Using Avaya Wireless Handset 375x

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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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Australia Statements

Handset Magnets Statement:

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.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Japan Statements

Class B Statement

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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取扱説明書に従って正しい取り扱いをして下さい。　　ＶＣＣＩ－Ｂ

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:
  - Do not operate the device near water.
  - 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 features and capabilities of Avaya Wireless Handset 375x.

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 3	December 2023	• Added Activating automatic callback on page 64.
Release 4.7.4, Issue 2	August 2023	• Removed a note about 3759 handsets being under development. The 3759 handsets are now generally available.
Release 4.7.4, Issue 1	July 2022	• This is the first issue of this document.

Chapter 2: Avaya Wireless Handset 375x overview

The 375x handsets are feature-rich handsets with color display, telephony, messaging, and Bluetooth. They are highly robust handsets for use in rough and demanding environments.

The following two versions of the 375x handsets are available:

- Avaya Wireless Handset 3755: with messaging and alarm functions
- Avaya Wireless Handset 3759: EX classified handset

Technical specifications

Avaya Wireless Handset 3755

Physical	
Dimensions (l × w × d)	150 × 64× 23 mm
Weight	175 g (including battery and clip)
Material	Case: PC / ABS, Key pad: PC, Clip: PA
Color	• Handset: Gray or Black • Front plates: Black (standard), Steel Gray, Turquoise, Green, and Orange
Display	• 40 x 50 mm (2.4 in), TFT display • Multiple colors with high resolution, 262 K individual colors • 240 × 320 pixel LCD with white LED backlight
Clip	Hinge-type (standard) or swivel-type or no clip
User interface	
Indicator	• Multicolor LED on top for visual indication of incoming call or message • The LED can also be used for visual indication of normal function
Vibrator	Incoming call, incoming message, or alarm

Table continues…

Battery and charging **Note:** All battery times are based on optimal conditions (no roaming or handover and black display).	
Type	Li-ion 3.7 V 920 mAh
Speech time	• Up to 18 h (Bluetooth disabled and Location features disabled) • Up to 12 h (with Bluetooth headset in use and Location features disabled) • Up to 16 h (Bluetooth disabled and Location features enabled) • Up to 10 h (with Bluetooth headset in use and Location features enabled)
Stand-by time	• Up to 120 h (Black screen saver activated and Location features disabled) • Up to 60 h (Black screen saver activated and Location features enabled)
Charge time	< 4 h
Connectors	
Multi-purpose connector	With USB for fast software download, configuration and battery charging
Headset connector	Standard 3.5 mm, screw enforced 3.5 mm
Audio	
Ring signal	• Maximum sound level 100 dBA @ 10 cm • Adjustable in 8 steps
Earpiece	Adjustable in 8 steps of 3dB each
Loudspeaker	Duplex loudspeaking function
Voice codecs	G.722.2 and G.726
Languages	
Menu and message languages	Czech, Danish, Dutch, English, Finnish, Flemish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese (Brazilian), Portuguese (European), Russian, Slovakian, Spanish, Swedish and Turkish + one downloadable
Phonebook	
Central phonebook	Maximum 40 characters in a name and 20 digits in a number
Company phonebook	• Maximum 24 characters in a name and 24 digits in a number (1 number per name) • 1000 entries

Table continues…

Local phonebook	• 48 character name • 24 digit work number • 24 digit mobile phone number • 24 digit other number • Selectable ringtones per contact • 250 entries
Telephony	
Indication	14 ring signals, illuminated display, vibrator and LED
Answer call	Button press or auto answer
Call list storage capacity	50 calls (received, dialled, and missed) with time stamps
Messaging	
Maximum message length	Up to 140 characters from handset, depending on language and system settings
Storage capacity	30 received/sent messages (> 20 000 characters)
Multicast groups per handset	The handset can be a member in maximum 8 different messaging groups
Message character encoding	• SMS Standard • Latin-1 • UTF-8
Additional	
• Wideband audio • High quality voice • Centralized management • Easy access to PBX services • Easy replacement of handset • Programmable headset button • Programmable handset restrictions • Site survey tool	• Customizable sounds • Customizable menus • Easily replaceable battery • Sound off key • Mute button • 180 degrees rotation of message or call information • Clear message and call lists in charger
Bluetooth	
Bluetooth radio	ISM 2.4000–2.4835 GHz
Supported version	5.0
Supported profiles	Headset and Handsfree
BLE Beacon Protocol	iBeacon
Radio	

Table continues…

Automatic DECT protocol detection	Automatic detection and configuration for US DECT and EU DECT at first registration
Frequency range	• 1880–1900 MHz: Europe, Africa, Middle East, Australia, New Zealand and parts of Asia • 1910–1920 MHz: Brazil • 1910–1930 MHz: Latin America • 1920–1930 MHz: US
Modulation	GFSK
Channel spacing	1.728 MHz
Antenna	2 integral antennas for antenna diversity
Sensitivity	−93 dBm
Maximum average power	• EU/LA/BR: 10 mW • US: 4 mW
Environmental	
Operating temperature	−10°C to +55°C (+14°F to +131°F)
Storage temperature[1]	−20°C to +60°C (−4°F to +140°F)
Relative operating humidity	5 % to 95 % non-condensing
Relative storage humidity	5 % to 95 % non-condensing
Storage life	At least 7 years, dependring on the storage environment
Service life	At least 7 years, depending on the operating conditions
Transport management	No special requirements for transportation
Disposal management	The Avaya Wireless Handset 3735 phone does not contain expensive and toxic materials. Do not throw the device into unsorted household waste. Use designated utilization points for the disposal of e-waste

Avaya Wireless Handset 3759

Physical	
Dimensions (l × w × d)	150 × 64× 23 mm
Weight	175 g (including battery and clip)
Material	Case: PC / ABS, Key pad: PC, Clip: PA

Table continues…

[1] Storing Li-Ion batteries at high temperature dramatically reduces its capacity. For example storage around +60°C reduces capacity with 20% in less than a month, permanently.

Color	• Handset: Gray or Black • Front plates: Black (standard), Steel Gray, Turquoise, Green, and Orange
Display	• 40 x 50 mm (2.4 in), TFT display • Multiple colors with high resolution, 262 K individual colors • 240 × 320 pixel LCD with white LED backlight
Clip	Hinge-type (standard) or swivel-type or no clip
User interface	
Indicator	• Multicolor LED on top for visual indication of incoming call or message • The LED can also be used for visual indication of normal function
Vibrator	Incoming call, incoming message, or alarm
Battery and charging **Note:** All battery times are based on optimal conditions (no roaming or handover and black display).	
Type	Li-ion 3.7 V 920 mAh
Speech time	• Up to 16 h (Bluetooth disabled and location features enabled) • Up to 18 h (Bluetooth disabled and location features disabled) • Up to 10 h (with Bluetooth headset in use and location features enabled) • Up to 12 h (with Bluetooth headset in use and location features disabled)
Stand-by time	• Up to 120 h (Black screen saver activated or Location features disabled) • Up to 60 h (Black screen saver activated or Location features enabled)
Charge time[2]	Approximately 3 hours in CR3 charging rack and DC3 desktop charger
Connectors	
Multi-purpose connector	With USB for fast software download, configuration and battery charging
Headset connector	Standard 3.5 mm, screw enforced 3.5 mm
Audio	

Table continues…

[2] Note that not following environmental conditions can prolong charging time.

Ring signal	• Maximum sound level 90 dBA @ 10 cm • Adjustable in 8 steps
Earpiece	Adjustable in 8 steps of 3dB each
Loudspeaker	Duplex loudspeaking function
Voice codecs	G.722.2 and G.726
Languages	
Menu and message languages	Czech, Danish, Dutch, English, Finnish, Flemish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese (Brazilian), Portuguese (European), Russian, Slovakian, Spanish, Swedish and Turkish + one downloadable
Phonebook	
Central phonebook	Maximum 40 characters in a name and 20 digits in a number
Company phonebook	• Maximum 24 characters in a name and 24 digits in a number (1 number per name) • 1000 entries
Local phonebook	• 48 character name • 24 digit work number • 24 digit mobile phone number • 24 digit other number • Selectable ringtones per contact • 250 entries
Telephony	
Indication	14 ring signals, illuminated display, vibrator and LED
Answer call	Button press or auto answer
Call list storage capacity	50 calls (received, dialled, and missed) with time stamps
Messaging	
Maximum message length	Up to 140 characters from handset, depending on language and system settings
Storage capacity	30 received/sent messages (> 20 000 characters)
Multicast Groups per handset	The handset can be a member in maximum 8 different Messaging groups

Table continues…

Message character encoding	• SMS Standard • Latin-1 • UTF-8
Additional	
• Wideband audio • High quality voice • Centralized management • Easy access to PBX services • Easy replacement of handset • Programmable headset button • Programmable handset restrictions • Site survey tool	• 180 degrees rotation of message or call information • Customizable sounds • Customizable menus • Easily replaceable battery • Sound off key or Mute button • 180 degrees rotation of message or call information • Clear message and call lists in charger
Bluetooth	
Bluetooth radio	ISM 2.4000–2.4835 GHz
Supported Version	5.0
Supported Profiles	Headset and Handsfree
BLE Beacon Protocol	iBeacon
Radio	
Automatic DECT protocol detection	Automatic detection and configuration for US DECT and EU DECT at first registration
Frequency range	• 1880–1900 MHz: Europe, Africa, Middle East, Australia, New Zealand and parts of Asia • 1910–1920 MHz: Brazil • 1910–1930 MHz: Latin America • 1920–1930 MHz: US
Modulation	GFSK
Channel spacing	1.728 MHz
Antenna	2 integral antennas for antenna diversity
Sensitivity	−93 dBm
Maximum average power	• EU/LA/BR: 10 mW • US: 4 mW
Environmental	
Operating temperature	−10°C to +55°C (+14°F to +131°F)
Storage temperature[3]	−20°C to +60°C (−4°F to +140°F)
Relative operating humidity	5 % to 95 % non-condensing

Table continues…

Relative storage humidity	5 % to 95 % non-condensing
Storage life	At least 7 years, dependring on the storage environment
Service life	At least 7 years, depending on the operating conditions
Transport management	No special requirements for transportation
Disposal management	The Avaya Wireless Handset 3759 phone does not contain expensive and toxic materials. Do not throw the device into unsorted household waste. Use designated utilization points for the disposal of e-waste

Frequency range and output power

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

Region	DECT allocation (MHz)	Max. output power (mW)
Europe, Australia and New Zealand	1880 – 1900	250
North America	1920 – 1930	100
South America	1910 – 1930	250

Bluetooth radio spectrum	Max. output power
ISM 2.4000–2.4835 GHz	Class 2, maximum 3 dBm

Supported functions

Note:

Some features or functions are license or system-dependent or require settings in the handset through WinPDM or Device Manager.

Functions	3755	3759
General		

Table continues…

[3] Storing Li-Ion batteries at high temperature dramatically reduces its capacity. For example storage around +60°C reduces capacity with 20% in less than a month, permanently.

Functions	3755	3759
Easy registration	✔	✔
Enhanced DECT Security	✔	✔
Vibrator	✔	✔
Headset connector	✔	✔
Loudspeaking function	✔	✔
2 Programmable Soft keys	✔	✔
8 Programmable Hot keys	✔	✔
Profiles	✔	✔
Shared phone	✔	✔
Contacts (250 contacts)	✔	✔
Central phonebook	✔	✔
Company phonebook (1000 contacts)	✔	✔
Downloadable languages	✔	✔
Multifunction buttons	✔	✔
Programmable Navigation key	✔	✔
Centralized management	✔	✔
Personalized menus	✔	✔
Easy replaceable battery	✔	—
Easy replacement of handset	✔	✔

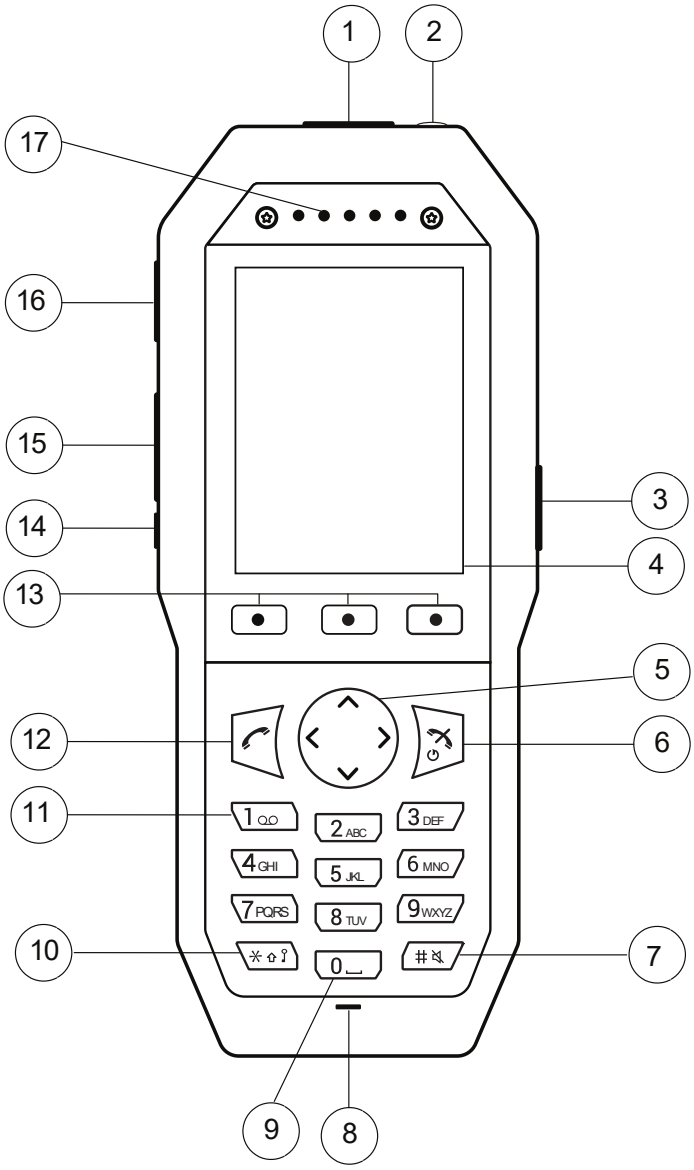
Table continues…

Functions	3755	3759
Handset restrictions	✔	✔
Bluetooth	✔	✔
Telephony		
Push to Talk (PTT)	✔	✔
Procedure call	✔	✔
Priority call	✔	✔
Voicemail access	✔	✔
Microphone on/off during call	✔	✔
Five predefined emergency numbers	✔	✔
Messaging		
Mobile data	✔	✔
Colored messaging	✔	✔
Interactive messaging	✔	✔
Patient ECG Waveform Monitoring	✔	✔
Data with prefix	✔	✔
Message template	✔	✔
Advanced messaging queuing	✔	✔
Multicast or broadcast messaging	✔	✔
Message acknowledgment	✔	✔
Alarm		

Table continues…

Functions	3755	3759
Push button alarm	✔	✔
Man-down and No-movement alarm	✔	✔
Acoustic Location Signal (ALS)	✔	✔
Alarm with data	✔	✔
Automatic call after alarm	✔	✔
Location		
BLE location	✔	✔
Location, base stations	✔	✔
LED		
Multicolor LED	✔	✔

Physical layout



1	**Alarm button**	The button is push-button alarm located on the top side of the handset. You can use the Alarm button for sending alarms or dial a predefined number.
2	**LED indicator**	Muticolor LED indicator indicates incoming call, messaging, low battery, and charging.

Table continues…

3	**Multifunction button 2**	You can use the Multifunction button to configure different functions. Long and multiple presses are required to use this feature. By default, only multiple press is configured to put the device to sleep. **Note:** Once configured, the button is used specifically as a PTT button.
4	**Colour display**	The full graphic type of display is a 2.4-inch TFT full-color display. The display has multiple colors and backlighting.
5	**Navigation key**	Use the Navigation key for stepping left or right, and up or down in the menu. You can program the Navigation key for shortcuts.
6	**On-hook and On/Off key**	Is used to end a call, return to idle mode, and switch the handset on or off by long press.
7	**Sound off key**	Is used to turn on or off audible signals in idle mode, silencing the ring signal at incoming calls and to mute in the call. During a call, a long press on the button changes the microphone on or off.
8	**Microphone**	The microphone is located on the front bottom side of the handset. Is used in voice communication.
9	**Space**	Is used 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	**Key lock and Upper/Lower case key**	Is used to lock the keypad in combination with the soft key "Lock". This key is also used for switching between upper or lower case and digits.
11	**Voice mail access**	A quick access to the handset’s voice mail. This is a system-dependent feature.
12	**Off-hook key**	Is used to answer a call, to pre-dial a number, and as a shortcut to the Call list.
13	**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, user can use the Soft key for specific functions defined by the user of the handset.

Table continues…

14	**Multifunction button 1**	By default, it is used as the Mute button. In Idle mode, you can switch the audible signals on or off with a long press. The ring signal at incoming calls can be silenced with a single press, and the microphone can be turned on or off during calls. This button can be configured to perform various functions. **Note:** Only long press in Idle mode can be configured to a different function.
15	**Volume buttons**	Is used to increase or decrease the speaker, and ringtone volume.
16	**3.5-mm connector**	Standard or Screw-enforced connector is use to connect a headset or charge the handset. **Note:** Out of the box, it is protected against dust by the connector cover. The cover must be unscrewed to use the connector. **Note:** The connector is compatible with wired headsets used for Android.
17	**Earpiece speaker**	Is used in voice communication.

Parts of the 375x handset

Important:

The handset can 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 at the back of the handset.

Table continues…

Parts on the Handset	Description
Microphone	The handset has two microphones: • One microphone is at the front for speech in voice communication. • The second microphone is at the back for for noise cancellation during a phone call.
Battery	The battery is a rechargeable Li-Ion battery, located under a battery cover. The battery is fully charged within four hours. The battery can be charged separately with multiple battery chargers.

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 the date and time, the Owner ID, and handset number. Users can set the Owner ID manually.

Name	Description
Status bar	This is the top row, which contains icons that provide information for signal strength, missed calls, new messages, phone lock, key lock, sound off, time, and battery status. This row is always visible on all screens.
Header bar	This row displays the current date, headset connection, **Bluetooth** connection, and system connection.
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 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.
Scroll bar	This is the bottom row that is located on 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.
Soft key bar	This row is used for soft keys that can be used as shortcuts for functions in the handset.

Icons details

Display icons

Icon	Name	Description
	Signal strength	The icon indicates the strength of the signal. The icon is located in the Status bar.

Table continues…

Icon	Name	Description
	Full battery	The icon indicates that battery has 75% to 100% remaining capacity. All icons indicating the battery capacity status are located in the Status bar.
	High battery level	The icon indicates that battery has 50% to 75% remaining capacity.
	Medium battery level	The icon indicates that battery has 25% to 50% remaining capacity.
	Low battery warning	The icon indicates that battery has 10% to 25% remaining capacity.
	Very low battery level	The icon indicates that battery has 7% to 10% remaining capacity.
	Empty battery warning	The icon is flashing in the Status bar and indicating that battery has 7% or less remaining capacity.
	Charging stopped	The icon is displayed when the ambient temperature is out of permitted bounds. **Note:** The icon is displayed only when the handset is switched off while charging.
	Incoming call	The icon indicates incoming calls and answered calls. The icon appears in the Call list and in a call window when the call is received.
	Missed call	The icon indicates missed calls. The icon appears in the Call list and in the Missed calls list.
	Outgoing call	The icon indicates outgoing calls. The icon appears in the Call list and in a call window when making a call.
	Push to talk	The icon is added to all incoming, outgoing, missed and answered PTT calls in the call list or missed calls. **Note:** The icon is added when a PTT invitation is managed as a call only.
	New message (sent by another handset)	The icon indicates that a new text message (or messages) has arrived. The icon appears in the Status bar and the Inbox. **Note:** The icon is displayed until all new messages in the Inbox are read.

Table continues…

Icon	Name	Description
	New message (sent by the system)	The icon indicates that a new message has been sent by the system. The icon appears in the Status bar and the Inbox. **Note:** The icon stays in the Status bar until all new messages in the Inbox are read. **Note:** The icon for messages sent by the system has a higher priority over the icon for messages sent by another handset in the Status bar.
	Sent message	The icon indicates that a text message has been sent. The icon appears in the list of the Sent messages.
	Read message	This icon indicates that a text message has been read. The icon appears in the Inbox.
	Unsent message	The icon indicates that a message has not been sent. The icon appears in the list of Unsent messages.
	Voicemail message	Indicates that you have received a new voicemail message. The icon appears in the Status bar. **Note:** The icon stays in the Status bar until the voicemail has been listened to. **Note:** Voicemail access is a system-dependent feature.
	Microphone off	The icon indicates that the microphone is silent. The icon appears during the ongoing call in the Active area. **Note:** During a PTT call, the microphone is inactive when the PTT button is released.
	Loudspeaker on	The icon indicates that the loudspeaker is turned on. The icon appears in the Soft key bar during a call.
	Loudspeaker off	The icon indicates that the loudspeaker is turned off. The icon appears in the Soft key bar during a call.
	Sound off	The icon indicates that the ring signals have been muted. The icon appears in the Status bar when the Sound off key or Mute button is pressed and hold.
	Silent volume	The icon indicates that the ring signal has been muted. The icon appears in the Status bar when the ring volume is set to Silent.

Table continues…

Icon	Name	Description
	Bluetooth	The icon indicates that Bluetooth is enabled. The icon appears in the Header bar.
	Bluetooth headset	The icon indicates that a Bluetooth headset is connected to the handset. The icon appears in the Header bar.
	Headset	The icon indicates that a corded headset is connected to the handset. The icon appears in the Header bar.
	Key lock	The icon indicates a locked keypad. The icon appears in the Status bar.
	Phone lock	The icon indicates a locked handset. The icon appears in the Status bar.
	Man-down alarm	The icon Indicates that the Man-down alarm function is enabled. The icon appears in the Active area.
	No-movement alarm	The icon indicates that the No-movement alarm function is enabled. The icon appears in the Active area
	Profile active	The icon indicates that a profile is active. The icon appears on the right side of the Header bar.
	PDM sync	The icon indicates that the handset is communicating with WinPDM/Device Manager via Desktop Programmer.

Menu icons

Icons	Description
	The **Contacts** menu contains all names or 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[4] can also be accessed from the "Contacts" menu.
	The **My favourites** menu contains menu shortcuts used to customize an own menu.
	The **Messaging** menu contains all message handling such as reading and writing messages.
	The **Calls** menu contains call lists, call time, and call services1. Call services[5] is configured in the WinPDM/Device Manager.
	The **Connections** menu contains Bluetooth connection, 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, Navigation keys, and the Multifunction button.
	The **Profiles** menu allows up to four different profiles to be added. The **Normal** profile is active by default.

[4] This is a system-dependent feature.
[5] This-is a system dependent feature.

Keys and buttons

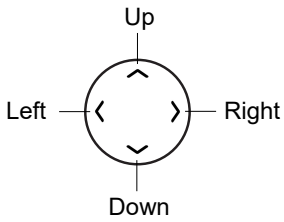
- **Off-hook Key**:

  Use the key for connecting calls. In standby mode, short press the key to open the pre-dial screen.

- **On-hook, and On/Off Key**:

  Use the key for disconnecting calls and returning to main screen. In standby mode, long press the key to switch the handset on or off.

- **Navigation Key**:



  Use this key to step in the menu and when working in text mode. <, >, ^, v and are used for stepping left or right and up or 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.

- **Sound off Key**:

  Use the key to turn on or off audible signals in idle mode, silencing the ring signal at incoming call and to mute in call.

- **Multifunction Button 1**:

  By default, a long press on the **Mute** button in idle mode changes between ring signal on or off. It can also be configured for other functions. At incoming call, a short press on the button silences the ring signal. During a call, a short press on the button changes between microphone on or off.

  During a PTT call, the microphone is silenced when the PTT button is released.

- **Multifunction Button 2**:

  By default, long press is not configured and multi-press is configured to put the device in sleep mode.

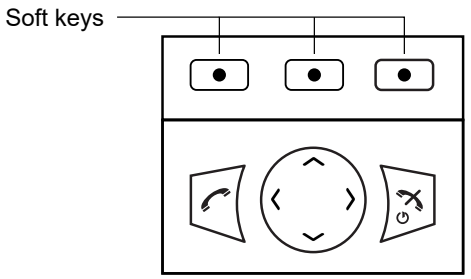
  You can use this button as a shortcut in idle mode both with multi-press and long press.

  If configured, the button can specifically used as a PTT button and all pre-configured shortcuts must be disabled.

- **Key Lock, and Upper/Lower Case Key**:

  Use the key to lock the keypad in combination with the Soft key "Lock". You can aslo use this key to switch between upper or lower case and digits.

- **Soft Keys**:



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

In idle mode, the Soft keys can be used for specific functions defined by the user of the handset.

- **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**, **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.

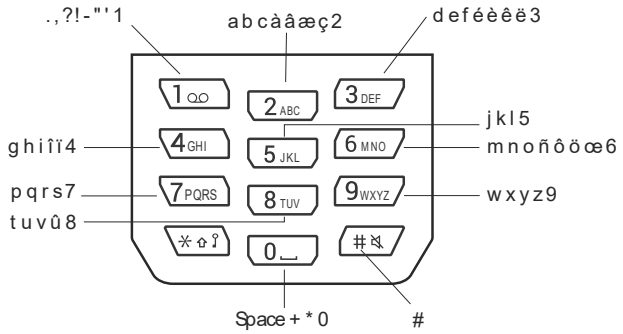
- **Volume Buttons**:

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.

The volume buttons can be used to adjust the ring volume in idle mode. The volume level will be indicated with a pop-up on the display.

Alphanumeric Keys

Alphanumeric keys consist of numbers, letters and other special characters.



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.

In Idle and Number Input Mode

- A short press on a key enter the digits **0** - **9** and the characters ***** and **#**.
- A long press on the **0** key adds a + to the number.
- 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.
- A long press on the displays special characters.
- A long press on the changes the language used while entering a text.

Chargers

DC3 Desktop Charger and DP1 Desktop Programmer

You can use any of the following chargers:

- DC3 Desktop charger: Charges the handset only. The charger is delivered with a plug-in power supply and connected to an ordinary wall socket.
- DP1 Desktop Programmer: Downloads new software and synchronizes parameters. It does not provide charging capability.

Note:

The Avaya Wireless Handset 375x can only be used with DP1 marked DP1–CAAD, and DC3 marked DC3-CxxD on the labels.

Note:

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

CR3 Charging Rack

The CR3 Charging Rack is used for:

- Charging several handsets
- Synchronizing parameters
- Downloading software

For more information about chargers, see *Avaya Wireless Base Station 3700 and Wireless Gateway 3700 Installation and Operation Manual*.

Battery pack charger

The battery pack charger is used for charging up to six spare batteries.

Accessories

Belt clips

You can choose from the two belt clip options available:

- **Hinge-type clip**:

  The clip is located on the back of the handset. You can use this clip to fasten the handset to a belt.
- **Swivel-type clip**:

  You can replace the ordinary belt clip with a special swivel-type belt clip adapted to place your handset onto your belt firmly.

Important:

The handset can also be used without any clip-on.

Security Cord

The security cord is 800 mm long. The security cord is attached directly to the handset.

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 or want to have both hands free.

The headset comes in three versions; microphone integrated in the cable, microphone on a boom and hearing protection.

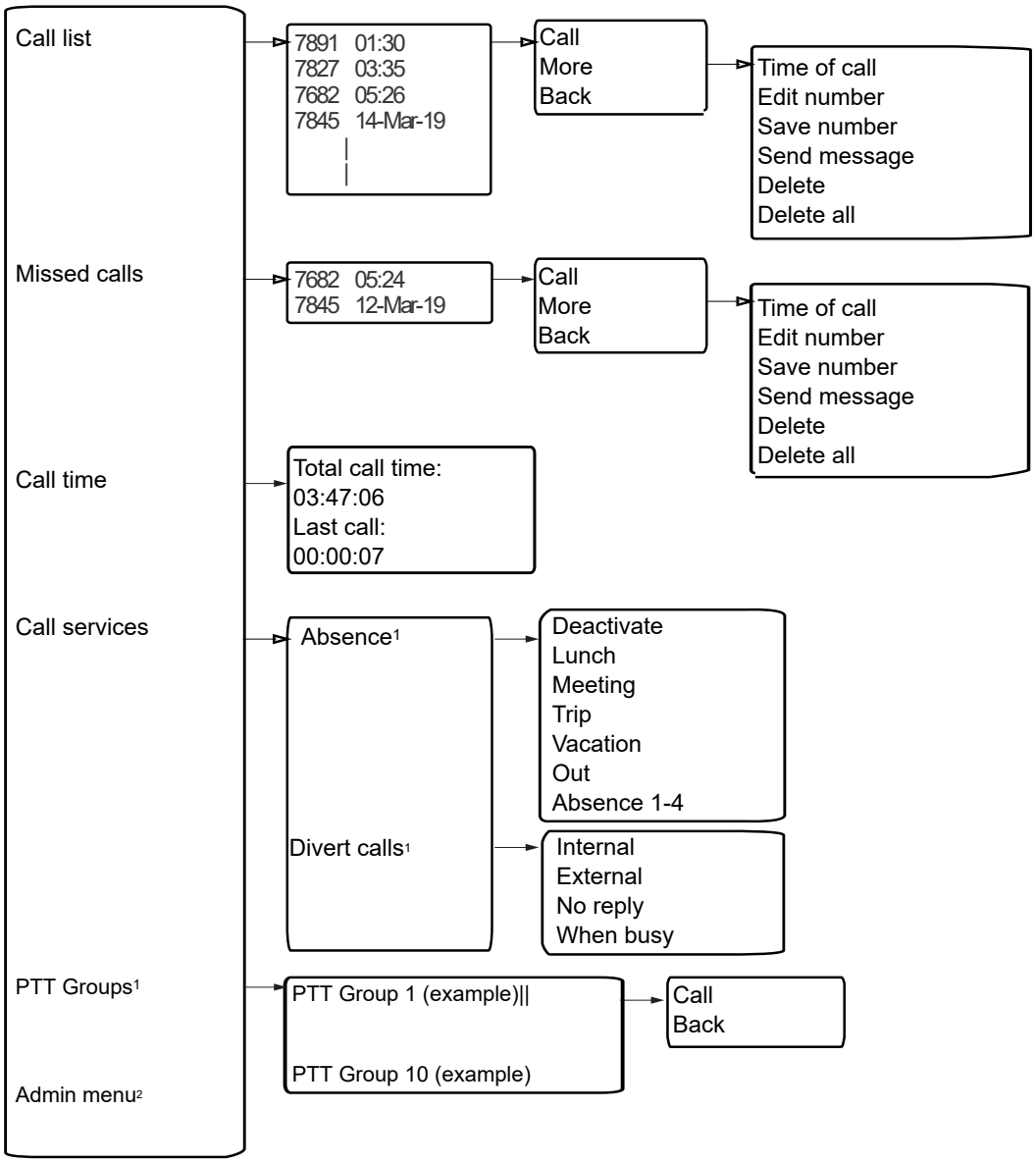
Important:

The headset button is always functional even when the keypad lock is activated.

To achieve optimal audio quality with different headset types, you must select the corresponding headset profile. For more information, see Selecting the headset profile on page 49.

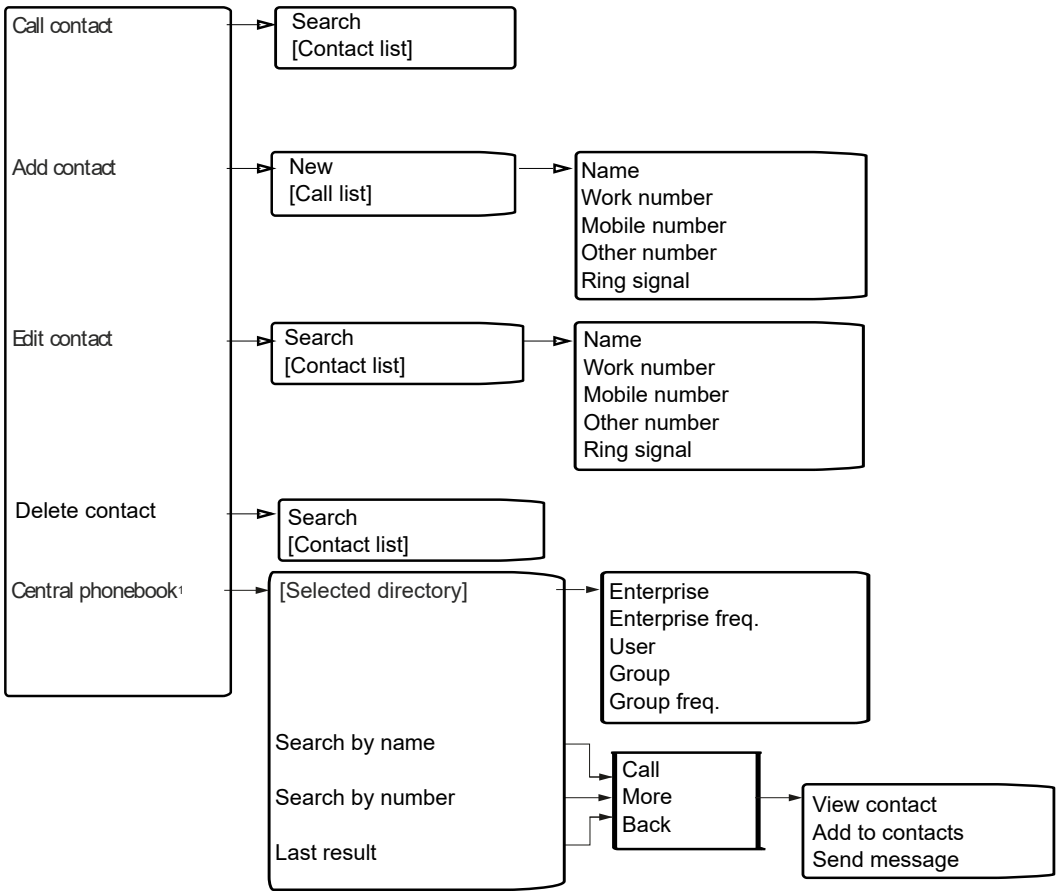
Chapter 3: Menu tree

Calls



1. Visible if defined in the WinPDM/Device Manager
2. WinPDM/Device Manager visible if the Admin menu is activated.

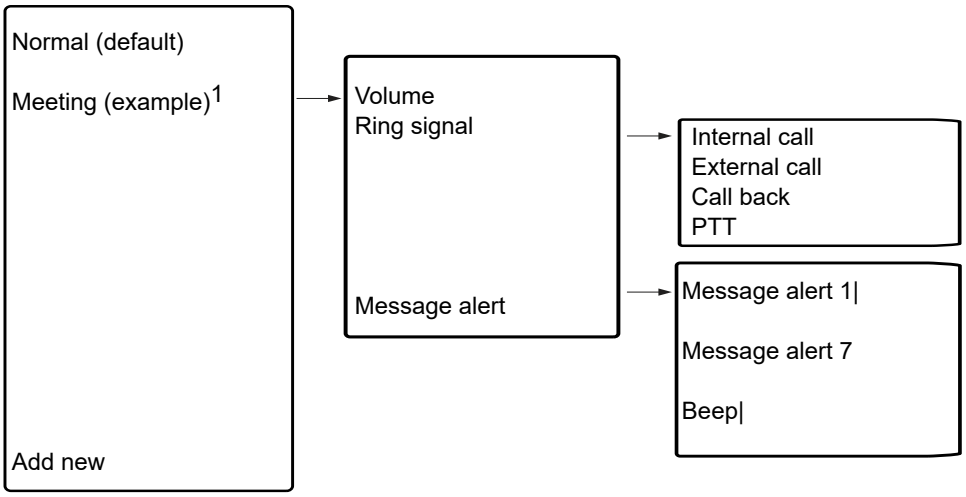
Contacts



1. System dependent function.

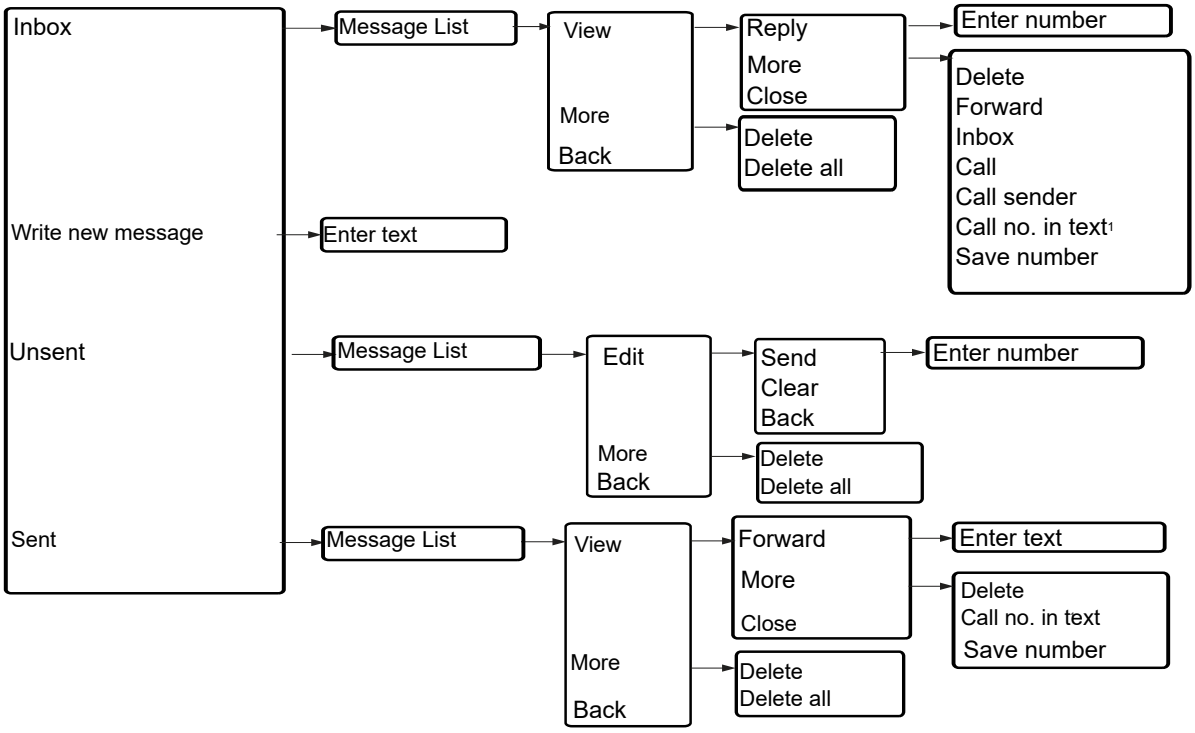
When adding or editing a number in a contact, a variable or character *U* can be added in the **Work/Mobile/Other** number field. This allows the user to enter additional numerical characters before calling the number. For more information, see Procedure call on page 105.

Profiles



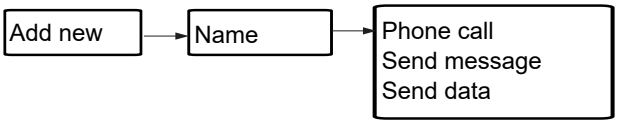
1. This example profile does not have all applicable settings.

Messaging



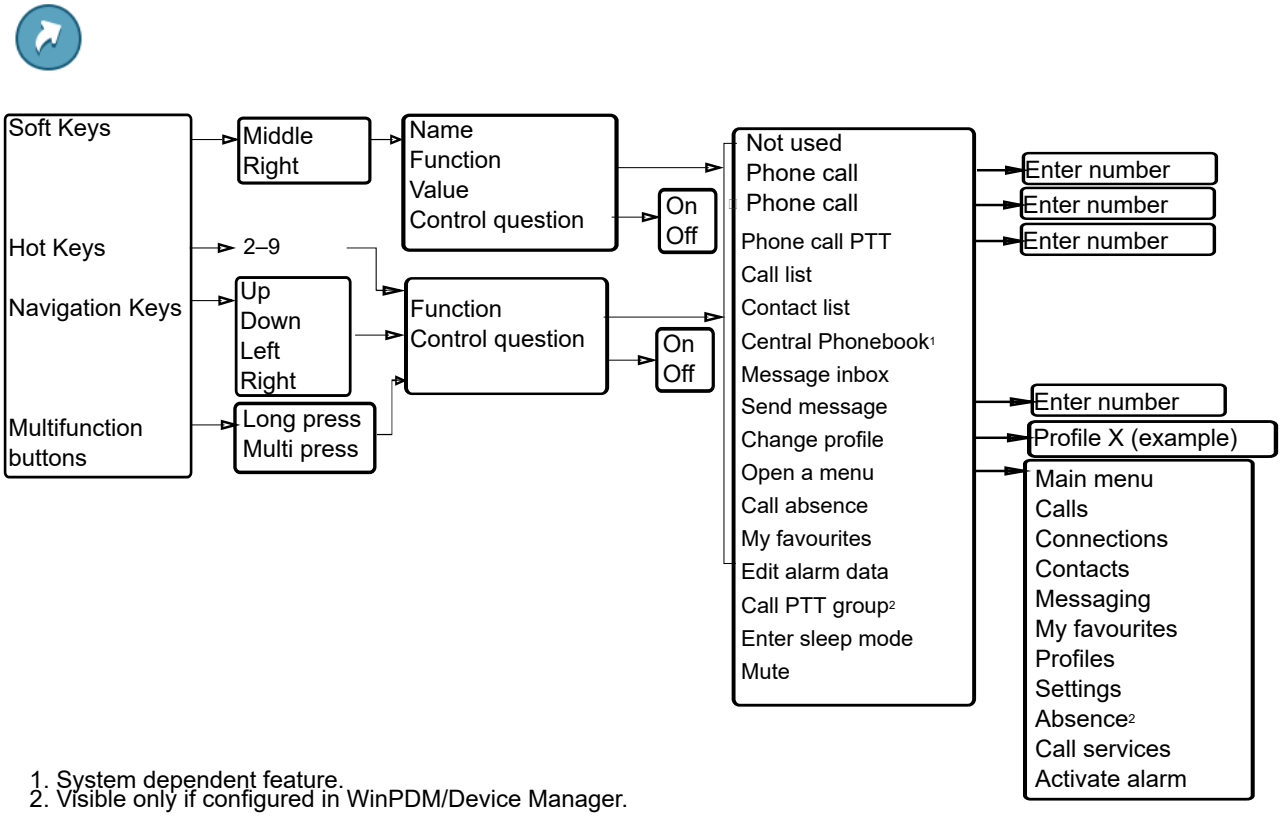
1. Visible if the number consists of minimum 3 digits.

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. For more information, see Procedure call on page 105.

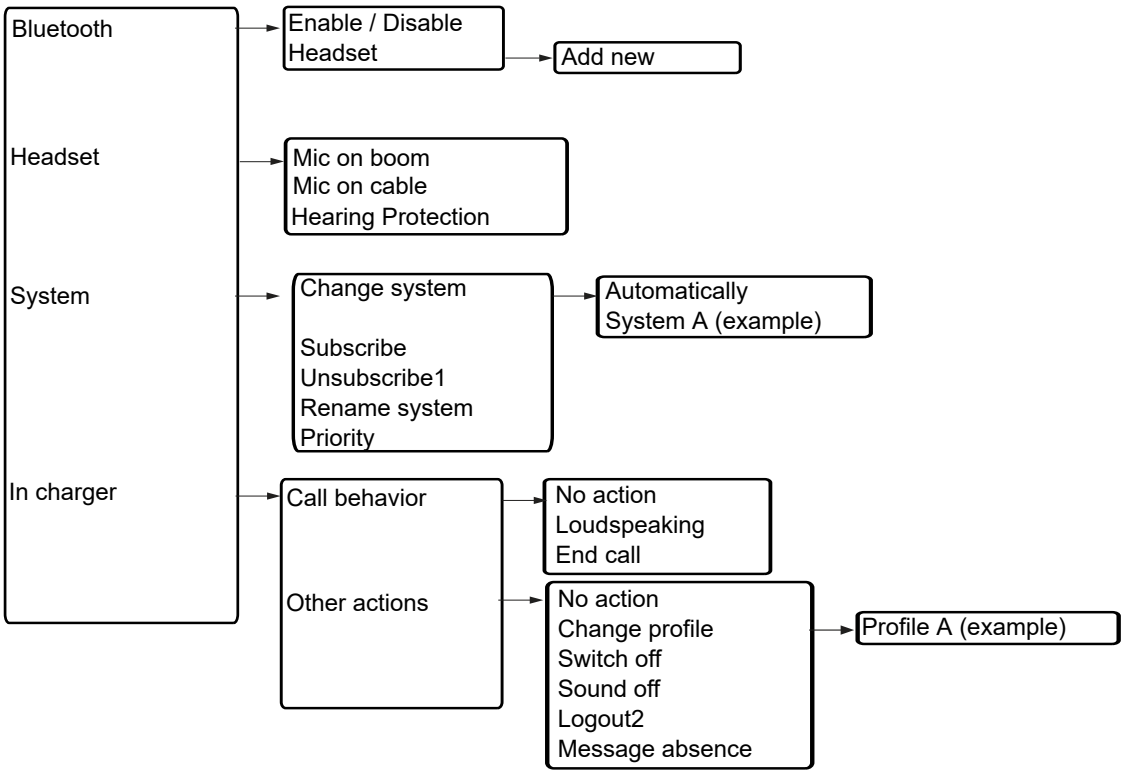
Shortcuts



1. System dependent feature.
2. Visible only if configured in WinPDM/Device Manager.

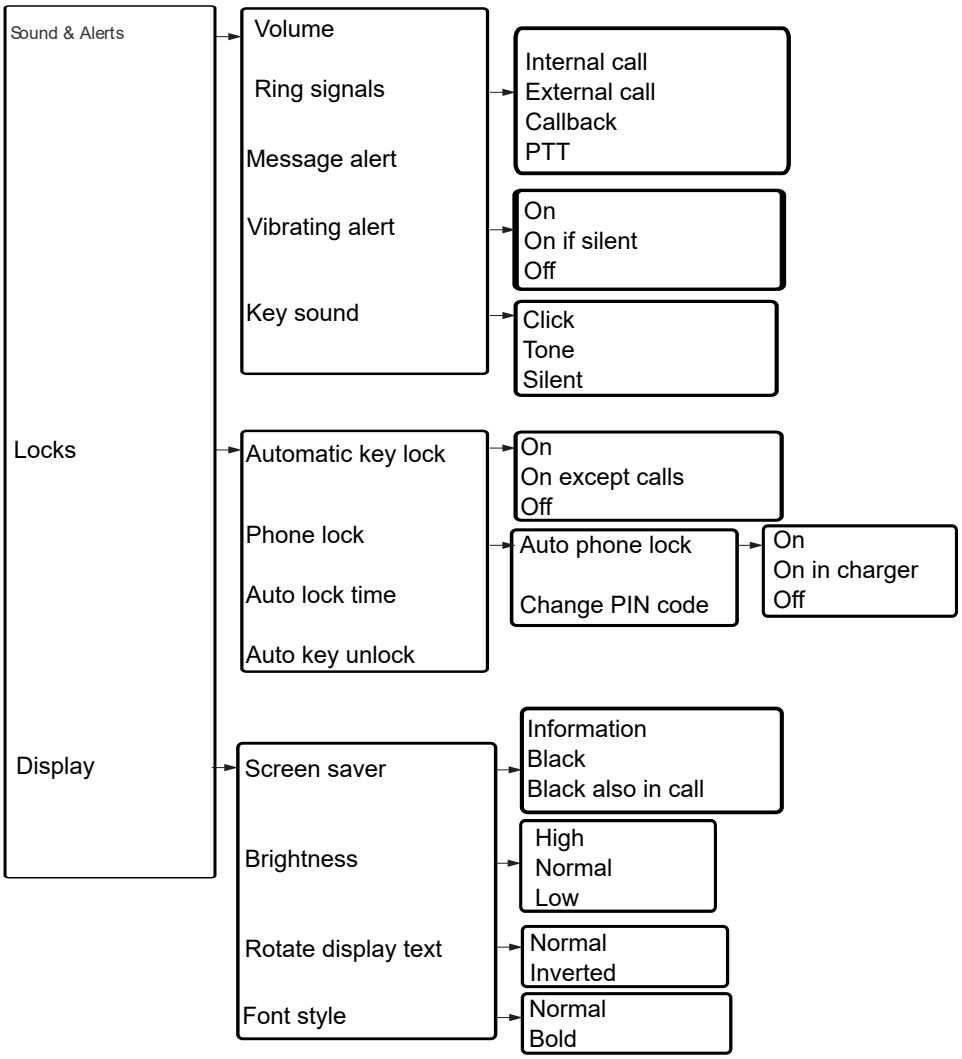
When configuring the **Phone Call** function, a variable or character *U* can be added to the **Enter number** field. This allows the user to enter additional digits before calling the number. For more information, see Procedure call on page 105.

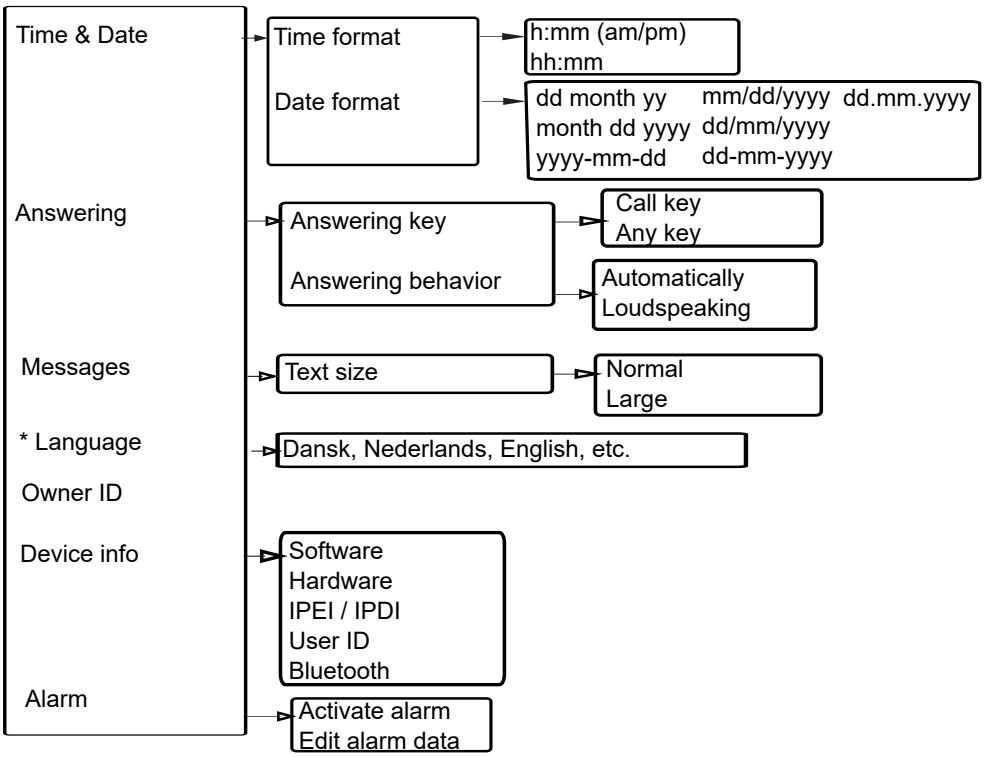
Connections



1.It is not possible to unsubcribe a protected system via the System menu.
Unsubcribtion of the system must be made via the Admin menu or the DECT system.
2. Logout is only available if a phone is used as a shared phone.

Settings


Sound & Alerts
Volume
Ring signals
Internal call
External call
Callback
PTT
Message alert
Vibrating alert
On
On if silent
Off
Key sound
Click
Tone
Silent
Locks
Automatic key lock
On
On except calls
Off
Phone lock
Auto phone lock
On
On in charger
Off
Auto lock time
Change PIN code
Auto key unlock
Display
Screen saver
Information
Black
Black also in call
Brightness
High
Normal
Low
Rotate display text
Normal
Inverted
Font style
Normal
Bold



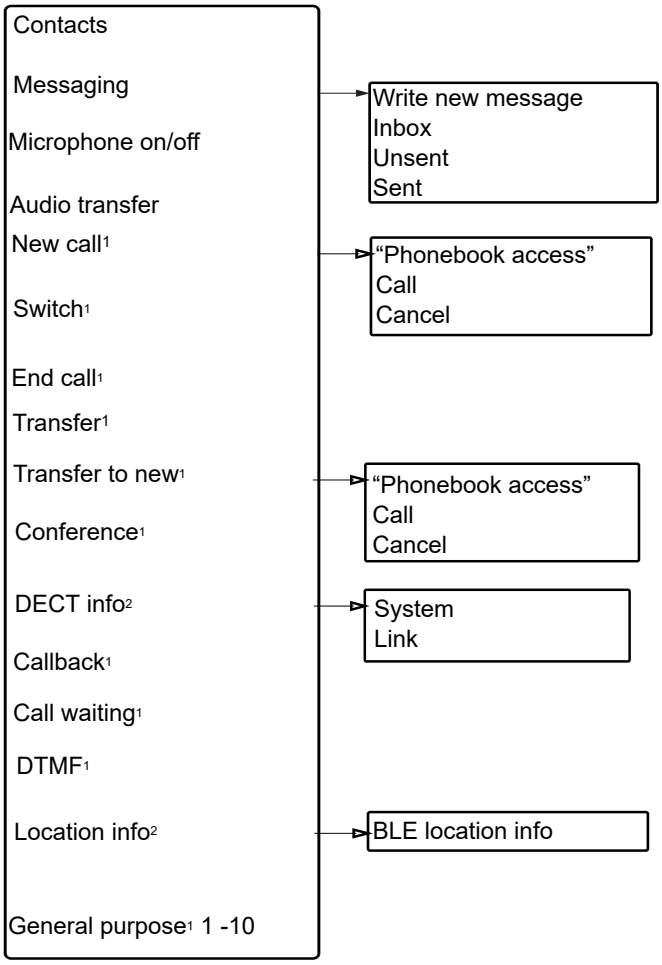
In Call

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. For more information, see Procedure call on page 105.

Important:

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.



1. Visible if defined in WinPDM/Device Manager.
2. 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 or 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

This section explains the basic operations of the handset.

Note:

By registering or using the handset, you agree to the terms set forth in the Avaya Software License Terms available at http://support.avaya.com/LicenseInfo.

Switching the handset on

Procedure

1. Press and hold the **On-hook and On/Off** (⏻) key.

   The handset vibrates when it is on, and the screen lights up. The handset screen displays the `Switch on?` message.

2. Press **Yes** to confirm.

Switching the handset off

Before you begin

The handset must be in an idle mode.

Procedure

1. Press and hold the **On-hook and On/Off** (⏻) key.

   The handset screen displays the `Switch off?` window.

2. Press **Yes** to switch off the handset.

   If a handset is shared and a user logs off the shared handset, the lock that prevents the handset from unauthorized use is deactivated.

   Note:

   If a handset restriction is enabled, switching off the handset can not be possible.

Log in or out of a shared phone

Note:

This functionality is applicable for IP-DECT systems only.

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.

Logging onto 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.

Logging off from a handset

Procedure

1. Press and hold the **On-hook and On/Off** ( ) key.

   The handset displays the `Logout?` message.
2. Press **Yes**.

Note:

If a phone is shared and a user 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.

Before you begin

The handset must be in idle mode.

Procedure

Long press the **Sound off** (#) key or the **Mute** ( ) 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

You can lock the keypad to prevent accidental key presses when the handset is in idle mode.

You can answer or reject an incoming call when the keypad is locked. If the WinPDM or Device Manager has an emergency number configured, you can make an emergency call when the keypad is locked.

- To lock the keypad, press the **Key lock, and Upper and Lower case** (* ⇧) key and press **Lock**.
- To unlock the keypad, press the **Key lock, and Upper and Lower case** (* ⇧) key and press **Yes**.

Locking and unlocking the keypad during a call

About this task

You can lock the keypad to prevent accidental key presses during a call. This is useful when using a headset and attaching the handset to a pocket or a belt.

When the keypad is locked, you can use the **Volume** buttons and the **Mute** button during a call. Depending on the handset model, you can also use the **Alarm** button.

- To lock the keypad, long-press the **Key lock, and Upper and Lower case** (* ⇧ ⚷) key and press **Lock**.
- To unlock the keypad, press the **Key lock, and Upper and Lower case** (* ⇧ ⚷) key and press **Yes**.

Locking and unlocking the handset

About this task

You can enable the phone lock function to protect the handset from unauthorized use. If this function is activated, you must enter a PIN code to use the handset, for example, to switch on the handset or answer an incoming call. You can change the default phone lock code, 0000, to any 4 to 8-digit personalized code.

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

If configured on the handset, you can call a predefined emergency number when the handset is locked. Depending on the handset model, you can also use the **Alarm** button.

Procedure

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

Muting the ringtone for incoming calls or messages

About this task

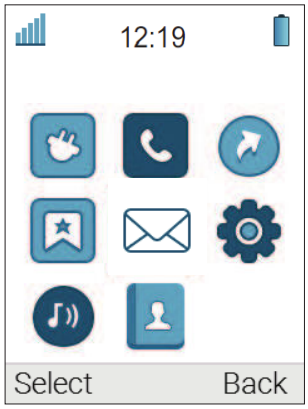
You can temporarily mute the handset ringtone for an incoming call or a message. When you mute the ringtone, the call is not hung up. When the call remains unanswered, it redirects to your voicemail if the handset is configured for voicemail.

Press the **Sound off** (# 🔕) key or the **Mute** ( ) button while the handset is ringing.

The handset stops ringing. The handset will ring for the next incoming call or message.

Chapter 5: Menu operations

This section describes different menus and submenus on the handset.



Connections

To open the **Connections**, press the **Menu** soft key and select .

Bluetooth

Enabling a Bluetooth connection

Procedure

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

   The handset displays the `Bluetooth enabled` message.

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

Disabling the Bluetooth connection

Procedure

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

   The handset displays the `Bluetooth disabled` message.

Pairing and connecting a Bluetooth headset

About this task

To use a Bluetooth headset, pair it first with the handset. You only need to pair the Bluetooth headset once.

The handset automatically connects with a paired headset when it is in the range. The icon in front of a headset name indicates an established connection.

If the connection with a headset is lost, the handset tries to reconnect. The pause between attempts starts from 1 second then it increases after each failed attempt by 1 second. After approximately10 minutes, the pause between attempts reaches 30 seconds and does not increase more. If a connection is not restored within 2 hours, the handset stops the reconnecting process.

Procedure

1. Place the Bluetooth headset and the handset next to each other.
2. Set the Bluetooth headset in pairing mode.
3. On the handset, enable **Bluetooth**.
4. On the handset, select **Connections** > **Bluetooth** > **Headset** > **Add new**.

   The handset displays the `Put headset in Pairing mode` message.
5. Press **OK**.

   The handset searches for a Bluetooth headset for connection.
6. When the headset is found, press **Pair**.
7. **(Optional)** If required, enter the `PIN` code.
8. Press **OK**.

   If the pairing is successful, the handset displays the `Successful pairing` message.

   The headset is connected and indicated by a colored square ( ) in front of the headset name.
9. To add another headset, repeat steps 1 to 6.

You can pair up to eight headsets with the handset but can select only one at a time to connect. The handset displays the paired headsets by a default name in the handset menu **Headset**.

Selecting 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.

     This option is the default setting.
   - **Hearing protection**: Reduces the noise exposure level and the risk of hearing loss.
   - **Customized headset profile**: Is visible if the headset profile is configured in WinPDM or Device Manager.
5. Press **Select**.

System

The handset can subscribe up to eight different systems.

Changing the system

Procedure

1. Select **System**.
2. Select **Change System**.
3. Select **Automatic** or a specific system.

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

Subscribing handset to the DECT system using easy registration

About this task

You can subscribe the handset to the Avaya Wireless Handset 3700 Series system automatically.

Before you begin

Ensure the following:

- The DECT system is configured for Easy Registration.

- The handset's IPEI is registered with your DECT system, and the handset is not subscribed to any other system.

Procedure

1. **(Optional)** Press to switch off the handset.
2. Press to switch on the handset.

   The handset displays the `Select Language` message.
3. Select a language or press **Cancel**.

   If you press **Cancel**, the handset uses the default language, English.

   The handset starts searching for the DECT systems and subscribes to the system when it is found.

   The handset returns to the System menu if it cannot detect a DECT system within 2 minutes or if you press **Cancel**. You can then subscribe the handset to the DECT system manually.

Subscribing handset to the DECT system manually

About this task

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

Procedure

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

   If you do not enter a system name, the handset uses a default name.
6. Press **Next**.
7. Select the system type from the following:
   - Integral 5
   - Integral Ent
   - Emulate D3 on IE
   - IP-DECT
   - Other
8. Enter **PARK code**.

The field supports up to 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 handset displays the `Protection on?` message.

11. To protect the new system, select **Yes**.

    Note:

    You cannot delete a protected subscription using the **System** menu. You can unsubscribe a protected system using the **Admin** menu or the DECT system web interface.

12. Press **OK**.

    A searching mode starts.

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**.

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**.

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**.

Defining handset action when placed in charger during a call

About this task

Use this procedure to define the action of a handset when placed in a charger during a call.

Procedure

1. Press **Menu**.
2. Select **Connections**.
3. Select **In charger**.
4. Select **Call behavior**.
5. Select one of the following:
   - **No action**: No action is performed when the handset is placed in a charger during a call.
   - **Loudspeaking**: The loudspeaker is activated when the handset is placed in a charger during a call.
   - **End call**: The call is disconnected when the handset is placed in a charger.

Defining handset action when placed in charger and not in call

About this task

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

Procedure

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

3. Select **In charger**.
4. Select **Other actions**.
5. Select one of the following:
   - **No action**: No action is performed when the handset is not in a call and placed in a charger.
   - **Change profile**: When the handset is placed in the charger, it changes the 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. Additional profiles are visible only if they are configured.
   - **Switch off**: When the handset is placed in the charger, it switches off. When it is removed from the charger, it switches on again. When the handset is switched off in the charger, the handset still displays its Owner ID. This simplifies the identification of the handset, for example, when the handset is being charged with other handsets.

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

     If you enable handset restrictions, the handset might not be muted when placed in a charger
   - **Logout**: When the handset is placed in a charger, it is logged off. 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 in again.

     This feature is applicable to Wireless Handset 3700 systems only.
   - **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.

Calls

Call list

Opening the call list

About this task

Use the following procedure to open the call list.

The call list stores up to 50 last received, dialed, or missed calls. If a number occurs more than once, the call list shows the last timestamp together with the total number of occurrences. If the DECT system supports it, the call list can display the number's contact name.

Note:

Your administrator can prevent the handset from storing call history in the call list. This can, for example, be used to ensure privacy for users sharing the same handset. This feature requires configuration in the handset using WinPDM or Device Manager.

Procedure

1. Press **Menu**.
2. Select the **Calls** ( ) menu.
3. Select **Call list**, and press up and down on the navigation key to scroll in the list.

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 idle mode.

Procedure

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

   The handset 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 are displayed for the selected number.

Tip:

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

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 with the up and down arrows on the navigation key.
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 or 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.

Incoming call

The flashing LED, accompanied by a ring signal or a vibrating handset, indicates an incoming call. You can disable the ring signal and vibrator. Your handset displays the handset number or name of the calling party. The name is displayed if the handset number of the calling party is stored in the local phone book.

When a headset is connected to the handset, you can answer the call by pressing the answering button on the headset. Furthermore, the headset button can be configured to perform a specific function, such as post-calling, dialing the most recently called number, or dialing a specified number.

By default, all incoming calls are answered using the standard speaker and microphone. A system administrator can configure the handset so that all incoming calls are answered with a Push-to-talk (PTT) mode. In PTT mode, the loudspeaker is activated but the microphone is turned off, and the **Mute** or **PTT** button must be pressed to speak.

Answering a call

Procedure

Do one of the following:

- Press the **Off-hook** ( ) or the **Accept** soft 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:

- You can set other answering methods, such as **Automatically** or **Loudspeaking**, through the **Settings** menu. 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

Procedure

When the handset rings, press the **On-hook and On/Off** ( ) key or the **Decline** soft key.

Your administrator can configure the handset to respond to declined calls with a message. If this feature is enabled, the handset displays the message: `Reply with a message template?`

Related links

Declining a call with a predefined message on page 85

Ending a call

About this task

Some systems or PBXs require that the handset sends a DTMF in order to end a call.

Procedure

To end a call, press the **On-hook and On/Off** ( ) key.

The handset displays the duration of the call.

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 with the headset button

Procedure

If a headset is used, use the headset button to obtain a dial tone and dial the last number.

Ensure that the headset is configured using WinPDM or Device Manager.

Dial using a pre-programmed number

You can configure the **Navigation** key, **Hot** key, **Soft** key, or **Multifunction** button with a handset number. You can even configure a headset button with a handset number as long as it has been configured by the administrator via the WinPDM/Device Manager.

To dial a pre-programmed number, press the pre-**Programmed** key or button. The call gets connected automatically.

Dialing a number from the call list

Procedure

1. In the ideal mode press the **Down** navigation key or navigate to **Menu** > **Calls** > **Call list**.
2. Select a number.

3. Press or **Call** to dial.

   You can edit the number before the call is initiated.

   To edit the number, press **More** and select **Edit number**.

Dial last called number with headset button

If a headset is used, you can use the headset button to dial the last called number. However, the headset must configure via the WinPDM/Device Manager to allow this.

Calling the sender of a message

About this task

Use the following procedure to call the sender of a message stored in the message list, from the **Messaging** menu.

Procedure

1. Press the soft key **Menu** to open the **Messaging** menu.
2. Select **Messaging** > **Inbox**.
3. Select the message from the list.
4. Press **View** > **More**.
5. Select **Call sender**.

Dialing a number from contacts

Procedure

1. Press **Menu**.
2. Select **Contacts** > **Call contact**.
3. Select contact from list, or search name or number by entering characters in the **Search** field.
4. Press or the **Call** soft key to make the call.

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 also enter names that are incomplete or includes spaces.

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

6. Press **Search**.

   The handset displays the search results.

7. **(Optional)** Press **More search results** to display more contacts if the number of matching entries is 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.

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.

During a call

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

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. Press **Select**.
5. Select or search contact.

   The selected contact can be called by pressing **Call**. When calling the contact, 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 the **Sound off** (#) key or the **Mute** ( ) button. A short beep is also heard indicating that the microphone is turned on or off.

When you press the **Mute** ( ) button in a PTT call, no beep is heard.

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

1. Press **More**.
2. Select **Switch**.

3. Press **Select**.

   The handset toggles between the calls.

Ending a call during an ongoing call

About this task

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

Procedure

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

   This currecnt call gets disconnected and the previous call is resumes.

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 where the ongoing call is to be transferred or press the **Call Contact list** ( ) icon to access the phone book.
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.

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**.

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.

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**.

Before you begin

You must be on a call.

Procedure

Do the following:

- Press **More** > **DTMF** > **Select**.
- Press the **On-hook and On/Off** ( ) key, and then press and release the **Sound off** ( ) button.

DTMF is visible only when it is configured in the handset.

DECT Info

DECT info is an advanced function intended for an administrator using the handset to measure the RF link and system parameters as part of a troubleshooting or site survey procedure.

This option is only visible if the **Admin** menu is activated.

Sending data

About this task

Sent data can be used to initiate actions such as:

- Opening a door.
- Starting and stopping a machine.

Procedure

To send user entered data from the handset, do any of the following:

- Press pre-programmed hot key.
- Press pre-programmed soft key.
- Select a service.

  The data can either be predefined, entered after the hot key or soft key is pressed, or send when the relevant service is selected.

Using the loudspeaker

About this task

Use this procedure to activate the loudspeaker.

Procedure

Do one of the following:

- Press a multifunction button, soft key, hot key, or navigation key defined as the shortcut to a **Phone call** ( ) function. When you press the key or button, the handset calls a predefined number using the loudspeaker.

  The support for a multifunction button depends on the handset model.
- When receiving a call, press the soft key. The soft key can have another or no function depending on its configuration of the In call function in WinPDM or Device Manager.
- During a call, press the soft key. The soft key can have another or no function depending on its configuration of the In call function in WinPDM or Device Manager.
- During a call, put the handset in a charger. If you configured the call behavior as **Loudspeaking** in the **In Charger** menu, the loudspeaker is activated.
- Activate the loudspeaker function by setting another answering method: **Automatically** or **Loudspeaking**.

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.

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 the **PTT** button to enable the microphone for audio transmission.

   The microphone is muted again when you release **PTT** button.

Accepting a PTT invitation as a message

About this task

Use this procedure to accept a PTT invitation that you receive as:

- A message
- A message during an ongoing call

When you receive an invitation, the system sends a warning signal before disconnecting the current call and connecting to the PTT call. A PTT message can contain up to 1000 characters.

Procedure

Accepting a PTT invitation as a message.

1. Press **Accept**.

Depending on the configuration of the invitation, the handset accepts the invitation automatically, and relays the message in inverted mute and loudspeaking modes.

2. To open the microphone for transmitting, press and hold the **PTT** button.

   When you release the **PTT** button, the microphone is muted again.

   Accepting a PTT invitation as a message during an ongoing call.

3. Press **Accept**.

   The system displays the message.

Declining a PTT invitation

About this task

Use this procedure to decline a PTT invitation received as:

- An incoming call
- An incoming call during an ongoing call
- A message
- A message during an ongoing call

Procedure

When you get an incoming call:

1. Press **Decline** or .

   The handset returns to the previous screen

When you get a message:

2. Press **Reject**.

Calling a push-to-talk group

Before you begin

Define PTT groups.

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

About this task

When you reject or miss the PTT invitation that you receive as a call or a text message, then you can rejoin the PTT group by dialling:

- The **Call list** or **Missed calls**.
- Selecting the message from the **Messaging** inbox.

Procedure

You have received a PTT invitation as a call.

1. Rejoin the PTT group by dialling the **Call list** or the **Missed calls**.

   The system displays the PTT invitation as a **Push-to-talk** ( ) icon.

You have received a PTT invitation as a message.

2. Rejoin the PTT group by selecting a message indicated by the **New message** (✉) icon in the **Messaging** inbox.
3. Press **Call**.

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.

In addition, a company phone book with up to 1000 entries can be downloaded to the phone via the WinPDM.

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**
- **Ring signal**

7. Press **Add**.
8. Enter the numbers.

   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.

   You can set a specific ring signal for each contact.
9. Press **OK**.
10. Press **Save**.

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**
   - **Ring signal**: You can set a specific ring signal for each contact.
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.

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 handset displays the search results.
5. Press **More search results** to display more contacts if the number of matching entries is 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 handset displays the search results.
6. Press **More search results** to display more contacts if the number of matching entries is 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.

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**.

Messaging

Message List

The thirty last received messages are stored in a list. The message list is located in the **Messaging** menu **Inbox**. Time and date information is included in the message. If a message is received when the inbox already contains thirty messages, the message in the inbox with the oldest time and date is automatically replaced by the newly received message.

Receive a Message

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.

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

To reply when receiving a message, do as follows:

1. Press **Menu**.
2. Select **Messaging**.
3. Select **Inbox** to reply to the message.
4. Press **Reply**.
5. Write your message, and then press **Send**.
6. **(Optional)** If required, edit the number to the receiver and 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.
6. **(Optional)** To delete all messages in the list, select **Delete all** and press **Yes**.

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. Enter the number of the receiver or press the middle soft key to open the phonebook.
10. 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.

Note:

If the sender has written a number in the message, the number can be called without dialling. This option is only visible if the number consists of minimum 3 digits.

Calling while reading a text message

A user can make a call while reading a text message to review and discuss the message with the called party. The called party may be either:

- The message sender, that is, the same party that sent the text message.
- A different party.

The user can activate the loudspeaker function during the call to make it easier to read the received text message while talking to the called party.

Calling a different party

About this task

Use this procedure to call another party to read and review a received text message.

Procedure

1. Open the message and press the **More** soft key.
2. From the pop-up menu, navigate to the **Call** menu item and press the **Select** soft key. The pre-dial screen is displayed. Enter the number of the party to be called or select a number from the handset call list or local or central phone books.
3. Press the **Call** soft key and wait for the called party to reply. The message is replaced by the ongoing call detail. The user can do any one of the following:
   - Continue with the call without referring back to the received message.

- Redisplay the message and continue the call to further review and discuss the message.
- Redisplay the message and terminate the call.

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**.

Message templates

Predefined messages contained in message templates can be used in a number of different situations to quickly construct a message rather than having to construct the message completely from scratch. Up to five predefined messages can be configured for the handset in the **WinPDM/ Device Manager**. This lets the user select and send a message appropriate to the current situation, such as "I am in a meeting" or "I am in the operating theatre".

Before a message is sent, the user may edit, add, or remove text from the message. For example, the message "I am in a meeting" could be appended with " - please call back after 1500".

The message template function can be used in the following contexts:

- When a call is received that the user wishes to decline, but still acknowledge with a message, without having to type a completely new message.
- When a text message is received that the user wishes to answer with a text message without having to type a completely new message.
- When the user is writing a message using the handset Messaging function without having to type a completely new message.

Accessing templates

About this task

Use this procedure to a access a template.

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 handset navigation key to move to different parts of the message, the handset key pad to add additional text, and the **Clear** soft key to delete unwanted text.

Write and send a message overview

A message can be constructed from scratch, or from a predefined template that can be used as it is or edited. The maximum message length is normally 160 characters but may be less depending on the character set used. The first character entered is always upper-case, followed by lower-case character. However, this may be overriden by pressing the * -key before entering the character.

When pressing a key, the first available character for that key is displayed. To enter the other characters supported by the key, press the key until that character appears in the display.

The keys 0-9, * or # can be used. Keys 0 and 1 contains special characters. For example, to enter the character **E**, press key 3 twice. **E** appears in the display and is selected after a timeout or when another key is pressed.

Tip:

If the system supports UTF-8 character encoding, the input language can be changed temporarily by long pressing. This can be used to temporarily access characters in a foreign language.

To delete a character, press **Clear**.

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. When the message is complete, press **Send**.
6. Enter the call number.
7. Press **Send** to send the message.

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 to access the contacts in the local and company phonebooks.
7. Press **Send**.

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.

Receive a message with request for an 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

Accepting or rejecting a message

Procedure

Press the **Accept** or **Reject** soft key.

The option **Delete** is not available for a message with request for answer. An unacknowledged message can only be deleted from the message list.

When an acknowledged message has been replied to, the icon **Read message** ( ) is shown in the message list. The text Accepted or Rejected, and time and date is also added in the acknowledged message.

Enhanced messaging

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 indication repetition

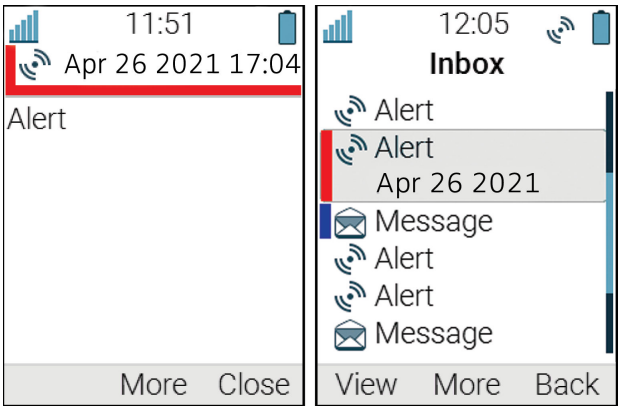
The handset can be configured to repeat the audio and visual message received alert. The alert repeats every seven seconds until the user reads the message or turns the alert off. Certain system-defined properties can be assigned to a message to give it a high priority, for example, an alarm priority message.

Alert repeats start automatically when a high priority message is received. Such messages do not need to be explicitly configured to trigger alert repeats. A high priority alert is repeated every 10 seconds for a maximum of 5 minutes and then the alert stops. Alerts continue to be repeated until the user presses the hook-on, mute button or soft key for accessing the message. Note that message indication repeat is a system dependent feature that cannot be activated from 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 gradient color bar behind the envelopes. In addition, a gradient color bar is shown below the envelop when reading a colored message (right in the figure).



Redisplaying the message

About this task

Use this procedure to:

- Redisplay the message while the call is ongoing
- Terminate the call and redisplay the message.

Procedure

1. While the call in ongoing, press **More**.
2. Select **Messaging** > **Inbox**.

   The system displays the received message summary.
3. To display the message in full, press **View**.
4. **(Optional)** Use the four-way navigation key to scroll up and down a long text message to reveal the content while reviewing and discussing the message with the called party.
5. **(Optional)** To terminate the call and redisplay the message, press the **On-hook and On/Off** ( ) key.

Answering a text message with a predefined message

Procedure

1. Press the soft key **Reply**.
2. Press the **More** soft key.

The **Templates** option is displayed.

3. Press the soft key **Select**.

   A list of predefined message template is displayed.

4. Navigate to the required message template and press the **Select** soft key. If required you can edit the message.

5. Press the soft key **Send**.

   The message sender's number is displayed in the handset display.

6. Press the soft key **Send**.

   A "`Message sent`" confirmation is displayed and the message is sent to the caller.

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.

Mobile data

Sending mobile data

About this task

Mobile data can be used for:

- Opening a door
- Starting or stopping a machine

User entered data can be sent from the handset by pressing a pre-programmed **Hot** key or **Soft** key, or selecting a **Service**.

Procedure

Data can be predefined or entered only after you:

- Press the **Soft** key, the **Hot** key, or select a **Service**.

Sending mobile data with a prefix

About this task

Mobile data with prefix can be used to send information to an application in the system.

The prefix is predefined by the user when programming the **Hot** key or **Soft** key or **Service**.

Procedure

To send the mobile data from the handset, enter the data and then press:

- A pre-programmed **Hot** key or **Soft** key, or select a **Service**.

Voicemail

Receiving a voicemail

About this task

When you receive a voicemail, it is indicated by the **Voicemail message** ( ) icon in the status bar, and the phone screen automatically displays the content of the voice mail notification.

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

Procedure

1. To dial the voicemail, press **Call**.
2. **(Optional)** If you press **Close**, dial the voicemail by long pressing on digit key **1** in standby mode or from the **Inbox** menu.

Checking the voicemail inbox

About this task

The voicemail, it is indicated by the **Voicemail message** ( ) icon in in the front of the voicemail message, and is also displays first in the inbox list.

Procedure

1. Press **Menu**.
2. Select **Messaging**.
3. Select the voicemail message and press **View**.
4. Press **Call**.

   Voicemail is displayed with one entry in the message list regardless of the number of voicemail received.

One key voicemail access

To access voicemail in the standby mode, long press the digit key **1**.

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.

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. Do one of the following:
   - Edit the setting by marking it and then press **Edit**.
   - Add additional settings by pressing **More**, and then selecting **Add setting** or **Import from**.
   - Remove a setting by marking it and then selecting **More** and then **Remove setting**.
6. **(Optional)** Mark the added settings and press **Edit** to make the changes.

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.

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 1

About this task

The multifunction button 1 can be defined with a long press only.

Procedure

1. Press **Menu**.

2. Select **Shortcuts**.
3. Select **Multifunc. button 1**.
4. Select **Long press**.
5. Select **Function**, and press **Select** to select function.
6. Select function from list, and press **Select** and then press **Back**.
7. Select **Control question**, and press **Select**. It is disabled by default.
8. Press **Save**.

Defining the multifunction button 2

About this task

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

Procedure

1. Press **Menu**.
2. Select **Shortcuts**.
3. Select **Multifunc. button 2**.
4. Select **Long press** or **Multi press**.
5. Select **Function**, and press **Select** to select function.
6. Select function from list, and press **Select** and then press **Back**.
7. Select **Control question**, and press **Select**. It is disabled by default.
8. Press **Save**.

Settings

Sound and alert settings

Adjusting the ring volume

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. To set the different ring signal, select **Sound & Alerts** > **Ring signals**
4. To adjust the ring volume, select **Sound & Alerts** > **Volume**.

Increase and decrease the volume using the left and right arrows on the navigation key.

5. 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.

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.

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**.

   The user can configure a locked keypad to unlock automatically when a call or message is received. After the user has serviced the call or message, the keypad is locked again after the specified **Auto lock time** expires.

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.

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 with the screen saver set to **Information** is in a charger, the Owner ID is displayed even if the handset is switched off. This simplifies identification when many handsets are in a charging rack.

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:
   - **Low**
   - **Normal**
   - **High**

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**.

Rotating the display text

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Display** > **Rotate display text.**.
4. Select one of the following:
   - **Normal**
   - **Inverted.**
5. Press **Back**.

Setting the font style

Procedure

1. Press **Menu**.
2. Select **Settings**.
3. Select **Display** > **Font style**.
4. Select one of the following:
   - **Normal**
   - **Bold.**
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 options are:
   - DD MMM YY, for example 30 Jun 22
   - MMM DD YYYY, for example Jun 30 2022
   - YYYY-MM-DD, for example 2022-06-30 (ISO 8601)
   - MM/DD/YYYY, for example. 06/30/2022 (also called US)
   - DD/MM/YYYY, for example 30/06/2022 (also called Europe)
   - DD-MM-YYYY, for example 30-06-2022
   - DD.MM.YYYY, for example. 30.06.2022
5. Press **Select** to save the settings.

Call answering settings

The default setting for the handset is to use **Off-hook** (✆) key 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.

The answering behavior can also be set to any key. If the **Any key** option is selected, any key except the **On-hook** (✆) and **Sound off** (# 🔕), can be used to answer a call.

Setting the call answering key

Procedure

1. Press **Menu**.

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

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.

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**

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 operation

If a shared phone is used, it must be logged in to the system to be able to send an alarm.

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.

When the alarm is triggered and depending on set parameters following things 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 **Silent alarm** 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.

You can always trigger the alarm when you are speaking, editing your settings, or while the handset is locked.

Test alarm

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

Personal alarm

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

Silent alarm

The silent alarm is intended for potentially hazardous environments and for situations where users do not want people nearby to know that an alarm has been triggered, in order to not escalate the situation. Silent alarms are not accompanied by signals or other indications, giving the possibility to send an alarm unnoticed.

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 handset in a vertical position if the **Reset the man-down warning automatically** parameter is enabled by the Administrator.
  - 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.
  - Press **A**, dialog window `Delay MD/NM detection?` is shown in the display. Press **Yes** to Disable the alarm temporarily for a specified time.. When the alarm is temporarily disabled, the corresponding alarm icon flashes.

    Note:

    This feature is enblaed by an administrator must enables in the WinPDM/Device manager.
- 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.
- Information about the handset's location may be sent along with the alarm

Note:

You can temporarily disable the **Man-down alarm** and **No-movement alarm** during calls to avoid sending false alarms when the user tilts the handset or does not move during the call. If the **Man-down alarm** and **No-movement alarm** are disabled during calls, the corresponding icons are not displayed.

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.

Alarm with location information

Information about the handset's location can be sent along with an alarm. The location can be added as follows:

- Manually added by the user
- An approximately location given by the closest Base Station.

Alarm with data

The data must manually be defined and stored by the user. To use the function, one Soft or Hot key or Navigation key in the handset must be defined as a shortcut to the menu **Edit alarm data**. The stored data is added to all types of alarm at transmission.

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
- Monitoring mode

Chapter 7: Procedure call

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, you can add a variable or character U. This variable configuration enables the user to enter additional numerical characters before calling the number or sending the data to a system.

Note:

The Call service and In call menu features require configuration through WinPDM or Device Manager.

Example: Configuring a service with the Phone call function

About this task

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 enter the applicable phone number when using the Phone call function.

Procedure

1. Press **Menu**.
2. Select **My favourites**.
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 example, 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 you use the function, the Enter number dialog appears. See the figure below. If you enter **123** (or select a contact with this number by pressing the **Call Contact list** (📖) and press **OK**, the number *21*123 is dialed. No call is established before you press **OK**, that is, post-dial.

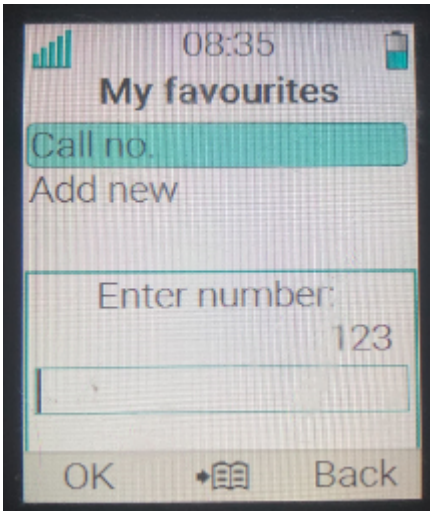


Figure 1: Enter number dialog

Chapter 8: Advanced functions

Admin menu

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

The **Admin menu** contains:

- Software and hardware information, IPEI/IPDI, and User ID
- DECT link system information
- Fault logging
- Location information
- Centralized Management status
- Site survey tool for indication of radio signal and base station listing
- Enhanced system menu with ability to alter protection
- 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

You can set a parameter through the WinPDM or Device Manager to clear messaging lists and call lists that has been stored in the handset.

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:

- 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.

For more information, see *Avaya Wireless Handset 3700 Series Installation and Administration*

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**.

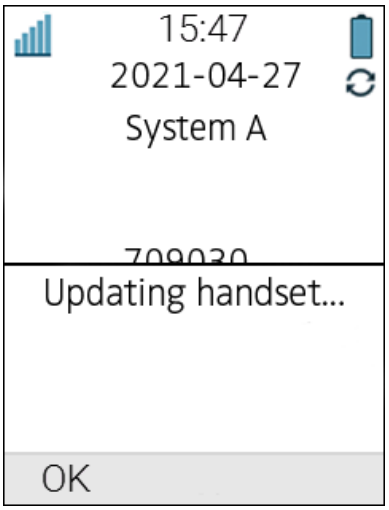


Figure 2: Handset update while in charger

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**.

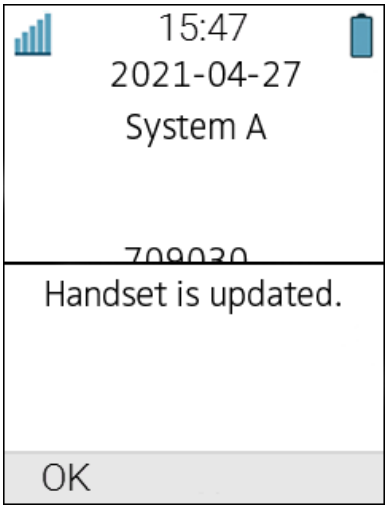


Figure 3: Update completed while in charger

Chapter 10: Troubleshooting

Operational problems

Fault	Probable cause	Action or comment
No display	• The battery level is low • The screen saver is set to "Black also in call". • The handset is defective.	• Charge the battery • Change the screen saver setting • 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**.

Table continues…

Fault	Probable cause	Action or comment
Not possible to subscribe handset using the Easy Registration feature.	The handset is subscribed to a system.	Unsubscribe the handset and then subscribe. For more information, see Subscribing handset to the DECT system using easy registration on page 49
	The DECT system is not configured for Easy Registration.	Subscribe the handset manuallyor configure the system to support Easy Registration. For more information, see Subscribing handset to the DECT system manually on page 50
	There is ambient equipment disturbing your DECT system.	Try to subscribe the handset in other area in your building.
		If the problem still exists, restart your handset and subscribe the 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 3.5 seconds (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.
The message Failed is displayed when the handset tries to download an ECG waveform image.	The DECT wireless connection point is overloaded with too many calls.	Check the patient. The ECG Monitoring functionality starts working when the DECT connection point is no longer overloaded.

Table continues…

Display shows	Probable cause	Action or comment
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.
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 .

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 flashes orange, and a dialog window with the `Battery low. Charge now` message appears.

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

During a call, only the corresponding battery warning signal notifies the user. You cannot silence the warning signal during a call. When not in a call, you can silence the warning signal by pressing # or the **Mute** button.

Charging the battery

About this task

The handset has a rechargeable battery that you can charge separately from the handset. To charge the battery separately, use the battery pack charger. To charge the handset together with the battery, use a desktop charger, a charging rack, or the 3.5 mm cord charger.

Note:

Consider the following while charging the battery:

- Only use the charger within the temperature range of +5°C – +40°C.
- The 3.5 mm cord charger is only available with an EU power plug.
- In a desktop charger or charging rack, the handset operates with exceptions. For example, the handset does not vibrate when placed in the charger.

- To charge the handset together with the battery, place the handset in a desktop charger or charging rack and gently push it down to insert it.

  See A in Figure 4: Example of inserting and removing the handset from the desktop charger on page 116.

If you insert the handset correctly, the handset displays the `In charger` message, and the LED turns orange. An animated battery icon appears on the screen to indicate that the charging is in progress.

When the battery is fully charged, the LED turns green. A fully charged battery icon appears on the screen.

- To remove the handset from the desktop charger or the charging rack, tilt the handset towards you and lift it upwards.

  See B and C in Figure 4: Example of inserting and removing the handset from the desktop charger on page 116.

Figure 4: Example of inserting and removing the handset from the desktop charger

Warning:

Do not lift the handset upwards before tilting it towards you.

Charging spare batteries

Charge spare batteries using a separate battery pack charger.

The battery pack charger can charge six batteries simultaneously.

Caution:

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

Replacing the battery

About this task

If the standby time for the handset becomes too short, replace the battery with a new one. For information about new batteries, contact your system administrator or your supplier. The battery is attached to the inside of the battery lid. The design of the battery attachment ensures correct alignment while inserting the battery.

Procedure

1. Switch off the handset to prevent data loss or damage to the handset.
2. Slide the battery cover lock to the right to release the battery.
3. Press and hold the upper part of the clip, and then remove the battery from the handset as shown in the following figure.

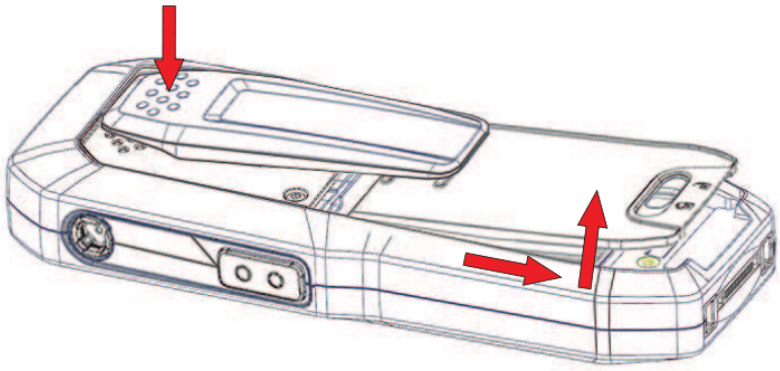


Figure 5: Battery replacement

4. Press and hold the upper part of the clip, and then insert a fully charged or new battery.
5. Slide the battery cover lock to the left to lock it.

   The handset starts automatically after you insert the 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)

Related links

Starting easy replacement procedure on page 118
Easy replacement procedure on page 118

Starting easy replacement procedure

About this task

This task suggests necessary requirements before starting easy replacement procedure.

The easy replacement procedure is done CR3 Charging Rack of version 1.3.x or greater.

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

Related links

Easy replacement of handset on page 117

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.

LED indications during easy replacement

The table below shows the LED indicators used by the charger during the easy replacement procedure.

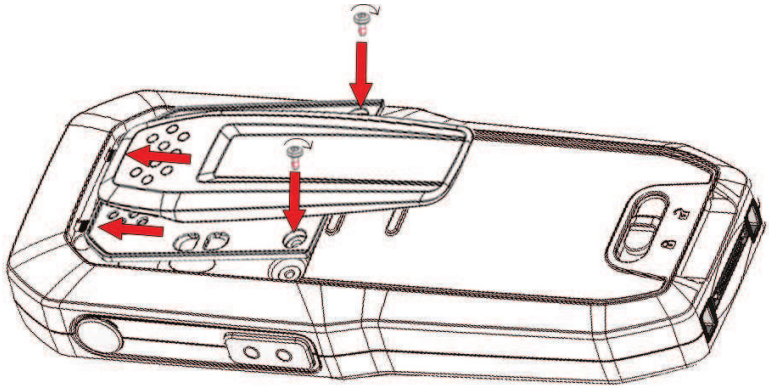
LED indication	Description
Orange, flashing (1 000 ms on, 1 000 ms off)	File transfer during Easy Replacement.

Table continues…

LED indication	Description
Orange, flashing (100 ms on, 800 ms off)	`Change phone` indication during Easy Replacement.
Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back new portable in charger.
Red, flashing (900 ms on, 100 ms off)	Error during Easy Replacement. Service needed for both portables.

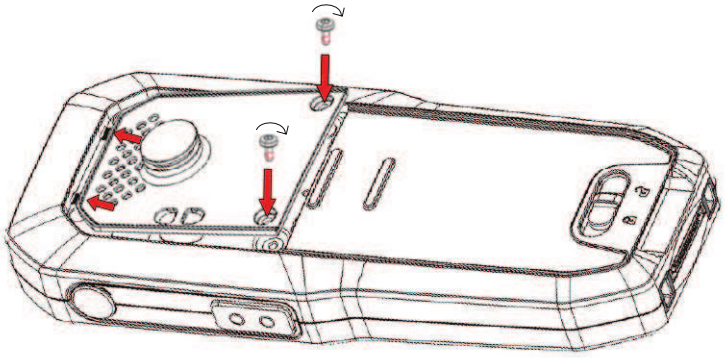
Attach the hinge-type clip

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



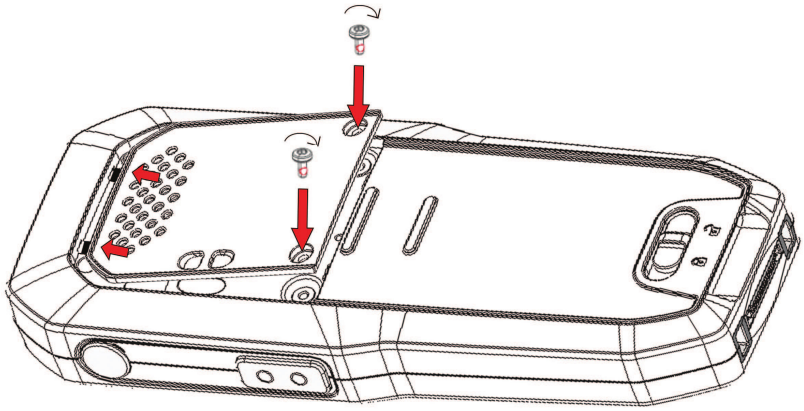
Attach the swivel-type clip

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



Attach cover for no clip

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



Chapter 13: Energy efficiency

Recommendations on how to save energy:

- Do not charge a battery when the ambient room temperature is above +40° C or below +5° C (above 104° F or below 41° F). Charging below +5° C harms the battery and shorten the lifetime.
- Note that storing Li-Ion batteries at high temperature dramatically reduces its capacity. For example storage around +60° C reduces capacity with 20% in less than a month, permanently.
- Set the handset screen saver to the **Black also in call** option. The screen goes black and the backlight is turned off. The backlight also turns off when the handset is in call. This helps to extend the battery life when the user is on an extended call.
- The handset can be configured to switch off when located in the charger. When removed from the charger the handset switches on automatically.
- If the charger is not used for a longer period of time, remove the power adapter to the charger.
- Do not put the handset in charger when charging is not required.

Chapter 14: Bluetooth headset with 375x handsets

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.

Note:

Handset models without Bluetooth do not have the **Bluetooth** connection option. Such handsets do not support pairing with a Bluetooth headset.

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.

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

About this task

To use a Bluetooth headset, pair it first with the handset. You only need to pair the Bluetooth headset once.

The handset automatically connects with a paired headset when it is in the range. The icon in front of a headset name indicates an established connection.

If the connection with a headset is lost, the handset tries to reconnect. The pause between attempts starts from 1 second then it increases after each failed attempt by 1 second. After approximately10 minutes, the pause between attempts reaches 30 seconds and does not increase more. If a connection is not restored within 2 hours, the handset stops the reconnecting process.

Procedure

1. Place the Bluetooth headset and the handset next to each other.

2. Set the Bluetooth headset in pairing mode.
3. On the handset, enable **Bluetooth**.
4. On the handset, select **Connections** > **Bluetooth** > **Headset** > **Add new**.

   The handset displays the `Put headset in Pairing mode` message.
5. Press **OK**.

   The handset searches for a Bluetooth headset for connection.
6. When the headset is found, press **Pair**.
7. **(Optional)** If required, enter the `PIN` code.
8. Press **OK**.

   If the pairing is successful, the handset displays the `Successful pairing` message.

   The headset is connected and indicated by a colored square ( ) in front of the headset name.
9. To add another headset, repeat steps 1 to 6.

   You can pair up to eight headsets with the handset but can select only one at a time to connect. The handset displays the paired headsets by a default name in the handset menu **Headset**.

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 handset displays the message: `Connection successful`.

   The headset is selected.

   When you select a new headset, 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 **Yes**.

Changing the name of a Bluetooth headset

About this task

The headset name that appears in the list of paired headsets is its default name. Use this procedure for changing the name of the 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. Select **More** > **Edit name** and enter a new name.

Managing calls when using a Bluetooth headset

Making a call when connected with a Bluetooth headset

Procedure

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

   The handset displays the `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.

Controlling the volume or mute function

Adjusting the volume during a call

About this task

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

Procedure

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

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 the call audio to the Bluetooth headset while you are on a call using the handset.

Procedure

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

   You can also 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 15: Related resources

Documentation

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

Title	Description	Audience
Avaya Wireless Handset 3700 Series Installation and Administration Manual	Describes initial setup, configuration, general administration, and troubleshooting of the Avaya Wireless Handset 3700 Series phones.	Implementation personnel and administrators
Avaya Wireless Base Station 3700 and Wireless Gateway 3700 Installation and Operation	Describes the procedures for installing the Avaya Wireless Handset 3700 Series phones.	Deployment engineers, solution architects, and support personnel.
Installing and Configuring Avaya Wireless Handsets 3700 in Avaya Aura® SIP Environment	Describes how to provision Avaya Wireless Handset 3700 Series and Avaya IPBS Access Point with Avaya Aura® Communication Manager and Avaya Aura® Session Manager	Deployment engineers, administrators, solution architects, and support personnel.
Avaya Wireless Handset 3735 connected to Avaya Aura™ Communication Manager and IP Office User Guide	Describes the configuration,customization, management, operation, maintenance, and troubleshooting of the 3735 handset.	Implementation personnel and administrators.
Avaya Wireless Handset 3730 connected to Avaya Aura™ Communication Manager and IP Office User Guide	Describes the configuration,customization, management, operation, maintenance, and troubleshooting of the 3730 handset.	Implementation personnel and administrators.

Table continues…

Title	Description	Audience
Avaya Wireless Handset 374x connected to Avaya Aura™ Communication Manager and IP Office User Guide	Describes the configuration,customization, management, operation, maintenance, and troubleshooting of the 374x handset.	Implementation personnel and administrators.
Avaya Wireless Base Station 3700 Series Quick Reference Guide	Describes basic installation and configuration of Avaya Wireless Base Station 3700.	Networking professionals, network administrators, and IT support personnel.

Finding documents on the Avaya Support website

Procedure

1. Go to https://documentation.avaya.com as customer documentation for some programs is now available on the Avaya Documentation Portal and navigate to **My Content** > **My Docs** menu.
2. For documents that are not available on the Avaya Documentation Portal, click **Support** on the top menu to open https://support.avaya.com/.
3. At the top of the screen, type your username and password and click **Login**.
4. Click **Support by Product** > **Documents**.
5. In **Enter your Product Here**, type the product name and select the product from the list.
6. In **Choose Release**, select an appropriate release number.
7. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

   For user guides, click **User Guides** in the **Content Type** filter. The list displays the documents from the selected category.
8. Click **Enter**.

Support

Go to the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Appendix A: Safety precautions

Note:

Product Designator for regulatory purposes of Avaya Wireless Handset 375x is DH8.

Safe operation

For safe and efficient operation of the handset, observe the guidelines given in this manual and all necessary safety precautions when using the handset. Follow the operating instructions and adhere to all warnings and safety precautions located on the product, the Regulatory Information delivered with the handset, and this User Manual.

Do not disassemble the handset. Disassembling the handset voids the warranty.

The handset contains no consumer serviceable components. Service should be performed by an Authorized Service Center only. Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment Frequency Range.

Frequency range

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

Region	DECT allocation (MHz)	Max. output power (mW)
Europe, Australia and New Zealand	1880 – 1900	250
North America	1920 – 1930	100
South America	1910 – 1930	250

Regulatory Compliance Statements (EU and EFTA)

Exposure to radio frequency signals

	Close to ear	Handheld/body mounted
DH8-xxxx	0.074 W/kg (10g)	0.084 W/kg (10g)

Regulatory Compliance Statements (USA and Canada only)

FCC ID: DH8-xxxx:BXZDH8
IC: DH8-xxxx:3724B-DH8

Exposure to radio frequency signals

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured is:

	Head	Body
DH8-xxxx	0.178 W/kg (DECT + BT + BLE)	0.191 W/kg (DECT + BT + BLE)

The handset is designed to be worn with the display towards the body for best radio performance. SAR testing is made with no separation, to approve the device to be carried close to the body. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

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

Precautions

Handset

- Avoid volume levels that may be harmful to your hearing. Exposure to excessive sound pressure from a handset's earpiece or headset may cause permanent hearing loss.
- Low volume levels might result in missed alerts.
- Only use the handset in temperatures between: -5 °C and +45 °C (23 °F and 113 °F).
- Avoid exposing the handset to direct sunlight, heat sources and moisture.
- Do not place a cold handset in a charger.
- If the handset has been exposed to water or condense, remove the battery immediately, and let it dry completely before re-inserting the battery.
- Do not expose the handset to open flame.
- Protect your handset from abrasive liquids and vapors.
- Remove the handset from the charger before cleaning the handset to reduce risk of electric shock.

- Keep the handset away from strong electromagnetic fields.
- The handset may retain small metal objects around the earpiece region.
- Do not place heavy objects on the handset.
- Do not allow children to play with the product packaging material. This could cause choking and or suffocation.
- Do not allow children to play with the handset. It is not a toy.

Battery

- Do not immerse the battery into water. This could short-circuit and damage the battery.
- Do not expose the battery to an open flame. This could cause the battery to explode.
- Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
- Do not leave the battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
- Use the Desktop Charger, the Charging Rack, or the Battery Pack Charger for charging. Charge the battery for at least one hour the first time you use the battery.
- Do not charge the battery when the ambient room temperature is above 40 °C or below 5 °C (above 104 °F or below 41 °F).
- Do not attempt to take the battery apart.
- Do not remove the battery, unless it needs to be replaced.
- Power off the handset before removing the battery.

Note:

Defective batteries must be returned to a collection point for chemical waste disposal.

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