the desired time is displayed.

## Extended call display

You can set your telephone to display not only the caller's number or name but the number which they dialled. This tells you whether the caller wants to speak to service or the workshop, for example.

1. Press Soft key **Prog**.
2. Scroll to the **Settings** menu item.
3. Press Soft key **Prog**.
4. Scroll to the **Call display A->B** menu item.
5. Press Soft key **Prog** to change the setting.

## Preference LIST or MAIL in the display

If you have received new entries in the call list and new messages at the same time: The idle display shows only one of these, either LIST or MAIL. You can set that the information that is more important to you appears on the display.

1. Press Soft key **Prog**.
2. Scroll to the **Settings** menu item.
3. Press Soft key **Prog**.
4. Scroll to the **Prio idle display** menu item.
5. Press Soft key **Prog** to change the setting.

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# Advanced Functions

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## Admin menu

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

The Admin menu contains:

- Software and hardware information and IPEI
- DECT link information
- Fault logging
- Enhanced system menu with ability to alter protection
- Factory reset option
- Site Survey Tool for indication of radio signal and base station listing. For activating the admin menu see *Installation and Administration Manual, DECT R4*.

---

## Troubleshooting

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

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

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

### Operational problems

Fault	Probable cause	Action or comment
No display	The battery level is low or the telephone is defective.	Charge the battery or contact system administrator.
No ringing	The ringer off icon is on or ringer volume set to silent or the telephone is defective.	Long press on the Sound off key, or increase volume, or contact system administrator.

### Error or warning messages

Display shows	Probable cause	Action or comment
No access	The network is in range, but no access rights.	Switch telephone off and then switch it on again or contact system administrator.
No System. The telephone beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).	The telephone is out of coverage or telephone is defective.	Stop the beep with the Silent off key and go into range. Note: When re-entering the coverage area it can take a couple of minutes before the telephone automatically has registered into the system. or contact system administrator.
SERVICE NEEDED Parameters corrupt	The telephone is defective.	Select the reset option on the middle Soft key if available. Upgrade the telephone's software to version 3.0.0 or greater. If the problem persists, the telephone needs repair. <b>Note:</b> Display message only shown in English.

<b>Display shows</b>	<b>Probable cause</b>	<b>Action or comment</b>
Enter PIN code	telephone lock is activated.	Enter the required PIN code. If PIN code lost enter new via PDM or do a factory reset via PDM.
Battery low, charge now	The battery level is low.	Charge or replace the battery.
Phonebook is not available at the moment.	The phonebook does not respond, not available at the moment.	Try again later or if fault persists do a factory reset via admin menu or PDM.
Voice mail number not defined	There is no Voice mail number defined in the telephone.	Define a Voice mail number via PDM.

---

## Operation Notice

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### Accessibility and Voice Quality

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

#### Operating Area

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

#### Out of Range

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

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

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

---

## Maintenance

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### Charge the Battery

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



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

**Note:**

Only use the prescribed chargers for charging.

---

### Replace the Battery

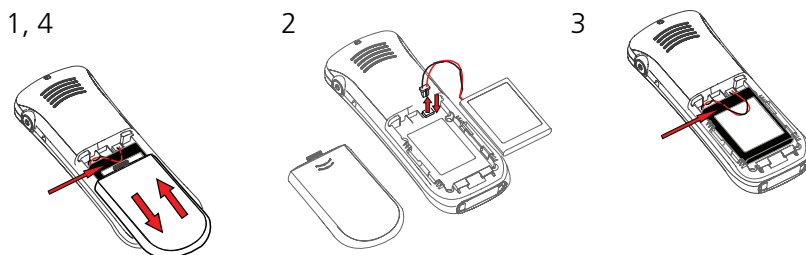
If the standby time for the cordless telephone becomes too low, the battery should be replaced by a new one. Please contact your system administrator or your supplier, for information about new batteries. Replace the battery as described in the illustration below. The battery is connected to the cordless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

**Note:**

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

---

**Figure 6: Battery replacement**



**Important:**

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

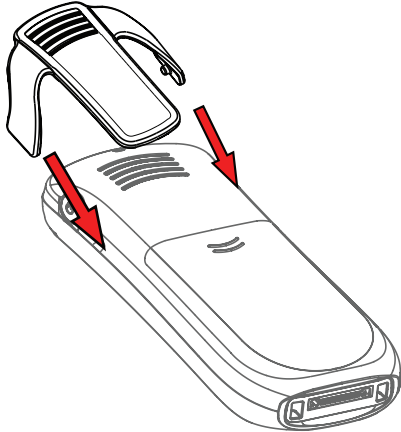
---

## Attach the Hinge-type Clip

Attach the hinge clip as described in the illustration below.

---

**Figure 7: Click-on the clip**



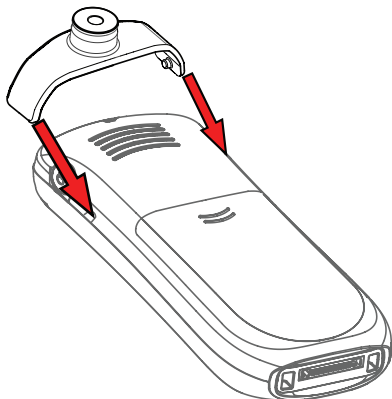
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## Attach the Swivel-type Clip

Attach the swivel clip as described in the illustration below.

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



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## Appendix

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### Codes for your telephone





Here you can enter the codes that are set up in your telephone system. These codes can be obtained from your system administrator.

Code	Function
* 15 x	Group announcement to group x
* 159	Transfer external caller to external subscriber
* 16 x	Internal call to group x
* 17 x	Retrieve (pick up) calls from group x
* 170	Exchange line recall (when all exchange lines are busy)
* 32	Retrieve (pick up) external calls
* 34	Retrieve (pick up) from an internal subscriber
* 40	Open door 1 during conversation
* 41	Open door 2 during conversation
* 42	Open door 1
* 43	Open door 2
* 46	Call charge display for last call
* 64	Self-assignment
# 64	Self-assignment
* 66	Delete automatic callback
# 66	Delete automatic callback
# 67	Clear messages
* 69	Call forwarding
* 701	Immediate call diversion
* 702	Delayed call diversion from
* 703	Call diversion from when busy

<b>Code</b>	<b>Function</b>
# 70	Call diversion from off
* 711	Call diversion to immediately
* 712	Delayed call diversion to
* 713	Call diversion to when busy
* 714	Twinning
# 71	Call divert on no answer off / Twinning off
* 79	Suppress display of own call number
* 80	Announcement to internal or all subscribers
* 82	Announcement to associated subscriber
* 83	Call diversion from associated subscriber
#83	Call diversion from associated subscriber off
* 84	Call diversion to associated subscriber
# 84	Call diversion to associated subscriber off
* 85	Retrieve calls (pick up) from associated subscriber
* 89	Clear own allocations for the associated subscriber
* 99	Clear all self-assignments and call diversions

---

## Symbols and Codes

<b>Symbol in menu</b>	<b>Displayed code letter in "My favourites"</b>	<b>Appropriate keystroke</b>
	A	Soft key
	B	▼ Navigation button
	C	Soft key
	D	* key (long)














# **Avaya 3720 DECT Telephone**

connected to Avaya Integral 5

Quick Reference Guide



#### Display Icons

-  Signal strength
-  Battery status
-  Microphone off
-  Loudspeaker on
-  Loudspeaker off
-  Sound off
-  Ring volume silent
-  Headset connected
-  System connection
-  Key lock
-  Phone lock

## Product presentation

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

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

\* *System dependent*

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





## Basic functions


### Switch the telephone on/off

Press and hold the On-hook key .


### Make a call


Dialling can be made in the following ways:

- Dial the number and press the Off-hook key .
- Press the Off-hook key  and select number from the Call list.
- Dial a number from the Local phonebook. Enter Contacts . Select "Call contact", select the name from the list and press "Call" or the Off-hook key .
- Dial a number from the Central phonebook. In idle mode press and hold \* key until an upright arrow appears in the

display. Enter the first letters of the name. Scroll to the desired contact. Press Off-hook key .

### **Answer/End a call**



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


To end the call, press the On-hook key .

### **Turn loudspeaking function on/off**


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

### **Turn audio signals on/off**

In idle mode a long press on the Sound off key  changes between audio signals on/off. The “Sound off” icon  indicates a completely silenced telephone.

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


### **Lock/Unlock the keypad manually**

Press the \* key and then Soft key “Lock” to lock/unlock. The “Locked keypad”  icon indicates a locked keypad.

### **Change the volume during a call**

Use the Navigation key  to adjust the volume.

### **Charge the battery**


Charging is done in a desktop charger or in a Rackmount Charger. Charging is indicated by orange LED. When the battery is fully charged the LED is green and a fully charged “Battery” icon  is displayed.

While in a desktop charger the telephone is fully operational.

The telephone does not vibrate in charger.

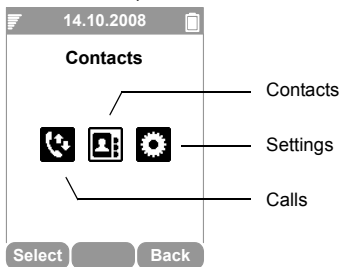
Note: Charging below 5°C will harm the battery and shorten the lifetime.

### Check Voice Mail

New Voice mail messages are indicated in the display with LIST. To check a message press Soft key . Look in the Call list for Voice Mail messages. Follow the given instruction in the Voice Mail.

## Menu

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



### Navigate the menu

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


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

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

An additional menu can be accessed from the idle mode:

Press  to access the **Status Menu**.

## Use the local phonebook



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

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



To add a contact: select "Add contact", select Name, add the name and press "OK". Select the type of number you want to add, enter the number, press "OK" and press "Save".

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

## Use the central phonebook

Enter "Contacts" , step to "Central Phonebook" and press "Select". Enter the first letter(s) of the name or step in the list. Press the Off-hook key  to make the call.

## Turn the automatic keypad lock on/off

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

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

## Accessories

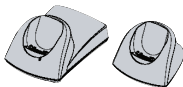
The following accessories for the 3720 are available:



Leather casing including belt clip



Standard clip



Desktop chargers

### Also available:

- Telephone lanyard
- Rackmount charger



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