

# **Configuration Manual**

## **Advanced DECT Handset**

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## 1. Introduction

This document is a guide for installing, configuring and maintaining functionality of the Advanced DECT handsets.

### 1.1 Prerequisites

- Make sure that the following documents are available:
  - User Manual for the Advanced DECT Handset
  - Installation and Operation Manual for PDM
  - Installation and Operation Manual for DC4, Advanced Desktop Charger

- Install PDM.

See the corresponding Installation and Operation Manual above. This enables customizing of the behaviour of the handset to suite each user profile and the specific PBX used in the system. Some functions can also be configured directly in the handset.

- Install a desktop charger (DC4).  
See the corresponding Installation and Operational Manual above.

The reader should have a basic knowledge of the Ascom system and understanding of how handsets are subscribed to the PBX.

### 1.2 Abbreviations and Glossary

|      |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CLIP | Calling Line Identity Presentation                                                                                                                                                                                                                                                                                                                                                                                                                   |
| CNIP | Calling Name Identity Presentation                                                                                                                                                                                                                                                                                                                                                                                                                   |
| DECT | Digital Enhanced Cordless Telecommunications:<br>global standard for cordless telephony.                                                                                                                                                                                                                                                                                                                                                             |
| IPDI | International Portable DAM Identity<br>DAM (DECT Authentication Module)<br>See IPEI for more information.                                                                                                                                                                                                                                                                                                                                            |
| IPEI | International Portable Equipment Identity<br>IPEI/IPDI is needed to enable network subscription of the handset.<br>At delivery of the handset, IPEI and IPDI are the same and either can be used for network subscription. If one handset is replaced with another using the Easy replacement procedure the IPDI is exchanged and IPEI and IPDI are no longer identical. If the IPEI and the IPDI differ, the IPDI is used for network subscription. |
| PBX  | Private Branch Exchange:<br>Telephone system within an enterprise that switches calls between local lines and allows all users to share a certain number of external lines.                                                                                                                                                                                                                                                                          |
| PDM  | Portable Device Manager<br>An application, running on a PC under Windows, for managing portable devices etc.                                                                                                                                                                                                                                                                                                                                         |

|         |                                                                                                                                                                                                                                        |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User ID | User ID identifies the set of user parameters that can be saved and managed via PDM. It can be moved together with user parameters between handsets. It is normally set automatically at DECT subscription to be equal to call number. |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### **1.3 Functionality matrix**

The following matrix shows which functionality that requires settings via PDM.

Company Phonebook  
Central Phonebook  
Multifunction button  
Customize GUI  
Voice mail access  
Upload language  
Call services  
Emergency numbers  
Base station encryption  
Upload Language

## 2. Getting Started with Configuration of the Handset

The handset can be configured by inserting it into a DC4 desktop charger. The charger is connected via USB to the PDM.

For IP-DECT, the handset can be configured over-the-air.

This chapter describes how to configure handsets in different system setups:

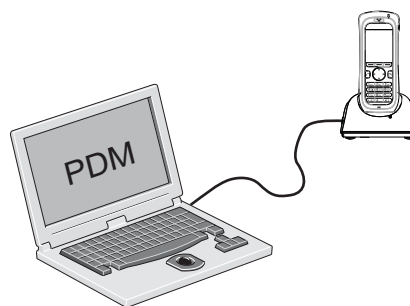
- with PDM

### 2.1 PDM

The PDM runs on a PC. The handset is configured via PDM as follows:

- Connect a DC4 Advanced Desktop Charger via USB to the computer running PDM.
- Start PDM.
- Put the handset in the charger connected to the PDM. The handset can either be turned off or turned on when placing it in the charger. A handset that is turned off starts up automatically and the battery charging symbol is displayed.

For instructions on how to use PDM, see Installation and Operation Manual for PDM



*Figure 1. Configuration of handsets via PDM.*

### 3. Installation of Handsets

This section describes the recommended procedure for installing and configuring handsets. There are several ways to install a handset but the procedures described here guarantees simple maintenance of the system.

The PDM enables administration of handsets inserted in a DC4 Advanced Desktop Charger connected via USB to the administrator's computer.

#### 3.1 Preparing PDM for Handling of the Handset

If the parameter definition file (.def file) for the handset is not present in the PDM, it can be added by following the procedure below. The parameter definition file and software files are delivered as a package file with the extension '.pkg'. Note that template files (.tpl) may also be included in a package file.

- 1 Open the PDM.
- 2 In the File menu, select Import > Packages.
- 3 Select the package and click "OK".

The package is imported and the files are created; one definition file with the extension .def and one software file with the extension .bin. Template files may also be created.

File extensions are further explained in an appendix in Installation and Operation Manual for PDM.

## 3.2 Installation of a new Handset

The installation basically contains three steps:

- Subscription to the DECT-system – needed to be able to make calls and send messages (Mandatory).
- Create an identity for the handset in the PDM – needed to be able to configure the behaviour of the handset and take backups of the handset configuration (Recommended).
- Configure the handset using PDM – customize the behaviour of the handset to suite each user profile and the specific PBX used in the system (Recommended).

### 3.2.1 Installation of Handset in IP-DECT System

#### Subscribe the handset

NOTE: The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset.

- 1 Assign the extension number for the handset in the IP-DECT system. See the corresponding manual for the IP-DECT system.
- 2 Subscribe the handset to the IP-DECT system. The subscription procedure is described in handset User Manual.

To easily identify the handset, both the IPDI and the User ID are shown in the handset when initiating the subscription procedure.

See also examples of handset configurations that can be made in chapter [5 Handset Configuration](#) on page 13.

## 4. Maintenance

### 4.1 Definitions

In the replacement descriptions, the handsets are defined as:

- "old handset" is the handset to be replaced, possibly damaged but still working
- "new handset" is the replacement handset that receives the settings from the old handset

### 4.2 Upgrade Handset Software

Handset software can be upgraded or reinstalled. With a software upgrade, all data is left intact on the handset.

See also Installation and Operation Manual for PDM.

- 1 Open the PDM.
- 2 In the Devices tab, right-click the handset you want to upgrade.
- 3 Select "Upgrade software...".
- 4 In the Available software drop-down list, select the desired software file (.bin). If needed, import the software file to be used by clicking "Import". Locate the software file (.bin or .pkg) and click "Open".

### 4.3 Perform a Factory Reset

When a factory reset is done on a handset, all configuration settings are restored to default values and PBX subscriptions and all data are removed. This includes contacts, call list etc. The software is left intact.

#### Factory Reset using PDM

- 1 In PDM, click the Device tab and mark the handset to be factory reset. Note that the handset must be online.
- 2 In the Device menu, select "Factory reset". Alternatively, right-click the handset and select "Factory reset".
- 3 A Reset devices dialog appears, click "Yes". The handset is restarted.

#### Factory Reset using Handset

A factory reset can be performed from the handset Admin menu.

- 1 To activate the Admin Menu, enter the Call time screen and press > \* < \* <.
- 2 Select "Factory Reset".
- 3 A Reset portable? dialog appears, press "Yes". The handset is restarted.

### 4.4 Replacement Procedure Choice Guide

Depending on situation, two different replacement procedures can be chosen; replacement via PDM and Easy Replacement. Use the following list as a guide to choose which procedure to use.

- If a handset needs to be replaced due to for example a broken display, see handset User Manual.
- If the electrical connection is damaged, the Easy Replacement procedure may not be possible. Depending on fault, a replacement may work via PDM, see [4.5 Replacement of the Handset with the PDM](#) on page 10
- If two handsets and their settings are to be switched between two users, follow [4.5 Replacement of the Handset with the PDM](#).

#### 4.4.1 Data Included in a Replacement Transfer

The following data is replaced during a replacement:

- User parameters (including User ID)
- Contacts (entered by the user)

Note that the following data is not replaced:

- DECT registration
- Call list
- Company phonebook
- Downloaded Language

### 4.5 Replacement of the Handset with the PDM

To inspect the data replaced during this process, see [4.4.1 Data Included in a Replacement Transfer](#) on page 8.

Both the old handset and the new handset must be of the same device type (5604 or 5603). The same extension number is assigned to the new handset.

The new handset should not yet be subscribed to the PBX.

- 1 Perform a factory reset, see [4.3 Perform a Factory Reset](#) on page 7, if the new handset has been previously used.
- 2 Make sure that the handset is saved in the PDM. In the Numbers tab, a saved handset has the symbol ✓ in the Saved column. If not, right-click the handset and select "Save" to transfer the settings to the new handset later on.

NOTE: If the old handset settings cannot be saved, stop the replacement procedure. Instead register the new handset and follow the instructions for installing a handset, see [3.2 Installation of a new Handset](#) on page 6.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

#### 4.5.1 Handset Replacement with PDM in IP-DECT System

NOTE: The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset

- 1 Unsubscribe the old handset. If the unsubscription cannot be performed in the handset, unsubscribe the handset via the IP-DECT interface. See the corresponding IP-DECT documentation.

- 2      Subscribe the new handset with the same extension number as the old handset had. The subscription procedure is described in the handset's User Manual.  
  
During the subscription procedure, the handset's User ID is automatically set to the same as the extension number. The User ID is used to identify the handset when it is connected to PDM and is visible in the Number column.  
  
Tip: The User ID can be viewed by navigating to the menu:  
Admin menu > Device info > User ID.
- 3      Insert the new handset into a desktop charger or rack charger connected to the PDM.
- 4      A dialog window appears, asking the user to decide whether to use the Number settings in PDM or the Number settings in the device. Select "PDM".  
  
The handset is automatically synchronized and all data and parameter settings are transferred to the new handset. The synchronization take a while if the Contacts in the original handset contain a large number of entries.

## 5. Handset Configuration

NOTE: This chapter describes settings in parameter definition files (.def). These files are regularly updated and settings may change slightly. For example "On" to "Enable" or a parameter can be moved to another directory.

### 5.1 Configure a Handset with a Template

A template contains one or more parameter settings. By using a template, the same configuration can easily be applied to many handsets simultaneously. Templates are also an efficient way to give good control over which changes that are applied to each handset.

Templates enables configuration of all aspects of a handset from sound volume to keypad short cuts.

Your supplier can provide example templates for different PBXs. The handset has full functionality with the PBX even without such a template. By using such a template, though, the handset is customized for that PBX with menu options for PBX specific functions such as Callback.

A template can be created (see [5.1.1 Create a Template](#)) or imported (see Installation and Operation Manual for PDM).

#### 5.1.1 Create a Template

- 1 Open the PDM.
- 2 Select the Templates tab and open the menu "Template > New...". The Create Template window is opened.
- 3 Select the device 5604 and parameter version that matches the software version installed on the handset. Give the template a descriptive name.  
  
The parameters that are not part of the template is left unchanged on the handset.  
  
The parameter version of an installed handset is visible under the "Numbers" tab or the "Devices" tab.
- 4 Check the checkbox of each parameter that you want to be part of this template and enter the proper value.
- 5 Click "OK" to save your template.

### 5.1.2 Apply a Template

- 1 Open the PDM.
- 2 Open the Numbers tab and select the handsets you want to apply the template to.
- 3 Make a right-click and select "Run template...".  
Only templates with a parameters version matching the selected handsets are shown. Select the template you want to apply and click "OK".
- 4 The template is applied. The number of parameters in the template affects the time it takes to apply the template to the selected handsets.  
When looking at a handset under the Numbers tab, the column "Last run template" shows the name of the most recently applied template.

### 5.1.3 Save a Handset Configuration as a Template

A handset settings can be saved as a template. Note that this does not include contacts and other personal data. The template only contains configuration data.

A template can be used as a backup to restore a handset configuration at a later date or as a template that can be applied to a number of handsets.

- 1 Some parameters are user specific. If it is decided to apply this type of template to several handsets, the following parameters may be excluded:
  - Owner ID - A text string specified in standby mode. The parameter is located directly under "Settings".
  - Phone lock PIN code - The security code used to unlock the keypad. The parameter is located under Settings > Locks.
- 2 Open the PDM.
- 3 In the Numbers tab, right-click the handset you want to save as a template.
- 4 Select "Use as a template...". Enter a descriptive name for the template. The Edit template window is opened. By default, all parameters are selected and are saved when clicking on "OK".  
If one or more parameters should be excluded, remove them by deselecting the checkbox next to the parameter.
- 5 Click "OK".

### 5.1.4 Synchronizing a Handset with PDM

After installing and saving a handset, it is synchronized each time it is connected to the PDM. The synchronization transfers parameter changes between the handset and the PDM and vice versa as follows:

- If a parameter has been changed in the handset, it is transferred to the PDM.
- If a parameter has been changed in the PDM while the handset was disconnected, it is transferred to the handset.
- If the same parameter has been changed in both the PDM and the handset, the value in PDM is transferred to the handset.

## 5.2 Voice Mail

In some systems it is needed to assign the handset number of the Voice Mail service. The parameter can be set specifically for each PBX subscription on the handset and is accessed

from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

#### **5.2.1 Wildcard Characters in Voice Mail Number**

When programming voice mail dial strings in PDM the wildcard character, N, can be used to represent the phone extension number.

For example, a PBX uses voice mail numbers that are a combination of a base voice mail number and the phone's extension number. If the base voice mail number is 2222 and the extension number is 4455, the voicemail number is 22224455. Using the N wildcard character this can be written as: 2222N

### **5.3 Central Phonebook**

If the system is equipped with a messaging server with a phonebook service, the Central Phonebook on that server can be accessed from the handset. The number to be used is set to default 999999. It can be changed by editing parameters in a Number or a template.

If the system is not equipped with a Central Phonebook, this menu option can be removed from the handset by entering an empty value for the corresponding parameter.

The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

### **5.4 Company Phonebook**

A phonebook can be created that is managed centrally and uploaded to the handset from PDM. If this feature is used, entries from Contacts and Company Phonebook are merged. The Company Phonebook entries are locked and cannot be edited in the handset.

#### **5.4.1 Create a Phonebook File**

The phonebook file (.cpb) is created from an Excel file using a script to extract the information and create to the phonebook file (.cpb). The Excel file is provided by your supplier.

The handset supports a maximum length of 24 characters in each field, additional characters are truncated when the phonebook file is created. The following characters are accepted in the handset number field in the phonebook file, but are ignored when the phonebook file is created: "(", ")", "-", and " "(space).

#### **5.4.2 Upload a Phonebook File**

In PDM, go to the Devices tab and select device(s). In the Device menu, select "Upload phonebook".

#### **5.4.3 Remove Company Phonebook Entries**

Company phonebook entries can be deleted from the handset contact list by importing an empty company phonebook file. Use the Excel tool provided by your supplier to create the company phonebook file. Follow the instructions in [5.4.2 Upload a Phonebook File](#) on page 12 to import the file to the handset.

## 5.5 Call Services

Call services is a configurable menu in the handset. The purpose of the Call services menu is to provide a user friendly access to system dependent functionality such as absence handling and call diversion.

The menu is described in the handset's User Manual.

In addition to the default Call services functions, up to 10 additional system specific call services codes can be defined. The codes can be programmed with digits 0-9, #, \*, P – pause, H – hook (auto disconnection).

Using the PDM and the "Edit template" feature, the parameters can be found at

Systems > System X > PBX Settings > In call functionality

Tip: The handset supplier can provide template examples to configure the call services menu for the PBX.

## 5.6 In Call Menu

The In Call menu let a user access a number of functions during a call. Some functions are:

- Always displayed
- Normally displayed
- Advanced functions that may be included by the administrator.

### 5.6.1 Always Displayed

The following functions are always accessible during a call:

| Function   | Description                                                                    |
|------------|--------------------------------------------------------------------------------|
| Messaging  | Displays the "Messaging" menu and messaging functions available during a call. |
| Microphone | Turn the microphone on or off                                                  |

The Messaging function may be hidden from the In Call menu via the PDMWSM3 in the following way:

- 1 Navigate to Customization > Visibility > Messaging
- 2 Set the value of the Messaging parameter to "Hide".

NOTE: The Messaging parameter may also be set to "Read only". This allows the user to access the messaging function during a call but does not allow the user to delete sent or received messages.

The Microphone function cannot be hidden or removed from the In Call menu.

### 5.6.2 Functions Activated from the PBX or Device Manager

These functions are normally displayed during calls. The administrator can add or remove a function from the In Call menu by configuring the parameter associated with the function. The following functions can be configured by selecting "Edit parameters" in the "Edit

parameters" in the PDM or by opening and editing the template file from the PDM "Templates" tab:

| Parameter            | Description                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| New call             | Start a new call during a conversation.                                                                                                                                                                                                                                                                                                                                             |
| End current call     | End a call.                                                                                                                                                                                                                                                                                                                                                                         |
| Switch call          | Switch between calls.                                                                                                                                                                                                                                                                                                                                                               |
| Transfer call        | Transfer a call.                                                                                                                                                                                                                                                                                                                                                                    |
| Conference call      | Make a conference call.                                                                                                                                                                                                                                                                                                                                                             |
| Callback             | May be requested if the called party is engaged. When the called party becomes available, the calling party receives a callback from the PBX.                                                                                                                                                                                                                                       |
| Call waiting         | May be requested if the called party is engaged. Notifies the called party that a call from the calling party is waiting.                                                                                                                                                                                                                                                           |
| Contacts             | Open the handset contacts list.                                                                                                                                                                                                                                                                                                                                                     |
| DTMF                 | When requested, enables the handset to send DTMF.                                                                                                                                                                                                                                                                                                                                   |
| Decline call waiting | Determines what is sent to PBX when user declines an incoming call if the user is already on another call.<br>NOTE: The "Decline call waiting" function is not displayed in the handset In Call menu. Instead a new call screen is shown for the second call where the option to accept or decline the call is shown. If user accepts the call the parameter "Switch call" is used. |
| Transfer to new      | Performs an unattended transfer of the inbound call to another party.                                                                                                                                                                                                                                                                                                               |

To locate the function and configure the associated parameter:

- 1 Navigate to System > System X > PBX Settings > In call functionality > <parameter name> <value>
- 2 To remove the function from the In Call menu, delete the value of the parameter associated with the function. To add a function that is not displayed, set the parameter value associated with the function.

Tip: The handset supplier can provide sample templates for configuring the in call menu for the PBX.

NOTE: Additional In call functions can also be configured, see [5.6.4 Configure Own In Call Functions](#), or create a shortcut to a certain In call function, see [5.6.5 Create or Hide a Soft Key to an In Call Function](#).

### 5.6.3 Advanced Functions

The administrator can configure the handset to allow access to the following advanced functions during a call. These are functions intended for an advanced user such as an installer using the handset to measure RF link and system parameters as part of a troubleshooting or site surveying procedure.

| Function      | Description                                                                                                                                                       |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DECT Info     | Shows link and DECT system information                                                                                                                            |
| Location Info | Shows location IDs and RSSI values received from location devices if the handset has the appropriate DECT Location license and a DECT location service is running |

These functions can be added to the handset In Call menu by activating the Admin Menu as described in [6.1.1 Activating the Admin Menu](#).

#### 5.6.4 Configure Own In Call Functions

Besides the default In call functions, up to 10 additional system specific call services codes can be defined. The codes can be programmed with digits 0-9, #, \*, P – pause, H – hook (auto disconnection)

- 1 Select Systems > System X > PBX Settings > In call functionality > General purpose X.
- 2 In the Name field, enter the name to be displayed in the In call menu.
- 3 In the Data field, enter the applicable code to be used for the function.
- 4 Click "OK" to save the settings.

Tip: The handset supplier may be able to provide template examples for configuring the In call functions menu for the PBX.

#### 5.6.5 Create or Hide a Soft Key to an In Call Function

The right Soft key can be configured to be hidden or as a shortcut to a particular In call function. By default, the right Soft key is configured as R-key.

##### Create a Soft Key to an In Call Function

- 1 If needed, configure the In Call functionality to be used. See [5.6 In Call Menu](#). This is not needed if the Loudspeaking function or R-key are used.
- 2 Select Systems > System X > PBX Settings > In call functionality > Soft key Right
- 3 In the Name field, enter a descriptive name of the Soft key. This is not needed if the functions Loudspeaking function or R-key are used.
- 4 In the Function drop-down list, select the function to be used.
- 5 Click "OK" to save the settings.

##### Hide a Soft Key to an In Call Function

- 1 Select Systems > System X > PBX Settings > In call functionality > Soft key Right
- 2 In the Function drop-down list, select "Not used".
- 3 Click "OK" to save the settings. The Soft key is not visible during a call.

### 5.7 Own Line Settings

Use the own line settings when it is desired to use the same phonebook in different systems and in different countries.

The own line settings enables:

- Calling numbers stored with a "+" sign for the international access code. The same phonebook can be used in different countries.
- Recognizing incoming internal or external calls as numbers stored on international format in the phonebook. The same phonebook can be used in different systems.

In order for this feature to work, numbers must be stored in the phonebook in international format with a "+" sign for the international access code. Also, the Own Line parameters must be configured via PDM.

## 5.8 Uploadable Language

An additional language can be uploaded to the handset. The language file is generated via an Excel file available from the handset supplier.

NOTE: If another language file is uploaded, the first additional language is overwritten.

Certain special characters are allowed when generating the language file, see information in the Excel file.

To upload an additional language, the PDM is used, go to the devices tab and select device(s). In the Device menu, select "Upload language...".

A parameter can be altered to match the uploaded language. The parameter controls:

- The characters available for text input
- The sort order in the phonebook.

This parameter is only used when Language is set. The Parameter can be found in the "Settings" folder.

## 5.9 Customize the GUI

The handset menu can be customized by turning certain menus On or Off. This is done in the PDM by editing a template (or a Number setting) for the corresponding handset (or Number).

The path to these settings in the template depends on the version of the parameter definition file (.def). In the current version the path is:

Customization > Visibility > X

where "X" can be Messaging, Favourites, etc.  
The parameters are found under "X".

The settings for the parameters may have three alternatives, such as:

- Show
- Hide all
- Read only (All settings can be viewed but not modified by the handset user)

### 5.9.1 Show or Hide Missed Call Window

A missed call is by default indicated by a Missed call window. The window can be hidden and this is recommended if a user has, for example, both a handset and a mobile.

Example:

If configured in the PBX, an incoming call to the handset can either be answered using the handset or mobile. If the user answers the call using the mobile, the Missed call window is not displayed in the handset.

- 1 Select Settings > Answering.
- 2 In the Show missed calls popup drop-down list, select "No" to hide the Missed call window.

## 5.10 Set Action when Handset Placed in Charger

### 5.10.1 Action when not in Call

The handset can be configured to perform an action when it is placed in a charger. The selected action is only performed when no call is established. When the handset is removed from the charger, it returns to previous settings.

- 1 Select Connections > In Charger
- 2 In the In charger action drop-down list, select one of the following:
  - No action - no action is performed when handset is placed in charger
  - Switch off - the handset is switched off when placed in charger
  - Redirect - the handset redirects all calls when placed in charger. Note: The destination number must be programmed in the PBX to be able to redirect calls.
  - Sound off - the handset is silenced when placed in charger

## 5.11 Handset Locks

The PDM can be used to configure the following handset locks:

- Automatic keypad lock
- Phone lock.

### Configuring the Keypad Lock

Handsets can be configured with a keypad lock to minimize the risk of accidentally pressing keys or buttons while the handset is not in use. The key lock is applied after the handset has been out of use for a specified time defined by the "Automatic lock time" parameter.

The locking and unlocking characteristics of the keypad can be defined by configuring following parameters in the PDM and navigating to Settings > Locks:

- Automatic key lock. One of the following options may be configured:
  - "On": the keypad is automatically locked if it is not used for the specified interval.
  - "On, except calls": the keypad is automatically locked if it is not used for the specified lock time. If the user is on a call when the lock time elapses, the keypad remains unlocked until the user has completed the call.
  - "Off": the keypad is never automatically locked.
- Automatic lock time: specifies the time that elapses before the keypad is automatically locked. The shortest time that may be specified before the key lock is applied is 5 seconds and the longest time is 3 minutes.
- Automatic key unlock: the 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 automatic lock time expires.

### Configuring the Phone Lock

The handset can be protected for unauthorized use by activating the phone lock. If this function is activated a PIN code has to be entered at power on, or when the handset is removed from the charger.

The locking and unlocking characteristics of the handset can be defined by configuring following parameters in the PDM and navigating to Settings > Locks:

- Automatic phone lock: The parameter may be set accordingly:  
"On": the handset is automatically locked if not used for the specified automatic lock time.  
"On in charger": the handset locks immediately when placed in the charger. When removed from the charger and unlocked by the PIN, the handset remains unlocked  
"Off": The handset is never locked.
- Automatic lock time: specifies the time that elapses before the handset is automatically locked. The shortest time that may be specified before the phone lock is applied is 5 seconds and the longest time is 3 minutes.

## 5.12 Disable Homebase GAP Registration

When the feature is enabled, it is not possible to register to a home base.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Home\_Base\_Subscription.

The parameter is set to "Enable" to register a new base station. The default value is "Disable".

## 5.13 Require Encrypted Base Station

The handset can be configured to establish calls via encrypted base stations only. This is used to avoid snooping in the telephony network.

Requirements:

- The encryption is enabled in the base station. See corresponding manual for the base station.
- The base station software must be 3.1.x or later.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Encryption required.

When the parameter is set to "Yes", calls can only be established via encrypted base stations. The default value is "No".

## 5.14 Sound Settings for Calls

The ring volume and ring signal for calls can be set.

### 5.14.1 Set Ring Volume

- 1 Select Settings > Sound and Alerts.
- 2 In the *Ring Volume* drop-down list, select the ring volume to be used.

### 5.14.2 Set Ring Signal

- 1 Select Settings > Sound and Alerts.
- 2 In the call drop-down lists, select the ring signal to be used for the different calls.

## 5.15 Messaging Settings

The way incoming messages are indicated and displayed in handset can be configured. The parameters can be found at:

Settings > Sound and Alerts

- Vibrate alert  
Determines if the handset vibrates when receiving incoming calls and messages.
- Message alert  
Determines the message sound for incoming messages. A predefined melody can be selected (Message 1 - Message 7) or a beep code that represents a certain sound.
- Vibrator for call waiting  
Determines whether or not the handset vibrates when another call is received before the user has finished an ongoing call. If set to "Yes", the handset vibrates during the ongoing call.

NOTE: To enable the Vibrator for call waiting function the Vibrating alert parameter must be enabled, and both Switch call and Call waiting must be configured. For more information on how to configure Switch call and Call waiting, see 5.9 In Call Menu on page 37.

## 5.16 Protect Registration from User Deletion

The possibility of deleting a registration via the handset menu can be prevented by accessing the PDM or a template and setting the *Protected Flag* parameter:

- 1 Select Systems > System X > Registration Data
- 2 In the *Protected Flag* drop-down list, select one of the following:
  - False - The registration is unprotected.
  - True - The registration is protected from deletion.

## 5.17 Emergency Call Numbers

Up to five different phone numbers may be reserved for emergency calls. These numbers can always be called even when the phone or key locks are active.

NOTE: if emergency numbers of varying length are used, care must be taken to ensure that longer numbers do not begin with the same digits and ordering used by a shorter number. For example, if 124 and 1245 define two emergency numbers, the number 1245 cannot be used because 124 is always evaluated and called before the longer number can be entered. However, 5421 and 1256 would be allowed.

Emergency numbers are configured using the PDM and setting the value of the parameter:

Settings > Emergency Call Numbers

## 5.18 Audio Adjustment

Microphone gain and side tone can be configured to ensure optimal audio quality for each working environment.

The following parameters can be found at:

Audio > Normal

- Normal side tone adjustment - Determines how much of the speakers voice that is fed back to the speaker.

The parameter affects the "normal" mode, i.e. neither wired headset, Bluetooth headset nor the handsfree/loudspeaking mode.

For configuration of headset audio see, [5.19 Headset Configuration](#) on page 20.

NOTE: Changing this parameter may result in lower sound quality and high sound level. Evaluate carefully before applying.

## 5.19 Headset Configuration

A headset is recommended if you frequently use the handset and/or want to have both hands free. The headset comes in two versions; microphone integrated in the cable, and microphone on a boom.

To achieve optimal audio quality with the different headset types, it is recommended to set the corresponding headset profile.

The default setting is Mic on a boom, which means that the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed as follows:

- 1 Connections > Headset
- 2 In the Headset type drop-down list, select the corresponding headset to be used.  
If User headset profile is selected, continue with [5.19.1 User Headset Profile](#).

### 5.19.1 User Headset Profile

If the preconfigured headset profiles does not match the headset or the audio performance is inadequate, a headset profile can be configured.

- 1 Select Connections > Headset > User headset profile.
- 2 In the Name of user headset profile field, enter an appropriate name. The name is visible and available for selection from the handset menu.
- 3 In the Headset mic adjustment drop-down list, select the microphone gain to be used.
- 4 In the Headset speaker adjustment drop-down list, select the speaker gain to be used.

NOTE: Changing these parameters may result in a very high sound level which can cause hearing damage. In addition, these parameters may result in lower sound quality such as noise and echo. If the audio problems occur, it is noticeable for the person listening on the conversation. Evaluate carefully before applying.

## 5.20 Owner Identification in the Idle Display

Owner identification in standby mode can be added to the handset. In a template or Number in PDM, the parameter is found at:

Settings > Owner ID

Tip: The Owner ID can also be configured via the handset menu. See the handset's User Manual.

## 5.21 Screen Saver

The handset screen saver can be configured to display information or turn off the backlight so that no information is shown. To configure the screen saver:

- 1 In the PDM/Device Manager, select Device > Settings.
- 2 In the Screen saver drop-down list, select one of the following:
  - Information: Dims the backlight but keeps sufficient light to display time and status information, such as message indications.
  - Black: The screen goes black and the backlight is turned off.
  - Black also in call: The screen goes black and the backlight is turned off, as for the "Black" option. In addition, the backlight is turned off when the handset is in call. This helps extend battery life especially when the user is on an extended call.

## 5.22 Profiles

A customized profile can be created for incoming calls, message alerts, vibrating alerts, key sound etc. This can be useful when there are many users sharing the same handset with each one requiring a different sound profile. The profile can also be used for temporarily settings, for example while in a meeting, incoming calls should be silent.

- 1 Select USer Profiles > User Profile X (where X represents 1 - 4).
- 2 In the Name text field, enter the name of the profile.  
The name is visible in the handset and is also an option that can be selected from Profiles > Active Profile.
- 3 Select the settings to be edited. For example Sound and alerts.
- 4 If wanted, select the profile to be activated in the handset by selecting Profiles > Active Profile.

NOTE: Profiles can also be configured via the handset menu. See the handset User Manual.

## 5.23 Shortcuts

One click access to predefined functions can be configured for the Soft keys, Hot keys, Navigation keys and Multifunction button. For example , the soft key can be defined to make a call or defined to make a call by selecting the *Phone call* function. When configuring the *Phone call* function, the following values can be entered: Digits 0-9, #, \*, P – pause, H – hook.

Shortcuts are configured via parameters in the "Shortcuts" folder.

NOTE: When programming Soft keys both name and function must be set.

Tip: Shortcuts can also be configured via the handset menu. See the handset's User Manual.

## 5.24 Import Contacts

A local phonebook of contacts can be created that is centrally managed and uploaded to the handset from PDM.

### 5.24.1 Create a Local Phonebook File

The local phonebook file is created by using an Excel file available from the handset supplier.

### 5.24.2 Upload a Local Phonebook File

NOTE: When uploading a local phonebook file, the local phonebook entries in the handset are replaced by the entries in the file.

- 1 In the PDM, go to the Numbers tab and select handset(s).
- 2 In the Number menu, select Import contacts > From File.
- 3 Select the file to be imported and click "Open".

## 5.25 Name Presentation

The name of the caller is displayed in the handset when the phone is ringing and when in call. The PBX usually sends information about the caller to the handset. If no such information is received, CLIP or CNIP can be used as described in the next section. Where no information is provided by the PBX and neither CLIP nor CNIP are provided, an "Unknown" message is displayed in the handset.

### 5.25.1 Name Resolution Priorities

How the caller's name and other information such as the caller's number is presented in the handset display depends on how the PBX sends calling party information to the handset. The PBX may or may not be set to pass display management text. The handset always looks for this information according to the following priorities:

- 1 If the PBX sends display management text then this is used before any other source of caller identification such as CLIP, the local phone book, or CNIP. The handset displays the display management text as it is.
- 2 If the PBX is not configured to send display management text, but is configured to send CLIP, CLIP is used to look up and resolve the calling party name from the local phonebook. The handset can then display the name.
- 3 If no entry is found in the local phonebook and the PBX is configured to send the calling party name in CNIP, the name is taken directly from CNIP. The handset can then display the name.
- 4 If the PBX is configured only for CLIP and no name resolution was possible because the local phonebook had no entry corresponding to the calling party number, only the calling party extension number can be displayed in the handset.

NOTE: Caller name or number received as display management text will not be stored in the Call list and cannot be used for local phone book queries. Only information received as CLIP or CNIP can be used for these functions.

### 5.25.2 Display Management Parameter

If information about a caller exists in the local phonebook, a display management parameter can be configured to show this information in addition to the information provided by the

display manager. The additional information is displayed as additional lines of text in the handset display. The parameter is accessed through the PDM/Device Manager by selecting:

Systems > System X > Display Management and Local Phonebook Name

The parameter can be set to one of the following values:

- Normal: The handset shows only the display management text.
- Add name internal and external call: Additional detail about the caller is displayed if there is information about the caller in the local phonebook. If there is no entry for the caller in the phonebook, only the display management text is displayed. This option applies when both internal and external calls are received.
- Add name external call: Displays additional caller detail as described above, but only when external calls are received.

## 6. Administration

### 6.1 Admin Menu Tree

The handset has a hidden menu for system administrators. The Admin menu contains:

- Software and hardware information, IPEI/IPDI, and User ID
- DECT link and system information
- Centralized Management status
- Site survey tool
- Fault logging
- Enhanced system menu with ability to alter protection
- Factory reset option

#### 6.1.1 Activating the Admin Menu

To activate the Admin Menu:

- 1 From the handset menu, select "Calls".
- 2 Select "Call time" from the Calls menu
- 3 While the Call time screen is displayed, press the following sequence from the navigation and \* keys:

> \* < < \* <

The Admin menu is displayed.

[Figure 2](#) on page 25 shows the Admin menu tree for the DECT handset.

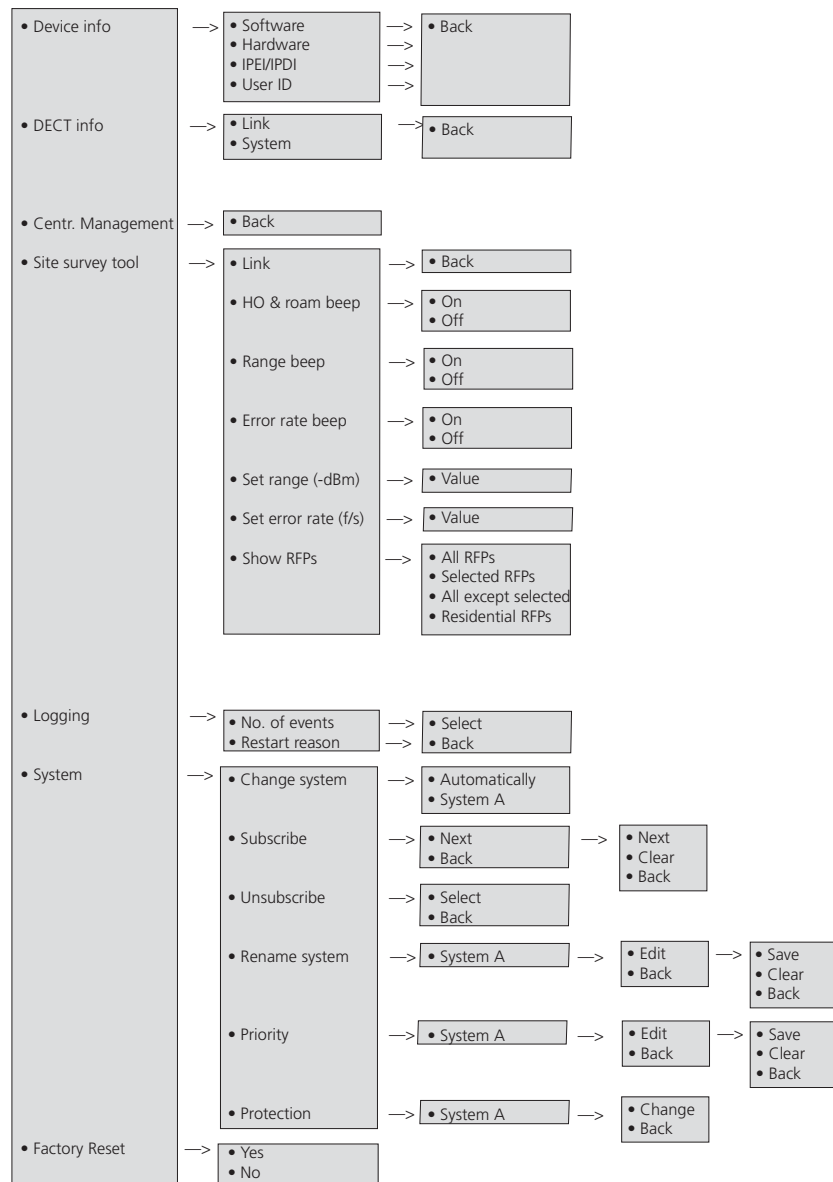


Figure 2. Admin Menu in the Handset.

Other menus are described in the handset's User Manual.

## 6.2 Quick Access to the handset's Device Information

For quick access to device information, short codes can be used from the idle menu. To display this information, enter the following codes in the handset.

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

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

## 6.3 LED indications

The following table shows the LED indications that are used for 5604.

| LED indication                               | Description                           |
|----------------------------------------------|---------------------------------------|
| None                                         | Switched off.                         |
| Green, fixed                                 | Handset fully charged and in charger. |
| Green, flashing                              | Switched on, but not in charger.      |
| Orange, fixed                                | Charging.                             |
| Orange, flashing (1 000 ms on, 1 000 ms off) | Software download.                    |
| Red, fixed                                   | Software error. Service needed.       |

## 7. Troubleshooting

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

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

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

### 7.1 Fault Symptoms

If any of the following Fault Symptoms occur, follow the instructions below.

| <b>Fault</b>            | <b>Probable cause</b>                                                      | <b>Action or comment</b>                                                                                                                |
|-------------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| The display stays dark  | Low battery level or faulty handset.                                       | Charge the battery. If the handset does not work after charging, contact the system administrator.                                      |
| There is no ring signal | The handset is muted, the ring volume is set to silent, or faulty handset. | Press and hold the Sound off key/Mute key, or increase volume (Settings > Sound & Alerts > Volume) or contact the system administrator. |

### 7.2 Display Information

The following error messages can be shown in the handset display:

| <b>Display shows</b>                                                                                                                                                        | <b>Probable cause</b>                              | <b>Action or comment</b>                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No access                                                                                                                                                                   | The handset is in range, but has no access rights. | Switch off the handset and then switch it on again. If this does not work, contact the system administrator.                                                                                                                                                             |
| No System.<br>The handset beeps once a minute with a low tone followed by a high tone (during max 30 minutes). If the vibrator is enabled, it vibrates after the last beep. | The handset is out of coverage, or faulty handset. | The beeps can be stopped with the mute button. Then go into range.<br>Note: When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. If this does not work, contact the system administrator. |
| SERVICE NEEDED<br>Parameters corrupt                                                                                                                                        | Faulty handset.                                    | Select the reset option on the middle soft key. If this is not available or the problem persists send the handset for service.                                                                                                                                           |

Note: This display message is only shown in English.

|                                                      |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SERVICE NEEDED<br>Invalid IPDI                       | Easy replacement procedure not followed correctly or failure during easy replacement procedure.                                                                                                                                                                                                                                   | Send the handset for service.                                                                                                                                                                                                                                                      |
| Note: This display message is only shown in English. |                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                    |
| Enter PIN code                                       | Phone lock is activated.                                                                                                                                                                                                                                                                                                          | Enter the required PIN code. If the PIN code has been lost, enter a new PIN code via the PDM or do a factory reset via the PDM.                                                                                                                                                    |
| Battery low, charge now                              | The battery level is low.                                                                                                                                                                                                                                                                                                         | Charge the handset, or replace or charge the battery.                                                                                                                                                                                                                              |
| Phonebook is not available at the moment.            | The phonebook is not activated or does not respond.                                                                                                                                                                                                                                                                               | Try again later or if the fault persists do a factory reset via the admin menu or via the PDM.<br>Note that it may take several minutes for the phonebook to be available if there are many entries in Contacts and/or company phonebook.                                          |
| Voice mail number not defined                        | There is no Voice mail number defined in the handset.                                                                                                                                                                                                                                                                             | Define a Voice mail number via the PDM.                                                                                                                                                                                                                                            |
| Could not encrypt connection                         | The parameter "Encryption Required" is enabled in the handset in combination with;<br>1) Unencrypted base station(s); and/or,<br>2) Unsupported base station(s).                                                                                                                                                                  | 1) Disable the "Encryption Required" parameter in handset; and/or,<br>2) Enable the encryption in the base station(s); and/or,<br><br>Note: If base station(s) is used, the software version must be 3.1.x or greater.<br><br>3) Use supported base station(s). Ask your supplier. |
| Not allowed                                          | 1) The user cannot login to the handset with the shared phone functionality enabled, due to another handset currently using the same extension (User).<br>2) The user cannot logout from the handset with the shared phone functionality enabled, due to incorrect password (AC code).<br>3) The extension (User) does not exist. | 1) Logout from the handset that uses the same extension.<br><br>2) Enter #11*<AC code># on the keypad and press the off-hook key to logout from the shared phone.<br><br>3) Make sure that you entered correct extension. If needed, contact the system administrator.             |

4) The password is not correct.

4) Make sure that you have entered correct password. Ask the system administrator if you have forgot the password.

## **8. Related Documents**

|                                                                                      |            |
|--------------------------------------------------------------------------------------|------------|
| Data Sheet, Advanced DECT Handset                                                    | TD 92889EN |
| User Manual, Advanced DECT Handset                                                   | TD 92865EN |
| Quick Reference Guide, Advanced DECT Handset                                         | TD 92887EN |
| Installation and Operation Manual,<br>Portable Device Manager (PDM), Windows Version | TD 92881EN |

## 9. Document History

### 0.1 Customize the Default Handset Beeps

| Version | Date              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A       | 21 June 2012      | First release of document                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| PB1     | 16 October 2012   | Added:<br><a href="#">5.2.1 Wildcard Characters in Voice Mail Number</a> on page 12<br><a href="#">5.4.3 Remove Company Phonebook Entries</a> on page 12<br><a href="#">5.9.1 Show or Hide Missed Call Window</a> on page 16<br><a href="#">5.15 Messaging Settings</a> on page 19<br>Improved section <a href="#">5.6 In Call Menu</a> on page 13.                                                                                                                                                                                                                                                                                                                                                                             |
| PC1     | 30 September 2013 | The section <a href="#">5.17 Emergency Call Numbers</a> on page 19 updated to reflect five emergency call numbers.<br>Added section <a href="#">5.21 Screen Saver</a> on page 21 to describe screen saver configuration.<br>Previously selectable 'In Call' functions have now become default functions in section <a href="#">5.6 In Call Menu</a> on page 13.<br>"On except calls" option is added to <a href="#">5.11 Handset Locks</a> on page 17 ()<br>'Transfer to New Call' described as a configurable parameter in <a href="#">5.6 In Call Menu</a> on page 13.<br>Added handset messaging capacity in <a href="#">Appendix A</a><br>Enhanced beep code and beep code mappings added in <a href="#">Appendix A</a> . ( |
| D       | 30 April 2015     | Updated:<br>Added a Note in <a href="#">5.15 Messaging Settings</a> on page 19 explaining what settings need to be done to enable the Vibrator for call waiting function.<br>Added cases to "Not allowed" in the <a href="#">7. Troubleshooting</a> on page 27 list.<br>Added:<br><a href="#">5.25 Name Presentation</a> on page 22.                                                                                                                                                                                                                                                                                                                                                                                            |

## Appendix A: Handset Message Handling Capacity

The handset has a received message capacity for the different types of messages described in the following table. The indicated capacities are based on typical message type lengths. If handsets regularly receive longer messages, the resulting indicated capacities must be reduced. However, if the regular message volume consists of shorter messages, the capacities will probably be greater than those indicated.

| Message Type                                                                     | Messages received per minute | Additional information                                                        |
|----------------------------------------------------------------------------------|------------------------------|-------------------------------------------------------------------------------|
| Basic SMS                                                                        | 50                           | SMS based on an average message content of 50 bytes and a header of 21 bytes. |
| Mobile Monitoring Gateway (MMG): Interactive Messaging (IM) with Waveform images | 22                           | Based on an average IM and Waveform URL length totalling about 450 bytes.     |
| MMG: IM without Waveform images                                                  | 22                           | Based on an IM length of about 400 bytes.                                     |