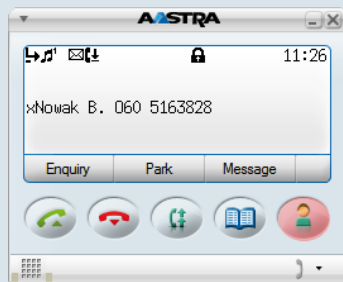




Aastra Communications Systems

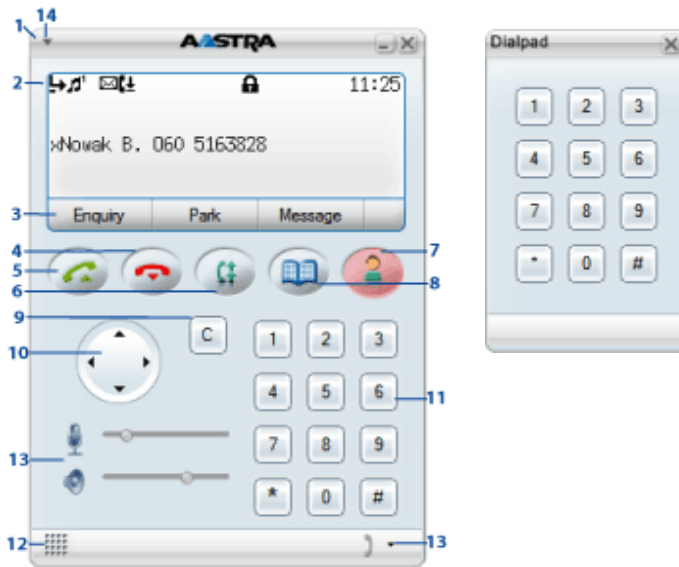
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Aastra 2380ip User's Guide



Operating and Display Elements

The Aastra 2380ip is an independent softphone that provides all functionalities of an advanced corded telephone. It can be used everywhere you have a functioning VoIP infrastructure at your disposal. When you have installed the Aastra 2380ip on your laptop you always have your own telephone with all personal settings available regardless of your location.



■ Telephony and dial pad operating elements

1 Telephony window

2 Display with row of symbols

Status display with symbols, current displays on telephone traffic

3 Foxkeys



4 End key

- Ends a call.
- Exits input without saving and goes back to the idle state.



5 Call key

Set up / answer a call.



6 Journal key

Opens redial list.



7 Absence key with LED

Preconfigured as call forwarding. The Absence key can be configured as a function key or digit key.



8 Phone book key

Opens phone books.



9 Correction key

Deletes the last character or goes back one step in the menu.



10 Navigation key

- Upward: Opens *Activated features* (or scrolling mouse wheel upwards).
- To the right: *Opens the menu*.
- Downward: Opens *Settings* (or scrolling mouse wheel downwards).
- General: Scrolls forwards/backwards in the menu, navigates lists.



11 Dial pad

Enters digits.




12 Compact or full mode

Toggle compact or full mode.



13 Audio control

Adjust the audio volume for microphone and loudspeaker. Deactivated microphone is displayed with .

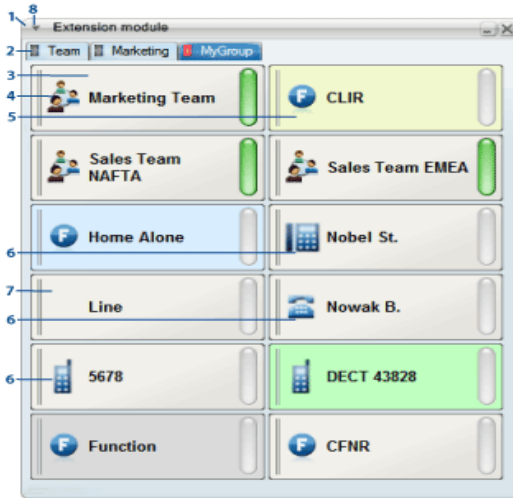


14 Context menu

Opens the context menu.



Expansion module operating elements



1 Expansion module

Open expansion module via context menu - *Expansion module*.

2 Levels with LED display.

Red LED indicates which of the 3 levels is activated.



3 Configurable key

Team, function, number or line key



4 Team key



5 Function key



6 Number key (business, private or mobile number)



7 Line key



8 Context menu

Opens the context menu.



■ Display symbols



Detailed information available



Other Foxkeys available (Foxkey)



Search mode



Function activated



Entries on the call list



New text messages



Forwarding activated



Call Forwarding on No Reply activated



New Voice Mail



Voice Mail retrieved



Call parked



Retrieve parked call (Foxkey)



Activate discreet ringing



Telephone locked

■ Display symbols Expansion Module



Business number



Private number



Mobile number



Function key



Team key



Line key



Connected (internal)



Connected (externally) or activated function

■ Safety Information

Failure to observe this information can be hazardous and infringe existing laws.

■ User information

This User's guide is an integral part of your softphone. An online version of this documentation is also available to you. You will find the latest version and other documents at

<http://www.aastra.com/docfinder>.

More information on your terminal can be found in the documentation or your dealer's homepage. It is your responsibility to inform yourself about the scope of functions, operation and proper use of your equipment.

- Check whether you have all the user information available on your softphone, whether it conforms to your softphone's version and whether it is up to date.
- Read through the user information carefully before putting your softphone into operation.
- This User's Guide is also available in online-friendly HTML format in the application. Press the F1 key if needed.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the softphone.

■ New^[c]

Your system administrator can set up several terminals for you that hold all the same phone number. If you are busy on one of these terminals, you are busy for all further incoming calls. But you are able to make further outgoing calls on the other terminals.

■ Intended Purpose

This softphone is part of the Ascotel® IntelliGate® communication system and is intended to be operated on that system.

The software can only be launched if a PBX system, configured accordingly, is detected.

Ascotel® IntelliGate® is an open, modular and comprehensive communication system that comprises the IP-PBX (referred to in the end-user information as "the system"), a vast number of expansion cards and modules, and a complete series of system terminals including IP system terminals. The system and all its component parts were designed to cover in full all the telecommunication requirements of companies and organisations with a single user-friendly solution. The individual components of the overall system are fully compatible and must not be used for other purposes or replaced by third-party components (except when connecting other authorized networks, applications and terminals to the interfaces provided specifically for that purpose).

■ System and software-related functions

Some systems or system versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets. The Chapter "[System and Software-Related Functions](#)", page 62 indicates which system versions support the relevant features.

■ Scope of functions

Besides the wide variety of additional functions in its capacity as softphone, the scope of functions of Aastra 2380ip basically corresponds to that of a system terminal.

■ Availability

The availability of the softphone depends on a functioning PC with power supply, and the availability of the data network and the communication system. If the softphone is not available, calls are routed to a substitute destination set up by the system administrator.

■ Additional equipment

The Aastra 2380ip has been tried and tested with a series of corded and cordless media devices (including Bluetooth® equipment). Only use media devices expressly recommended by the manufacturer.

■ Disclaimer

This product was manufactured in accordance with ISO 9001 quality guidelines.

This product and the user information belonging to it have been produced with the utmost care. The product's functions have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded.

The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour on the part of a product. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

■ Trademarks

Ascotel® and IntelliGate® are registered trademarks of Aastra Technologies Limited. All other trademarks are trademarks of the respective proprietors.

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Aastra 2380ip

The following sections explain the necessary steps you need to take to comfortably integrate Aastra 2380ip in your everyday business life.

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<i>Setting up Aastra 2380ip</i>	<i>12</i>

Trial Licence and Installation Requirements

You can download and test the Aastra 2380ip for a limited period of 30 days. During this time you can use and the softphone without limitation. At the end of the trial period ask your system administrator to install the required licences to continue to use the softphone.

To install Aastra 2380ip, you have to have local administrator rights.


The computers on which the Aastra 2380ip is to be operated must be equipped with one or more media devices (e.g. a headset).

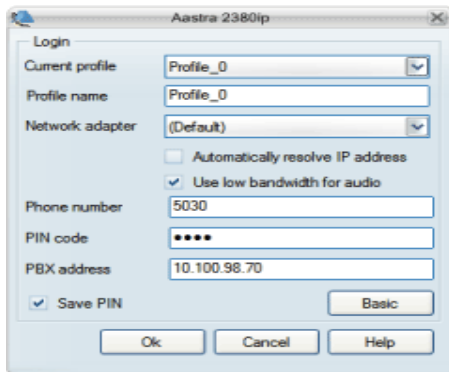
To install the Aastra 2380ip make sure your system meets with the following requirements. Please contact your system administrator if you have any further questions.

System	Windows 2000	Windows XP	Windows Vista
CPU	Pentium III, 600 Mhz	Pentium III, 600 Mhz	Pentium III, 1GHz
RAM	256 MB	256 MB	512 MB
Audio	Soundcard	Soundcard	HD Soundcard
Disc	~50 MB + .NET Framework	~50 MB + .NET Framework	~50 MB + .NET Framework
LAN	10/100	10/100	10/100


The Aastra 2380ip is uninstalled using *Control Panel \ Software* in the Windows Operating System.

Starting Aastra 2380ip

Aastra 2380ip is installed by your system administrator so that it starts automatically whenever you start your PC. You can also start Aastra 2380ip manually by double-clicking the program icon  on your Desktop. Contact your system administrator for more information.



Starting Aastra 2380ip for the first time (if not yet set up by your system administrator):

Double-click .

⇒ The Aastra 2380ip login window opens.

Enter your *Phone number*, your *PIN code* and the *PBX address*, select the *Network adapter* and confirm with *Ok*.

If you tick *Use low bandwidth for audio*, the audio data is more reduced during transfer and the bandwidth needed for the transfer lessened.

Click *Save PIN* if you do not want to enter your PIN when you start the application in future.


⇒ Aastra 2380ip ist connected.

Starting Aastra 2380ip automatically:

In the *Settings - General* window tick *Run application when Windows starts*.

⇒ Aastra 2380ip starts with Windows. The phone window appears automatically.

Starting Aastra 2380ip manually:


Double-click  and enter your PIN.

⇒ Aastra 2380ip starts. The phone window appears automatically.




Setting up Aastra 2380ip

■ Settings - General

After startup of the application the configuration can be executed via the settings menu. Right-click to open the context menu of the Aastra 2380ip symbol  in the info area of the taskbar and or right-click to open the context menu of the phone window and select *Settings*. Click *Apply* to confirm the modifications.

Select the *user interface options* as follows:

- *Splashscreen*: When starting the application, a short information display appears.
- *Exit confirmation dialog*: Confirm that you really want to exit Aastra 2380ip.
- *Display tooltips*: You obtain tooltips for certain keys.
- *Show in system tray on close*: If you exit the Aastra 2380ip using , the application is not completely closed but minimised in the info area of the taskbar.
- *Run application when Windows starts*: When starting your PC the Aastra 2380ip is automatically started.
- *Application on telephony events*: In case of telephony events, the Aastra 2380ip is displayed in front.
- *Minimise application on startup*: The Aastra 2380ip is automatically minimised in the taskbar.



Open the context menu in the phone window and select *Settings*.

Select the *General* tab. Select the settings you want and click *Apply* to confirm.

■ Settings - Audio

Your system administrator has fitted your PC containing the Aastra 2380ip with a media device. This could be a handset, a headset or a Bluetooth® device. Depending on the device, the operation of your Aastra 2380ip may differ slightly from these instructions. Ask your system administrator to explain the correct operation in each case.

Select your input and output device and the corresponding settings. In most cases, your system administrator will have already made these settings for the devices you use.

- *Automatic Gain Control*: Your voice on the microphone is automatically amplified if you are speaking quietly or the microphone is further away.
- *Automatic Echo Cancellation*: Switch on, when your call parties can hear the echo of their own voice.
- *Noise reduction*: Reduces the noise levels.
- *Passband filter*: Only audio signals of a certain area are able to pass, audio signals outside this area (high, deep) are attenuated.
- *Voice Activity Detection*: When switched on, no data is sent over the network when the microphone receives no sound. Without Voice Activity Detection data is continuously sent, even

when a person is not speaking.

- **Direct sound:** When switched on, the application can directly use the audio hardware of the system, thus accelerating the speed and reducing the amount of computer power needed to process the sound data.



Open the context menu in the phone window and select *Settings*.

Select the *Audio* tab. Select the settings you want and click *Apply* to confirm.

■ Settings – Output device

Calls can ring on the internal PC speaker, the media device or another connected speaker (external speaker).

Enter here the path for your personal ringtone file.



Open the context menu in the phone window and select *Settings*.

Select the *Output device* tab. Select the settings you want and click *Apply* to confirm.

■ Settings – Login profiles

Your connection data for the PBX, your phone number and PIN, which your office administrator has already set up, are stored here (see chapter "[Starting Aastra 2380ip](#)", page 11).

If you always use the softphone in the same location, leave the settings as they are. If you also use the softphone outside the company LAN, you can specify up to 5 login profiles with corresponding name and addresses. After startup of the Aastra 2380ip select the relevant profile to be reachable wherever you are. Contact your system administrator for more information.



Open the context menu in the phone window and select *Settings*.

Select the *Login profiles* tab. Select the settings you want and click *Apply* to confirm.

■ Settings - Hotkeys

You can specify a hotkey for three functions between F1-F11.

Example: Highlight a phone number, *Copy/Paste* it automatically with e.g. F5 into the telephony window and start the call with e.g. F6 (*Call key*); end the call conveniently with e.g. F11 (*End key*).

Under *Paste options* tick *Identify external numbers* and then determine the *Min. external number length* as well as the *External dialling prefix* that specifies the external number.



Open the context menu in the phone window and select *Settings*.

Select the *Hotkeys* tab. Select the settings you want and click *Apply* to confirm.

■ Operation

General: To scroll in the menus, use the application's foxkeys, your PC keyboard or your mouse. Select an entry by double-clicking or using the Enter key.

Expansion module: To use the configurable keys of the expansion module, open the context menu of the phone window and select *expansion module*.

■ Help

Should you have further questions - the Aastra 2380ip help offers you advice and assistance. The language setting of the help depends of the language setting of the application, which depends on the language setting of the operating system.

Choice available to call the help:



To call the help:

Right-click to open the context menu in the info area of the taskbar and select *Help*.

⇒ The *Help* window opens.

To call the help in the menu:

Press the F1 key if needed.

⇒ The *Help* window opens.

Dialling and Phoning

The following sections explain how to make phone calls simply and the functions your phone offers you whenever you receive a call.

<i>Answering Calls</i>	16
<i>Making calls</i>	16

Answering Calls

This section explains the procedure for answering a call.

■ Answering a Call

Your softphone rings, and the phone window appears in the foreground. To answer the call, proceed as follows.



Press the Call key or use a hotkey you have specified (see Chapter "[Settings - Hotkeys](#)", page 14).

Or:

With specific headsets you can answer calls with electronic hook switch directly on the headset. For more information refer to your headset's operating instructions.

■ Ending a Call

You want to end the call.

After the call the call duration is indicated. Call charges are also displayed after any external call which you initiated, provided your provider supports this function.



Press the End key or use a hotkey you have specified (see Chapter "[Settings - Hotkeys](#)", page 14).


Making calls

This section explains the different ways you can make a call with your phone.

■ Dialling with the Phone Number

You want to call someone and key in that person's phone number.

Open the phone window of your softphone. You can make, answer or process calls here. Enter a phone number directly or using the dial pad (open full mode or context menu - *Dial pad*).

For the system (PBX, OIP, Microsoft Outlook, TwiXtel) to identify an external number it is recommended to enter the number in canonical format (+Country Code (Region Code) Phone Number). Press the  key to insert +. You can enter the phone number in one of the following formats^[c]:

- 0-004132655xxxx
- 004132655xxxx
- 9-004132655xxxx
- +41 (32) 655xxxx



Enter a phone number in call preparation.

Press the **+** key to enter +^[c].

You can use the Correction key to delete any incorrect character.

Press the Enter key on your PC keyboard, Call key or use a hotkey you have specified (see Chapter "[Settings - Hotkeys](#)", page 14).

⇒ The enquiry call party is called.



Or:

With specific headsets you can answer calls with electronic hook switch directly on the headset. For more information refer to your headset's operating instructions.

■ Dialling with Redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.



Press the Redial key.

⇒ Redial list is displayed.



Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.



Press the Call key.

⇒ The phone number displayed is dialled.

Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

<i>Making and answering calls</i>	19
<i>Using functions while in a call</i>	26
<i>Organising absences from the desk</i>	29
<i>Functions for special situations</i>	34
<i>Setting functions by remote control</i>	42
<i>Organisation Within the Team</i>	43
<i>Line Keys</i>	44

Making and answering calls

This section explains some convenient features provided by your phone for making a call.

■ Dialling by Name

You want to make a call by entering a name.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

For dialling by name, enter the corresponding letters in the telephony window until the user you want or a list is displayed.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

Note:

The response time may vary greatly depending on the size and the number of phone books connected.



Enter the first few letters of the name you want until the user or a list appears. Select the phone number you want^[C].



Press the Call key.
⇒ The phone number displayed is dialled.

■ Dialling from the phone book

You want to search directly in one of the connected phone books.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

To find out to create a new contact in your private phone book, refer to the Chapter "[Creating a New Phone Book Entry](#)", page 51.



Press the phone book key.

Search entry



Scroll to *Search entry* and press the *Select* Foxkey.
If required, enter the first few letters of the name you are looking for (first name and surname separated by a space) until the user or a list is displayed.



Scroll through the list until the user you want is displayed. Select the phone number you want^[C].

Press the Call key.

⇒ The phone number displayed is dialled.

Notes:

- The search function is not affected by upper/lower case and special characters.
- If the phone is unable to find a matching user, *List empty* will appear on the display.



■ Dialling from external phone books

If you select *Advanced search*, you can search directly in the connected external phone books. This function is not available if no external phone book is connected.

The surname, first name and town each have to be separated by a space, for example "no s so" for Noble Stephen in Solothurn. Ask your system administrator whether you should start with the surname or the first name.



Press the phone book key.

Advanced search



Scroll to *Advanced search* and press the *Select* Foxkey.

Enter the first few letters of the name you want (first and last name separated by a space).

If required, enter the first few letters of the town's name (name and town name separated by a space) until the user or a list is displayed.



Scroll through the list until the user you want is displayed.

Press the Call key.

⇒ The phone number displayed is dialled.

Notes:

- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.



■ Dialling from the Call List of Unanswered Calls

You want to call someone who has previously tried to reach you.

Your phone automatically stores the phone number of this user in a call list and the display reads *Missed calls*. You can now call the person back using this call list.

The call list of unanswered calls contains a maximum of 10 entries.



Show

Calling a user back:

Press Foxkey *Show*.

⇒ The display shows a list of the last unanswered calls.



Scroll through the list until the user you want is displayed.



Press the Call key.


⇒ The phone number displayed is dialled. Once the call has been successfully connected, the entry is deleted from the call list.



End

Clearing the "Missed calls" display:

Press Foxkey *End*.

⇒ Deletes the display. The entry remains stored in the list of the last unanswered calls,  is displayed.

Note:

The call list of the unanswered calls can also be accessed via the menu (*Menu* > *Call lists* > *Unanswered*).

■ Dialling from the Call List of Answered Calls

You want to call back someone whose call you answered.

Your phone automatically stored the person's phone number on the list of answered calls. You can now call the person back using this call list.

The list of answered calls contains a maximum of 10 entries.



Menu

Press Foxkey *Menu*.



Call lists

Scroll to *Call lists* and press the *Select* Foxkey.

Answered calls



Scroll to the *Answered calls* call list and press the *Ok* Foxkey.

⇒ The display shows the list of the last calls.



Scroll through the list until the user you want is displayed.



Press the Call key.

⇒ The phone number displayed is dialled.

■ Dialling with Redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.



Press the Redial key.
⇒ Redial list is displayed.



Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.



Press the Call key.
⇒ The phone number displayed is dialled.

■ Dialling with a Configurable Key on expansion module

You want to call someone whose phone number is stored under a configurable key of the expansion module.

You can dial the person by double-clicking the corresponding key.

To find out how to configure a configurable key, refer to the Chapter "[Configuring Keys](#)", page 53.



Open expansion module via context menu - *Expansion module* and double-click required key.
⇒ The key's allocated function is shown on the display of the phone window.



Press the Call key.
⇒ The phone number displayed is dialled.

■ Requesting a Callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

You called someone and hear the busy tone or the ring-back tone.

Callback



To activate a callback request:

Press Foxkey *Callback*.



End



Press the End key.

⇒ The display shows *Call expected*.

Back to the idle state:

Press Foxkey *End*.

⇒ Callback remains activated.

Note:

The call back is stored in *Menu > Activated features* as long as it was not answered or cancelled by the system.

Deactivate



Reset callback:

Press Foxkey *Deactivate*.

⇒ Callback is deactivated.

Note:

You can only have 1 call back activated at a time and only 1 call back can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

■ To answer the callback request

Someone has asked you to call back. You can tell this from the lit attention LED in the idle state. The display reads *Call back requested*.

Call



To answer the callback request:

Press Foxkey *Call*.

⇒ The phone number is dialled.

Delete



Clear call back:

Press the *Delete* Foxkey.

⇒ Callback is deleted.

Note:

The call back can be changed via *Menu > Activated features > Foxkey Delete* or *Answer* as long as it was not answered or cancelled by the system.

■ Call Waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The person can either answer or reject your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the Chapter "Do not disturb/Call waiting/Intrusion/Announcement/Forward", page 50).

Ask your system administrator whether the Call waiting function is enabled on the system.

Call waiting**User is busy:**

Press Foxkey *Call waiting*.

- ⇒ You hear the dialling tone.

Note:

If the person rejects your call request or if call waiting is not possible, the call is, depending on the system's configuration, disconnected (busy tone) ^[a], ^[c] or forwarded to a preconfigured destination ^[c].

■ Answering Call Waiting

You are in a call and hear the call waiting tone. Someone is urgently trying to reach you.

You can either answer, deflect or reject the call.

Answer**Answering the call:**

Press Foxkey *Answer*.

- ⇒ 1. Your original call partner is put on hold. You are now connected with the party who initiated the call waiting.

Note:

For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "[Brokering between an Enquiry Call Party and Your Call Partner](#)", page 27 and "[Making a Conference Call](#)", page 27 respectively.

Deflect**Deflect call:**

Press Foxkey *Deflect*.

<Phone number>



Enter the user's phone number and confirm with the *Ok* Foxkey.

- ⇒ Call-waiting party is put through.

Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Reject**Rejecting the call:**

Press Foxkey *Reject* or End key.

- ⇒ You remain connected with your first call partner. Depending on the system configuration the call-waiting party hears the busy tone ^[a], ^[c] or he is forwarded to a preconfigured destination ^[c].

End call**Ending a current call:**



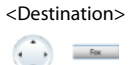
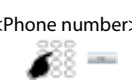
Press Foxkey *End call*.

- ⇒ 1. The first call is terminated. You are now connected with the party who initiated the call waiting.

■ Starting an Announcement

You want to address internal users directly via their loudspeaker – where available – , without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the Chapter "[Do not disturb/Call waiting/Intrusion/Announcement/Forward](#)", page 50).

	Press the Call key.
	Press Foxkey <i>Announcement</i> .
	Select destination (<i>User</i> or <i>Group</i>) and confirm <i>Ok</i> with the Foxkey.
	Enter the phone number and confirm with the <i>Ok</i> Foxkey. ⇨ User is made aware of the announcement by an acoustic signal. The display reads <i>Announcement: You can now talk</i> .



Note:
 You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Or:
 Press *Menu > Call features > Announcement > User/Group* to start the announcement.

■ Receiving an Announcement

After an attention tone you will be addressed via your loudspeaker.

You can listen to the announcement or stop it.

	To continue the announcement as a phone call: Press the Call key. ⇨ You are now connected to the person who initiated the announcement.
	To stop the announcement: Press the End key.

Note:
 If the announcement was started to a group, all the other recipients of the announcement are excluded.

■ Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you.

The call number dialled is not stored in the last-number redial list.



1. Enter #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.
⇒ The phone is now enabled. The external user is called.



Press the Call key.

Note:

The factory setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 48 or use */# procedure *47 (see "User's Guide */# Procedures"). If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

■ Enquiry Call During a Call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry call* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.

Enquiry call



You are making/taking a call:

Press Foxkey *Enquiry*.

- Enter the phone number of the enquiry call party.
⇒ Enquiry call party is called; 1st call partner is on hold.

Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.



End call**To end the enquiry call:**

Press End key or Foxkey *End call*.

⇒ You are now back through to your first call partner.

Notes:

- If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you press the Call key during the continuous ringing, you will be reconnected with your first call partner.
- If the other user does not answer, you can cancel the enquiry with Foxkey *End call* and take back the first call.

■ Brokering between an Enquiry Call Party and Your Call Partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

Brokering**Brokering:**

Press Foxkey *Brokering*.

⇒ Your call partner changes. The other call party is put on hold.

End call**To terminate the current connection:**

Press Foxkey *End call*.

⇒ Call party disconnected. Connected with the call party on hold.

■ Making a Conference Call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the conference function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Conference**To connect the call party on hold:**

Press Foxkey *Conference*.

⇒ The call party on hold is now included in the call.

Note:

Depending on the system's configuration you may hear an attention tone.

Leaving a conference call:

Press the End key.

⇒ The other conference parties remain in the call.



■ Transferring a Call Partner

You want to put your call partner through to someone else.

With the *Enquiry call* function you can connect your call partner with someone else. You can connect internal and external users with one another.

Enquiry call



Press Foxkey *Enquiry call*.

- ⇒ 1. Your original call partner is put on hold.

Enter the other party's phone number.

- ⇒ The other party is called.

Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Connecting with notification:

Wait until the person has answered the call. Announce the call party.



Connect



Press the End key or Foxkey *Connect*.

- ⇒ 1. Your call partner and the other person are now connected with each other.

Note:

If the other user does not answer, you can cancel the enquiry with Foxkey *End call* and take back the first call.

Connecting without notification:

Wait for the first ringing tone, then press the End key.

- ⇒ The other party is then called directly by your first call partner.



Note:

Recall: If the other party does not answer, the call comes back to your phone.

■ Parking a Call Partner

You want to put your call partner on hold without using a phone channel as a result.

You can park your call partner locally. A locally parked call partner can only be retrieved by the phone from which the function was initially carried out (applies only to communication systems prior I7.7). For communication systems beginning with I7.7^[C] the call partner can be taken at each phone assigned to you.

You can also allocate the Park function to a freely configurable key (see Chapter "[Configuring Keys](#)", page 53).

Park



Press the *Park* Foxkey.

- ⇒ Your call partner is now parked locally; **P** is displayed.



Press the End key.



To retrieve a parked call party:

Press Foxkey [P].

Notes:

- With Foxkey *End* the display returns to the idle state. As long as your call partner does not hang up, he remains parked. You can retrieve your parked call party using *Menu > Activated features > Foxkey [P]*.
- The */# procedure for central parking can be found in the "User's Guide */# Procedures".

Organising absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.

Note:

A forwarding applies to all connected terminals [c].

■ Organising absences using the Absence Key

You want to leave your desk and set up your phone for your absence.

Your phone has an Absence key. It is factory set as a call forwarding unconditional key. By simply pressing the Absence key you can activate a call forwarding unconditional.



Configure the Absence key:

Enter the phone number of the user to which the call is to be forwarded.



Press the Absence key.

⇒ Call Forwarding is activated; LED is lit.



To activate the last forwarded destination:

Press the Absence key.

⇒ Call Forwarding is activated; LED is lit.

Note:

You can configure the Absence key like any other configurable key (see Chapter "Configuring Keys", page 53).



When you are back at your desk:

Press the Absence key.

⇒ The call forwarding unconditional is deactivated. The phone reverts to the idle state.

■ Forwarding Calls (Call forwarding)

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. phone, Voice Mail, pager).

With Call Forwarding you can forward incoming calls directly to a different destination.

Menu



Press Foxkey *Menu*.

Forwarding



Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding



Scroll to *Call Forwarding* and confirm *Ok* with the Foxkey.

User



Scroll to *User* and confirm *Ok* with the Foxkey.
Enter the user's phone number and confirm with the *Ok* Foxkey.
⇒ Forwarding is activated.

Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If a call is to be forwarded only when you are already in a call, select *Call forwarding busy*.
- You can also forward to your *Voice Mail* (see Chapter "Forward to Voice Mail", page 31), to a *Message* (see Chapter "Forwarding to a message", page 32) or to a *Pager*.
- You can deactivate forwarding using *Menu > Activated features > Deactivate* Foxkey.
- You can also activate forwarding by remote control, see Chapter "Setting functions by remote control", page 42.

■ Forwarding a Call on No Reply (CFNR)

You want calls that you receive on your phone to be forwarded to another destination.

Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

Menu



Press Foxkey *Menu*.

Forwarding



Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding on No Reply



Scroll to *Call Forwarding on No Reply* and confirm *Ok* with the Foxkey.

User



Scroll to *User* and confirm *Ok* with the Foxkey.

Enter the phone number of the destination to which your calls are to be forwarded and confirm *Ok* with the Foxkey.

⇒ Forwarding is activated.

Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- You can also forward calls to your *Voice Mail* (see Chapter "[Forward to Voice Mail](#)", page 31) or to a *Pager*.
- You can deactivate forwarding using *Menu > Activated features > Deactivate* Foxkey.
- You can also activate forwarding by remote control, see Chapter "[Setting functions by remote control](#)", page 42.

■ Forward to Voice Mail

You cannot momentarily be reached on your phone. If you forward to your Voice Mail, a user can leave you a voice message.

You can use the global greeting or your own greeting (see Chapter "[Configuring Voice Mail](#)", page 53).

For more information on Voice Mail refer to the "Operating Instructions for the Voice Mail Systems Ascotel® IntelliGate®".

Menu



Press Foxkey *Menu*.

Forwarding



Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding



Scroll to *Call Forwarding* and confirm *Ok* with the Foxkey.

Voice Mail



Scroll to *Voice Mail* and confirm *Ok* with the Foxkey.

⇒ Forwarding is activated.

Notes:

- You can specify whether your Voice Mail should answer directly (*Call Forwarding*) or with a delay (*Call Forwarding on No Reply*), or only if you are already on the phone (*Call Forwarding Busy*).
- You can deactivate forwarding using *Menu > Activated features > Deactivate* Foxkey.
- A new Voice Mail message is signalled with a text message on the display and a lit indicator LED in the idle state.

■ Forwarding to a message

You cannot be reached on your phone. You want any internal user who calls you to get a text message. The subscriber hears the busy tone and obtains a text message on his display.

Requirement: The internal user must have a phone capable of receiving text messages. Users whose phone cannot receive text messages are put through to your phone or rerouted to a destination predefined within the system.

You can use one of the text messages stored in the system directly, modify it or create a new message.

Menu



Press Foxkey *Menu*.

Forwarding



Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding



Scroll to *Call Forwarding* and confirm *Ok* with the Foxkey.

Message



Scroll to *Message* and confirm *Ok* with the Foxkey.

<Message>



Select one of the text messages stored in the system and press *Select* Foxkey. Adapt or expand the text and confirm *Ok* with the Foxkey.
⇒ Forwarding is activated.

Note:

If you activate another forwarding, the message you have left on your phone will be deactivated.

■ Locking Your Phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make outside calls from your phone.

You can lock your phone with a PIN consisting of two to ten digits. You can modify this via menu (see chapter "[Changing the PIN](#)", page 48) or with */# procedure *47 (see "User's Guide */# Procedures").

Menu



Press Foxkey *Menu*.

Settings



Scroll to *Settings* and press the *Select* Foxkey.

General



Scroll to *General* and press the *Select* Foxkey.

Barring



Scroll to *Barring* and press the *Modify* Foxkey.
 ⇒ You are prompted to enter your PIN.

<PIN>




Enter the PIN and confirm with the *Ok* Foxkey.

<Setting value>



Select the required type of barring and confirm *Ok* with the Foxkey.

- ⇒ The phone is now locked;  is displayed.
- ⇒ To lock all your terminals, execute the function code `*33* <PIN> #` (see "User's Guide */# Procedures")^[C].

Note:

You can lock either just the configuration (*Configuration locked*) or the entire phone (*Phone locked*). With *Phone locked* your private data cannot be viewed and external calls can only be made from your phone in accordance with the system settings.

■ Unlocking Your Phone

You want to unlock your phone.

You can use the PIN to unlock your phone. If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Menu



Press Foxkey *Menu*.

Activated features



Scroll to *Activated features* and press the *Select* Foxkey.

<Barring>



Select the barring you want and press Foxkey *Deactivate*.

- ⇒ You are prompted to enter your PIN.

<PIN>



Enter the PIN and confirm with the *Ok* Foxkey.

Free



Scroll to *Free* and confirm *Ok* with the Foxkey.

- ⇒ The phone is unlocked.
- ⇒ To unlock all your terminals, execute the function code `#33* <PIN> #` (see "User's Guide */# Procedures")^[C].

Functions for special situations

This section explains the different options provided by your phone to deal with special situations.

■ Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the Voice Mail during the ringing phase.

Your phone is ringing and the indicator LED is flashing. To deflect the call, proceed as follows.



Press Foxkey *Deflect*.

Enter the phone number and confirm with the *Ok* Foxkey.
⇒ The call is deflected to the desired user.

Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If the user you want to deflect to is busy, the call will not be deflected. The display reads *Busy* and your phone still rings.

■ Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase



Press Foxkey *Reject* or End key.

- ⇒ The connection is rejected and, depending on the system configuration, the caller obtains the busy tone^{[a],[c]} or he is forwarded to a preconfigured destination^[c].

■ Send text messages

You want to send a written message to an internal user.

You can send a text message to an internal user. The text message will appear on the person's display.

Requirement: The internal user must have a phone capable of receiving text messages.

You can use one of the text messages stored in the system directly, modify it or create a new message.

Menu



Press Foxkey *Menu*.

Text message



Scroll to *Text message* and press the *Select* Foxkey.

New



Scroll to *New* and press *Select* Foxkey.

<Message>



Select one of the text messages stored in the system and press *Select* Foxkey.

<Text>



Adapt or expand the text and press the *Send* Foxkey.

<Destination>



Select the destination and press the *Select* Foxkey.

<Phone number>



For user and group: Enter the call number and press the *Send* Foxkey.
 ⇒ The message is sent.

Note:

If the display reads *Not available*, the message could not be sent.

■ Read Text Messages

Your display shows *New message* and the envelope symbol. The right-hand indicator LED is lit.

Show



Press Foxkey *Show*.

⇒ The display shows the sender and the date/time of the text message.

Read



Read Message:

Select the message you want and press Foxkey *Read*.

⇒ If the message runs over several lines, use the navigation key to scroll.

Delete



To delete the message:

Press Foxkey *Delete*.

⇒ The message is deleted; the next message is retrieved from the memory.

Or:

Press *Menu* > *Text message* > *Inbox* to select the message and continue as described above.

■ Picking Up a Call

You hear a phone ringing in your vicinity and want to pick up the call.

With the *Pick up* function you can pick up the call from the other phone on your own phone.

Menu



Press Foxkey *Menu*.

Call features



Scroll to *Call features* and press the *Select* Foxkey.

Pick up



Scroll to *Pick up* and confirm *Ok* with the Foxkey.

User



Scroll to *User* and confirm *Ok* with the Foxkey.

⇨ The display shows the number of the phone from which you last picked up a call.

<Phone number>



Enter the number of the phone from which you want to pick up the call and confirm with the *Ok* Foxkey.

⇨ You are now through to the caller.

■ Using the DTMF Mode. Activating/deactivating DTMF

You want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine or telebanking. For these services you need the DTMF mode.

In the DTMF mode each key press generates a tone. If for example you key in a call number during a call, your call partner will hear the tone signals.

You can specify whether the DTMF mode should be generally activated or deactivated (see Chapter "[Configuring the DTMF mode](#)", page 48). DTMF is activated as the default dialling mode.

If the DTMF mode is generally deactivated, you can activate it and deactivate it again temporarily during a call.

You're in a call and the DTMF mode is generally deactivated. You want to activate the DTMF mode temporarily.

DTMF



Press Foxkey *DTMF*.

⇨ The display shows *Enter number DTMF*. You can now enter the DTMF characters.

Deactivate



Resetting DTMF mode:

Press Foxkey *Deactivate*.

Note:

When you hang up, the DTMF mode is automatically deactivated again.

■ Making a call on a third-party phone

You want to make a call on a third-party phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate a third-party phone to make an internal or external call using your personal settings, even if the phone is locked for external calls.

You can activate the phone for a business or private call.

Once you have activated the phone using a */# procedure and your PIN, dialling by your private phone book is available.

The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.



1. Enter #36.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.

Press the Call key.

⇒ The phone number displayed is dialled.



Note:

When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

Or:

1. Enter #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Pick up the handset.

⇒ The phone is now enabled; the external user is called.

Note:

The factory setting "0000" is not accepted. First change the PIN (see Chapter "Changing the PIN", page 48) or using the */# procedure *47 (see "User's Guide */# Procedures"). If you have forgotten your PIN, your system administrator can reset it to the factory setting.

■ Paging an Internal User

You are unable to reach an internal user and thus want to page them.

If the system is equipped with a paging system (PS), the person can be paged. The paged person can answer from any phone.

Menu



Press Foxkey *Menu*.

Call features



Scroll to *Call features* and press the *Select* Foxkey.

Page



Scroll to *Page* and confirm *Ok* with the Foxkey.

<Phone number>



Enter the phone number of the person to be paged and confirm with the *Ok* Foxkey.

⇒ The person is paged and sees your phone number on the pager.

■ Answer the pager

Your pager is ringing and shows the phone number of the person trying to reach you.

You can answer from any internal phone.

Menu



Press Foxkey *Menu*.

Call features



Scroll to *Call features* and press the *Select* Foxkey.

Pick up



Scroll to *Pick up* and confirm *Ok* with the Foxkey.

Pager



Scroll to *Pager* and confirm *Ok* with the Foxkey.

<Phone number>



Enter your own phone number and confirm with the *Ok* Foxkey.

⇒ You are now connected with the person who is trying to reach you.

Note:

You can also answer a pager with the */# procedure *82.


■ Answering a General Bell

Via the general bell, you hear either your personal ringing pattern or the general ringing signal. Calls with the general bell as the destination can be signalled visually or acoustically via an external piece of supplementary equipment. The call can be answered on any terminal.

Ask your system administrator whether a general bell is set up.

You can answer from any internal phone.


- Menu*




Press Foxkey *Menu*.
- Call features*




Scroll to *Call features* and press the *Select* Foxkey.
- Pick up*



Scroll to *Pick up* and confirm *Ok* with the Foxkey.
- General bell*



Scroll to *General bell* and confirm *Ok* with the Foxkey.
- <Phone number>



Enter your own phone number and confirm with the *Ok* Foxkey.
 ⇒ You are now connected with the person who is trying to reach you.

Note:

You can also answer a general bell with the */# procedure *83.

■ Activating/Deactivating a Discreet ring

You do not want to be disturbed by your phone ringing. However, you do not want to switch off your phone.

Discreet ringing is available on your phone as an alternative to the usual ringing. If discreet ring is activated, the phone rings only once.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 53).



In the idle state:

Press the function key for *<Discreet ring>*.

⇒ 🎵 is displayed.

■ Suppressing your call number from your called party's terminal display

You do not want your call number to appear on the terminal display of a called party in the public network.

You have two possibilities:

- If you never want the phone number to be displayed, set *CLIR permanently*.
- To suppress your call number display for certain calls only, select the function *CLIR per call* before dialling your party's call number.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 53).

You can also execute the function with a */# procedure (see "User's Guide */# Procedures").



Before the call:

Press the function key for <CLIR>.

Notes:

- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

■ Tracking a Malicious Call

You are being threatened or molested by a call. You want to identify the caller.

Using the MCID function (*MCID*: Malicious Call Identification), the provider records the following call data: Your phone number, the caller's phone number, and the date and time of the call.

MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 53).



During a call:

Press the function key for MCID (*MCID*).



After the call do not hang up: press the function key for MCID (*MCID*) while you hear the busy tone.

■ Personal call routing^[c]

You want to specify which of your terminals shall ring when you receive a call.

If your system administrator has set up a phone number with several terminals for you as well as the 5 call routings, you can specify which of your terminals shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on terminals where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all terminals. If you have not configured a call routing, the factory setting (all terminals are ringing) is used as standard.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 53).



Configuring personal call routing:

Configuring function key and selecting function:

Personal call routing Activating a call routing.

Personal call routing menu: Overview menu.

Activating personal call routing in idle state:

Press the function key for *<Call routing>*.

⇒ Personal call routing is activated.

Deactivating personal call routing in idle state:

Press the function key for *<Call routing>*.

⇒ Personal call routing is deactivated and the default setting activated.

Or:

You can deactivate the *Personal call routing* using *Menu > Activated features > Deactivate*.

■ Ring Alone^[c]

You want to specify which of your terminals shall ring acoustically when you receive a call.

When your system administrator has set up a phone number with several terminals, you can define on which terminal a call shall acoustically be signalled using Ring Alone.

When you have activated Ring alone on a terminal, the acoustic ringing tone is deactivated for all other terminals (🔇). An incoming call is signalled in the display of all terminals. You can answer the call on each of your terminals.

Note:

When you have activated ring alone but deactivated the personal call routing for a terminal in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored under a Foxkey or a function key (see Chapter "Configuring Keys", page 53).



In the idle state:

Press the function key for *<Ring Alone>*.

- ⇒ Ring Alone is activated/deactivated.

Setting functions by remote control

This section explains how you can alter your phone's settings even if you are not directly at your phone.

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special */# procedure. You can then enter the function commands and */# procedures.



Using remote control from a third-party phone:

1. Enter */# procedure #36.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the */# procedure for activating/deactivating the function you want.

Press the Call key.

- ⇒ You hear the acknowledgement tone.



Press the End key.

- ⇒ The function is now activated/deactivated.



Note:

The factory setting "0000" is not accepted. First change the PIN as described in chapter "[Changing the PIN](#)", page 48 or use */# procedure *47 (see "User's Guide */# Procedures"). If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Organisation Within the Team

This section explains the different options provided by your phone to communicate in a team.

■ Using the Team Key

You and your team partners want to be reachable at all times as a team and be able to communicate with one another as quickly as possible.

By pressing a single key you can call a team partner or answer a call for anyone in the team.

When a team partner makes a call, the corresponding Team key lights up; this tells you when a team partner is busy. The Team key flashes to indicate that the team partner is receiving a call.

If, for example, level 3 of the expansion module is activated and the Team key on level 1 receives a call, the call is signalled by the red blinking LED in position 1.

A red LED signals an external call; a green LED, an internal call.

■ Calling a Team Partner

You want to call a team partner as quickly as possible.

Requirement: You have configured a configurable key as a Team key and stored the team partner's phone number under it (see Chapter "[Configuring Keys](#)", page 53).



Double-click the Team key for the team partner.

⇒ The team partner is called.

■ Substituting for a Team Partner

Your team partner is called. The Team key flashes. You know that your team partner is not at his desk at present and therefore decide to answer the call.

You can answer the call using the Team key. As soon as you have answered the call, your team partner is free again.



Double-click the Team key for the team partner.

⇒ The team partner is called.

Line Keys

This section explains the different options provided by your phone, if your system administrator has assigned you one or more configurable keys as Line keys. Line keys turn your phone into a key phone.

A line has a number which can be used to make an external or internal call. One or usually several phones can be connected to this line, for example, in a travel agent's all the staff assigned to handling Europe as a travel destination. A Line key has an LED to indicate the line's status and lets you answer calls on that line.

If, for example, level 3 of the expansion module is activated and the Line key on level 1 receives a call, the call is signalled by the red blinking LED in position 1.

A red LED signals an external call; a green LED, an internal call.

If your phone has one or more Line keys, the configurable key at the very top is always your personal Line key .

■ Answering a Call on a Line Key

You are called on one or more Line keys. The line key(s) flash rapidly. You want to answer the call on one of the Line keys.

Press the Line key with the call you want to answer. If you pick up the receiver without pressing a Line key, you are connected with the call on the line with the highest priority.



Double-click the Line key.

⇒ Connection with the line with the highest priority.

■ Making Calls using the line key

You want to make a call via a Line key.

You can make a call via any free Line key. Each Line key has its own phone number; in other words when you make a phone call you transfer the phone number belonging to the active Line key.

The call charges are recorded separately for each Line key.



Enter the phone number.



Double-click the Line key.

⇒ The phone number is dialled.

Note:

Depending on the configuration of a line key the caller is called directly in hands-free mode.

■ Park call on line key

You are connected with your call partner via a Line key and decide to park the party.

You can park your call partner on the current Line key.



Press the *Park* Foxkey.

⇒ The Line key flashes slowly.

To retrieve a parked call:

Double-click the relevant Line key.

⇒ You are now back through to the parked call partner.

■ Switching active lines

You are in a call and want to answer a call on another Line key or make a call.

You can switch lines by pressing a key. The active call is automatically parked locally.



Parking the call and switching lines:

Double-click the Line key you want.

⇒ The active call is parked. The call on the selected line is activated.

To retrieve a parked call:

Double-click the relevant Line key.

⇒ You are now back through to the parked call partner.

Note:

You cannot take a call on a line between two other call parties by pressing the corresponding Line key.

Personalizing Your Phone

These sections explain how to adapt the phone's basic settings to suit your personal requirements.

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<i>Configuring Line Keys</i>	57
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Setting the Ringing Properties (Audio)

This section explains how to set your phone's ringing tone properties.

■ Setting the ringing volume during ringing

You want to adjust the ringing volume.

You can adjust the ringing volume while the phone is ringing.



Shift the audio control for the loudspeaker to the right (louder) or to the left (quieter).

■ Setting the audio volume during a call

You want to adjust the microphone and loudspeaker volume during a call.

The new volume will remain stored even after the call is ended.




Shift the audio control for the microphone to the right (louder) or to the left (quieter).



Shift the audio control for the loudspeaker to the right (louder) or to the left (quieter).



Double-click the audio control button to deactivate/activate the microphone during a call.

⇒ Deactivated microphone is displayed with .

General settings

This section explains other settings you can make on your phone.




■ Selecting the language

The display text is not in the language you want.

You can select a different language. The menu item under which you select your language is marked by an "*" in front of the word for "language" in the language of your choice, e.g. "*Language" for English.






Note:

The language setting of the application (not of the menu language) depends on the language setting of the operating system.

- Menu*
 Press the *Menu* Foxkey.
- <*Language>
 Scroll to **Language* and press the *Modify* Foxkey.
⇒ The set language is displayed with .
- <Setting value>
 Select the required language and confirm with the *Ok* Foxkey.
⇒ The display text appears in your selected language.

■ Configuring the DTMF mode

You want to decide whether the DTMF mode is to be activated or deactivated as default on your phone.

- Menu*
 Press the *Menu* Foxkey.
- Settings*
 Scroll to *Settings* and press the *Select* Foxkey.
- General*
 Scroll to *General* and press the *Select* Foxkey.
- DTMF*
 Scroll to *DTMF* and press the *Modify* Foxkey.
- <Setting value>
 Activate or deactivate DTMF and confirm *Ok* with the Foxkey.
⇒ The setting is stored.

■ Changing the PIN

You want to change the PIN used to lock/unlock your phone (see Chapter "[Locking Your Phone](#)", page 32 and "[Unlocking Your Phone](#)", page 33).

The factory setting is digit combination "0000"; you can select any 2 to 10-digit combination for your new PIN.

If you have forgotten your PIN, your system administrator can reset it to the factory setting.

Note:

Your PIN applies to all your terminals ^[c].

Menu



Press the *Menu* Foxkey.

Settings



Scroll to *Settings* and press the *Select* Foxkey.

General



Scroll to *General* and press the *Select* Foxkey.

PIN



Scroll to *PIN* and press the *Modify* Foxkey.

⇒ The display reads *Old PIN*.

<Old PIN>



Enter the old PIN and confirm with the *Ok* Foxkey.

⇒ The display reads *New PIN*.

<New PIN>



Enter the new PIN and confirm with the *Ok* Foxkey.

⇒ The display reads *Confirm*.

<New PIN>



Enter the new PIN a second time and confirm with the *Ok* Foxkey.

⇒ The new PIN is stored.

Notes:

- For each digit entered, the display shows an "*" symbol.
- You can also change the PIN with */# procedure *47 (see "User's Guide */# Procedures").

■ Entering the Display Text for the Idle State

You want to change the text displayed by your phone in the idle state.

In addition to the date and time you can enter a personal text for the text displayed in the idle state.

Menu



Press the *Menu* Foxkey.

Settings



Scroll to *Settings* and press the *Select* Foxkey.

General



Scroll to *General* and press the *Select* Foxkey.

Idle text



Scroll to *Idle text* and press the *Modify* Foxkey.

Enter the text and confirm with the *Ok* Foxkey.

⇒ The text is stored.

■ Identifying the communication system

This softphone can be connected to different Aastra communication systems. You can verify to which system your softphone is connected to.



Press the *Menu* Foxkey.



Scroll to *Settings* and press the *Select* Foxkey.



Scroll to *General* and press the *Select* Foxkey.



Scroll to *Own ID* and press the *Select* Foxkey.

⇒ Name, call number and communication system are displayed.

Protection

This section explains how you can protect yourself against certain types of call.

■ Do not disturb/Call waiting/Intrusion/Announcement/Forward

You want to protect yourself against certain types of calls.

You can set your phone so that these functions are not permitted on it. Ask your system administrator whether these functions are enabled on the system.



Press the *Menu* Foxkey.



Scroll to *Settings* and press the *Select* Foxkey.



Scroll to *Protection* and press the *Select* Foxkey.

<Protection setting>



Scroll to the required protection settings and press the *Modify* Foxkey.

<Setting value>



Select the required setting and confirm with the *Ok* Foxkey.
 ⇒ The setting is stored.

Note:

You can deactivate an activated protection using *Menu > Activated features > Foxkey Deactivate*.

Phone Book Management

This section explains how to create a new entry in the phone book and how to edit or delete an entry.

■ Creating a New Phone Book Entry

You want to store your own phone numbers. You can store your own phone numbers in the private phone book.

You may store several phone number entries (business, private, mobile) to one contact^[c]. Define one of these numbers as default phone number to be used when you do not pick a specific entry.

For the system (PBX, OIP, Microsoft Outlook, TwiXTel) to identify an external number it is recommended to store the number in canonical format (+Country Code (Region Code) Phone Number). Press the **+** key to insert +. You can store the phone number in one of the following formats^[c]:

- 0-004132655xxxx
- 004132655xxxx
- 9-004132655xxxx
- +41 (32) 655xxxx



Press the phone book key.

Private contacts



Scroll to *Private contacts* and press the *Select* Foxkey.

New



Press Foxkey *New*.

Save



Enter your contact data (name, business, mobile, private).
 Use the navigation key to scroll between the entries.
 Press the End key if you want to close the entry without saving.
 Confirm with the *Save* Foxkey.
 Specify the selected phone number as default number using the *Default* Foxkey.
 ⇒ The contact is now stored.

■ Editing or deleting a phone book entry

You want to modify a phone number stored on your private phone book.

Note:

You cannot modify entries in other phone books.



Press the phone book key.

Private contacts



Scroll to *Private contacts* and press the *Select* Foxkey.

<Entry>



To change an entry:

Select the entry you want and press Foxkey *Edit*.

<Name, number>



Modify the contact data and confirm with the *Ok* Foxkey.

<Entry>



To delete an entry:

Select the entry you want and press Foxkey *Delete*.

⇒ The entry is now deleted.

■ Storing the phone number in the phone book from the call list

You want to store a phone number from one of the call lists in your private phone book.

You can add a phone number to an existing contact or create a new contact.

Menu



Press the *Menu* Foxkey.

Call lists



Scroll to *Call lists* and press the *Select* Foxkey.

<Call list>



Select the call list and the user you want and press the *Save* Foxkey.

<Entry>



Adding to existing contact:

Press the *Add to existing contact* Foxkey, select the contact and number type you want and confirm with the *Save* Foxkey.

<Entry>



Adding new contact:

Press the *Add new contact* Foxkey, select the number type you want and confirm with the *Save* Foxkey.

Configuring Voice Mail

This section explains how to set your Voice Mail.

■ Personal greeting

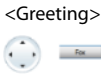
You have the possibility of recording up to three different greetings. If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. Contact your system administrator for more information.



Press the *Menu* Foxkey.

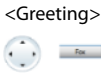


Scroll to *Voice Mail* and press the *Select* Foxkey.



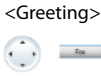
Recording a greeting:

Select the greeting you want and press Foxkey *Record*.
 ⇒ Now record your personal greeting text.



Listening to the greeting:

Select the greeting you want and press Foxkey *Listen*.
 ⇒ You can monitor your personal greeting text and re-record it if necessary.



Select the greeting:

Select the greeting you want and confirm with Foxkey *Ok*.
 ⇒ The announcement last recorded is automatically activated.

Notes:

- To find out how to configure call forwarding to your Voice Mail, refer to the Chapter "[Forward to Voice Mail](#)", page 31.
- More information on Voice Mail can be found in the "Operating Instructions for the Voice Mail Systems Ascotel® IntelliGate®".

Configuring Keys

This section explains how to assign phone numbers and functions to a Foxkey or configurable key.

■ Available keys

You can store phone numbers or functions under two different keys:

- a configurable key – accessible at all times
- directly on the Foxkey itself – retrievable only in the idle state

You can assign each key with a specific type so you can trigger a particular action by simply pressing that key. Choice available:

- Number key: To store the phone number;

Personalizing Your Phone

- Function key: Activate/deactivate function;
- Team key Organisation within the team;
- Line key: Setting up a key phone (Line keys must be set up by your system administrator).

You can modify the size and colour of a configurable key via *Expansion module* > context menu *Key size* or *Expansion module* > context menu *Colour*.

■ Storing a phone number under a key – number key

You want to retrieve a frequently used phone number with a single keystroke rather than enter it digit by digit.

On each Foxkey or configurable key on the expansion module, you can store a phone number with associated name. The key automatically becomes a number key.

Menu



To store a phone number under the Foxkey:

Press the *Menu* Foxkey.

Settings



Scroll to *Settings* and press the *Select* Foxkey.

Foxkey



Scroll to *Keys* > *Foxkey* and press the >*Select* Foxkey.

⇒ Display shows choice of key types.

Number key



Scroll to *Number key* and press the *Select* Foxkey.

Enter phone number and name and confirm with the *Ok* Foxkey.

⇒ The allocated function is stored.

To store a phone number under a configurable key:

Open the context menu in the phone window and select *Expansion module*.

Select the level you want, right-click to open the context menu and select *Add key* or *Configure*.

⇒ Display shows choice of key types.

Number key



Scroll to *Number key* and press the *Select* Foxkey.

Enter phone numbers and names and confirm with the *Ok* Foxkey.

■ Storing a function under a key– function key

You want to retrieve a frequently used function - for example "call forwarding on no reply" - using a single keystroke rather than having to enter it by hand. Usually the function is assigned so that you:

The LED indicates the status of the key:

- Red: Function is activated.
- Green: Function is deactivated.

Menu



Storing a function under the Foxkey:

Press the *Menu*.

Settings



Scroll to *Settings* and press the *Select* Foxkey.

Foxkey



Scroll to *Keys > Foxkey* and press the *Select* Foxkey.

⇒ Display shows choice of key types.

Function key



Scroll to *Function key* and press the *Select* Foxkey.

⇒ The currently set function is displayed with .

<Function>



Select the function you want and press the *Select* Foxkey.

⇒ The further prompting depends on the function (see Chapter "[Supplementary features](#)", page 18). Once you have made all the settings, the function is stored under the key.

Note:

Besides the predefined functions you can also define your own function. For more information please refer to the Chapter "[Function Commands](#)", page 58.

To store a function under a configurable key:

Open the context menu in the phone window and select *Expansion module*. Select the level you want, right-click to open the context menu and select *Add key* or *Configure*.

⇒ Display shows choice of key types.



Function key



Scroll to *Function key* and press the *Select* Foxkey.

⇒ The currently set function is displayed with .

<Function>



Select the function you want and press the *Select* Foxkey.

⇒ The further prompting depends on the function (see Chapter "[Supplementary features](#)", page 18). Once you have made all the settings, the function is stored under the key.

Note:

Besides the predefined functions you can also define your own function. For more information please refer to the Chapter "[Function Commands](#)", page 58.

■ Storing a Team Partner under a Key– team key

Together with other members you wish to organise yourself into a team so that on the one hand you can always be reached as a team and, on the other, to ensure mutual substitution. You can configure a configurable key as a Team key and then assign it to a team partner. One team key is configured for each team member, allowing you:

- to call one another with a single keystroke;
- to answer an incoming call for another team member with a single keystroke;
- and to select whether the flashing team key should be complemented by a ringing tone whenever a team partner is called. You can configure a ringing delay for the ringing tone;
- to choose between answering directly using automatic hands-free operation, picking up the handset, and pressing the Team key.

The following audio settings are possible: *Ringing, Melody, Speed, Answer.*

Notes:

- A team key can only be allocated to a configurable key.
- To find out how to use a Team key, refer to the Chapter "Using the Team Key", page 43.



Open the context menu in the phone window and select *Expansion module*. Select the level you want, right-click to open the context menu and select *Add key* or *Configure*.

⇒ Display shows choice of key types.

Team key



Scroll to *Team key* and press the *Select* Foxkey.

<Number, name>



Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the *Ok* Foxkey.

⇒ The display shows the properties with which you can configure the team key.

<Audio settings>



Set the Audio settings:

Scroll to the required audio settings and press the *Modify* Foxkey. Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

Setting possibilities for ringing:

- *Off* for no ringing tone, *On* for instant ringing tone, and ringing tone *Del 10s*, *Del 20s* and *Del 30s* and confirm *Ok* with the Foxkey.
- You can listen to each setting using the *Test* Foxkey.

Answer



Setting the answering mode:

Scroll to *Answer* and press the *Modify* Foxkey.

Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

Setting possibilities for answering:

Key to answer the call by pressing the line key, *Handset* to answer by picking up the handset, and *Hands-free* to answer automatically with hands-free.

Notes:

- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest:

■ Clearing a Key

You want to clear the assignment made to a configurable key.

The *No function* function is provided specifically for this purpose.



To clear the Foxkey:

Press the Foxkey with a long keystroke.

⇒ The display shows the key type.

No function



Scroll to *No function* and confirm *Ok* with the Foxkey.

⇒ The key configuration is cleared.



To clear a configurable key:

Open the context menu in the phone window and select *Expansion module*. Select the level you want, right-click to open the context menu and select *Configure*.

⇒ Display shows choice of key types.

Scroll to *No function* and confirm *Ok* with the Foxkey.

⇒ The key configuration is cleared.

Configuring Line Keys

This section explains how to adapt your Line key settings to suit your personal requirements.

Your system administrator will determine whether your phone has Line keys.

■ Setting the Response of a Line Key

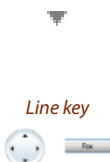
You want to set the response of a line key.

You can choose whether you also want a ringing signal in addition to the flashing Line key when you receive a call on a Line key. You can configure a ringing delay for the ringing tone.

The following audio settings are possible: *Ringing, Melody, Speed, Answer*.

Notes:

- A line key can only be allocated to a configurable key.
- To find out how to use a line key, refer to the Chapter "[Making Calls using the line key](#)", page 44.



Open the context menu in the phone window and select *Expansion module*. Select the level you want, right-click to open the context menu and select *Add key* or *Configure*.

⇒ The display shows the line key and the properties with which you can configure the line key.

Scroll to *Line key* and press the *Select* Foxkey.

<Audio settings>



Set the Audio settings:

Scroll to the required audio settings and press the *Modify* Foxkey. Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

Setting possibilities for ringing:

- *Off* for no ringing tone, *On* for instant ringing tone, and ringing tone *Del 10s*, *Del 20s* and *Del 30s* and confirm *Ok* with the Foxkey.
- You can listen to each setting using the *Test* Foxkey.

Answer



Setting the answering mode:

Scroll to *Answer* and press the *Modify* Foxkey.

Select the required setting and confirm with the *Ok* Foxkey.

⇒ The setting is stored.

Setting possibilities for answering:

Key to answer the call by pressing the line key, *Handset* to answer by picking up the handset, and *Hands-free* to answer automatically with hands-free.

Notes:

- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest:

Formulating Functions

This section explains how to activate an individual function, for example call forwarding unconditional, with the aid of function commands and how to assign it to a key.

■ Function Commands

You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a function key (select *configurable* function).

Tab. 1 The following function commands are available:

"A"	Seize line with highest priority
"I"	Seize line
"X"	Disconnect
"P"	Pause 1 second before the next operation
"N"	Use the phone number entered in call preparation
""	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and reseize the line.

Tab. 2 Examples of how to define a function:

"IR"	Seize line ("I"), dial phone number last dialed ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")
	<p>Notes:</p> <ul style="list-style-type: none"> • Functions that are not available via the menu can be activated using */# procedures (see "User's Guide */# Procedures"). • You can either type in a */# procedure directly or store it under a key. • You can only activate certain */# procedures if the same function cannot be obtained via the menu. • The availability of certain */# procedures may be restricted depending on the system and software version.

■ */# Procedures

A list with all the */# procedures can be found at <http://www.aastra.com/docfinder> ("User's Guide */# Procedures").

Further information

The following sections contain more useful information about your phone.

<i>Troubleshooting</i>	<i>61</i>
<i>System and Software-Related Functions.....</i>	<i>62</i>

Troubleshooting

This section contains a few tips on how to operate your softphone if you encounter any problems.

■ Malfunctions

Your call partner cannot hear you or you cannot hear your call partner

Make sure the media device is correctly connected (see chapter "[Settings - Audio](#)", page 12).

Handset off-hook, no dialling tone, no display

Make sure all necessary settings have been made (see chapter "[Starting Astra 2380ip](#)", page 11).

The display reads: "Trying to register"

The telephone cannot be registered. Contact your system administrator for more information.

Display is working, but connection is not possible

Your softphone may be locked. Unlock your softphone (see chapter "[Unlocking Your Phone](#)", page 33).

Freely configurable keys cannot be configured.

The configuration may be locked. Unlock your softphone (see chapter "[Unlocking Your Phone](#)", page 33).

The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.

Note:

For all other messages, faults and questions you may have, contact your system administrator.

System and Software-Related Functions

You want to activate a feature described in these Instructions but the system will not let you.

Some systems or system versions do not support all the features. The corresponding text sections are identified by a letter inside square brackets [a]. The list below indicates which system versions support the relevant features. Contact your system administrator for more information.

	17.5	17.6	17.7					
[a]		x						
[b]	x							
[c]			x					
[d]								

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