Using Avaya Wireless Handset 374x connected to Avaya Aura® Communication Manager and IP Office

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Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya DECT handset might cause interference.

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Danger:

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

Industry Canada (IC) Statements

RSS Standards Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Radio Transmitter Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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

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

Radiation Exposure Statement

This equipment complies with FCC & IC RSS102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISEDétablies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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Japan Statements

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Denan Power Cord Statement

Danger:

Please be careful of the following while installing the equipment:

- Please only use the connecting cables, power cord, and AC adapters shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause failures, malfunctioning, or fire.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury.

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1. It is possible that this equipment or device may not cause harmful interference, and
2. This equipment or device must accept any interference, including interference that may cause undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones:

1. Es posible que este equipo o dispositivo no cause interferencia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Brazil Statement

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

U.S. Federal Communications Commission (FCC) Statements

Compliance Statement

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

To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter.

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 interferences that may cause undesired operation.

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 designated to provide reasonable protection against harmful interferences 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 interferences 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.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

EU Countries

This device when installed complies with the essential requirements and other relevant provisions of the EMC Directive 2014/30/EU, Safety LV Directive 2014/35/EU, Radio Equipment Directive 2014/53/EU, and RoHS Directive 2011/65/EU. A copy of the Declaration may be obtained from http://support.avaya.com or Avaya LLC, 350 Mt. Kemble Avenue, Morristown, NJ 07960 USA.

General Safety Warning

- Use only the Avaya approved Limited Power Source power supplies specified for this product.
- Ensure that you:
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  - Do not use the device during a lightning storm.
  - Do not report a gas leak while in the vicinity of the leak.

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Chapter 1: Introduction

Purpose

This document describes how to use product features and capabilities.

This document is intended for people who want to learn how to use product features and capabilities.

Change history

Issue	Date	Summary of changes
Release 4.7.6, Issue 4	December 2023	• Added Activating automatic callback on page 49.
Release 4.7.3, Issue 3	February 2023	• Added a note in Desktop charger introduction on page 18. • Updated Logging on to a handset on page 39. • Updated Adjusting the volume during a call on page 46.
Release 4.7.3, Issue 2	November 2021	• Updated Error or warning messages on page 105. • Updated Maintenance of Batteries on page 108. • Updated Call list on page 53. • Updated Absence handling on page 58. • Updated Diverting calls on page 59. • Updated Adjusting the ring volume on page 79.
Release 4.7.2, Issue 1	September 2020	• Rebranded the Avaya IP-DECT solution and DECT Handsets. These changes take effect with Avaya Wireless Handset 3700 Series, previously known as Avaya IP-DECT, Release 4.7.2. See New branding for the Avaya IP-DECT solution on page 10.

New branding for the Avaya IP-DECT solution

In Release 4.7.2, the Avaya IP-DECT solution is rebranded to Avaya Wireless Handset 3700 Series. The following table provides rebranding details of the wireless handsets, base stations, and other equipment included in the solution:

Previously known as	Rebranded as
IP DECT	Avaya Wireless Handset 3700 Series
IP DECT Handset 3730	Avaya Wireless Handset 3730
IP DECT Handset 3735	Avaya Wireless Handset 3735
IP DECT Handset 3745	Avaya Wireless Handset 3745
IP DECT Handset 3749	Avaya Wireless Handset 3749
IP DECT Base Station	Avaya Wireless Base Station 3700
IP DECT Handset 373x	Avaya Wireless Handset 373x
IP DECT Handset 374x	Avaya Wireless Handset 374x

Chapter 2: Avaya Wireless Handset 374x overview

There are three versions of the handset:

- Avaya Wireless Handset 3740 - with messaging functions
- Avaya Wireless Handset 3745 - with messaging and alarm functions
- Avaya Wireless Handset 3749 - EX classified handset with additional alarm functions for personal security

The Avaya Wireless Handset 3740 is a feature-rich handset with illuminated display, telephony and messaging. The Avaya Wireless Handset 3745 and Avaya Wireless Handset 3749 are feature-rich telephones with color display, telephony, messaging, and Bluetooth. The Avaya Wireless Handset 3749 is a highly robust handset for use in rough and demanding environments.

The handset is suitable for users dependent on being reachable and having a need for mobile voice and messaging features, which makes it ideal for applications where the user needs either one way messaging or to interact with other users. The display enhances and simplifies the use of the handsets.

Functions and accessories

Note:

Some functions are license/system dependent or require settings in handset via WinPDM/ Device Manager.

Table 1: Supported functions of Avaya Wireless Handset 374x

Functions	Wireless Handset 3740	Wireless Handset 3745	Wireless Handset 3749
Local phonebook	✔	✔	✔

Table continues…

Functions	Wireless Handset 3740	Wireless Handset 3745	Wireless Handset 3749
Company phonebook **Note:** This function requires Portable Device Manager (PDM) or Avaya Wireless DECT Indoor Server 3700 v2 (AIWS2).	✔	✔	✔
Procedure call	✔	✔	✔
Phone restrictions	✔	✔	✔
Central phonebook*	✔	✔	✔
Call list with the 25 last calls	✔	✔	✔
2 programmable soft keys	✔	✔	✔
9 programmable hot keys	✔	✔	✔
Programmable navigation key	✔	✔	✔
Acoustic Location Signal (ALS)	—	✔	✔
Poll Location **Note:** Base Station Location must be enabled to use this feature.	—	✔	✔
Man-down and No-movement alarm	—	—	✔
Push button alarm	—	✔	✔
Multifunction button	✔	—	—
Shared Phone	—	✔	✔

Table continues…

Functions	Wireless Handset 3740	Wireless Handset 3745	Wireless Handset 3749
Push to Talk (PTT) **Note:** This function requires PDM/ WSM3.	—	✔	✔
Sending/receiving messages (SMS)*	✔	✔	✔
Message acknowledgment	✔	✔	✔
Interactive messaging	—	✔	✔
Colored messaging	—	✔	✔
Message templates	—	✔	✔
Voice mail access*	✔	✔	✔
Enhanced DECT Security	✔	✔	✔
Headset connector	✔	✔	✔
Loudspeaking function	✔	✔	✔
Microphone on/off during a call	✔	✔	✔
Vibrator	✔	✔	✔
Profiles	✔	✔	✔
Easy replacement of handset	✔	✔	✔
Easy replacement of battery	✔	✔	—
Clear lists in charger	✔	✔	✔
Centralized Management*	✔	✔	✔

Table continues…

Functions	Wireless Handset 3740	Wireless Handset 3745	Wireless Handset 3749
Personalized	✔	✔	✔
Dynamic Output Power	✔	✔	✔
Site Survey tool	✔	✔	✔
Bluetooth	—	✔	✔
Keypad backlight	✔	✔	—

*The functions Central phonebook, SMS, voice mail access, Call list, and Centralized Management are system dependent.

Table 2: Accessories for 374x handsets

Accessories	Wireless Handset 3740	Wireless Handset 3745	Wireless Handset 3749
Basic charger	✔	✔	✔
Advanced charger	✔	✔	✔
Charging rack	✔	✔	✔
Battery pack charger	✔	✔	—
Battery pack opener	—	—	✔
Spare battery	✔	✔	✔
Leather case, including swivel-type clip	✔	✔	✔
Spare belt	✔	✔	✔
Swivel-type belt	✔	✔	✔
Cover for no belt	✔	✔	✔
Headset with microphone on boom**	✔	✔	✔

Table continues…

Accessories	Wireless Handset 3740	Wireless Handset 3745	Wireless Handset 3749
Peltor hearing protection headset	✔	✔	✔
Headset adapter for microphone on boom	✔	✔	✔
EX-classified headset adapter for standard and EX-classified peltor headset	✔	✔	✔

**Requires the headset adapter for microphone on boom.

The Avaya Wireless Handset 374x

Important:

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

Parts on the Handset	Description
Case	The plastic cover parts are made of durable PC/ABS material.
Antenna	The antenna is integrated inside the handset.
Loudspeaker	The handset has a separate loudspeaker for the alerting and hands free function. The loudspeaker is located on the back side of the handset.
Microphone	The microphone is located on the front bottom side of the handset.
Clip	There are three different belt clip options for the handset: a hinge-type clip (standard), a swivel-type clip, or no clip. Use the clip to attach the handset to a belt or similar. You can use the handset without any clip.
Battery	The battery is a rechargeable Li-Ion battery, located under a battery cover. The battery is fully charged within four hours. The non-EX classified battery can be charged separately with a battery pack charger.

Important:

When charging the EX classified handset, it is only permitted to use a charger marked with DC3-CAAB/rev. 1A (or higher rev.), DC4-CAAB/rev. 3A (or higher rev.) or CR3-CAAC on the label. It is not permitted to charge the EX battery pack by itself.

Handset layout

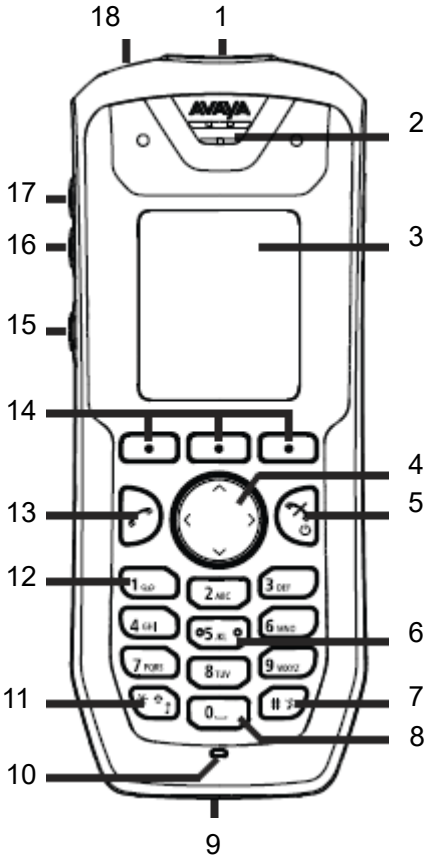


Figure 1: Description of the handset

1		3740 **Multifunction button**: The button is located on the top side of the handset. Can be used as a shortcut to a certain function. 3745/3749 **Alarm button**: The button is located on the top side of the handset and can be used for sending alarms or dial a predefined number. **Note:** 3745 handset does not support man-down and no-movement.
2		Earpiece speaker

Table continues…

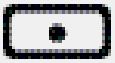
3		3745/3749 **Colour display**: The full graphic type display is 128 pixels wide and 160 pixels high. The display has multiple colours and backlighting. 3740 **B/W display**: The full graphic type display is 128 pixels wide and 160 pixels high. The display is monochrome black and white, with backlighting.
4		**Four-way navigation key**: Use this key to step in the menu and when working in text mode. <, >, ^, v and are used for stepping left/right and up/down in the menu. The navigation key can be programmed, the ^ is by default a shortcut to the Inbox, and v is a shortcut to Call contact. During a call the volume can be increased or decreased by pressing ^ and v.
5		**On-hook and On/Off key**: Combined button; to end a call, to return to idle mode, and to switch the handset on/off by long press.
6		**Tactile indicators**: There are one tactile indicators to indicate the centre of the key pad.
7, 15		**Sound off key/Mute/PTT button**: To turn on/off audible signals in idle mode, silencing the ring signal at incoming call and to mute in call. During a call, a long press on the button changes between microphone on/ off.
8		**Space**: To add space between text.
9		**Multi-purpose connector**: The connector is used for battery charging, software download, configuration and connection of an IP 65 classified headset connector.
10		**Microphone**: The microphone is located on the front bottom side of the handset.
11		**Key lock and Upper/Lower case key**: This key is to lock the keypad in combination with the soft key "Lock". This key is also for switching between upper/lower case and digits.
12		**Voice mail access**: A quick access to the handset's voice mail. This is a system dependent feature.
13		**Off-hook key**: To answer a call, to pre-dial a number, and as a shortcut to the Call list.
14		**Soft keys**: The three Soft keys are located just beneath the display. The function of each Soft key is indicated by text in the display just above the keys. In idle mode, the middle and right Soft key can be used for specific functions defined by the user of the handset.
16		**Volume button (down)**: To decrease the speaker earpiece, headset, and the loudspeaker volume. The button is located on the upper left side of the handset.
17		**Volume button (up)**: To increase the speaker earpiece, headset, and the loudspeaker volume. The button is located on the upper left side of the handset.

Table continues…

18		**LED**: Indicates incoming call, messaging, low battery, and charging.

Chargers

Desktop charger introduction

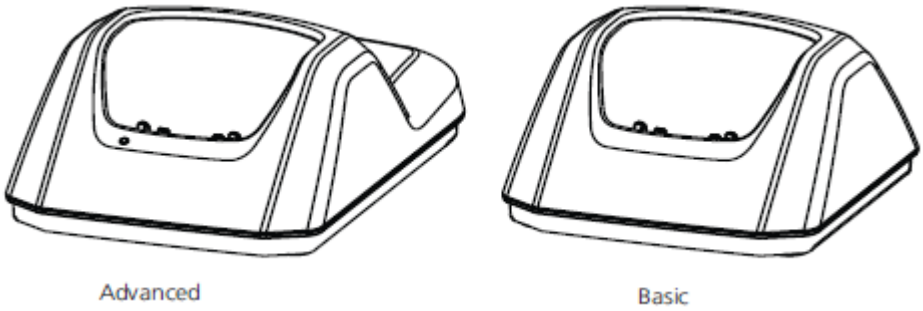


Figure 2: Desktop chargers

You can use one of the two desktop chargers available, the basic charger that will only charge the cordless handset, and the advanced charger with advanced functionality to download new software and synchronize parameters. The cordless handset is fully operational while placed in the charger.

Note:

Do not connect the advanced charger directly to the network. Instead, connect it to a PC through the USB port.

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.

Important:

For the Avaya Wireless Handset 3749, battery charging or replacement is NOT permitted in a hazardous area.

Note:

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

Important:

Only use the provided power supply.

Charging the handset in desktop charger

About this task

Use this procedure to charge the handset, when the charger is connected to external power supply.

Procedure

Handset charging: Place a cordless handset in the charging slot to start charging.

- *Handset disconnection*
  a. Tilt the handset forwards you.
  b. Then, lift the handset upwards.

Rackmount and multiple battery charger

Rackmount Charger

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

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

Multiple Battery Charger

The Multiple Battery Charger is used for charging up to six spare batteries.

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 displays date and time, the Owner ID and telephone number. The Owner ID can manually be set by the user.

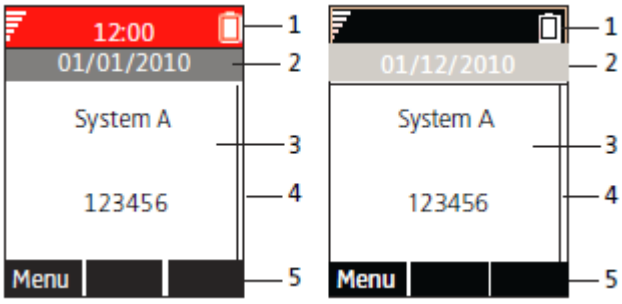


Figure 3: Example of a display configuration in idle mode

Number	Name	Description
1	Status bar	This is the top row that is used for icons which provide information for signal strength, missed calls, new messages, phone lock, key lock, sound off, time and battery status. This row is always visible in all screens.
2	Header bar	This row displays the current date, headset connection, **Bluetooth** connection, and system connection.
3	Active area	This row contains information such as, profiles, the name of the system to which the handset is connected. 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 the area for pop up text for example, missed calls or to confirm an action.
4	Scroll bar	This is the bottom row that is located to the right side of the active area. It becomes visible when a menu screen has more than six menus, or if the complete text in a message cannot be displayed on the screen simultaneously.
5	Soft key bar	This row is used for soft keys that can be used as shortcuts for functions in the handset.

Note:

For Wireless Handset 3740, the display is monochrome black and white, with backlight.

Icons details

Display icons

3749	3745	3740	Description
			Signal strength icon is visible in the upper left corner. The number of bars shown in display depends on the signal strength.
			Full battery icon is displayed in upper right corner.
			Low battery warning icon is shown when the battery has 10% or less remaining capacity left.
			Empty battery warning icon is flashing when the battery has 5% or less remaining capacity left.
			Sound off icon is displayed when the Sound off key or Mute button is pressed.
			Microphone off icon indicates a silenced microphone. It is displayed after a long press on the Sound off key, Mute button during a call.
			Loudspeaking icon is displayed in the soft key bar during a call. Pressing this icon turns on the loudspeaker.
			Loudspeaking off icon is displayed after the soft key for Loudspeaking icon has been pressed. Pressing this icon turns off the loudspeaker.

Table continues…

3749	3745	3740	Description
			New message icon or "interactive message" icon in the status bar indicates that one or more new text messages have been received. The icon remains in the status bar until all new messages in the inbox are read.
			Voice mail message icon is displayed in the status bar when there are voice messages. The icon remains until voice messages has been listened to.
			Voice mail message icon is displayed in the inbox when there are voice mails. The icon remains until voice mail has been listened.
			Unread message icon in front of a message indicates that this message is unread.
			Request for answer icon in front of a message indicates that this message must be acknowledged or rejected.
			Read message icon in front of a message indicates that this message has been read.
			Unsent message icon
			Sent message icon
			New colored message icon indicates that a new colored text message(s) has arrived. The messages can be labelled with different colors.
			Read colored message icon indicates that a colored text message(s) has been read. The messages can be labelled with different colors.
			High prio icon included with "New message" icon indicates high priority of a message.
			Alarm prio icon included with "New message" icon indicates alarm priority of a message.
			Key lock icon indicates a locked keypad.
			Locked entry icon indicates that the contact can not be edited or deleted by the user.
			Phone lock icon indicates a locked handset.
			Bluetooth icon indicates that Bluetooth is enabled. Only for 3745/3749.
			Bluetooth headset icon indicates that a Bluetooth headset is connected to the handset.
			Headset icon indicates that a corded headset is connected to the handset.
			Outgoing call icon is added to all outgoing calls in the call list.
			Incoming call icon is added to all answered calls in the call list.
			Missed call icon is added to all missed calls in the call list and in the status bar.

Table continues…

3749	3745	3740	Description
			PDM/AIWS2 communication icon is visible when handset is communicating with PDM/AIWS2 via advanced charger. **PDM/AIWS2 communication** icon is also visible when handset is connecting to BroadWorks Device Management System.
			Man-down icon indicates that the Man-down alarm is enabled only for the 3749 telephones.
			No-movement icon indicates that the No-movement alarm is enabled only for the 3749 telephones.

Menu icons

3735/3749	3740	Description
		The **Contacts** menu contains all names/numbers in the local phonebook. In addition, a company phonebook with up to 1000 entries can be downloaded to the phone via the PDM/AIWS2. A central phonebook[1] can also be accessed from the "Contacts" menu.
		The **My favourites** menu can be used to create shortcuts the functions "Phone call" and "Send message".
		The **Messaging** menu contains all message handling such as reading and writing messages.
		The **Calls** menu contains call lists, call time, and call services. Call services is configured in the PDM/AIWS2.
		The **Connections** menu contains Bluetooth connection (3745/3749 only), headset selection, System selection, and In charger selection.
		The **Settings** menu contains personal handset settings such as changing the ring volume, selecting language, etc.
		The **Shortcuts** menu contains shortcuts for the Soft keys, Hot keys, and Navigation keys.
		The **Profiles** menu allows up to four different profiles to be added. The **Normal** profile is active by default.

Keys and buttons

- **Hot keys**: You can program a **Hot key** to give access to frequently used functions such as dialing a specific telephone number, a shortcut on the menu, or sending an SMS. Any key **0**,

[1] This is a system dependent feature.

2 - 9 can be set to a **Hot Key**. A long press on any of these digits in stand by mode acts as a shortcut to the Call contact list.

- **Multifunction/Alarm Button**: The button is located on the top side of the handset. On Wireless Handset 3740, you can use this button as a shortcut to functions. The **Multifunction/Alarm** button supports long and double press modes. The **Multifunction/Alarm** button is by default not used, but you can define the use. On Wireless Handset 3749, the **Multifunction/Alarm** button is used as an alarm button. The Wireless Handset 3745 phones do not support man-down and no-movement functions.
- **Volume button**: The two buttons located on the upper left side of the cordless telephone are used for increasing or decreasing the ear piece, headset, and the loudspeaker volume.
- **Sound off button**: The button is located on the left side of the handset, next to the screen.
  - While in a call a press on the button mutes the microphone.
  - When the telephone is ringing a short press switches off the ringing tone temporarily.
  - In idle mode a long press silences the handset.
- **Alphanumeric keys**

Note:

Depending on the selected menu language and character setting in the AIWS2, other characters can be available. This means that the character order can differ from the figure below.

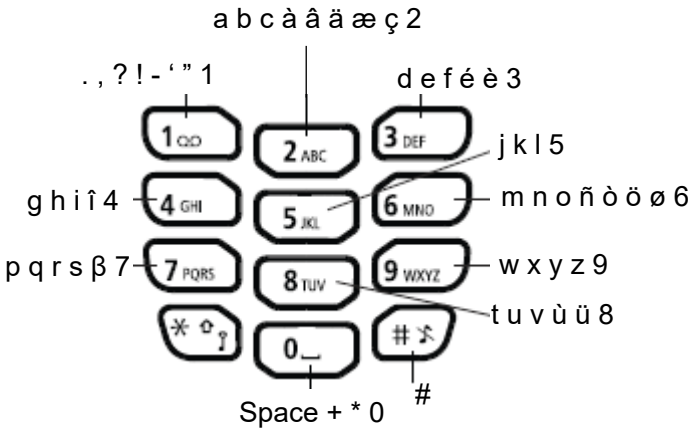


Figure 4: Available Characters

In Idle and Number Input Mode

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

In Text Input Mode

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

Accessories

Belt clips

You can choose from the three belt clip options available:

- **Hinge-type clip**: To prevent the handset from slipping out of pocket or belt
- **Swivel-type clip**: To be able to rotate without slipping out from the case
- **No clip**: To be able to use the handset without a clip, a cover plate without a clip is also available.

Leather casing

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

Headset

Headsets are available with specific connectors if you frequently use the handset and/or want to have both hands free.

You can order a headset adapter for Peltor headset with the handset.

Important:

In hazardous areas, you are permitted to use only the headset adapter for Peltor headset in combination with an ATEX/IECEx classified Peltor headset.

In order to achieve optimal audio quality with different headset types, you must select the corresponding headset profile.

The default setting is microphone on a boom, that is, the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the Connections menu.

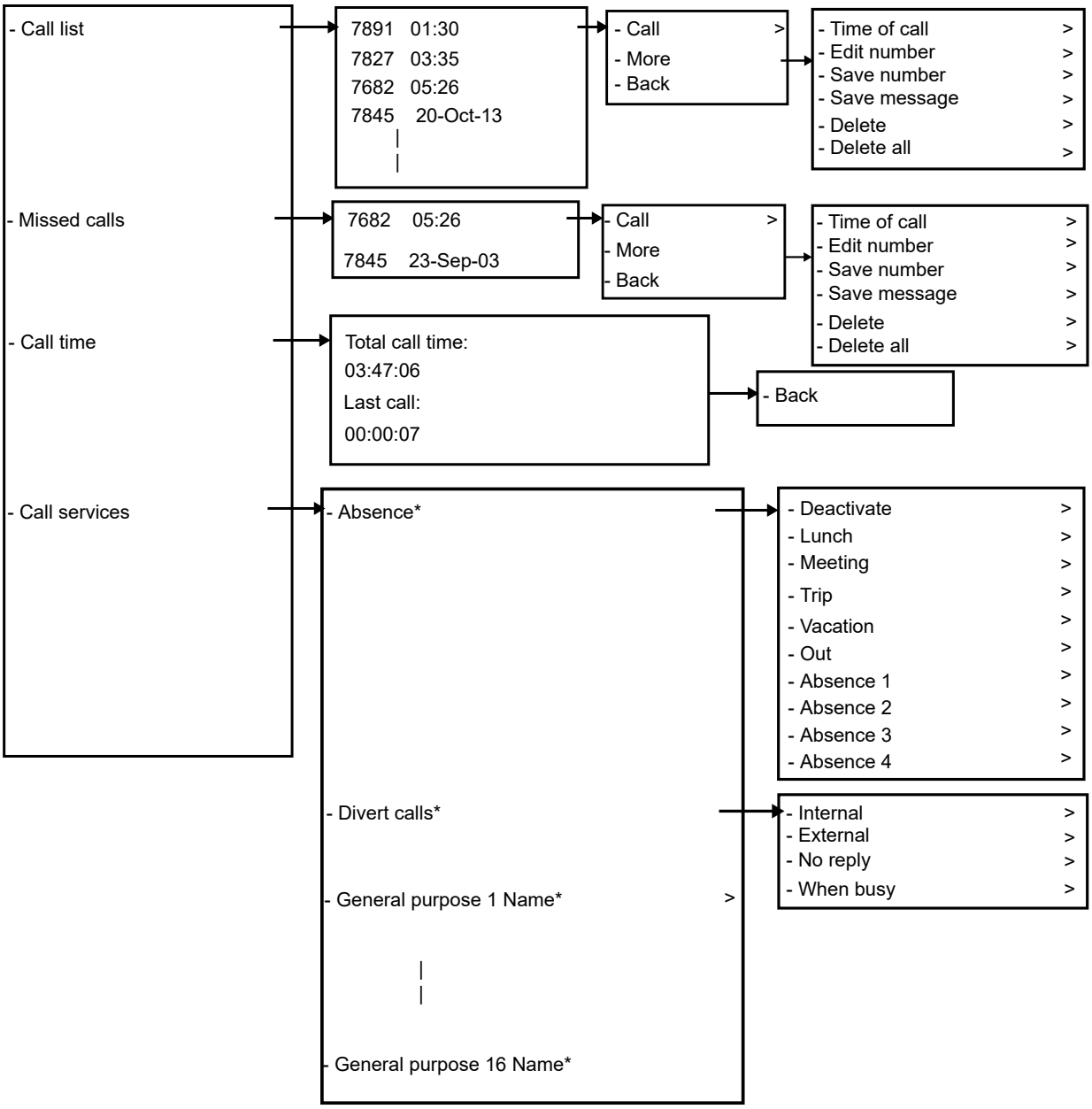
If the preconfigured headset profiles do not match the headset in use, or the audio performance needs to be optimized for a certain environment or user, you can configure your own headset

profile. You can perform the configuration in the PDM. If a customized headset profile is configured in the PDM, you can select the profile in the handset menu.

Chapter 3: Menu tree

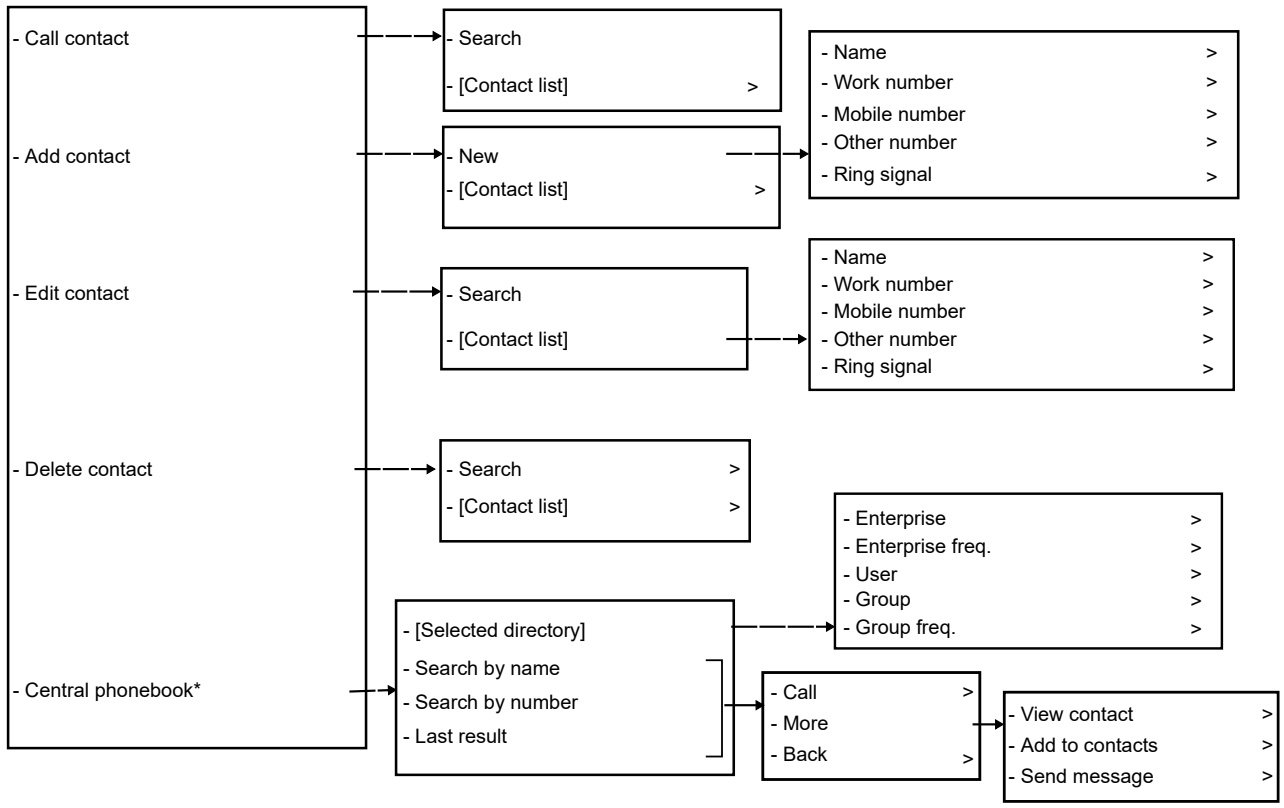
Calls

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



* Visible if defined in handset via the PDM/Device Manager.

Contacts

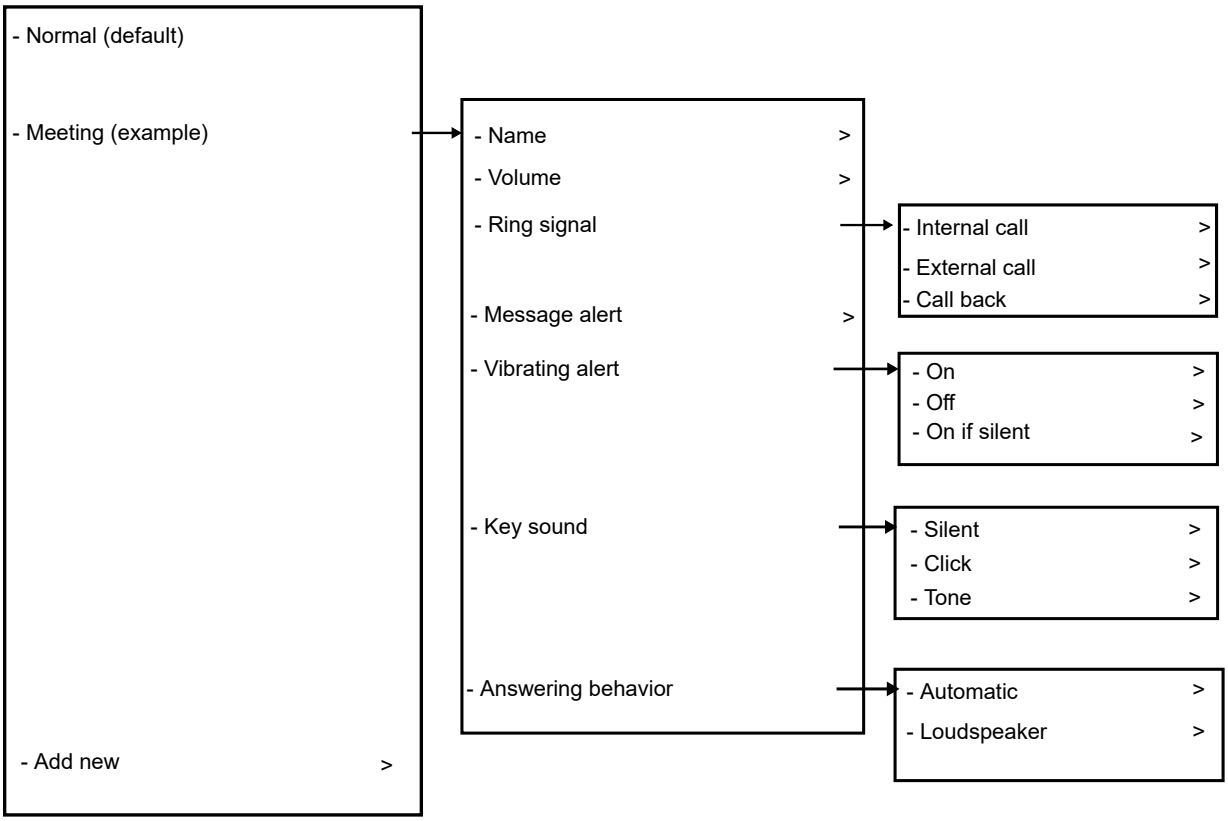


* System dependent.

Tip:

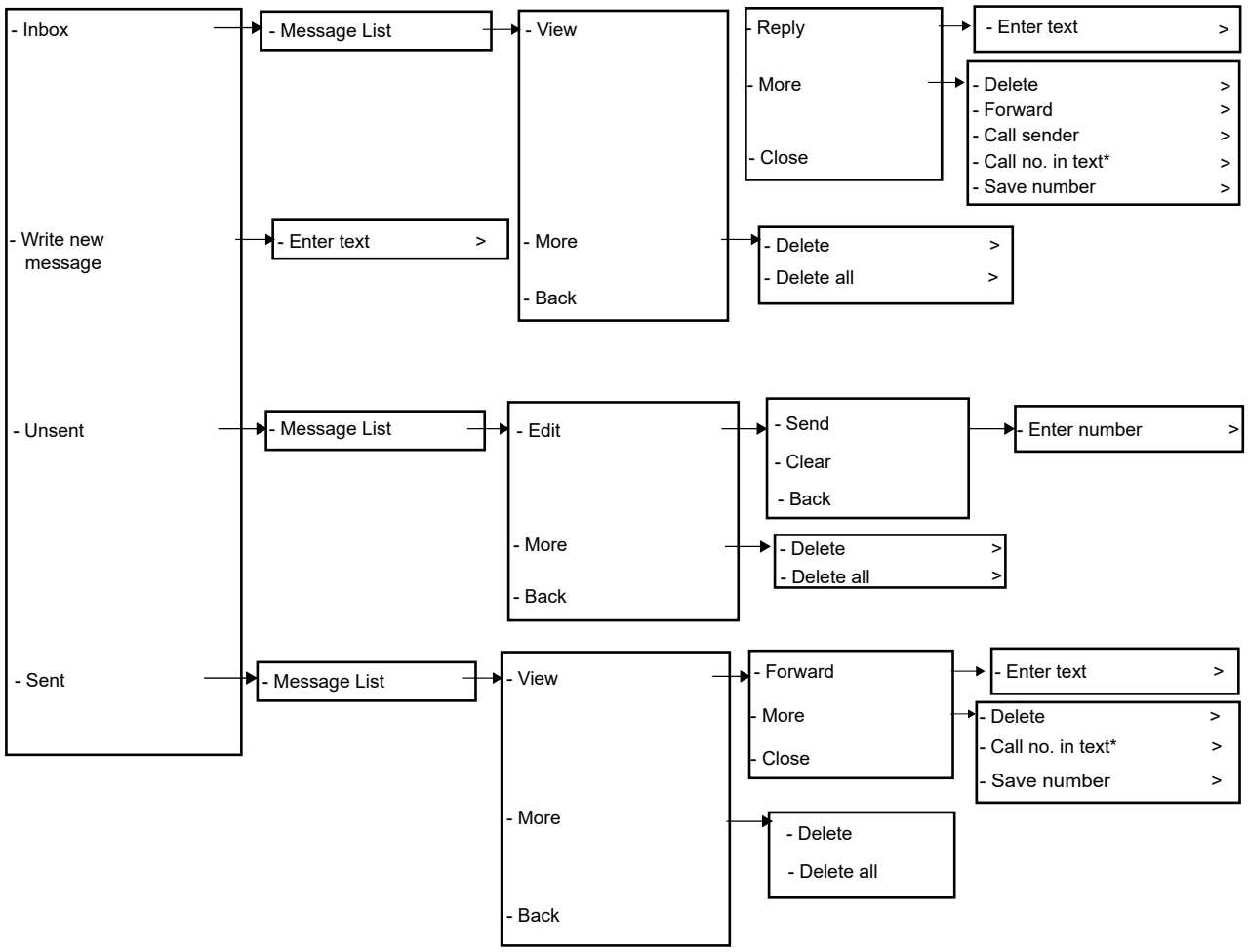
When adding or editing a number in a contact, a variable or character **U** can be added in the Work/Mobile/Other number field. This allows the user to enter additional numerical characters before calling the number. See Admin menu on page 109 for more information.

Profiles



The example profile does not contain all applicable settings.

Messaging



*) Only visible if the number consists of minimum 3 digits.

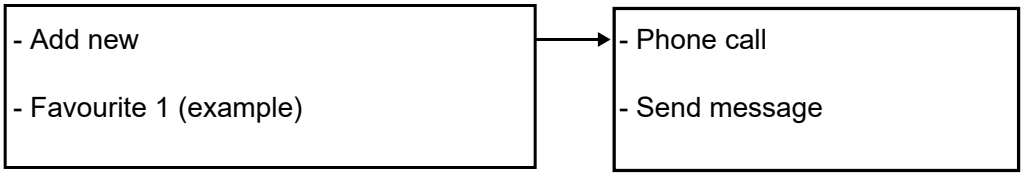
*) Call priority is used to set the importance of calls compared to messaging services. The setting determines whether:

- Call information presented on the display during incoming, ongoing and outgoing call, shall be suppressed when viewing a message.
- An ongoing call shall be disconnected when receiving a remote call setup request with answer mode property set to 'Automatic'.

Place the handset in the charger and configure call priority through **Win PDM** > **Edit parameters** > **Settings** > **Messaging** > **Call priority**.

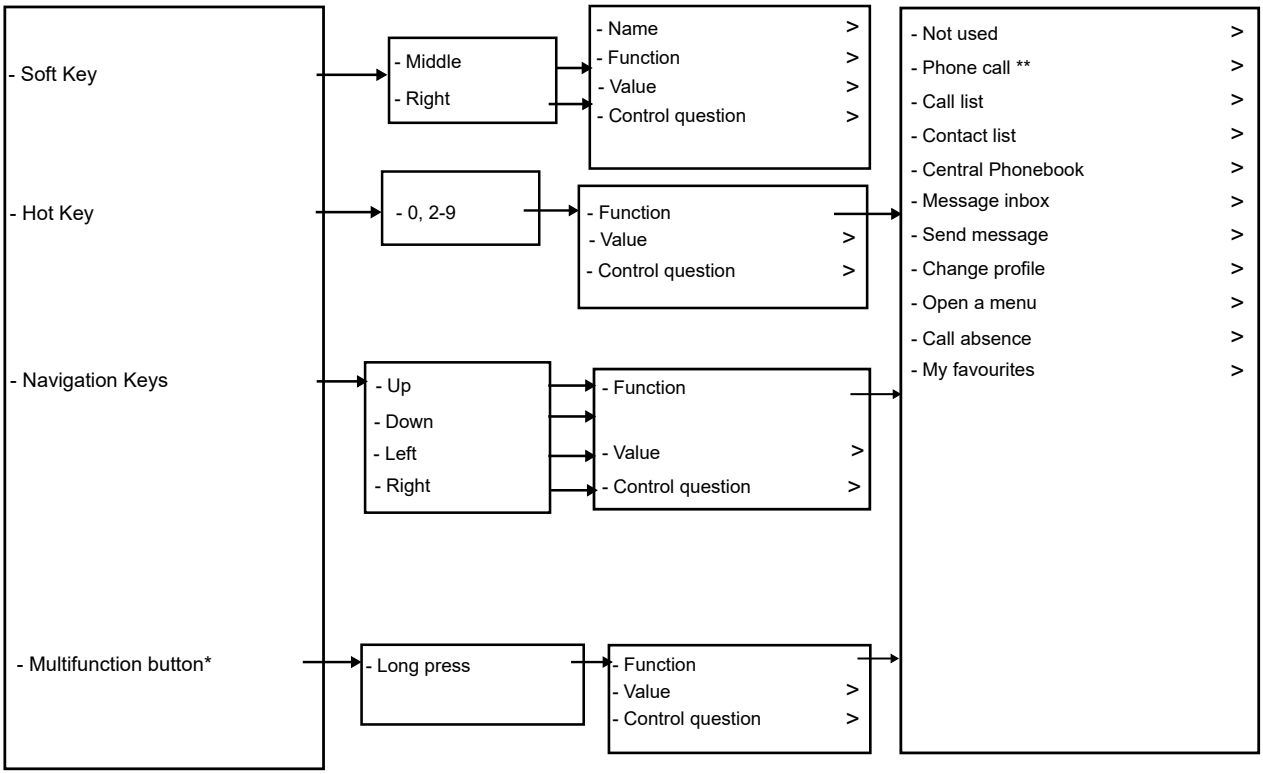
- 0 = Overrides all messages and ongoing call is never disconnected.
- 1-9 = Comparison with message priority, highest priority will be shown and call setup priority higher or equal causes disconnection.
- 10 = Call indication on the display will always be suppressed and ongoing call will always be disconnected by call setup.

My favourites



When configuring the Phone call function, a variable or character `U` can be added to the **Enter number** field. This allows the user to enter additional numerical characters before calling the number.

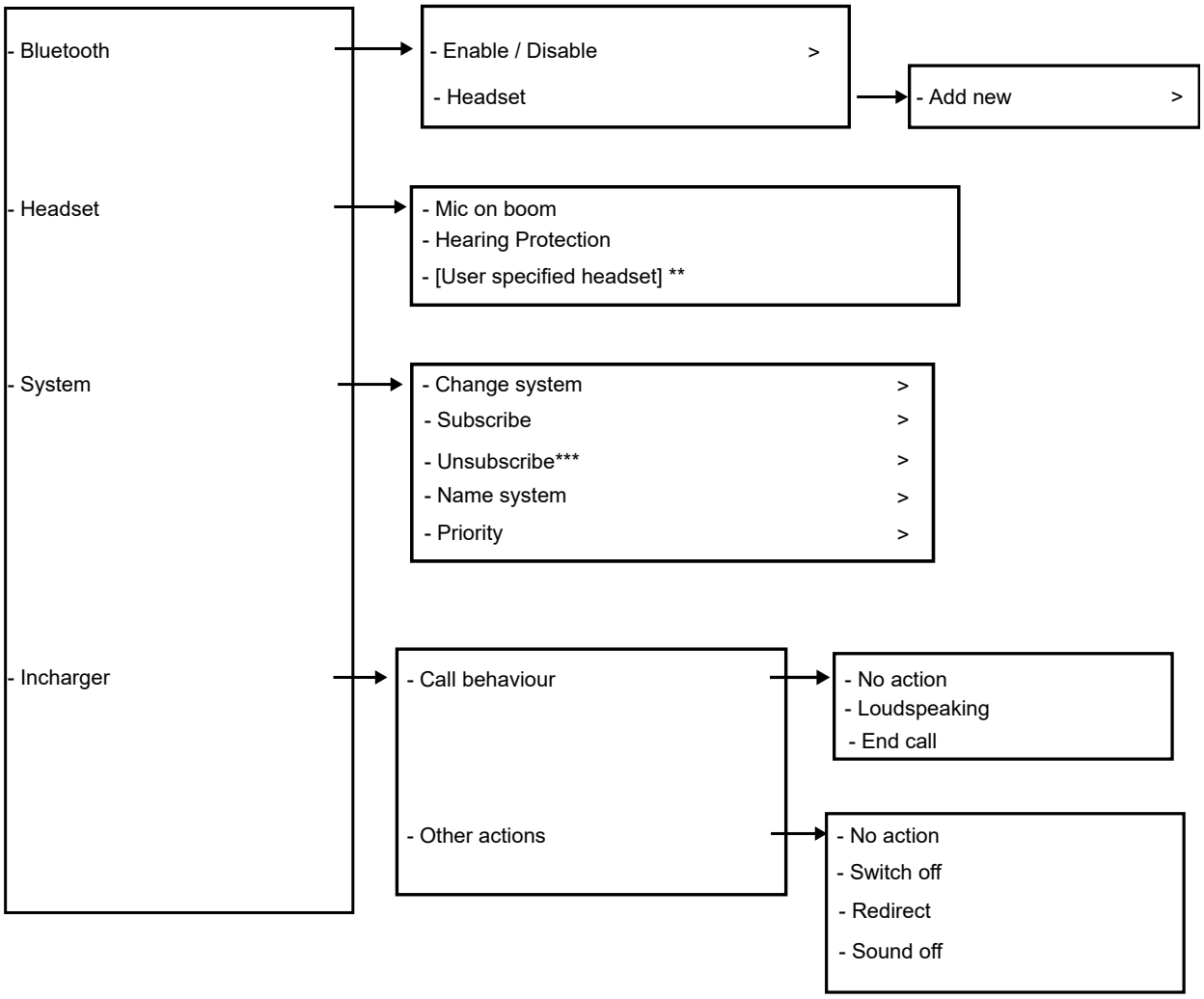
Short cuts



*) Only applicable for Wireless Handset 3740.

) Tip: When configuring the **Phone Call function, a variable or character **U** can be added to the Enter number field. This allows the user to enter additional digits before calling the number. See Admin menu on page 109 for more information.

Connections

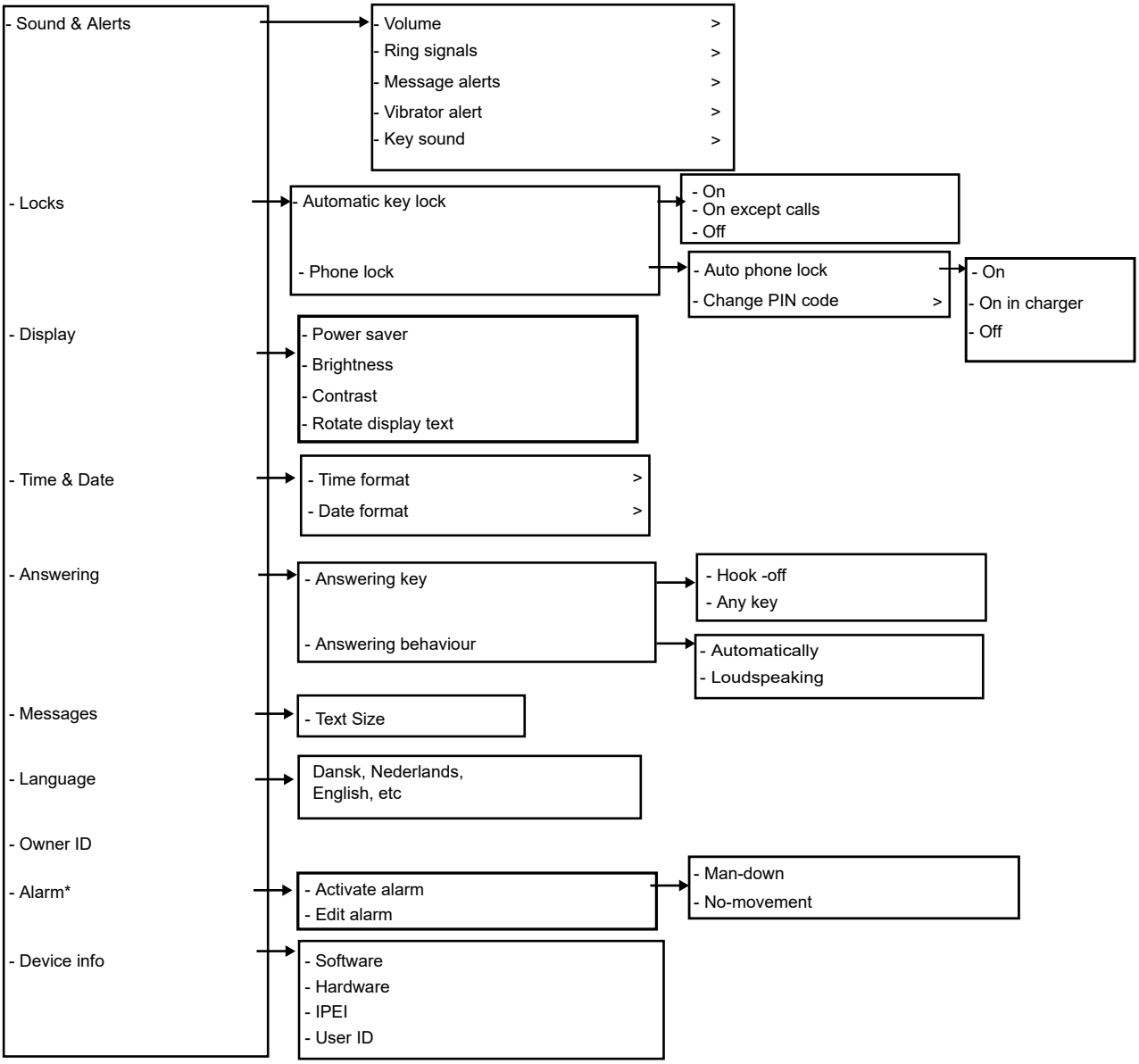


**) Visible if defined in PDM/AIWS2.

***) It is not possible to unsubscribe a protected system via the handset.

Unsubscription must be performed using IP-DECT base station or IP-DECT gateway.

Settings



*) Applicable for Wireless Handset 3745 and Wireless Handset 3749 only. Wireless Handset 3745 does not support man-down and no-movement.

In call

The **In Call** menu displays a list of functions that can be accessed during a call. To see the available functions, press the **More** soft key. Some functions are always provided and others may be made available by the administrator via the PDM or Device manager. To use a function, navigate the **In call** menu to highlight the required function and then press the **Select** soft key.

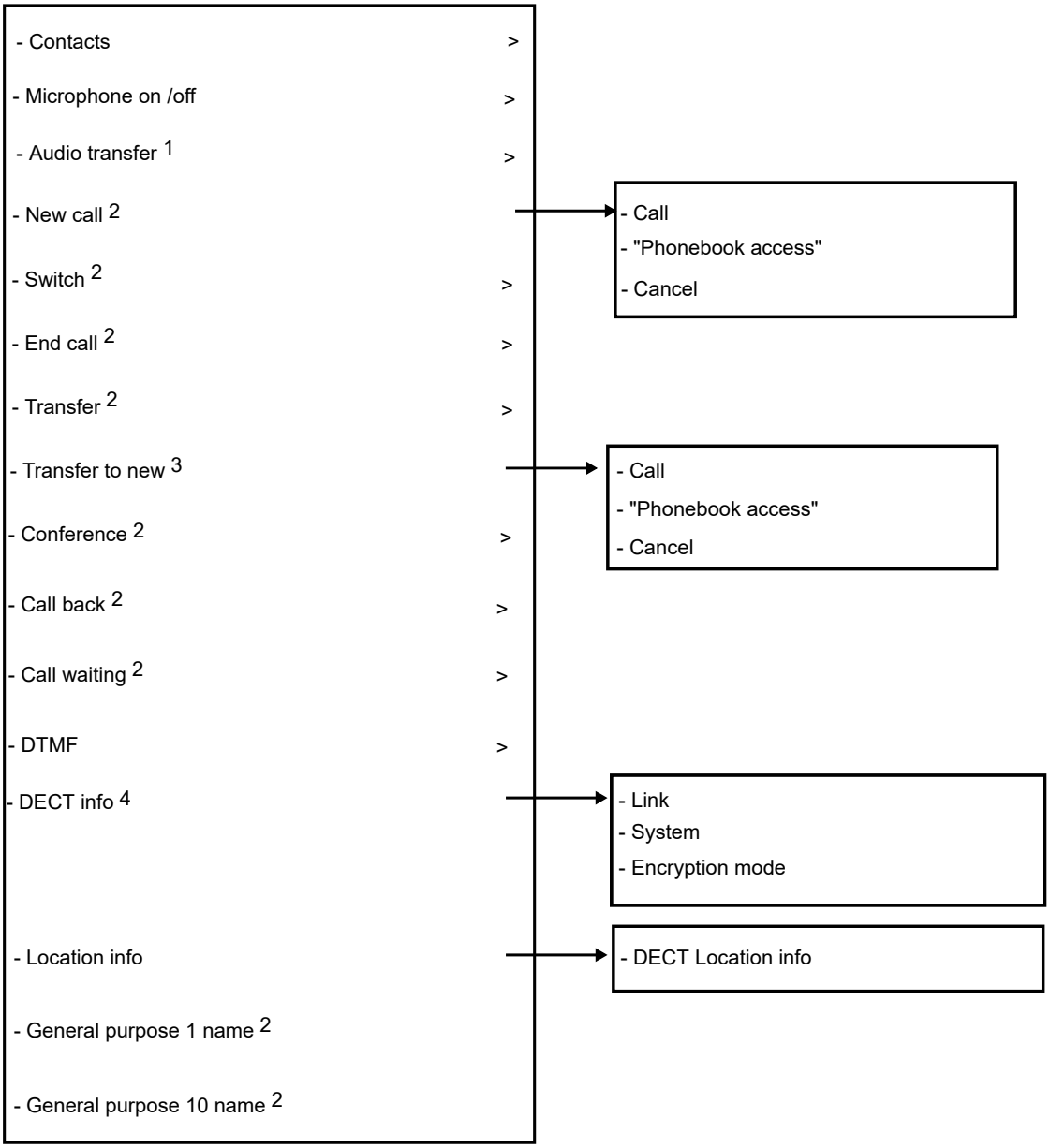
The **In call** function can be used in combination with the **Procedure call** function.

Note:

When calling from a locked handset, there are limitations to what items in the **In call** menu are shown. However, the entire menu is accessible when calling from a handset with locked.

Note:

If the handset is configured via PDM or Device Manager, one of the predefined emergency numbers can be called while the handset or keypad is locked. If calling from a locked handset, only the **Microphone on/off** function in the **In call** menu can be accessed. However, the entire **In call** menu is accessible when calling from a handset with locked keypad.



1. Visible if a Bluetooth headset is connected (Wireless Handset 3745/Wireless Handset 3749 only).
2. Visible if defined in handset via PDM/AIWS2.
3. Visible if the parameters "New call" and "Transfer" are defined in handset via PDM/AIWS2.
4. Visible if the Admin menu is activated.

Additional In Call Functions

Besides the default **In Call** functions, it is possible to define 10 extra system specific codes/ general purposes. See the handset's Configuration Manual.

Customizing the menu tree

The menu tree can be customized by hiding some of the functions that are available but for example not in use. Which functions that can be hidden are defined in the PDM/Device Manager. See the handset’s configuration information in Installation and Administration Manual.

Chapter 4: Basic operations

Turning the handset on or off

Before you begin

The handset is turned off or in idle mode.

Procedure

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

   The handset vibrates when it is on and the display lights up followed by a confirmation message.

2. To confirm, press the **Yes** soft key.

   Note:

   The handset returns to idle mode when the **On-hook** key is pressed.

   Note:

   If the administrator has enabled handset restriction for the handset, you might not be able to turn off the handset.

Log in or out of a shared phone

Note:

This functionality is not applicable for Wireless Handset 3740.

More than one user can use the handset with the shared phone feature. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system. The message and call lists are deleted when a user logs off a handset.

If the handset is configured in the WinPDM or Device Manager, an emergency call can be made from a handset that is logged off.

Enabling the shared phone using WinPDM or Device manager

Procedure

1. Select **Systems** > **Common** > **Shared Phone**.

   Note:

   In the **Default Master ID** field, change the master ID.

2. In the **Phone mode** drop-down list, select one of the following:
   - Personal: If the handset is intended to be used by one user only.
   - Shared: If the handset is intended to be shared by several users. Each user can log on to the handset to obtain their personal extension number.
3. If a personal extension is converted into a shared extension, do the following:
   - Unsubscribe the handset.
   - In the Phone mode drop-down list, select Shared.
   - Subscribe the handset.

Logging on to a handset

About this task

You must log in to the handset to use your extension number for making and receiving calls. When no user is logged in to the handset, the handset displays a `Login?` message.

Before you begin

Switch on the handset.

Procedure

1. When you see the `Login?` message, press **Yes**.
2. Enter `User ID` and `password`.
3. Press **Login**.

   Note:

   The user is automatically logged out from a previously used handset.

   In SIP environment, if a user logs in to a handset using an extension that was already in use by another handset, any ongoing call on that extension is disconnected.

   When the handset is placed in a charger it is logged off, unless the user (through the phone) or admin (through winPDM) configures it to not log off automatically. Call list and message list are deleted when the handset is logged out. When it is removed from the charger, the user needs to log on again. If a shared phone is used, it must be logged in to the system to be able to send an alarm.

Logging off from a handset

Procedure

1. Press and hold .
2. A Logout? dialog window appears. Press **Yes**.

Note:

If a phone is shared and one of the users logs off the shared phone, the lock that prevents the handset from unauthorized use is deactivated.

Turning the audible signal on or off

About this task

Use this procedure to turn the audible signal on or off.

Note:

If the parameter Disable permanent mute is enabled, you cannot turn off the audible signal.

Before you begin

The handset must be in idle mode.

Procedure

Long press the **Sound off** button.

The status of the handset changes between ring signals on or off. The icon indicates a silenced handset.

Locking and unlocking the keypad

Locking and unlocking the keypad in idle mode

About this task

Use the following procedure to lock the keypad and prevent pressing the keys accidentally.

Predefined emergency numbers can also be called while the keypad is locked. Additionally, if the **Multifunction** button (3740 only) is configured as a shortcut to a predefined number, it can also be used while the keypad is locked.

Procedure

Do the following:

- To lock the keypad during a call, press the ***** key, and then press **Lock**.
- To unlock the keypad, press the ***** key, and then press **Yes**.
- You can answer or reject an incoming call when the keypad is locked.
- You can activate an automatic key lock. The keypad will be locked automatically for a short time after the last keystroke.
- When placed in a charger, the keypad of the handset is always unlocked.

Locking and unlocking the keypad during a call

About this task

Use this procedure to lock the keypad during a call and prevent pressing the keys accidentally. This is useful when a headset is used and the handset is attached to a pocket or a belt.

Procedure

Do the following:

- To lock the keypad, press the ***** key, and then press **Lock**.
- To unlock the keypad, press the ***** key, and then press **Yes**.

Locking and unlocking handsets

About this task

The handset can be protected from unauthorized use. If this function is activated, a PIN code must be entered, for example, to switch on the handset, to answer an incoming call etc. The default phone lock code (0000) can be changed to any 4 - 8 digit personalized code.

Note:

If a phone is shared and one of the users logs off the shared phone, the lock that prevents the handset from unauthorized use is deactivated.

Note:

The handset can be configured with predefined emergency numbers that can be called while the handset is locked. Additionally, the **Multifunction** (Wireless Handset 3740) or **Alarm** button (Wireless Handset 3745 or Wireless Handset 3749) can also be used while the handset is locked.

Procedure

1. Press **Menu**.
2. Select **Settings**.

3. Select **Locks**.
4. Select **Phone lock**.
5. Select **Auto phone lock**.

   In this case, the Multifunction can only be used to call a predefined number configured via PDM/AIWS2.
6. Select **On**, **On in charger**, or **Off**.
7. Enter PIN code. If the PIN code is forgotten it can be removed by the system administrator.
8. Press **OK**.

Unlocking the handset:

9. The phone displays the text Turn off phone lock?.
10. Press **Yes**.
11. Enter **PIN** code.
12. Press **OK**.

Muting ringtone for incoming call or message

About this task

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

Procedure

Long press the **Sound off** key while the handset is ringing.

Chapter 5: Menu operations

Calls

Incoming call

The flashing LED, accompanied by a ring signal and /or a vibrating handset, notifies you of a call. You can disable a ring signal and a vibrator. The handset number or name of the calling party is shown. The name is shown if the handset number of the calling party is stored in the local phone book.

Note:

If the parameter Stimuli call phone book lookup is disabled, the system-provided call information is used instead. This means that if a name of the calling party is saved in the phone book, it will not be displayed. This function is only applicable in legacy systems (stimuli).

Answering a call

Procedure

Do one of the following:

- Press the **Off-hook** ( ) key.
- Press to answer the call using the speakerphone.
- Press the button on the Bluetooth headset to answer the call using the headset.

The name or number of the calling party is displayed if calling line information is available.

Note:

- When you enable **Automatically**, all incoming calls are connected automatically.
- If you decline the call, you can still acknowledge its receipt by sending a predefined text message to the caller.

Declining a call

Before you begin

Your handset must ring.

Procedure

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

Note:

A priority call cannot be declined.

When **Bluetooth** is enabled, the loudspeaker audio is lowered due to current limitations in the intrinsically safe handset.

Declining a call with a predefined message

About this task

To decline a call with a predefined message, both the caller and the call receiver must be connected via an Wireless Handset 3700 system.

Procedure

1. In response to the “Reply with a message template?” message prompt, press **Yes** to send a message to the caller.

   A list of predefined messages is displayed in the **Templates** menu.
2. Select a predefined message and, if required, edit the message.
3. Press **Send**.

   The handset displays the callers number.
4. Press **Send** again to send the message.

   The handset displays the `Message sent` confirmation when the message is sent to the caller.

Ending a call

Procedure

Do one of the following:

- Press the **On-hook** key.
- Put the handset in the charger.

Note:

To end a call, if you put the handset in a charger, all the ongoing calls get disconnected.

Outgoing call

Dialing a number (Pre-Dial)

Enter the number and press to get the line. The number is shown on the display while dialing. If needed, press "Clear" to erase the number. By using the navigation key it is possible to step and add or delete a digit in a number.

The tone sender in a pre-dialed number can be turned on by long pressing .

An international number can be dialed from the handset by entering a + character followed by the country code and local number. To enter the + character, long press the 0 key until the character is shown in the display.

Note:

The + character cannot be entered and international numbers cannot be dialled in the following circumstances:

- If the **0** key has been configured as a hot key.
- If the handset has been set up to perform advanced functions normally used by a system administrator.

Dialing a number directly (Post-Dial)

Procedure

Press to get the line and enter the number.

Note:

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

Calling a contact from the local or company phonebook

Procedure

1. Press **Menu**.
2. Select **Contacts**.
3. Select **Call contact**.

   The local and company phone book contacts appears in the same list. The company names are indicated by the **Locked entry** ( ) icon for identification.
4. Select a contact from the list, or search a name or a number by entering the characters in the **Search** field.
5. Press **Call** or the **Off-hook** ( ) key to call the contact.
6. **(Optional)** Using **View** > **More**, you can edit the contacts from the local phone book and send a message.

Calling a contact from the central phone book

Procedure

1. Press **Menu**.
2. Select **Contacts**.

3. Select **Central phonebook**.
4. **(Optional)** Change the selected directory.
5. Search for a contact in any of the following ways:
   a. **Search by name**: Enter the first name and the last name or both.

      You can enter incomplete names and names that include spaces.

   b. **Search by number**: Enter the number.
6. Press **Search**.

   The system displays the search results.
7. **(Optional)** Press **More search results** to display more contacts if the number of matching entries are more than 25.
8. **(Optional)** To view the last search results, select **Central phonebook** > **Last result**.
9. Press **Call** or the **Off-hook** ( ) key to call the contact.

During a call

Adjusting the volume during a call

About this task

Use this procedure to increase or decrease the volume during an ongoing call.

Procedure

Do the following:

- To increase the volume, press the **Volume up** ( ) button on the upper left side of the handset.
- To decrease the volume, press the **Volume down** () button on the upper left side of the handset.
- To adjust the volume, press up or down on the four-way navigation key.

The handset stores and keeps the new volume level.

Opening contacts during the call

About this task

Use this procedure to open contacts while you are on a call.

Procedure

1. Select **More**.
2. Select **Contacts**.

3. To open the contacts, select any of the following:
   - **Call contact**: For searching a local or company phone book contact.
   - **Central phonebook**: For searching a central phone book contact.
4. Select or search contact.

Note:

The selected contact can be called by pressing **Call** or . When you access contacts during a call (normal call and PTT call), the first call is put on hold. When the user exits the contact menu, the call is activated automatically without pressing the **Unhold** button.

The selected contact can be called by pressing **Call**. When you access contacts during a call, the first call is put on hold.

Opening messaging during the call

About this task

Use this procedure to open the **Messaging** menu during an ongoing call.

Procedure

1. Select **More**.
2. Select **Messaging**.

Muting or unmuting a call

- To mute yourself, do the following:
  1. Press **More** during the call.
  2. Select **Microphone off**.
  3. Press **Select**.

  The icon indicates a silenced microphone. This means that the other party in an ongoing call cannot hear you.
- To unmute yourself, do the following:
  1. Press **More** during the call.
  2. Select **Microphone on**.
  3. Press **Select**.

  You can also turn the microphone on and off by long pressing or .

  When you long press or press , you can hear a short beep which indicates that the microphone is turned on or off.

  It is also possible to turn the microphone on and off by long pressing the **Sound off** key.

Transferring the audio

About this task

Use this procedure to transfer audio between the **Bluetooth** headset and the handset earpiece during the call.

Procedure

1. Select **More**.
2. Select **Audio transfer**.
3. Press **Select**.

Note:

Audio transfer is visible if a **Bluetooth** connection is active.

Starting a new call during a call

About this task

Use this procedure to start a new call during an ongoing call.

Procedure

1. Press **More**.
2. Select **New call**.
3. Press **Select**.
4. Enter the number that you want to call or press the **Call Contact list** (•📖) icon to access the phonebook.
5. Press the **Off-hook** (↩) key.

   When the new call connects, the first call is put on hold.

Toggling between calls

About this task

You have started a new call during a call, and the first call is on hold.

Procedure

Do one of the following:

- Press **R**.
- Press **More**, and then select **Switch**, and press **Select**.

The handset toggles between the calls.

Ending a call during an ongoing call

Before you begin

A new call has started during a conversation and the first call is put on hold.

Procedure

Do one of the following:

- Press the **On-hook**.
- Press **More** > **End Call**.
- Put the handset in a charger. This is based on the **In Charger** > **Call behavior** > **End Call**.

Note:

All ongoing calls will be disconnected.

Activating automatic callback

About this task

You can activate the automatic callback feature for an outgoing call from your handset when the called party is busy or does not answer the call. The DECT system calls you back when the called party becomes available to receive calls. When you answer the call, the called party receives the same call. The feature deactivates after you receive an automatic callback.

Note:

This feature is only applicable in an Avaya Aura® environment. The system administrator must enable this feature for your handset.

You cannot activate automatic callback for another call if the feature is still active for a previous call. You must deactivate the feature or receive the automatic callback before activating it for another call.

Procedure

1. When you hear the busy or ringing tone for the outgoing call, do one of the following:
   - Press **5** and wait until you hear the activation confirmation tone.

     The default activation code for automatic callback is 5. Your administrator can change this code.
   - Press **More** > **Call back** > **Select** and wait until you hear the activation confirmation tone.

     The **Call back** option is visible only if your administrator defines it in WinPDM using the same activation code as in IPBS or IPBL.

   The DECT system activates the automatic callback feature and starts monitoring the called party. The handset returns to idle mode.

   You receive an automatic callback when the called party becomes available.
2. **(Optional)** When the handset is idle, press **#34#** to deactivate the automatic callback feature.

The default deactivation code for automatic callback is #34#. Your administrator can change this code.

Note:

Your administrator can define a soft key in WinPDM to deactivate automatic callback using the same deactivation code as in IPBS or IPBL. To deactivate, access the **Call services** menu while the handset is idle, select the designated soft key, and press **Select**.

Transferring a call by pressing a key

About this task

Use this procedure to transfer the first call with the second call when you have two ongoing calls.

Procedure

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

   This connects the first caller with the new caller. Your call is automatically disconnected.

Transferring a call by dialing a number

About this task

You this procedure to transfer an ongoing call to a new call.

Procedure

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

Starting a conference call

About this task

Use this procedure to initiate a conference call between several participants simultaneously.

Before you begin

A new call is started during the conversation.

Procedure

1. Press **More**.
2. Select **Conference call**.

3. Press **Select**.

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

Sending call waiting

About this task

Use this procedure to notify the engaged party that another call is trying to reach them.

During a call, a second call appears and then a short tone is heard.

Procedure

1. Press **More**.
2. Select **Call waiting**.
3. Press **Select**.

   You are connected with the new caller. The other call is put on hold.

   When the line is free it will automatically resumes the call put on hold. This function is system dependent.

   Note:

   You can also accept the second call by pressing the **Off-Hook** key.

Answering call waiting

About this task

Use this procedure to answer call waiting when you:

- Receive a short tone for another incoming call during an ongoing conversation.
- Receive a beep from the handset and a text display: **Internal call** for internal callers and **External call** for external callers. The handset also displays the name or the phone number of the second caller.

Note:

You can use **Answer call waiting** function in two different ways depending on the system setup and configuration.

Procedure

During a call, you receive a short tone. To answer the second call, do the following:

1. Press **More**.
2. Select **Answer call waiting**.
3. Press **Select**.

   You connect to the new call and the first call is put on hold. When the line is free, the call on hold is automatically dialled again. This is a system dependent feature.

During a call, you receive a beep and a text display. To answer the second call, do the following:

4. Press **Accept**.

   The system displays the text `Switch` briefly and transfers to the second call. The first call is put on hold.

5. To end the call with the second caller, press **More** > **End call**.

   You disconnect with the second call and connect with the first call.

6. **(Optional)** Press **Decline** to reject a second call.

   The second caller hears a busy tone, and the call is logged as a missed call in the handset.

Enabling DTMF

About this task

Some systems or PBXs require that the handset sends Dual Tone Multi Frequency (DTMF) when pressing the keys. Use this procedure to enable the **DTMF**.

Note:

DECT info: This submenu is only visible if the **Admin** menu is activated.

Before you begin

You must be on a call.

Procedure

Do the following:

- Press **More** > **DTMF** > **Select**.

Using the loudspeaker

About this task

Use the procedure to activate the loudspeaking function.

Procedure

Do one of the following:

- When receiving a call, press the soft key .
- During a call, press the soft key .
- During a call, put the handset in a charger. Requires that the parameter Call behavior is set to **Put on Loudspeaker** in PDM or Device Manager.
- This function can also be activated by selecting another answering method, that is, **Automatically** and or **Loudspeaking**.

Call list

You can see the last 25 received, dialled, or missed calls that are stored in the call list. If a phone number occurs more than once, the last time stamp and the total number of occurrences are listed. From the menu, you can see call list under **Calls** > **Call list**.

For users who use the devices like a DECT phone, a SIP client for PC, a desk phone, and others, the **Call list** is synchronizes on all the devices during the work shift.

Note:

The system administrator configures this feature.

The **Call list** synchronization is done when:

- A handset starts up.
- A call is ended.
- One or all entries are deleted manually from the Call list.

When the **Call list** synchronization starts, the `Syncing call list` message displays on screen until the update is complete.

You can manually close the dialogue using **Back** button, and in this case synchronization continues in the background.

If synchronization fails, an error message `Could not sync call list` is displays on the screen: In this case the Call list is not updated.

Note:

If **Call list** synchronization is enabled, successive calls of the same number will appear in series and is not be grouped.

Note:

If the solution is configured to H.323 protocol, the handset does not support multiple call history in call transfer or call conference.

Dialing a number from the call list

About this task

Use this procedure to dial a number from the call list when the handset is in the idle mode.

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call list**, and then select a number.

   The system displays the call list that you can scroll using the navigation key up and down.

4. Press **Call** or the **Off-hook** ( ) key to dial the selected number.

Viewing the time of a call

Procedure

1. Press **Menu**.
2. Select **Calls** > **Call list**.
3. Select a number from the call list.

   You can scroll the call list with the up and down arrows on the navigation key.
4. Press **More**.
5. Select **Time of call**. The time and date is displayed for the selected number.

Tip:

The duration of the last call is displayed under **Call time**.

Related links

Viewing call time on page 56

Editing a number from the call list

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call list**.
4. Select a number from the call list.

   You can scroll the call list with the up and down arrows on the navigation key.
5. Press **More**.
6. Select **Edit number** to edit the selected number.

Saving a number from the call list

About this task

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

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call list**.
4. Select a number from the call list.

You can scroll the call list using the navigation key up and down.

5. Press **More**.
6. Select **Save number**.

Sending a message from the call list

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call list**.
4. Select a number from the call list.

   You can scroll the call list with the up and down arrows on the navigation key.
5. Press **More**.
6. Select **Send message**.

Deleting entries from the call list

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call list**.
4. Select a number from the call list.

   You can scroll the call list with the up and down arrows on the navigation key.
5. Press **More**, and then do the following as required:
   - To delete an entry: Select the entry to delete, and then press **Delete** > **Yes**.
   - To delete all entries: Press **Delete all**.

Viewing missed calls

About this task

By default, a missed call is indicated by the Missed call window and the icon. In PDM/AIWS2, you can also set a time delay if you want the handset to consider a call as missed after a certain time.

You must configure these features in the handset through PDM or Device Manager.

When you receive a missed call, you can immediately view it by pressing **Yes**. If you press **No**, use this procedure to view the missed call.

Note:

If supported by the system, the number’s contact name is displayed in the missed call list.

Procedure

1. Press **Menu**.
2. Select **Calls** > **Missed calls**.
3. Step with ▼ and ▲ to select number in the list.

Next steps

To call back, select the missed call number from the call list, and then press **Call** or .

Tip:

Press **More** to view the time and date of the call, edit the received number, add to contacts, and delete the received number.

Viewing call time

About this task

In call time, the total time of the previous call and the last call is displayed.

Procedure

1. Press **Menu**.
2. Select **Calls** > **Call time**.

Push-to-talk group call

The **Push-to-Talk** (**PTT**) feature is a group or conference call made to members of a predefined group . If one of the group members wants to contact the others, the member must press and hold the **PTT** button to open the microphone. You can configure the **Multifunction** button to serve as the **PTT** button.

Note:

The PTT functionality is not applicable for Wireless Handset 3740.

Because the multifunction button is larger than the **PTT** button and located on top of the handset, the user can locate it easily. The smaller **PTT** button is on the side of the handset. Specifically, users who need to wear gloves find the **Multifunction** button easier to use than the **PTT** button.

Some legacy systems or PBXs require that the handset sends a predefined DTMF tone when pressing or releasing.

To participate in the conference, the group members must first accept the invitation received as an incoming call. If a member declines the invitation, the member can rejoin the group or conference later. A member can also invite a group of members to participate in the conference call by calling a PTT group.

The support for the **Multifunction** button depends on the model of the handset used.

Accepting a push-to-talk invitation as an incoming call

About this task

There are two ways you can receive and accept a push-to-talk group call invitation:

- Invitation received as an incoming call (PTT Basic)
- Invitation received as incoming call during an ongoing call

  If you receive an invitation during an ongoing call, it is displayed as an ordinary invitation. You can either accept or decline the invitation by pressing **Accept** or **Decline** respectively.

  If you press **Accept**, the ongoing call is disconnected automatically and the PTT call is connected. Alternatively, the ongoing call can also get disconnected and the PTT call is connected if the following is fulfilled:

  - The handset is configured to answer invitations automatically
  - The user does not respond to the invitation within 10 seconds

  If you decline the invitation, then you can rejoin the PTT call later.

Procedure

1. Press **Accept** or .

   If you receive a PTT invitation during an ongoing call, you cannot accept or decline the invitation by pressing or respectively.

   By default, the handset starts in inverted mute and loudspeaker mode, but you can configure it differently in the PTT group.

2. Press and hold to enable the microphone for audio transmission.

   The microphone is muted again when you release .

Calling a push-to-talk group

Before you begin

Define the PTT groups in PDM/Device Manager and the messaging groups in AIWS2.

Procedure

1. Press **Menu**.
2. Select **Calls PTT groups**.
3. Select a PTT group.
4. Press **Call** or the **Off-hook** ( ) key.

5. **(Optional)** In the idle mode, press the **PTT** button quickly, select a PTT group, and then press the **Call** button.

Rejoining a push-to-talk group

If you receive a push-to-talk (PTT) invitation as a call and you reject or miss it, you can dial the PTT group from the **Call list** or **Missed calls** respectively to rejoin it. The PTT invitation is indicated by its icon in the list.

Call services

These functions are system dependent. Besides the default **Call services** functions, 10 extra system specific call services can be defined with or without automatic disconnection. The parameters are set up in the Portable Device Manager (WinPDM).

Absence handling

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call services** > **Absence**.
4. Select the applicable absence reason in the list. The number of absence reasons (for example: “Lunch”, “Meeting”, “Trip”, etc.) are configured in the WinPDM.

   The code is defined when configuring the absence reason in the handset.
5. Press **Select**.
6. Enter time (HHMM) or date (MMDD) depending on the selected absence reason.
7. Press **OK**.

   The handset sends an absence reason code to the system by establishing a call. The call is automatically disconnected after a few seconds. The following text is visible on the idle screen:

   For example, 5016 > SAC (Send All Calls).

   Where 5016 is the number of the handset configured for Absence Handling.

Deactivating the Absence settings

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call services** > **Absence**.
4. Select **Deactivate**.
5. Press **Select**.

Diverting calls

About this task

You can divert internal calls, external calls, calls when busy, and calls on no reply to another phone number.

Procedure

1. Press **Menu**.
2. Select **Calls**.
3. Select **Call services** > **Divert calls**.

   You can create a shortcut to the **Call services** function or activate a call service when a profile is activated.

   You can set the PBX settings for the call diversion to show the **Divert calls** menu in the handset.
4. Select **Activate**.
5. Select any of the following:
   - **Internal** or **External**: Diverts internal or external calls.
   - **No reply**: Diverts calls on no reply.
   - **When busy**: Diverts calls when the handset sends a busy tone or is on another call.
6. Enter the number (maximum 24 digits) to which you want to divert the calls. Alternatively, press the **Call Contact list** (•📖) to see the call contact list.
7. Press **OK**.

   The handset sends a diversion reason code to the system by establishing a call. The call is automatically disconnected after a few seconds.

   The code is defined while configuring the diversion reason in the handset.

Next steps

To stop diversion, select **Deactivate** and press **OK**.

The following text displays on the idle screen, for example, 5016 > 5018.

Here 5016 is the number of the handset configured to divert call to the extension 5018.

A diversion for Internal or External calls can be configured on PBX. The following text appears on the idle screen: 5016 >> 2001, (2002), where 2001 is the number to divert external calls, 2002 within the parenthesis is the number to divert internal calls.

If only one type is enabled, 5016 is used as an additional extension. This configuration is systemdependent, for details please refer to PBX documentation.

Emergency calls

If configured in the **PDM** or **Device Manager**, any one of up to five emergency numbers can be called. An emergency number can be called even if the handset or keypad is locked.

Contacts

The handset has a local phone book with 250 entries, where you can add, delete, and edit names and numbers freely. The phone book lists all names in alphabetical order, where you can add three numbers for each contact: work number, mobile number, and other number.

You can also access a central phone book which is system dependent. You can send a request to a messaging server with the first characters entered, and the messaging server returns a list of names and numbers that matches the search.

You can download a company phone book through the PDM. It is not possible to edit or delete a company phone book contact. These contacts are indicated by the **Locked entry** ( ) icon before their name. The contacts will include only the work number.

When searching for a contact, the input language can be temporarily changed by long pressing the **Key lock, and Upper and Lower case** ( ). This can be used to temporarily access characters in a foreign language.

Adding a new contact

Procedure

1. Press **Menu**.
2. Select **Contacts**.
3. To add a new contact, select **Add contact** > **New**.
4. Select **Name** and press **Add**.
5. In the **Name** field, enter the name for the contact, and then press **OK**.
6. Select one of the following:
   - **Work number**
   - **Mobile number**
   - **Other number**
7. Press **Add**.
8. Enter the numbers.

   You can include a tone or a pause in the phone number by pressing the **Space** key five times or seven times. In the display, a tone is indicated by a “T” and a pause by a “P”.
9. Press **OK**.
10. Press **Save**.

Note:

If the Stimuli call phonebook lookup parameter is disabled, the system-provided call information is used. This means that if a calling party name is saved in the phonebook, the system does not display it. This function is applicable in legacy systems only (stimuli).

The administrator can add a variable or the character “U” to the **Work number**, **Mobile number**, or **Other number** field to allow users to enter additional numerical characters before calling the number.

Adding a contact from the call list

Procedure

1. Press **Menu**.
2. Select **Contacts**.
3. Select **Add contact** > **From call list**, and then select a number from the call list.
4. Press **Add**.
5. Select any of the following:
   - **Work number**
   - **Mobile number**
   - **Other number**
6. Press **Add**.
7. Enter the name for the contact, and then press **OK**.
8. Press **OK**.

   If the Force stimuli ringing is enabled, the handset uses the system-provided ring signals instead of the local ring signals. This function is applicable in legacy systems only (stimuli).
9. Press **Save**.

Editing a contact

About this task

Use this procedure to edit local contacts.

Procedure

1. Press **Menu**.
2. Select **Contacts**.
3. Select **Edit contact**.
4. Select the contact, and press **Edit**.

5. Select any of the following:
   - **Name**
   - **Work number**
   - **Mobile number**
   - **Other number**
   - **Ring signal**
6. Press **Edit**, and then enter the new name or number or select the new ring signal.

   The administrator can add a variable or the character “U” to the **Work number**, **Mobile number**, or **Other number** field to allow users to enter additional numerical characters before calling the number.
7. Press **OK**.
8. Press **Save**.

Deleting a contact

Procedure

1. Press **Menu**.
2. Select **Contacts** > **Delete contact**.
3. Select the contact that you want to delete, and then press **Delete**.
4. Press **Yes** to confirm.

   It is not possible to delete a company phonebook contact. These contacts are indicated by the **Locked entry** ( ) icon before their name.

Central phonebook

You can search for users by their name or phone number in the following directories of the central phone book:

- **Enterprise**
- **Enterprise frequent**
- **User**
- **Group**
- **Group frequent**

The **User** directory is the default directory. When you change the directory, the selected directory becomes the default directory. When you remove a handset subscription, the **User** directory becomes the default directory.

When the search result is displayed, press **More** to view the contact information and the number added to the new contact. Press **Call** to call the contact.

Searching by name

Procedure

1. Select **Central phonebook**.
2. Select **Search by name**.
3. Enter First name or Last name, or both in the search field.
4. Press **Search**.

   The system displays the search results.
5. Press **More search results** to display more contacts if the number of matching entries are more than 25.

Searching by number

Procedure

1. Select **Central phonebook**.
2. **(Optional)** Change the selected directory.
3. Select **Search by number**.
4. Type the phone number of the user.
5. Press **Search**.

   The system displays the search results.
6. Press **More search results** to display more contacts if the number of matching entries are more than 25.

Viewing last search result

Procedure

1. Select **Central phonebook**.
2. Select **Last result**.

   The system displays recently viewed entries.

   For example, if the number of matching entries are 30 and the user selects **More search results**, then the five remaining entries are displayed in the last search result.

Profiles

Setting up customized profiles is useful when there are many users on the same handset and who want different sound profiles.

You can set your own customized profiles for:

- Incoming calls
- Message alerts
- Vibrating alerts
- Key sounds

You can also use customized profiles for temporary settings such as incoming calls must be silent while in a meeting.

You can switch between different profiles.

Note:

Changing settings is not possible on a handset which is set to a profile. You have to leave the profile before.

You can access profile from the menu by selecting **Profiles** > **Select**.

Adding a new profile

Procedure

1. Press **Menu**.
2. Select **Profiles**.
3. To add a new profile, select **Add new**.
4. Enter the name for the new profile, and then press **Save**.
5. To add settings to the profile, press **More** > **Add setting**.
6. Select the setting you want to add to the profile.

   Repeat steps 6-7 if you want to add additional settings.
7. **(Optional)** To add settings by importing from an available profile, press **More** > **Import from**, and then select the available profile.
8. Mark the required setting and press **Edit** to make the changes.

Activating a profile

Procedure

1. Press **Menu**.
2. Select **Profiles**.
3. Select a profile from the list to activate it.

   When a profile is activated, the **Profile active** ( ) icon and the name of the profile are displayed in idle mode.

Deleting a profile

Procedure

1. Press **Menu**.
2. Select **Profiles**.
3. Select the profile that you want to delete, and then press **More**.
4. Select **Delete** from the menu, and then press **Yes**.

Editing a profile

Procedure

1. Press **Menu**.
2. Select **Profiles**.
3. Select the profile that you want to edit, and then press **More**.
4. Select **Edit**.
5. Select what to edit.
6. Make the changes and press **Save**.

Messaging

This applies to 3740: When you receive a text message, the phone flashes the LED and plays the message alert signal. The icon and a “New Message” pop-up are displayed. The pop-up remains on the display until you close it. The icon remains on the display until you have opened all the new messages. If a message is received during a call, the user is notified with a beep.

This applies to 3745 and 3749: When you receive a text message, the phone flashes the LED and plays the message alert signal. The icon and the content of the received message are automatically displayed. The icon remains on the display until you have opened all the new messages. If you receive a message during a call, you are notified with a beep.

Using the handset soft keys and menu selections, you can reply to or forward the received message. You can call the message sender and can include a call number in the message text.

You can also read a message later by pressing **Close**. A received message is stored in the inbox.

Tip:

If you want to close several new messages quickly, press . The messages are indicated as unread messages in the **Messaging** inbox.

The last thirty received messages are stored in the inbox. Time and date information is included in the messages.

Tip:

New messages and information about incoming calls can be displayed upside down. This can be useful if you wear the handset on a belt and want to read the message/call information without rotating the handset. When pressing any key, the messages are displayed in the normal way.

Note:

If the phone is locked with a PIN, you must unlock the phone to access a received message.

Inbox

Reading a stored message

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to view the message list.
4. Select a message, and then press **View**.

   You can scroll the message list with the up and down arrows on the navigation key.

Replying to sender

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to view the message list.
4. Select a message that you want to reply to, and then press **View**.
5. Press **Reply**.
6. Write your message, and then press **Send**.

Deleting a message

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to view the message list.
4. Select a message that you want to delete, and then press **More**.

   You can scroll the message list with the up and down arrows on the navigation key.
5. Select **Delete**, and then press **Yes**.

   The system deletes the message.

Forwarding a message

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to view the message list.
4. Select the message that you want to forward, and then press **View**.

   You can scroll the message list with the up and down arrows on the navigation key.
5. Press **More**.
6. Select **Forward**.
7. **(Optional)** If required, write additional text.
8. Press **Send**.
9. Press **Send** to forward the message.

Calling a sender

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to view the message list.
4. Select a message whose sender you want to call, and then press **View**.

   You can scroll the message list with the up and down arrows on the navigation key.
5. Press **More**.
6. Select **Call Sender**.

Calling a number in a message

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to view the message list.
4. Select a message, and then press **View**.
5. Do any of the following:
   a. Press **More**, and then select **Call no. in text**.
   b. Press the **Off-hook** ( ) key.
6. If the message contains several numbers, then select the number that you want to call from the list.

7. Press **Call** or the **Off-hook** ( ) key.

Saving a number in a message

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to view the message list.
4. Select a message, and then press **View**.
5. Press **More**, and then select **Save number**.
6. Select any of the following:
   - **Work number**
   - **Mobile number**
   - **Other number**
7. Press **Add**.
8. Enter the name for the contact, and then press **OK**.
9. Press **Save**.

Writing a new message

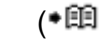
Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Write new message**.
4. Write the message from scratch or select a message template by pressing the **More** soft key and, if required, edit the message.

   Note:

   The **More** key is not displayed if no message templates have been defined.
5. Press **Send**.

   Note:

   You can save a message to send it later by pressing the soft keys **Back** and then press **Yes**. The message is stored under **Unsent** messages.
6. Enter the number to which you want to send the message, or press the **Call Contact list** () icon to access the contacts in the local and company phonebooks.
7. Press **Send** to send the message.

Editing unsent messages

Procedure

1. Enter the menu by pressing the **Menu** soft key.
2. Select **Messaging**.
3. Select **Unsent** to view the list of unsent messages.
4. Select the message that you want to edit.

   You can scroll the message list with the up and down arrows on the navigation key.
5. Press **Edit** to edit the message.
6. Press **Send** to send the message.

Deleting one or all unsent messages

Procedure

1. Enter the menu by pressing the **Menu** soft key.
2. Select **Messaging**.
3. Select **Unsent** to view the list of unsent messages.
4. Select the message that you want to delete, and then press **More**.

   You can scroll the message list with the up and down arrows on the navigation key.
5. Select **Delete** to delete the selected message or **Delete all** to delete all unsent messages, and then press **Yes**.

Sent messages

Reading a sent message

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Sent** to view the list of sent messages.
4. Select the message that you want to read.

   You can scroll the message list with the up and down arrows on the navigation key.
5. Press **View** to read the message.

Forwarding a sent message

Procedure

1. Press **Menu**.
2. Select **Messaging**.

3. Select **Sent** to view the list of sent messages.
4. Select the message that you want to forward, and then press **View**.

   You can scroll the message list with the up and down arrows on the navigation key.
5. **(Optional)** If required, enter additional text.
6. Enter the number to which you want to forward the message, or press to access the contacts in the local and company phonebooks.
7. Press **Send**.

Received messages

Reviewing inbox content while reading a message

Procedure

1. While reading a received message, press the **More** soft key.
2. Select **Inbox** from the pop-up menu.

   The system displays the inbox containing message summaries.
3. Press **Back** to return to the message you were reading.

Voicemail

Note:

The voicemail feature is available only if it is configured in the system.

Receiving a voicemail

When you receive a voicemail, it is indicated by the icon in the status bar, and the phone screen automatically displays the content of the voice mail notification. You can press **Call** to dial the voicemail when the content of the notification is displayed. In case you pressed **Close**, you can still dial the voicemail by long-pressing in idle mode or from the **Inbox** menu.

Information is stored in the **Messaging** inbox until you listen to all the voicemail messages.

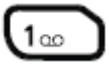
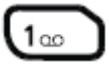
Checking the voicemail inbox

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox**.
4. Select a message prefixed with the icon, and then press **View** to check the voicemail.

5. Press **Call** or to dial the voicemail.

One key voicemail access

You can use the  key to quickly access voicemail. In the idle mode, long-press  to dial voicemail. If the extension number is not available, the system displays the "`Voice mail number not defined`" message.

Some systems require that the mailbox extension number is downloaded to the handset.

Enhanced messaging

About enhanced messaging

Note:

The following enhanced messaging features are not applicable for 3740.

Receive a message with request for answer

In the status bar, a message with request for answer is indicated the same way as an ordinary message.

In the message list, the message with request for answer is indicated by the icon .

Accept or reject a message

Press the **Accept** or **Reject** soft key to accept or reject a message respectively. When an acknowledged message has been replied to, the message list shows the icon. The acknowledged message also displays the relevant "Accepted" or "Rejected" text as well as the time and date.

Note:

In the message list, the **Delete** option is not available for a message with request for answer. You can delete only an unacknowledged message.

Message queuing and message priority

To notify you about new incoming messages, all incoming messages are placed in a message queue. The sorting order for the message queue depends on the system settings. By default, the messages are sorted first as per their priority and thereafter as per their arrival time.

The messages in the message queue are automatically displayed for 20 seconds until all the messages have been displayed. You can extend the time to display a message by pressing any button. You can also close a message to immediately see the next message in the message queue.

The messages that you do not close are put last in the message queue and remain in the message queue until you close them. They are shown as **“unread”** in the message list and will not be shown as **“read”** until you have closed them.

Message priority and call priority

As per the default settings, the call information dialog box is always visible in front of a message on incoming calls. You can configure a message with a certain priority to ensure that it is always displayed without being interrupted by a call. When you configure a call priority, the handset compares the call priority with the message priority to determine which information to be displayed, that is, the call information dialog box or the message. If the message priority and the call priority are equal, then the message is displayed.

Message alert repetition

By default, when the handset receives or displays a new message, its LED blinks green and it plays the message alert signal. You can configure the handset to repeat the alert signal for an unread message every seven seconds for as long it is displayed. See the handset’s Configuration Manual for message settings.

The handset considers the Priority 1 messages with certain system-defined properties as extra-important. Therefore, the handset repeats the alert signals for such messages every ten seconds for five minutes or until any key is pressed.

Note:

This is a system/application dependent feature and cannot be configured in the handset.

Color messaging

You can send color messages to handsets. The application that you use to send a message determines the color of the message. Color messaging is useful for categorizing messages.

In the following figure, there are two colored messages (a new message, and a read message) in the Inbox (left image in the figure). The messages are indicated by a blue gradient bar as the background for the message icon. The blue gradient bar is also displayed when reading a colored message (right image in the figure).

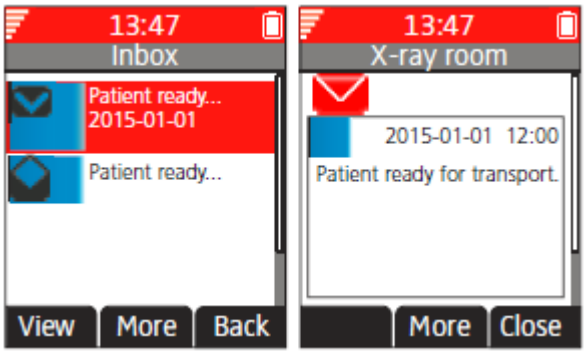


Figure 5: Examples of color messages

Interactive messaging

Interactive messaging is a function that extends basic messaging. With interactive messaging, you can access information from a client application in the system. For example, a customized application that can be accessed from the handset.

A list of actions can be included in the message sent from the application (for example, AMS or XGate) to the handset. By default, you receive and view an interactive message the same way as an ordinary message. Similarly, an interactive message that you have read is indicated the same way as an ordinary message. It is saved along with other messages in the message list. For more information, see Messaging on page 43.

Note:

The indication of an interactive message can differ from an ordinary message depending on the interactive messaging settings. The application that sends the interactive message can determine the alert signal volume and LED indication.

As shown in the following figure, when you open an interactive message, it may display several options. You can see the options using the **More** soft key. The options depend on the configuration in the client application.

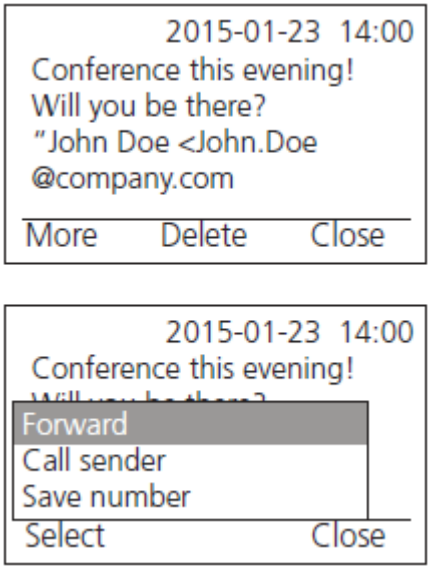


Figure 6: Examples of an interactive messages

Note:

If you receive an interactive message update but you had deleted the original message, then the handset automatically sends a negative acknowledge (NAK) to the system if requested.

Mobile data from the handset can initiate the application to send an interactive message. You can then select an action from the list, such as sending a message back to the application or dialling a specific number. For more information, see Mobile Data on page 114.

Message templates

You can use predefined messages in templates to quickly write a message rather than having to write the message completely from scratch.

You can configure up to five predefined messages for the handset in the PDM/Device Manager. This lets you select and send a message appropriate to a situation, such as “I am in a meeting” or “I am in the operating theatre”. For information about how to use the PDM/Device Manager to create or store predefined messages, see the Message Templates section of the handset configuration manual.

You can also edit, add, or remove text from a template message before sending it. For example, you can append “please call back after 1500” to the template message “I am in a meeting”.

You can use the message template function in the following contexts:

- When you receive a call that you want to decline but still acknowledge with a message, but without having to write a completely new message.
- When you receive a text message and you want to reply with a text message without having to write a completely new message.
- When you want to write a message using the handset Messaging function without having to write a completely new message.

Accessing the Templates menu

Procedure

1. Open the **Templates** menu as described in the context in which the template is being used.
2. Select the required message from the **Templates** menu.
3. To edit the message, use the navigation key to move to different parts of the message and the keypad to add additional text, and press **Clear** to delete text.

Replying to a text message with a template message

Procedure

1. Press **Reply** > **More** > **Templates**.

   The handset displays a list of predefined message templates.
2. Select the required message template. If required, edit the message as described in The Templates Menu on page 114.
3. Press **Send**.

   The handset displays the message sender’s number.
4. Press **Send**.

   The handset displays the `Message sent` confirmation when the message is sent.

Mobile data

Send mobile data

You can send predefined data from the handset by selecting a service. Moreover, you can create a shortcut for quick access to a service.

You can use mobile data for opening a door, starting or stopping a machine, etc.

Send mobile data with a prefix

You can send mobile data with a prefix from the handset by pressing a pre-programmed hot key or soft key or by selecting a service. You can use mobile data with a prefix to send information to an application in the system. You need to define the prefix while programming the service.

My favorites

Using the **My favorites** menu, you can customize your own menu with the services and functions that you use most often. A list of predefined services and functions are available. For example, write new message, central phone book, call contact, and so on.

Tip:

If you configure the **Phone call** function, you can add a variable or character “U” in the **Enter Number** field that allows users to enter additional numerical characters before calling the number.

Adding to My favorites

Procedure

1. Press **Menu**.
2. Select **My favorites**.
3. Select **Add new**.
4. Enter a name of the favorite in the field, and then press **OK**.
5. Select a function using the up and down arrows on the navigation key.
6. **(Optional)** Enter values in the fields. This is applicable for some of the functions.
7. Press **Back**.

Editing My favorites

Procedure

1. Press **Menu**.
2. Select **My favorites**.

3. Select a favorite using the up and down arrows on the navigation key, and then press **More** > **Edit**.
4. Edit the parameters, and then press **Back**.

Deleting My favorites

Procedure

1. Press **Menu**.
2. Select **My favorites**.
3. Select a favorite using the up and down arrows on the navigation key, and then press **More**.
4. Using the up and down arrows on the navigation key, select **Delete**, and then press **Select**.
5. Press **Yes** to delete the favorite, and then press **Back**.

Shortcuts

Using the Shortcuts menu, you can set predefined functions as shortcuts for the soft keys, hot keys, navigation keys, and the multifunction button. For example, you can define the soft key as a shortcut to make a call or send a message.

Tip:

You cannot use the multifunction button as a shortcut for the Wireless Handset 3745 and Wireless Handset 3749 phones as it is not supported.

Note:

If you create a shortcut to the “Phone Call” function, you can add a variable/character “U” in the “Enter Number” field that allows users to enter additional numerical characters before calling the number.

Defining soft keys

Procedure

1. Press **Menu**.
2. Select **Shortcuts**.
3. Select **Soft keys**.
4. Select one of the following:
   - **Middle**
   - **Right**

5. Enter a name for the soft key, and then press **OK**.
6. Select **Function**.
7. Select a function from the list, and then press **Back**.
8. Select **Value**(only for some of the functions), and press **Select**.
9. Enter a value (for example, a number), and then press **Back**.
10. Select **Control question** and press **Select**. The default is **Off**.
11. Press **Back**.

    If the control question is enabled, the system displays message: `Press "Yes" to proceed`.
12. Press **Save**.

Defining hot keys

Procedure

1. Press **Menu**.
2. Select **Shortcuts**.
3. Select **Hot keys**.
4. Select **0**, **2** to **9**.
5. Select **Function**.
6. Select a function from list, and then press **Back**.
7. Select **Value** (only for some of the functions), and press **Select**.
8. Enter a value (for example, a number), and then press **Back**.
9. Select **Control question** and press **Select**. The default is **Off**.

   If the control question is enabled, the system displays the message: `Press "Yes" to proceed`.
10. Press **Save**.

Defining navigation keys

Procedure

1. Press **Menu**.
2. Select **Shortcuts**.
3. Select **Navigation keys**.
4. Select any of the following:
   - **Up**
   - **Down**

- **Left**
- **Right**

5. Select **Function** and press **Select**.
6. Select a function from the list, and then press **Back**.
7. Select **Value** (only for some of the functions), and press **Select**.
8. Enter a value (for example, a number), and then press **Back**.
9. Select **Control question** and press **Select**. The default is **Off**. Press **Back**.

   If the control question is enabled, the system displays the message: `Press "Yes" to proceed`.
10. Press **Save**.

Defining the multifunction button

Procedure

Note:

You cannot use the multifunction button as a shortcut for the Wireless Handset 3745 and Wireless Handset 3749 phones as it's not supported.

The multifunction button can be defined with two different functions: a long press activates one function, and a double-press activates another function.

If the multifunction button is configured as a shortcut to a “Phone Call” function, you can still use the button while the handset or keypad is locked. However, the control question must be disabled for this to work.

1. Press **Menu**.
2. Select **Shortcuts**.
3. Select **Multifunction**.

   The support for this feature depends on the type of model used.
4. Select **Long press** or **Multi press**.
5. Select **Function** and press **Select** to select function.
6. Select a function from list, and press **Select**, then press **Back**.
7. Select **Value** (only for some of the functions), and press **Select**.
8. Enter a value (for example, a number), and then press **Back**.
9. Select **Control question** and press **Select**. It is disabled by default.

   If the control question is enabled, a dialog box is displayed when you press the defined soft key. The dialog box displays the following message: `Press "Yes" to proceed`.
10. Press **Save**.

Settings

Sound and alert settings

Adjusting the ring volume

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Sound & Alerts** > **Volume**.

   Increase and decrease the volume using the left and right arrows on the navigation key.
4. Press **Back** to save the settings.

Note:

If a handset restriction is enabled, it might not be possible to set the ring signal to **Silent**.

Note:

If a handset restriction is enabled, its not possible to decrease the ring volume lower than the allowed level. If you attempt to decrease the ring volume, the `Volume reset to the lowest level allowed` pop-up message appears on the screen. See the handset's Configuration Manual for more information.

Setting different ring signals for calls

About this task

Use this procedure to set different ring signals for calls.

The handset has 14 different ring signals.

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Sound & Alerts** > **Ring signals**.
4. Select one of the following:
   - **Internal call**
   - **External call**
   - **Call back**
   - **Priority call**
5. Select the ring signal.

6. **(Optional)** Press **Play** to listen to a ring signal before selecting it.

   The ring signal is repeated until you press **Stop**.

7. Press **Back** to save the settings.

   Note:

   If the **"Force stimuli ringing** parameter is enabled, the handset uses the system-provided ring signals instead of the local ring signals. This function is applicable in legacy systems only (stimuli).

Setting alerts for messages

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Sound & Alerts** > **Message alert**.
4. Select a message alert from the list.

   Press **Play** to listen to a message alert before selecting it.

   Note:

   The **Play** soft key is not available for Enhanced beep. Instead, send a message to the handset to listen to the sound.

   By default, the message volume follows the ring volume setting in the handset. However, you can set the message volume to be different.

5. Press **Back** to save the settings.

Setting the vibrator alert

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Sound & Alerts** > **Vibrator alert**.
4. Select one of the following:
   - **On**
   - **On if silent**: The vibrator is on when the handset is muted.
   - **Off**
5. Select vibrating alert.
6. Press **Back** to save the settings.

   If the vibrator alert is enabled, then the handset vibrates when you receive a call or a message.

Tip:

Using PDM/Device Manager, you can activate the vibrator alert for messages during a call.

Note:

When the vibrator is enabled on an intrinsically safe handset, the handset alternates between vibration and sound. That is, vibration and sound are not activated simultaneously.

Setting the key sound

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Sound & Alerts** > **Key sound**.
4. Select one of the following:
   - **Silent**
   - **Click**
   - **Tone**
5. Press **Back** to save the settings.
6. **(Optional)** Press **Play** to listen to a key sound before selecting it.

Keypad lock settings

The handset keypad can be locked automatically to minimize the risk of accidentally pressing keys or buttons while the handset is not in use. The keypad is automatically locked after the lock time defined by the **Auto lock time** parameter expires.

The administrator can configure the automatic key lock settings in the WinPDM or Device Manager.

Note:

You can answer or end a call while the keypad is locked. You can call any one of the five predefined emergency numbers while the keypad is locked if this feature is configured in the WinPDM or Device Manager.

The alarm button can be pressed while the keypad is locked.

Tip:

If the multifunction button (for Wireless Handset 3740 only) is configured as a shortcut to a predefined number, you can use it even when the keypad is locked. Similarly, you can use the alarm button (for Wireless Handset 3745 and Wireless Handset 3749) as well.

The user can also configure the automatic key lock settings as described in the following sections. You can configure one of the following options for automatic key lock:

- **On**: Keypad is automatically locked if it is not used before the specified lock time expires.
- **On except calls**: The keypad is automatically locked if it is not used for the specified lock time. If the user is in a call when the auto-lock time expires, the keypad remains unlocked until the user has completed the call.
- **Off**: Keypad is never automatically locked.
- **Auto key unlock**: Keypad is automatically unlocked when a call or message is received. When the user has serviced the call or message, the key lock is reapplied after the specified auto-lock time expires.

The **Auto lock time** parameter specifies the time after which the keypad is automatically locked. The shortest value is five seconds and the longest is three minutes.

Activating automatic key lock

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Locks** > **Automatic key lock**.
4. Select one of the following:
   - **On**
   - **On except calls**

   The system displays the current key lock setting under **Automatic key lock**.
5. Press **Back** to redisplay the **Locks** menu.
6. Select **Auto lock time**, and then press **Select**.
7. Select the required lock time, and then press **Select**.

   A call can be answered or ended while the keypad is locked. Any one of five predefined emergency numbers can also be called while the keypad is locked as long as this feature has been configured in the WinPDM or Device Manager, or AIWS2.

   The alarm button can be pressed while the keypad is locked. If the Multifunction button (Wireless Handset 3740 only) is configured as a shortcut to a predefined number, it can also be used while the keypad is locked.

Deactivating automatic key lock

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Locks** > **Automatic key lock**.

4. Select **Off** to deactivate automatic key lock.

Phone lock settings

The handset can be protected from unauthorized use by activating the automatic phone lock. You can configure one of the following options for automatic phone lock:

- **On**: The handset is automatically locked if it is not used before the specified auto-lock time expires, or when it is first turned on. The auto-lock time is specified in the **Auto lock time** parameter.
- **On in charger**: The handset is locked immediately when located in the charger.
- **Off**: The handset is never locked.

You can change the default phone lock PIN code (“0000”) to a code of your choice. The code should be of minimum four digits and maximum eight digits.

The **Auto lock time** parameter specifies the time after which the handset is automatically locked. The shortest value is five seconds and the longest is three minutes.

Note:

If this feature is configured in the **WinPDM** or **Device Manager**, you can call any one of the five predefined emergency numbers while the handset is locked.

Tip:

If the multifunction button (for Wireless Handset 3740 only) is configured as a shortcut to a predefined number, you can use it even when the handset is locked. Similarly, you can use the alarm button (for Wireless Handset 3745 and Wireless Handset 3749) as well.

Activating automatic phone lock

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Locks** > **Phone lock** > **Auto phone lock**.
4. Select one of the following:
   - **On**
   - **On in charger**
5. Enter a PIN code of your choice, and then press **OK**.

   The code should be of minimum four digits and maximum eight digits.

   Note:

   If you forget the PIN code, it can be reset by your administrator.
6. Press **Back**.

7. Select **Auto lock time**, and then select the required lock time.

Deactivating automatic phone lock

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Locks** > **Phone lock** > **Auto phone lock**.
4. Select **Off**.
5. Enter the PIN code, and then press **OK** to deactivate automatic phone lock.

Note:

If you forgot the PIN code, it can be reset by your administrator.

Changing the PIN code

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Locks** > **Phone lock** > **Change PIN code**.
4. Enter the old PIN code, and then press **OK**.

Note:

If you forget the PIN code, it can be reset by your administrator.

5. Enter the new PIN code again, and then press **Save**.

Display settings

Changing the screen saver

About this task

You can set the screen saver to one of the following:

- **Information**: Displays status and identification information while the handset is idle.
- **Black**: The screen is black when the handset is idle.
- **Black also in call**: The screen is black when a call is in progress.

When the handset is in a CR3 charging rack, the owner ID and the variant of the handset are displayed. This simplifies identification when many handsets are charged together.

Procedure

1. Press **Menu**.
2. Select **Settings**.

3. Select **Display** > **Screen saver**.
4. Select one of the following:
   - **Information**
   - **Black**
   - **Black also in call**
5. Press **Back**.

Changing brightness

About this task

An intrinsically safe handset's display brightness is lower than a non-intrinsically safe handset's display brightness due to current limitations.

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Display** > **Brightness**.
4. Select one of the following:
   - **Normal**
   - **Power save**

   Note:

   When the phone is in **Power save** and the user goes to the device information section, the screen changes to normal brightness to improve readability when identifying the software version and ID of the phone.
5. Press **Select**.
6. Press **Back**.

Changing contrast

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Display** > **Contrast**.
4. Use the right and left arrows on the navigation key to increase and decrease contrast.
5. Press **Back**.

Time and date settings

The Avaya Wireless Base Station 3700 is responsible for providing the correct time to the handset. You cannot change the time and date displayed on the handset, you may only change the format.

The handset also synchronizes with the base station time when:

- The handset is turned off and then turned on. The handset requests the base station for the current date and time.
- The handset is turned on for longer than 24 hours. The handset requests the current time every 24 hours from the time it was last turned on.

Setting the time format

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Time & Date**.
4. Select the time format. The options are:
   - 12:00 (AM/PM)
   - 24:00
5. Press **Select** to save the settings.

Setting the date format

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Time & Date**.
4. Select the date format. The available options are:
   - DD MMM YY, for example 30 Jan 11
   - MMM DD YYYY, for example Jan 30 2011
   - YYYY-MM-DD, for example 2011-01-30 (ISO 8601)
   - MM/DD/YYYY, for example. 01/30/2011 (also called US)
   - DD/MM/YYYY, for example 10/01/2011 (also called Europe)
   - DD-MM-YYYY, for example 30-01-2011
   - DD.MM.YYYY, for example. 30.01.2011
5. Press **Select** to save the settings.

Call answering settings

The default setting for the handset is to use for answering a call. However, you can configure the call answering behavior to answer a call automatically, that is, without pressing a key, and/or in loudspeaker mode.

Note:

When Bluetooth is enabled, the loudspeaker audio volume is lowered due to current limitations in the intrinsically safe handset.

The answering behavior can also be set to any key. If the **Any key** option is selected, any key except , , and can be used to answer a call.

Related links

Setting the call answering key on page 87
Setting the call answering behavior on page 87

Setting the call answering key

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Answering** > **Answering key**.
4. Select one of the following:
   - **Hook-off**
   - **Any key**
5. Press **Back** to save the settings.

Related links

Call answering settings on page 87

Setting the call answering behavior

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Answering** > **Answer behavior**.
4. Select any of the following:
   - **Automatically**
   - **Loudspeaking**

5. Press **Change** to change the setting.

   The check box is selected.
6. Press **Back** to save the settings.
7. **(Optional)** To remove the settings, press **Change**.

   The check box is cleared.

Related links

Call answering settings on page 87

Alarm settings

Editing the alarm data

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Alarm** > **Edit alarm data**.
4. Enter the alarm data.
5. Press **Save**.

Note:

This is not applicable for Wireless Handset 3740.

Activating the alarm

Procedure

1. Enter the menu by pressing the **Menu** soft key.
2. Select **Settings**.
3. Select **Alarm** > **Activate alarm**.
4. Select the **Man-down** or **No-movement** alarm as required.
5. Press **Select** to change the setting.

   The check box is selected.
6. Press **Back** to save the settings.
7. To remove the settings, press **Select**. The check box is cleared.

Note:

This function is applicable for Wireless Handset 3749 only.

When the alarm is activated, you can see its corresponding alarm icon.

Other settings

Changing the text size for messages

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Messages** > **Text size Normal**.

   The default text size is **Normal**.
4. Select any of the following:
   - **Normal**
   - **Large**
5. Press **Back** to save the settings.

Changing the menu language

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Messages** > **Language**.
4. Select the language that you want to use for the menu.
5. Press **Back** to save the settings.

Setting the Owner ID

About this task

Use this procedure to set the **Owner ID** to identify the handset.

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Owner ID**.
4. Enter the name or identity.
5. Press **Save**.

Chapter 6: Alarm operations for the Wireless Handset 3749

Push-button alarm

The push-button can be defined to send an alarm by a long press and by multiple press. By default, long press is defined for test alarm, and multiple press is defined for personal alarm.

Test alarm

Press and hold the push-button until the dialog window Test Alarm (default) is displayed.

Depending on set parameters, following occur:

- A beep is heard.
- The orange LED flashes twice.
- The vibrator activates.
- The telephone receives a notification that the alarm has been received by the system. This is a system dependent feature.
- An acoustic location signal (ALS) is played.
- A call to a predefined number is established.

Note:

When the vibrator is enabled, the handset will alternate between vibration and sound. That is, vibration and sound are not activated simultaneously. The ALS will not be played if the Automatic call after alarm option is enabled.

Personal alarm

Press the push-button twice or more with in 2 seconds, the dialog window Personal Alarm (default) is displayed.

Depending on set parameters, following occurs:

- A beep is heard.
- The orange LED flashes twice.
- The vibrator activates.
- The telephone receives a notification that the alarm has been received by the system. This is a system dependent feature.
- An ALS is played. See Acoustic Location Signal.
- A call to a predefined number is established.

Note:

When the vibrator is enabled, the handset alternates between vibration and sound. That is, vibration and sound are not activated simultaneously. The ALS will no be played if the Automatic call after alarm option is enabled.

Man-down and no-movement alarm

Man-down alarm: If the telephone is tilted 45º (default) or more for a preset time (default 7 seconds), the Man-down alarm is triggered.

No-movement alarm: If no movement is detected during a preset time (default 30 seconds), the No-movement alarm is triggered.

When an alarm is triggered, the following occur depending on the settings:

- A dialog window Man-down warning. Cancel? or No- movement warning. Cancel? is shown in the display, and a warning tone is also played for a period (default 7 seconds) before the alarm is sent.
- To prevent the alarm from being sent and to silence the warning tone, do one of the following:
  - Press any key or button. The alarm is reset.
  - Put the telephone in a charger. The alarm is temporarily disabled, and the corresponding alarm icon is hidden. The alarm is enabled when you remove the telephone from the charger.
- If no key or button is pressed during the warning tone, the alarm is sent. Depending on set parameters, a beep, vibrator, or LED signal confirms that the alarm has been sent.
- An ALS may be activated after the alarm has been sent.
- A call to a predefined number is established.

Acoustic location signal

Depending on set parameters, the ramped up ALS is played after an alarm. The signal is always ramped from the lowest volume to the highest. Press ▢ to turn the ALS off.

Depending on the PDM settings, it is possible to make the user enter a password when turning the ALS off. This password is the same as the phone lock password.

Automatic call after alarm

A handset can be configured to call a predefined number after an alarm has been sent. If configured, it is also possible to call the predefined number without sending an alarm by pressing the push-button. Depending on the settings, the call can be established in the following modes:

- Loudspeaking mode
- Normal mode

Connections

Bluetooth

Enabling a Bluetooth connection

About this task

Bluetooth is not applicable to 3740.

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **Bluetooth**.

   Note:

   - On an intrinsically safe handset, the handset restarts.
   - On a Wireless Handset 3745, the handset does not restart.
4. Select **Enable**.

   The system displays the `Bluetooth enabled` message.

   The system displays a **Bluetooth** ( ) connection icon in the status bar.

Disabling a Bluetooth connection

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **Bluetooth**.

   On an intrinsically safe handset, the handset restarts.

   On a Wireless Handset 3745, the handset does not restart.
4. Select **Disable**.

   The system displays the `Bluetooth disabled` message.

Changing the headset profile

About this task

Use this procedure to select an appropriate headset type to achieve optimal audio quality.

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **Headset**.
4. Select one of the following :
   - **Mic on boom**: Optimizes audio.

     Important:

     The headset type **Mic on boom** is unavailable as an accessory for the intrinsically classified handset. If available, do not use the headset in hazardous areas.

   Note:

   When **Bluetooth** is disabled and an active call is in the loudspeaker mode on an intrinsically safe handset, the audio is not transferred to the headset when connecting it.
5. Press **Select**.

System

The handset can subscribe up to eight different systems.

Change System

Select **Automatic** or a specific system. If the handset is set to **Automatic**, it selects a system according to the priority list.

Note:

Automatic cannot be used in both legacy and Wireless Handset 3700 systems.

Related links

Subscribing handset to the DECT system on page 94
Unsubscribing system on page 95
Renaming system on page 95
Modifying priority on page 95

Subscribing handset to the DECT system

About this task

To subscribe to Wireless Handset 3700 DECT system manually, you require the Portable Access Right Key: (PARK) and Authentication Code: (AC) related to the system.

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **System**.
4. Press **Next**.
5. **(Optional)** In the **System name** field, enter the system name.

   If you do not enter the system name, the default name is used. For example, System A, System B.
6. **(Optional)** Enter System name.

   Note:

   Depending on the Display Management Layout setting of the handset, the system might not display the system name.
7. Press **Next**.
8. Enter **PARK code** (max. 31 digits). The PARK code is not required if there is no alien DECT system within the coverage area.
9. Enter **AC code**. The AC code length must be between 4 - 8 digits.
10. Press **Next**.

    The system displays the `Protection on?` message.
11. To protect the new system, select **Yes**.

    Note:

    You cannot delete a protected system using the **System** menu. The unsubscription must be made using the **Admin** menu or the Wireless Handset 3700 DECT system.
12. Press **OK**.

A searching mode starts.

Related links

System on page 93

Unsubscribing system

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **System**.
4. Select **Unsubscribe**.
5. Select **System** to **Unsubscribe**.
6. Press **Yes** to **Unsubscribe** the **System**.

Related links

System on page 93

Renaming system

About this task

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

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **System**.
4. Select **Rename system**.
5. Select **System** to rename.
6. Enter new name.
7. Select **Save**.

Related links

System on page 93

Modifying priority

About this task

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.

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **System**.
4. Select **Priority**.
5. Select **Up** or **Down** to modify the **Priority**.
6. Select **Back** to save the **Priority**.

Related links

System on page 93

In charger action when not in call

About this task

Use this procedure to define the functions of a handset when the handset is not on a call and not placed in a charger.

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **In charger**.
4. Select **Other actions**.
5. Select any of the following:
   - **No action**: No action is performed when handset is not in call and placed in charger.
   - **Change profile**: When the handset is placed in the charger it changes profile. When the handset is removed from the charger, the profile is changed back.

     Press **Edit** to select the wanted profile. By default only the profile Normal is visible, and additional profiles are visible only if they are configured.
   - **Switch off**: When the handset is placed in the charger it will switch off. When it is removed from the charger it will switch on again.

     If you enable the handset restrictions, the handset might not be switched off when placed in a charger.
   - **Soundoff**: The handset is muted when placed in a charger. When it is removed from the charger it switches on the sound again.

     The handset is not muted, when you receive messages with breakthrough such as high or alarm priority.

     Note:

     Messages with breakthrough, for example high or alarm priority, is not muted.

- **Redirect**: Calls can be redirected to another extension when the handset is placed in a charger. This function must be programmed in the PBX to be able to redirect calls.

  If the parameter **Possible to turn off sound** is set to **No** in PDM or Device Manager, the handset is not muted in charger.

- **Message absence**: When an application or system sends a message to a handset, it receives an indication that the handset is absent. If a handset is absent, the application or the system determines if the message is sent to the handset or not, or redirected to another handset.

  If a message is sent from a handset, it does not receive an indication that the recipient is absent. This function must be programmed in the PBX to be able to redirect calls or messages.

  You can configure additional **In charger** actions.

Chapter 7: Procedure call

About this task

When configuring the functions **Call services**, **In call** menu, **Contacts**, or a shortcut or service to the **Phone call** function, the data added in these functions is static. When entering the data for the function to be used, it is possible to add a variable or character U that allows the user to enter additional numerical characters before calling the number or sending the data to a system.

Example of configuration:

A user wants to create a service with the Phone call function. The PBX requires that a prefix must be added to a phone number. In this case, the user can pre-program the prefix and then enter the applicable phone number when using the Phone call function.

Procedure

1. Press **Menu**, or the confirmation button.
2. Select **My favorites**.
3. Select **Add new**.
4. In the Name field, enter **Call no** and press **OK**.
5. Select the function **Phone call**.
6. In the **Number** field, enter the prefix to be used followed by the character `U`. In this case, the text string is as follows *21*U. The character U represents an Enter number dialog where the user can enter the phone number.
7. Press **Save**.

   When using the function, an Enter number dialog appears, see figure below. If the user enters **123** (or selects a contact with this number by pressing the **Call Contact list** ( ) and presses **OK**, the number *21*123 is dialed. Note that no call is established before the user presses **OK**, that is, post-dial.

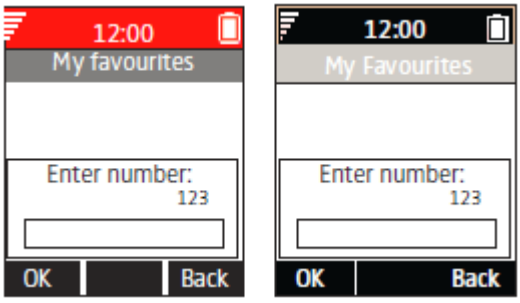


Figure 7: Enter number dialog.

Note:

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

Chapter 8: Advanced functions

Admin menu

The system administrators can use the hidden menu in the handset for administration.

The **Admin menu** contains:

- Software, hardware, and IPEI/IPDI, and user ID
- DECT information
- Centralized Management showing online information
- System menu with ability to alter protection
- Factory reset option
- Site Survey Tool for indication of radio signal and base station listing
- Fault logging
- Frequency band selection
- Factory reset option

To activate the **Admin Menu**, enter **Settings** > **Device info** > **Software** and press the buttons containing CRAFT#, that is **27238#**.

For quick access to the Device Information (DI) menu in idle mode, press the keys containing *#DI# (that is *#34#). For quick access to IPEI/IPDI, press *#06# in idle mode. See the table below.

Information	Code
Software version	*#34#
Hardware version	*#34#
IPEI/IPDI	*#34# or *#06#
User ID	*#34#

Clearing lists in charger

When the parameter is activated and the function has been downloaded to the cordless telephone, the lists are deleted when located in a charger. This feature can be useful during administration of handset for new users.

Chapter 9: System handling

Software upgrade and additional features

You can upgrade the software and additional features or parameters in the handset by using the WinPDM, Device Manager or BroadWorks Device Management System. The following are examples of additional features that you can configure:

- Local phonebook
- Company phonebook
- Downloadable languages
- Customizing the menu tree

The license(s) can also be added via the **Admin** menu in the handset.

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

Handset updates via the charging rack

Whenever there are updates for the handset, you are instructed to leave the handset in a central charging rack so that the handset can be updated with new features and functions. During an update, the handset displays the icon and the `Updating handset` message. You can dismiss the message by pressing **OK**.

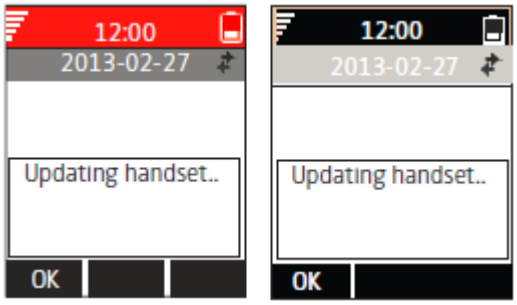


Figure 8: Handset update while in charger

If you remove the handset from the charger to use it, the update is suspended. The update is resumed when the handset is again located into the charger.

When the update is complete, the handset displays the `Handset is updated` message. You can close the message by pressing **OK**.

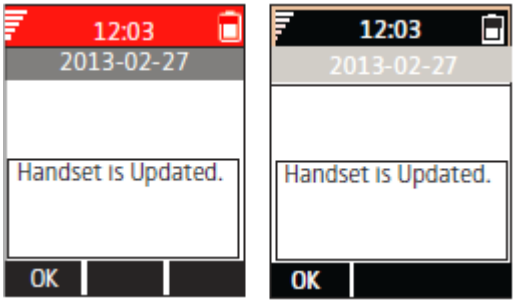


Figure 9: Update completed while in charger

Chapter 10: Troubleshooting

Operational problems

Fault	Probable cause	Action or comment
No display	The battery level is low or the handset is defective.	Charge the battery or contact system administrator.
No ringing	**Sound off** is on, or ringer volume set to silent, or the handset is defective.	Long press **Sound off**, or increase volume, or contact system administrator.
No change in time and date setting	PBX dependent.	Changes in the handset appear after a maximum of 24 hours after a change in the system or by turning the handset off and on again.
Cannot mute handset by long pressing **Sound off** or **Mute** Not possible to set the ring volume to **Silent**. Handset, with **In charger** > **Other actions** > **Sound off enabled**, is not muted when located in charger.	A handset restriction preventing the user to silence the handset.	Enable the parameter **Possible to turn off sound**.
Cannot switch off handset by long pressing **On-hook**. Handset, with **In charger** > **Other actions** > **Sound off enabled**, is not switched off when located in charger.	A handset restriction preventing the user to switch off the handset.	Enable the parameter **Possible to switch off handset**.

Error or warning messages

Display shows	Probable cause	Action or comment
No access	The network is in range, but no access rights.	Switch handset **Off** and then switch it **On** again or contact system administrator.
No System. The handset 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 handset is out of coverage or handset is defective.	Stop the beep with **Sound off** and go into range. **Note:** When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system or contact system administrator.
No flash driver was found **Note:** This display message is only shown in English.	Failed to read from flash.	Send the handset for service.
Service needed Hardware error **Note:** This display message is only shown in English.	There is a communication problem between components in the handset.	Restart the handset. If the problem persists, send the handset for service.
Service needed Invalid IPDI **Note:** This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Service needed Parameters corrupt. **Note:** This display message is only shown in English.	The handset is defective.	Select **Reset** on the middle soft key if available or if no **Reset** option is available or fault does not resolve, the handset needs repair. **Note:** Display message only shown in English.
Enter PIN code	The lock of the handset is activated.	Enter the required PIN code. If PIN code lost enter new via PDM/ Device Manager or do a factory reset via PDM/Device Manager.

Table continues…

Display shows	Probable cause	Action or comment
Battery low, charge now	The battery level is low.	Charge or replace the battery.
Phonebook is not available at the moment.	The phone book does not respond, not available at the moment.	Try again later or if fault persists do a factory reset via the **Admin** menu or PDM/Device Manager.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via PDM/Device Manager.
Could not encrypt connection	The parameter **Encryption Required** is enabled in the handset in combination with; 1. Unencrypted base station(s); and/or, 2. Unsupported base station(s).	1. Disable the **Encryption required** parameter in handset via PDM/Device Manager; and/or, 2. Enable the encryption in the base station(s); and/or,
Not allowed	1. The user cannot logout from the handset due to incorrect password (AC code). 2. The extension (User) does not exists. 3. The password is not correct.	1. Enter `#11*<AC code>#` on the keypad and press **Off-hook** to logout from the handset. 2. Make sure that you entered correct extension. If needed, contact the system administrator. 3. Make sure that you have entered correct password. Ask the system administrator if you have forgot the password.

Chapter 11: Operation Notice

Accessibility and voice quality

The connectivity to the communication system is not available. If you cannot connect 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 handset in the area that is covered by your system. Outside this area, you loose contact with the system. The signal strength icon will be low and `Searching` is displayed.

Out of Range

When you leave the system's coverage area a short beep will sound and `Searching` is displayed. The out of range beep is repeated every minute for 30 minutes. The sound can be turned off by long pressing the **Sound off** ( ) key , or .

Note:

If handset restriction is enabled, it might not be possible to turn the sound off.

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

Chapter 12: Maintenance

Maintenance of Batteries

Battery Warnings

The "Low battery" icon ( ) is displayed when the battery has 10% or less remaining capacity left. In addition; a warning signal sounds every minute, the LED flashing orange, and the dialog window "Battery low. Charge now." is displayed.

The "Empty battery" ( ) icon is flashing when the battery has 5% or less remaining capacity left. In addition; a warning signal sounds every second, the LED flashing red, and the dialog window Battery empty. Shutting down is displayed.

During a call, only the corresponding battery warning signal notifies the user. The warning signal cannot be silenced during a call. When not in call, the warning signal is silenced by pressing the **Sound off** ( ) key or .

Charge the Battery

Place the handset in the desktop charger or in the rack charger.

Push the handset into the charger to fully insert it.

The LED on the handset turns to steady orange when charging starts. When the battery is fully charged the LED is green.

To remove the handset from the charger, tilt the handset towards you and lift it upwards.

Note:

It is not recommended to lift the handset upwards before tilting it forward.

The system displays an animated battery icon (/) 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.

Charge Spare Batteries

Spare batteries can be charged with a separate battery pack charger. It can charge six batteries at the same time.

Caution:

It is not permitted to charge intrinsically safe batteries using the battery pack charger.

Replace the Battery

If the standby time for the handset becomes too short, the battery should be replaced with a new one. For information about new batteries, please contact your system administrator or your supplier. The battery is attached to the rear side of the battery door. It is designed in such a way that the battery may only be inserted in the correct orientation.

Note:

Use the battery pack opener to remove the screws on the intrinsically safe handset.

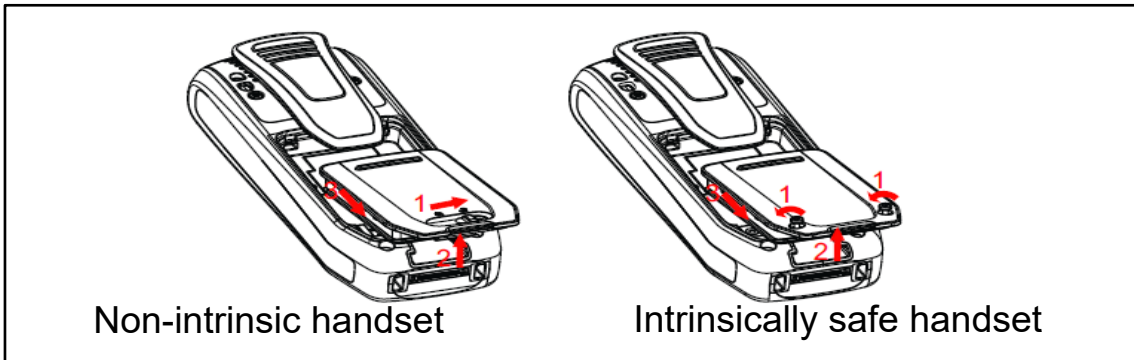


Figure 10: Replaceable battery

Easy Replacement of Handset

Easy replacement can be used if a handset needs to be replaced due to, for example, a broken display.

The following settings are replaced during easy replacement:

- DECT registration
- User parameters (including User ID)
- Contacts
- The extension number is assigned to the new handset.

The following settings are not replaced during the easy replacement:

- Call list
- Messages
- Bluetooth pairing list (3745/3749 only)

Starting Easy Replacement Procedure

About this task

This task suggests necessary requirements before starting easy replacement procedure.

The easy replacement procedure is done via DC4 Advanced Desktop Charger, or the DC3 Charging Rack.

Note:

Easy replacement is not supported when using DP1 Desktop Programmer.

Procedure

1. Check that both the old handset to be replaced and the new replacement handset are of the same device type.
2. Make sure that the handset batteries are charged before starting the easy replacement procedure.
3. Switch off the new handset by long pressing .

Easy Replacement Procedure

About this task

During the Easy Replacement procedure, the LEDs of the handset and the charger follow the same LED indications. This means that if the old handset has a broken display, the LED indications on the charger and on the handset can be used to follow the replacement procedure. Before and after easy replacement, the LEDs may have different LED indications.

Important:

Never remove a handset from the charger until the instructions in the display or the LED tells you to do so (see status on the LED if the display is broken). If there is an error indication it may be allowed to remove the handset. After the old handset has been located in the charger, the new handset must be placed in the charger regardless if the replacement was successful or not. Failing to do so may result in malfunction and the new handset will need to be sent for service.

Procedure

1. On the new handset, press and hold .
2. Put the new handset in the charger.
3. When the system displays the message "`Start phone replacement?`", release , and then press **Yes**.

The system displays the message "`Follow the instructions. Each step can take several minutes.`".

4. Press **OK** (left soft key).
5. When the text "Please insert old phone in charger" is displayed, replace the new handset with the old handset. The handset can either be switched on or off.

   If the CR3 Charging Rack is used, the left charging slot must be used for both handsets.

   The handset restarts and after a few seconds, the system displays a message "`Saving settings. Do not remove phone from charger`". The charger LED changes to slow orange flashing. It may take several minutes.

   Important:

   If the old handset cannot communicate with the charger, put the new handset in the charger to restore its settings (the handset's IPDI). If this step is not performed, the new handset must be sent for service. The settings of the old handset can be transferred to the new handset by using PDM/Device Manager.
6. When the system displays the message "`Please insert new phone in charger`", replace the old handset with the new handset.

   The system displays the message "`Restoring settings`".

   Important:

   Do not remove the handset while the message "`Restoring settings`" is displayed.
7. When the system displays the message "`Phone successfully replaced. Please remove phone to restart`", remove the handset from the charger.

   The handset automatically restarts.

Attach the hinge-type clip

Attach the hinge-type belt clip as described in the illustration.

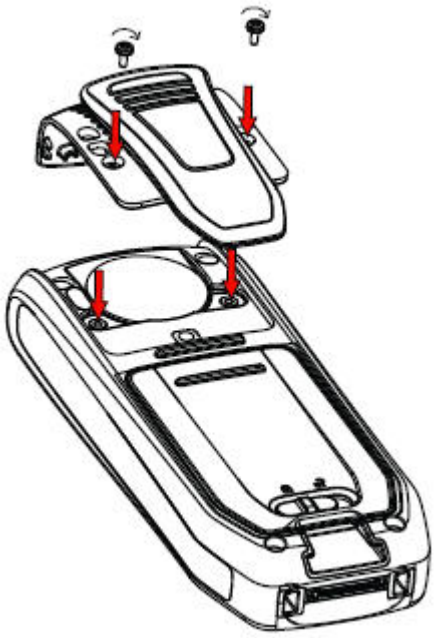


Figure 11: Screw the hinge-type clip into position

Attach the swivel-type clip

Attach the swivel-type belt clip as described in the illustration.

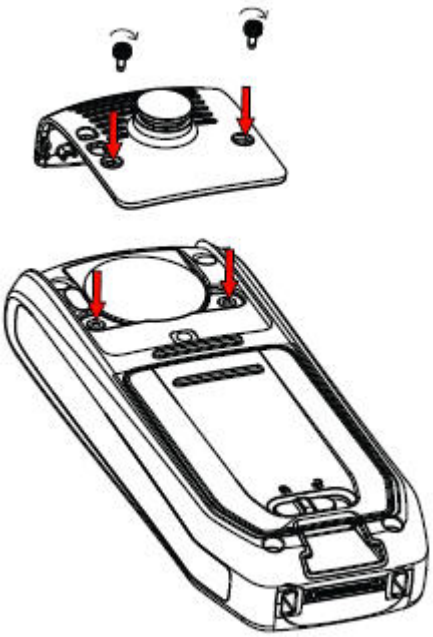


Figure 12: Screw the swivel-type clip into position

Attach cover for no clip

Attach the enclosed cover as described in the illustration when no clip is to be used.

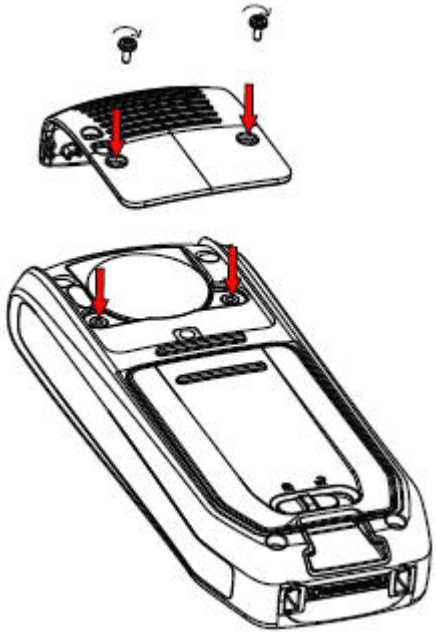


Figure 13: Screw the cover into position

Chapter 13: Bluetooth headset for Wireless Handset 3745 and Wireless Handset 3749

Introduction to Bluetooth

The **Bluetooth** technology replaces the cord between the cordless handset and the headset. This allows the user to move more freely and eliminates the risk of a headset cord getting tangled.

The **Bluetooth** transceiver is factory mounted on the circuit board of the cordless handset.

Supported **Bluetooth** functions are:

- Pair the cordless handset with a headset.
- Choose which device to use when making a call.
- Play a ring tone in the **Bluetooth** headset.
- Answer and connect the audio path to the **Bluetooth** headset when answering a call using the headset.
- End call using the button of the **Bluetooth** headset.
- Transfer audio to or from **Bluetooth** headset during a call, using the menu in the cordless handset.
- Increase or decrease the volume of the **Bluetooth** headset using the volume buttons on the headset.

Wearing a Bluetooth headset

For optimal performance wear the **Bluetooth** headset and the handset on the same side of your body. You can achieve the best audio quality in the headset when there is no obstruction between the headset and the cordless handset.

Headsets

A number of **Bluetooth** headsets for different work situations have been tested together with the handset.

The handset supports the **Bluetooth** 2.0 standard. Other headsets may also work, though they have not been verified by Avaya.

Note:

Your **Bluetooth** headset may have more or less functions than described here.

Operation

Step between the menus with the navigation key. Confirm each menu selection by pressing the soft key **Select**.

Enabling Bluetooth

Procedure

1. Press **Menu**, or the confirmation button on the navigation key.
2. Select **Connections**.
3. Select **Bluetooth**.
4. Select **Enable**. A **Bluetooth** connection ( ) icon is displayed in the header bar.

   Note:

   To disable **Bluetooth** again, select **Disable**. The cordless Wireless Handset 3749 restarts when you enable or disable the **Bluetooth** option.

Pairing and connecting a Bluetooth headset

Before you begin

Before you can use a headset, you must establish a connection (pairing) between the headset and the handset.

Procedure

1. Place the **Bluetooth** headset and the handset next to each other.
2. Select **Connections**.

3. Select **Bluetooth** > **Headset** > **Add new**.
4. Put the headset in pairing mode and press **OK**.

   The handset starts searching for the headset.
5. The headset is displayed in the handset menu Headset found. Press **Select** to select the headset.

   The pairing starts.
6. A PIN-code is requested for the **Bluetooth** headset. Enter the PIN-code and press **Select**.

   The system displays the message `Pairing successful`.
7. The paired headset is displayed in the handset menu Headset. When pairing a new headset it is automatically connected and will be used for calls.

Adding another Bluetooth headset

You can configure up to four headsets to the handset, but you can select only one at a time. To pair another headset repeat section Pair and Connect a headset steps 1-6.

The paired headsets are displayed by a default name in the handset menu as **Headset**. Confirm with **Select**.

Selecting a Bluetooth headset

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **Bluetooth** > **Headset**.
4. Select a headset by pressing up ▲ or down ▼ on the navigation key.
5. Press **Select**.

   The system displays the message: `Connection successful is displayed`.

   The headset is selected.

   When a new headset has been selected any previous headset automatically gets disconnected.

Removing a headset

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **Bluetooth** > **Headset**.
4. Select a headset by pressing up ▲ or down ▼ on the navigation key.
5. Press **More**.
6. Select **Delete**.
7. Press **Select**.

Changing the name of Bluetooth headset

About this task

The name in the headset list of the headset is the default name for the headset. Use this procedure for changing the name of the **Bluetooth** headset.

Procedure

1. Select **Connections**.
2. Select **Bluetooth** > **Headset**.
3. Step with the navigation key, ▲ or ▼ to select the headset.
4. Select **More** > **Edit name**.

Calling

Making a call

Procedure

1. Dial the number on the handset.
2. Press **Call** or the **Off-hook** key.

   The system displays `Transfer call to phone?` message.
3. Do one of the following:
   - To use the **Bluetooth** headset, press **No** or ignore the message.
   - To use the handset, press **Yes**.

Answering a call

About this task

A ring signal sounds in both the selected Bluetooth headset and the handset to signal an incoming call.

Procedure

Do any of the following:

- To answer the call in the Bluetooth headset, press the button on the headset.
- To answer the call in the handset, press **Off-hook** key.

Ending a call

Procedure

Do any of the following:

- To end the call using the **Bluetooth** headset, press the button on the headset.
- To end the call using the handset, press the **On-hook** key.

Volume or Mute Control

Adjusting the volume during a call

Procedure

On the upper left side of the handset, press **Volume up** to increase the volume and **Volume down** to decrease the volume.

Note:

Depending on the **Bluetooth** headset it might be possible to adjust the volume directly on the headset.

Turning the microphone On/Off during a call

About this task

Use this procedure for turning the microphone on or off during a call.

Procedure

To mute the headset and the handset, press the **Soundoff** key.

Transferring a call

Transferring a call to the handset

About this task

Use this procedure for transferring a call to the handset while you are on a call with the **Bluetooth** headset.

Procedure

1. Press **More**.
2. Select **Audio transfer**.

Transferring a call to the Bluetooth headset

About this task

Use this procedure for transferring a call to the **Bluetooth** headset while you are on call with the handset.

Procedure

1. Press **More**.
2. Select **Audio transfer**.

   It is also possible to transfer a call to the **Bluetooth** headset by pressing the button on the **Bluetooth** headset.

Switching to a corded headset

Procedure

When you connect a headset to the handset with a cord during a call, the call is transferred to this headset automatically.

Operation notice

Accessibility and Voice quality

Bluetooth uses the frequency of 2.45 GHz. WLAN, microwave oven, and other devices that use the same frequency can interfere with the use of a Bluetooth headset.

Operation area

Maximum distance between the headset and the handset is 10 metres. The communication distance between the telephone and headset may vary considerably due to the environment

and disturbances from other 2.45 GHz equipment. Different headsets can also give different communication distances.

Out of range

If a connection cannot be made with the selected Bluetooth headset the call is transferred automatically to the handset.

If the Bluetooth headset and the handset move out of range from each other the connection is temporarily lost. Since the last connected headset is always considered selected, the connection is automatically established again when a call is made or received.

Environmental requirements

Bluetooth headset battery

See the manual for the Bluetooth headset.

Troubleshooting

Problem	Reason	Solution
No headset found	Headset is turned off	Turn on the headset
	Headset is out of battery	Charge headset
	Headset is out of range	Move the headset closer to the handset < 10 meters.
	Headset is not in pairing mode	Put headset into pairing mode.
Pairing fails	Headset is not in pairing mode	Turn headset into pairing or discoverable mode.
	Incorrect PIN entered	Try again and enter correct PIN. Consult headset user guide for pairing instructions.
Connecting fails/Failed to connect headset	Headset is not turned on	Turn on the headset
	Headset is out of range	Move headset closer to the handset
	Link key in headset has been deleted	Repeat pairing procedure
	Headset is already connected to another handset	Disconnect headset from the other handset

Table continues…

Problem	Reason	Solution
	Too close to interfering devices.	Interfering devices can be WLAN equipment, microwaves, etc. Move away from the devices causing interference.
Headset can not connect to the handset	Handset is not turned on	Turn the handset on
	Handset is out of range	Move the handset closer to the headset
	Bluetooth module is disabled	Enable **Bluetooth** in **Bluetooth** menu
	Another headset is already connected to the handset	Disconnect the connected headset
	Link key is missing in either headset or the handset.	Repeat pairing procedure
	Too close to interfering devices.	Interfering devices can be WLAN equipment, microwaves, etc. Move away from the devices causing interference.

Chapter 14: Related resources

Documentation

You can download the documents you need from the Avaya Support website at http://support.avaya.com/.

Installation and Administration

Title	Description	Audience
Installation and Administration Manual	Describes initial setup, configuration, general administration, and troubleshooting of the Avaya Wireless Handset 3700 Series phones.	Implementation personnel and administrators

Installation and Operation

Title	Description	Audience
Installation and Operational Manual	Describes the procedures for installing the Avaya Wireless Handset 3700 Series phones.	Deployment engineers, solution architects, and support personnel.

Configuration

Title	Description	Audience
Avaya Wireless Handset 374x Configuration Manual	Describes the design, capacity, interoperability, and limitations of the Avaya Wireless Handset 374x phones.	Sales and deployment engineers, solution architects, and support personnel.

Glossary

Device Manager	An application for the management of handsets and charging racks.
Integrated Wireless Messaging and Services	A software that runs on an Elise3 hardware and enables wireless services to and from handsets and chargers.
Portable Device Manager	An application for the management of portable devices and charging racks. Also known as WinPDM.
Unite Connectivity Manager	A unit module that manages users, communication interfaces, message routing, activity logging, and essential messaging services.

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