

COMfortel® 1200

Table of Contents

| | |
|---|-----------|
| About this Manual | 16 |
| Basic Knowledge | 17 |
| Device Overview | 18 |
| Functions of Keys and LEDs | 18 |
| Casing LED | 20 |
| Symbols | 21 |
| Introduction to the Operation..... | 31 |
| In the Idle State..... | 31 |
| Main Menu | 32 |
| Function Keys | 34 |
| Menu Options in Telephone Number and Text Entry Menus | 36 |
| Menu Options During Incoming Calls | 37 |
| Menu Options during Outgoing Calls..... | 39 |
| Menu Options during Calls | 40 |
| Menu Options during Query Calls | 40 |

| | |
|---|-----------|
| Configuration Software COMfortel Set..... | 42 |
| Installing COMfortel Set..... | 42 |
| Starting COMfortel Set..... | 43 |
| Exiting COMfortel Set..... | 43 |
| Configuring the Language of the Configuration Software..... | 43 |
| Configuring Interface Used..... | 44 |
| Opening Configuration..... | 45 |
| Creating a New Configuration | 47 |
| Saving Configuration | 48 |
| Close the Configuration | 50 |
| Using Print Functions | 51 |
| Operating Instructions for COMfortel Set | 52 |
| Help | 55 |
| Telephoning | 62 |
| Incoming Calls..... | 63 |
| Options During an Incoming Call..... | 63 |
| Accepting Incoming Calls | 64 |
| Rejecting Incoming Calls | 65 |
| Hold incoming calls..... | 66 |
| Forwarding Incoming Calls | 66 |
| Call Waiting Calls | 68 |
| Options During a Call Waiting Call | 68 |
| Rejecting Call Waiting Calls..... | 69 |
| Accepting Call Waiting..... | 69 |
| Forwarding Call Waiting..... | 70 |
| Switching off Call Waiting Tone | 71 |

Outgoing Calls.....73

Options for Outgoing Calls73

Picking up Receiver and Dialling Telephone Number.....74

Dialling Telephone Number with Dial Preparation75

Initiating External Calls with Calling Line Identity Restriction75

Dialling Telephone Number on Direct Exchange Line Access.....76

Options for Unsuccessful Calls.....77

Initiating Callback on Busy78

Initiating Callback on No Response.....80

Initiating Priority Call for Do-not-disturb.....81

Calls83

Options during a Call83

Sending DTMF Signals.....84

Muting a Call.....84

Ending a Call85

Query Calls86

Initiating a Query Call86

Ending a Query Call87

Options during a Query Call88

Toggling Between Conversations89

Ending One of the Two Calls89

Connecting Both Communication Partners90

| | |
|--|-----|
| Transferring | 91 |
| Options for Transferring a Call..... | 91 |
| Transfer with Announcement..... | 92 |
| Transfer without Announcement..... | 93 |
| Placing Communication Partner in Waiting Loop | 94 |
| Calling a Third Subscriber and Transferring to an Active Communication Partner | 95 |
| Conference Calls..... | 97 |
| Initiating Conference Calls..... | 97 |
| Options during a Conference Call | 97 |
| Initiating Toggling Between Conversations during a Conference Call .. | 98 |
| Ending a Call with a Conference Call Partner | 99 |
| Connecting both Conference Call Partners | 100 |
| Ending Conference Call Completely..... | 100 |
| Hands-free Calling | 101 |
| Initiating Call in Hands-free Calling Mode | 101 |
| Ending up Call in Hands-free Calling Mode..... | 102 |
| Switching on Hands-free Calling During a Call..... | 102 |
| Switching off Hands-free Calling and Returning to Normal Calling | 102 |
| Loudspeaker Listening | 104 |
| Switching on Loudspeaker Listening during a Call | 104 |
| Switching off Loudspeaker Listening and Returning to Normal Calling | 104 |
| Ending a Call in Loudspeaker Listening Mode | 105 |
| Headset Calls | 106 |
| Initiating Headset Calls | 106 |
| Ending a Call in Headset Operation | 106 |

Telephone Book and Lists 108

Telephone Book 109

 Opening the Telephone Book 109

 Dialling from Telephone Book..... 112

 Configuring a Contact..... 113

 Editing a Contact 114

 Deleting a Contact 116

 Entering Comments for a Contact 117

 Configuring a Call Macro 117

 Accepting Telephone Numbers into Other Menus 118

 Importing the Telephone Book..... 119

 Displayed Telephone Number Range for Telephone Book..... 121

 Importing Outlook Contacts 121

 Exporting the Telephone Book..... 123

Redial List 125

 Opening the Redial List 125

 Dialling from Redial List..... 127

 Deleting Entries in Redial List..... 128

 Calls to be Recorded for Redial List 129

Call List 130

 Opening the Call List 130

 Dialling from Call List..... 132

 Deleting Entries in Call List..... 133

 Function Key for Call List..... 133

 Calls to be Recorded for Call List 134

| | |
|--|------------|
| Caller List | 135 |
| Opening the Caller List | 135 |
| Dialling from Caller List | 137 |
| Deleting Entries from the Caller List | 138 |
| Function Key for Caller Lists | 139 |
| Calls to be Recorded for Caller List | 140 |
| LED of the Message Key | 141 |
| Functions | 142 |
| Exchange Line Transfer | 144 |
| Exchange Line Transfer Sequence | 144 |
| Function Key for Exchange Line Transfer | 145 |
| Call Waiting | 147 |
| Call Waiting On/Off | 147 |
| Function Key for Call Waiting | 147 |
| Call Waiting Signalling via Tone | 148 |
| Do-not-disturb | 149 |
| Do-not-disturb Function On/Off | 149 |
| Function Key for Do-not-disturb | 149 |
| Type of Do-not-disturb | 150 |
| Automatic Call Acceptance | 153 |
| Automatic Call Acceptance On/Off | 153 |
| Function Key for Automatic Call Acceptance | 154 |
| Attention Tone for Automatic Call Acceptance | 155 |
| Call Acceptance Time for Automatic Call Acceptance | 155 |
| Follow-me | 157 |
| Switching Follow-me On/Off | 157 |
| Function Key for Follow-me | 159 |

| | |
|--|-----|
| Call Deblocker (Incoming) – VIP Numbers | 160 |
| Call Deblocker (Incoming) On/Off..... | 160 |
| Function Key for Call Deblocker (Incoming)..... | 161 |
| Targeted Exchange Line Access..... | 162 |
| Targeted Exchange Line Access Variants | 162 |
| Initiating Targeted Exchange Line Access (A – Function Key Exchange Line)..... | 163 |
| Initiating Targeted Exchange Line Access (B – Function Key Exchange Line)..... | 165 |
| Initiating Targeted Exchange Line Access (C – Function Key Exchange Line MSN)..... | 166 |
| Function Key for Targeted Exchange Line Access (A – Function Key Exchange Line)..... | 167 |
| Function Key for Targeted Exchange Line Access (B – Function Key Exchange Line)..... | 169 |
| Function Key for Targeted Exchange Line Access (C – Function Key Exchange Line MSN)..... | 170 |
| Targeted VoIP Access Point..... | 172 |
| Initiating a Targeted VoIP Access Point..... | 172 |
| Function Key for Targeted VoIP Access Point..... | 173 |
| Group Functions..... | 176 |
| Detailed Information about Group Functions..... | 176 |
| Logging the Telephone In/Out | 178 |
| Logging Telephone Out of All Groups..... | 179 |
| Function Key for Group Function..... | 179 |
| Function Key for Logging Out of All Groups..... | 182 |
| Display of the Group Status..... | 183 |

| | |
|---|-----|
| Hotel Function | 186 |
| Configuring the Hotel Function | 187 |
| Configuring Wake-up Time on Hotel Room Telephone | 189 |
| Querying Call Charges on Hotel Room Telephone..... | 189 |
| Function Key for Hotel Room on Hotel Room Telephone | 190 |
| InterCom Announcement/Hands-free | 192 |
| InterCom Announcement Procedure | 192 |
| Performing InterCom Announcement | 193 |
| Function Key for InterCom Announce-ment | 194 |
| InterCom Hands-free Procedure | 196 |
| Performing InterCom Hands-free | 197 |
| Function Key for InterCom Hands-free | 198 |
| InterCom Permission On/Off | 200 |
| Function Key for InterCom Permission | 200 |
| Configuration Switchover | 202 |
| Configuration Switchover Manually | 202 |
| Function Key for Configuration Switchover | 202 |
| Loudspeaker Announcement | 205 |
| Performing Loudspeaker Announcement | 205 |
| Function Key for Loudspeaker Announcement | 206 |
| Macro | 209 |
| Macro Execution Procedure | 209 |
| Function Key for Macro | 210 |
| Display Presentation during Macro Execution | 212 |
| Pickup | 213 |
| Performing Pickup | 213 |
| Performing Pickup during Call | 214 |
| Function Key for Pickup..... | 215 |

| | |
|---|-----|
| Power Dialling | 216 |
| Power Dialling Procedure | 216 |
| Performing Power Dialling | 217 |
| Cancelling Power Dialling | 217 |
| Attention Tone for Power Dialling | 218 |
| Function Key to Initiate/Cancel Power Dialling | 218 |
| Room Monitoring | 220 |
| Initiating Room Monitoring | 220 |
| Ending Room Monitoring | 221 |
| Function Key for Room Monitoring | 221 |
| Relays | 223 |
| Relays On/Off | 223 |
| Function Key for Switching Relays On/Off | 223 |
| Calling Line Identity Restriction (CLIR) | 226 |
| Function Key for Calling Line Identity Restriction (CLIR) | 226 |
| Call Forwarding | 228 |
| Call Forwarding Variations | 228 |
| Kinds of Call Forwarding | 230 |
| Switching Call Forwarding for Subscribers On/Off | 231 |
| Function Key for Call Forwarding for Subscribers | 233 |
| Switching Call Forwarding for External Numbers On/Off | 236 |
| Function Key for Call Forwarding for External Numbers | 238 |
| Call Restrictor (Incoming) – Robinson Numbers | 243 |
| Call Restrictor (Incoming) On/Off | 243 |
| Function Key for Call Restrictor (Incoming) | 243 |

| | |
|--|-----|
| Power Save Mode | 245 |
| Automatic Activation of Power Save Mode | 245 |
| Power Save Mode Activation Depending on Configuration | 246 |
| Function Key for Manually Activating Power Save Mode | 246 |
| Power Save Mode Link to Phone Lock | 247 |
| Phone Lock | 248 |
| Phone Lock On | 248 |
| Phone Lock Off | 248 |
| Function Key for Phone Lock | 249 |
| Text before Answering | 251 |
| Variants for Text before Answering | 251 |
| Text before Answering for Group On/Off | 252 |
| Function Key for Text before Answering for Group | 253 |
| Text before Answering for external number On/Off | 254 |
| Function Key for Text before Answering for external number | 255 |
| Door Functions | 257 |
| Performing Door Functions | 257 |
| Function Key for Door Functions | 260 |
| Speed Dialling | 264 |
| Application Options for Speed Dialling Keys | 264 |
| Function Key for Speed Dialling | 265 |
| Automatic Speed Dialling Pick-up | 268 |
| Display of the Registration Status | 269 |

| | |
|--|------------|
| Voice Mail and Fax Boxes of the PBX | 270 |
| Voice Mail and Fax Boxes | 271 |
| Opening the Message List of a Voice Mail/Fax Box | 272 |
| Listening to Recordings | 275 |
| Sending a Telefax as E-mail | 277 |
| Sending a Telefax again | 277 |
| Dialling from the Message List of the Voice Mailbox | 278 |
| Deleting Messages | 279 |
| Function Key to Open a Voice Mail/Fax Box | 280 |
| Attention Tone for Voice Mailbox | 283 |
| Readiness of Voice Mail/Fax Boxes | 284 |
| Readiness of Voice Mail/Fax Boxes On/Off..... | 284 |
| Function Key for Readiness | 284 |
| Configuration-Dependent Control | 287 |
| Configuration-Dependent Control On/Off | 287 |
| Function Key for Configuration-Dependent Control..... | 287 |
| Voice Memos in Voice Mailboxes | 290 |
| Function Key for Recording Voice Memos in Voice Mailboxes..... | 290 |
| Distribution of Messages | 292 |
| Function Key for Distributing Messages | 292 |
| Announcements for Voice Mailboxes | 295 |
| Create a New Announcement for a Voice Mailbox | 295 |
| Edit an Existing Announcement for a Voice Mailbox | 297 |
| Delete an Existing Announcement for a Voice Mailbox | 298 |
| Call Information for New Voicemail Messages | 299 |
| Separator Tone for New Voicemail Messages | 300 |

| | |
|--|-----|
| Remote Access to a Voice Mailbox | 301 |
| Executing Remote Access to a Voice Mailbox | 301 |
| Remote Access to a Voice Mailbox On/Off | 303 |
| Function Key for Remote Access to a Voice Mailbox | 304 |
| Message Forwarding from a Voice Mailbox | 306 |
| Message Forwarding from a Voice Mailbox On/Off | 306 |
| Function Key for Message Forwarding from a Voice Mailbox | 306 |
| Substitute Function for Voice Mailboxes | 309 |
| Substitute Function for Voice Mailboxes On/Off | 309 |
| Function Key for the Substitute Function for Voice Mailboxes | 310 |
| Archives for Voice Mail and Fax Boxes | 313 |
| Moving a Message into the Archive of a Voice Mail/Fax Box | 313 |
| Opening the Archive of a Voice Mail/Fax Box | 314 |
| Deleting Messages from the Archive of a Voice Mail/Fax Box | 314 |
| Settings | 316 |
| Identification | 317 |
| MSN | 317 |
| Protection from Unauthorised Access | 318 |
| Configuring User PIN | 319 |
| Configuring a Function Lock | 319 |
| Configuring Settings Lock | 322 |

| | |
|---|-----|
| Display and Backlight..... | 325 |
| Language of the Telephone | 325 |
| Display Backlight | 325 |
| Brightness..... | 326 |
| Adjusting Contrast | 327 |
| Switching the Inverse Display View On/Off | 327 |
| Showing of Names Only | 328 |
| Casing LED | 329 |
| Configuring the Casing LED | 329 |
| Date and Time | 332 |
| Time Format | 332 |
| Date Format..... | 332 |
| Adjustment from winter and summer time | 333 |
| Call Signalling | 334 |
| Ring Signal | 334 |
| Function Key for Ring Signal | 335 |
| Flashing Display Backlight for Call Signalling..... | 336 |
| Function Key for Call Signalling by Flashing Display Backlight..... | 336 |
| Ringtones | 338 |
| Determining Different Types of Calls | 338 |
| Configuring Ringtones | 341 |
| Ringer Volume Automatically..... | 343 |
| Call Charges | 344 |
| Currency | 344 |
| Cost per Call Unit | 344 |

| | |
|--|------------|
| Receiver and Headset..... | 345 |
| Receiver Volume | 345 |
| Headset Operation On/Off..... | 345 |
| Function Key for Headset Operation | 346 |
| Headset Ringing | 347 |
| Headset Volume | 347 |
| Menu and Function Keys | 349 |
| Restricted Menu Selection..... | 349 |
| Exchanging or Moving Function Keys | 349 |
| Service and Maintenance | 351 |
| Firmware Update..... | 352 |
| Firmware Update Options..... | 352 |
| Initiating Manual Firmware Update..... | 353 |
| Initiating Instant Firmware Update via Update Server | 354 |
| Distributing Firmware..... | 356 |
| Saving Firmware as File on PC | 357 |
| Selecting a PBX | 359 |
| Initiating PBX Synchronisation | 360 |
| Deleting Data | 361 |
| Restoring Factory Setting | 361 |
| Deleting Charges..... | 362 |
| Deleting Personal Data..... | 362 |
| Diagnostic Functions..... | 364 |
| Performing Line Check (BERT) | 364 |
| Determining the services on the PBX..... | 365 |
| Index..... | 367 |

About this Manual

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This product contains software which is based in part on the work of the Independent JPEG Group.

Manuals

You find the Instructions and the Quick Guide on the Internet. After a firmware update you usually require up-to-date Manuals. You find these on the Internet

Basic Knowledge

This section provides a general overview how to operate the telephone. Here, you will find a description of the symbols and text shown on the unit display as well as the keys on the device. In addition, you get an overview of the contents of the individual menus.

Topics

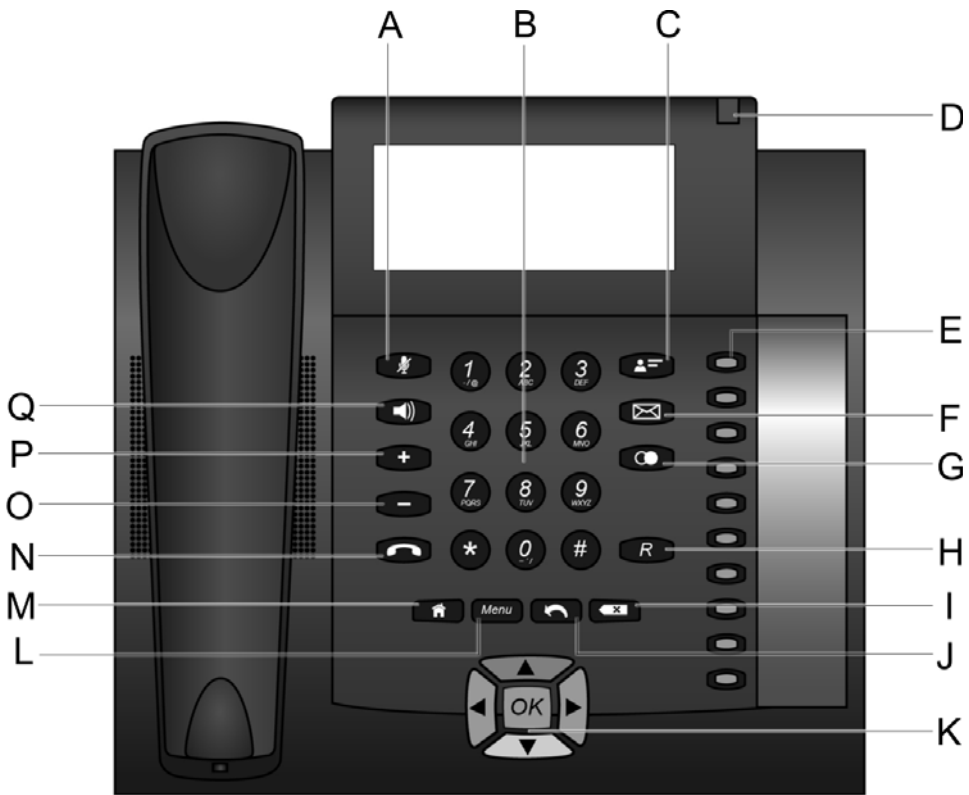
- [Device Overview \(page 18\)](#)
- [Introduction to the Operation \(page 31\)](#)
- [Configuration Software COMfortel Set \(page 42\)](#)

Device Overview

The device has a display and a variety of keys (some with LED). The device may be operated using key control.

Functions of Keys and LEDs

The following figure shows the keys and LEDs of the basic unit.



- A Microphone key with LED
Switches the microphone off (mute) and on again.
- B Keypad
Enables number dialling as well as entering digits and letters.
- C Telephone book key
Opens the telephone book.
- D Casing LED
The LED provides information about the telephone's operating mode and missed calls depending on the key definition.
- E Function keys with LED
They are programmable.
The LED indicates the status depending on the key definition.
- F Message key with LED
Opens the caller list, the answering machine list and the list of voice memos.
The LED signals existing (new) entries.
- G Redial key
Opens the redial list.
Scrolls through the redial list.
When the receiver is off the hook, dials the previously dialled phone number.
- H Query key
Initiates a query call.
- I Delete key
Deletes the last character before the cursor.
Holding the key (2 seconds) deletes the entire entry.
- J Back key
Switches back in the previous menu or the previous level.
- K Directional pad

Enables key-based navigation and operation.
The arrow keys are used to select the desired elements.
The OK key is then used to activate the desired element.

L Menu key

Opens the main menu.

M Home key

Closes the opened menu. Incorrectly exited settings are not saved.

N Hook key

Initiates/Ends headset calls or calls in hands-free calling mode.

O Minus key

Decreases the volume of the ringer, the receiver or loudspeaker depending on the operating mode.

P Plus key

Increases the volume of the ringer, the receiver or loudspeaker depending on the operating mode.

Q Loudspeaker key with LED

Switches loudspeaker listening on during a call.
Holding the key (2 seconds) switches hands-free calling on.

Casing LED

The casing LED provides information about the telephone's operating mode and missed calls.

If you find the LED signalling disruptive or bothersome, it can be switched off. A variety of settings are possible:

LED Signalling during Configuration: Show Alerting, Calls and Entries in the Caller List

- **Red:** The telephone is on a call.
- **Red (blinking):** New entries in the caller list are present.
- **Red (flashing) + alternating pauses):** The telephone is being called.
- **Off:** The telephone is neither being called, nor is it on a call, and there are no new messages.

LED Signalling during Configuration: Show Alerting and Calls

- **Red:** The telephone is on a call.
- **Red (flashing) + alternating pauses):** The telephone is being called.
- **Off:** The telephone is neither being called, nor is it on a call.

LED Signalling during Configuration: Always off

- **Off:** LED is switched off.

Notes:

In the telephone you can adjust the casing LED in the menu **settings > signalling > casing LED**.







In COMfortel Set you can adjust the casing LED in the menu **Settings/ functions > Signalling/ringer > Casing LED**.

Symbols

The symbols and the functions they execute are listed at the end according to the states and menus in which they can occur.




Symbols in the Idle State

Symbol Function

-  Pressing the **OK key** switches unsuccessful power dialling off early.
-  Pressing the **OK key** enables calling line identity restriction (CLIR) for the next call(s).
Active setting: Number is presented.
-  Pressing the **OK key** disables calling line identity restriction (CLIR) for the next call(s).
Active setting: Number is suppressed.
-  Pressing the **OK key** switches an enabled telephone lock (PIN entry is required)
-  Pressing the **OK key** enables pickup.
-  Pressing the **OK key** enables the call list.











Symbols in Dial Preparation Menu

Symbol Function

-  Pressing the **arrow key** left moves the cursor to the left.
-  Pressing the **arrow key** right moves the cursor to the right.
-  Pressing the **delete key** deletes the last character before the cursor.
Holding the **delete key** (2 seconds) deletes the entire entry.
- OK** Pressing the **OK key** accepts the entry and dials.





Menu Symbols for Callers and Calls

Symbol Function

-  The communication partner is currently inactive/waiting (splitting).
-  The communication partner is currently active (splitting).
-  The communication partner is currently inactive. (conference call).
-  The communication partner is currently active. (conference call).
-  Pressing the **OK key** selects the function shown in the lower line of the display.
-  Pressing the **arrow key** down scrolls to the next function in the lower line of the display.
-  Pressing the **arrow key** up scrolls to the previous function in the lower line of the display.
-  Loudspeaker listening is enabled.
-  Hands-free calling is enabled.
-  The microphone is switched off (mute).





Menu Navigation Symbols

Symbol Function

-  Pressing the **back key** switches back in the previous menu or the previous level.
-  Pressing the **arrow key** down scrolls down to the next entry or to the next function.
Holding the **arrow key** allows quicker scrolling.
-  Pressing the **arrow key** up scrolls up to the previous entry or the previous Function.
Holding the **arrow key** allows quicker scrolling.
-  Pressing the **OK key** selects an entry or a function for further editing.


Symbols for Selection

Symbol Function

-  Pressing the **OK key** selects and accepts the function indicated in clear text behind the symbol. The function is currently not enabled.
 -  Pressing the **OK key** selects and accepts the function indicated in plain text behind the symbol. The function is currently enabled.
 -  Pressing the **arrow key** left or right selects the currently empty check box.
 -  Pressing the **arrow key** left or right clears the currently selected check box.
- OK Pressing the **OK key** accepts the changes.

Symbols in Telephone Number and Text Entry Menus

Symbol Function

- < Pressing the **arrow key** left moves the cursor to the left.
- > Pressing the **arrow key** right moves the cursor to the right.
-  Pressing the **delete key** deletes the last character before the cursor.

Holding the **delete key** (2 seconds) deletes the entire entry.

OK Pressing the **OK key** accepts the entry.

A-z Pressing the **arrow key** up or down Switches the setting for upper and lower case spelling during letter entry.

Active setting: If the next letter is upper case, then the letters are automatically displayed in lower case.

A-Z Pressing the **arrow key** up or down Switches the setting for upper and lower case spelling during letter entry.








Active setting: All letters are upper case.

a-z Pressing the **arrow key** up or down switches the setting for upper and lower case spelling during letter entry.

Active setting: All letters are lower case.



Symbols in Define Keys Menu

Symbol Function

-  Pressing the **arrow key** right or links initiates entry/change of the phone number.
-  Pressing the **arrow key** right or links initiates entry/change of the name.
-  Pressing the **arrow key** right or links initiates entry/change of the call macro.
-  Pressing the **arrow key** right or links switches between various options.
-  Pressing the **arrow key** right or links initiates entry/change of the phone number to be forwarded.
-  Selecting  **save** and pressing the **OK key** accepts the changes.








Confirmation symbols

Symbol Function

-  Pressing the **OK key** confirms the displayed question with "Yes".
Or: Confirms the display of a change and switches into the idle state.
-  Pressing the **OK key** confirms the displayed question with "No".

Symbols in Telephone Book Menu

Symbol Function

- | | |
|---|--|
| OK | Pressing the OK key accepts the phone number for subsequent dialling into the dial preparation or opens an expanded display of the contact shown. |
|  | Pressing the OK key accepts the business number for subsequent dialling into the dial preparation. |
|  | Pressing the OK key accepts the private number for subsequent dialling into the dial preparation. |
|  | Pressing the OK key accepts the mobile number for subsequent dialling into the dial preparation. |
|  | Pressing the OK key shows the comment. |
|  | Pressing the OK key accepts the call macro for subsequent dialling into the dial preparation. |
|  | Pressing the OK key accepts the fax number (only contacts of the PBX) for subsequent dialling into the dial preparation. |
|  | Pressing the OK key accepts the user defined number (only contacts of the PBX) for subsequent dialling into the dial preparation. |

Menu Symbols in Telephone Number Lists

Symbol Function



Pressing the **delete key** deletes individual entries from the caller, call and redial lists.

Pressing and holding the **delete key** (2 seconds) deletes the entire caller, call and redial lists.



Pressing the **OK key** accepts the phone number for subsequent dialling into the dial preparation.

Symbols in Restriction Menu

Symbol Function



Pressing the **OK key** initiates a change to the restriction for the next function.

There is currently no restriction.



Pressing the **OK key** initiates a change to the restriction for the next function.

The function is currently restricted for guests.



Pressing the **OK key** initiates a change to the restriction for the next function.

The function is currently restricted for guests and users.



Pressing the **OK key** initiates a change to the restriction for the next function.

The function is currently restricted for guests, users and subadministrators.

Symbols for Voice Mail/Fax Box

Symbol Function



Pressing the **OK key** switches the voice mailbox on.



Pressing the **OK key** switches the voice mailbox off.



Pressing the **OK key** switches the voice mailbox off.

Display: There are new messages in the message list of the voice mailbox.



Pressing the **arrow key** down scrolls to next (older) recording.
During playback: Skips the recording currently being played back.



Pressing the **arrow key** up scrolls to the previous (more recent) recording.
During playback: Repeats the previous recording or the one currently being played back.



Voice mailbox only:

Pressing the **arrow key** right starts the playback of the recording.

Pressing the **arrow key** right again Interrupts the playback of the recording.

Fax box only:

Pressing the **arrow key** right sends a telefax again.



Pressing the **arrow key** left goes back to the start of the recording.




Pressing the **delete key** deletes the recording.

Holding the **delete key** (2 seconds) deletes all messages from the message list.



The recording is a new message or voice memo.


Symbol Function


 The recording is an old message or voice memo or one that has already been played back.

OK Voice mailbox only:
Pressing the **OK key** accepts the phone number for subsequent dialling into the dial preparation.


Fax box only:

Pressing the **OK key** sends a telefax as e-mail.

 Pressing the **OK key** opens a current announcement for editing.

 Display in the list of announcements: The announcement is switched on for the call acceptance of the voice mailbox.

Pressing the **OK key** switches the announcement for the call acceptance of the voice mailbox off.

 Display in the list of announcements: The announcement is switched off for the call acceptance of the voice mailbox.

Pressing the **OK key** switches the announcement for the call acceptance of the voice mailbox on.

Introduction to the Operation

The telephone has a graphic display; each line has 16 characters (when entering phone numbers, the font size is changed to display more characters).

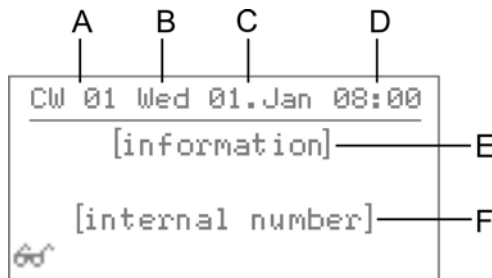
On both sides, there is room for up to four symbols which show the available functions.

The appearance of the display depends on the state of the telephone.

Only those functions are offered that are usable in the respective state. If not all of the information can be displayed due to lack of space, only the most important functions are displayed.

In the Idle State

The following information is shown on the display while the telephone is in the idle state:



A Calendar week

B Weekday

C Time

D Date

E Information and status information

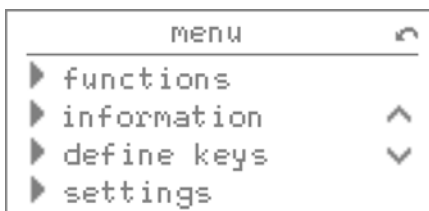
- Current settings that affect telephoning, for example call allowance account empty
- Current settings that limit reachability, for example, do-not-disturb, call forwarding immediately, follow-me, ringer off
- No connection to the PBX
- Missed caller and scheduled calls
- Power dialling enabled

F The internal number of the subscriber in the PBX

Your system telephone shows possible functions in the idle state on the display. Press the **arrow keys** to scroll through the various functions. Press the **OK key** to initiate the function currently displayed.

Main Menu

Press the **Menu key** to open the main menu with various menus.



Press the **arrow keys** to scroll through the selection list.

Press the **OK key** to go to the next menu.

- In the **functions** menu, you can activate/deactivate or execute functions in the PBX and the telephone (for example, do-not-disturb or the telephone lock).
- The **information** menu is only used to display information (for example, versions, accumulated charges and the status of certain important functions/settings). No changes can be made here.
- In the **define keys** menu, you can assign functions on the PBX and the telephone to programmable function keys (for example, do-not-disturb or speed dialling).
- In the **settings** menu, you can configure the telephone.
- In the **answer.machine** menu, you can configure and operate the local answering machine.
- In the **diagnosis** menu, you can perform diagnostic functions.
- In the **voice mailbox** menu, you can configure and operate a voice mailbox in the PBX.

In the submenus, you can scroll through the selection lists pressing the **arrow keys** just as you can in the main menu. Press the **OK key** to again go to the next menu.

To go back to the preceding menu level, press the **back key**. To go back into the idle state, press the **home key**. In addition, the telephone automatically switches back into the idle state if no keys are pressed within a period of 30 seconds.

Important:

Some functions are not offered until the function is available on the PBX and has been configured, and if necessary, an authority level has been granted for the use of this function.

The functions and settings available in the menus **functions**, **define keys**, **settings** and **voice mailbox** can be restricted by the administrator to prevent unauthorised use. The release and display of these disabled functions in to the selection list requires entering the corresponding PIN after selecting **additional**. The release remains intact during the settings that now follow. The release is revoked if no keys are pressed within a time period of 60 seconds. You can actively disable the release by selecting **log out** in the menu **settings > blocking > additional**.

Function Keys

You can use COMfortel Set and the telephone to assign functions to freely programmable function keys.

Using COMfortel Set to Assign Function Keys

1. Open the page **Function keys > Assign function keys**.

The position of the selected function keys is marked in red at the top of the display.

2. Right-click the **function key** you want to assign and select the corresponding **function**.

The current assignment of the key will be displayed.

3. Make the settings if necessary and available.

Notes:

The options **switch off**, **switch on** and **switch over** are available. The options switch off, switch on and switch over determine, if applicable, if the function, depending on the status, can be switched (switch over) with the key, or if it is only possible to switch on or off.

When printing the lettering label, the key name will be adopted for the lettering field.

If there are additional settings, they will be listed in the description of the function key.

Using the Telephone to Assign Function Keys

1. Press the **Menu key** and open the **define keys** menu.
2. Press the **function key** that you want to define.
3. Select the required **function**.


The key settings are shown, if available.

4. Make the settings if necessary. Press the upper or lower arrow key to switch over between the different options or to open a menu for entering a phone number or a text.

Notes:

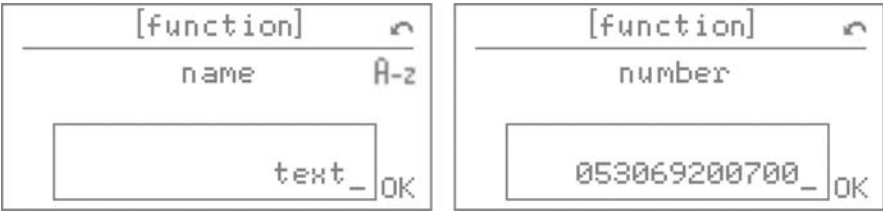
The options **switch off**, **switch on** and **switch over** are available. The options switch off, switch on and switch over determine, if applicable, if the function, depending on the status, can be switched (switch over) with the key, or if it is only possible to switch on or off.

If there are additional settings, they will be listed in the description of the function key.

5. Tap on  **save** and press the **OK** key.

Menu Options in Telephone Number and Text Entry Menus

To enter a phone number or text, the telephone opens one of the following menus.



Using the **keypad dial**, you can enter the digits, characters and letters you need. In the text entry menu, press the **digit keys** as many times as needed until the desired character appears. The assignment is listed in the table at the end.

Press the **arrow keys** to switch between uppercase and lowercase letters. The symbol indicates the current settings.

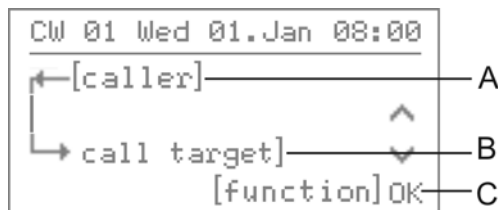
Press the **arrow keys** to move the cursor to the left and right. Press the **delete key** to delete the last character before the cursor.

Press the **OK key** to accept the entry.

| Key | Assignment for uppercase letters | Assignment for lowercase letters |
|-----|----------------------------------|----------------------------------|
| 1 | 1 - / @ + | 1 - / @ + |
| 2 | A B C 2 Ä Æ Å Ç | a b c 2 ä æ å á à â ç |
| 3 | D E F 3 É | d e f 3 é è ê ë |
| 4 | G H I 4 | g h i 4 ì í î ï |
| 5 | J K L 5 | j k l 5 |
| 6 | M N O 6 Ö Ø | m n o 6 ö ø ñ ó ò ô |
| 7 | P Q R S 7 ß | p q r s 7 ß |
| 8 | T U V 8 Ü | t u v 8 ü ú ù û ÿ |
| 9 | W X Y Z 9 | w x y z 9 |
| 0 | Space 0. , : ' " ? ¿ ! ¡ _ | Space 0. , : ' " ? ¿ ! ¡ _ |
| * | * () [] < = > « » ^ ‘ ~ { } | * () [] < = > « » ^ ‘ ~ { } |
| # | # % & § £ \$ € | # % & § £ \$ € |

Menu Options During Incoming Calls

The following information is displayed during an incoming call:



- A Caller, call waiting or call type (for special calls, for example, alarm calls, wake-up calls)
-

Note:

If the phone number is entered in the telephone book of your system telephone or in the central telephone book (short-code numbers) on the PBX, as soon as the telephone detects the phone number, it will show the associated name in the display instead of the phone number. The prerequisite for displaying the phone number is that the exchange line subscriber has not suppressed the display of his phone number or that he has approved transmission of the phone number.

If the phone number is not available, "anonymous" is displayed.

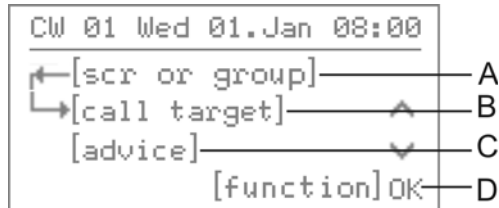
If the name of the caller is not in the telephone book, a search for the name can be performed using the online name search function on a server in the Internet (see Advanced Information for the PBX). If the phone number is transmitted for an incoming call, the PBX automatically looks for the corresponding entry. When an entry is found, it is shown on the display of the system telephone.

- B Internal call destination (subscriber or group)/external call destination
- C Possible Functions for Incoming Calls

Your system telephone shows possible functions during an incoming call in the lower line of the display. Press the **arrow keys** to scroll through the various functions. Press the **OK key** to initiate the function currently displayed.

Menu Options during Outgoing Calls

The following information is displayed during an outgoing call:



- A Subscriber or group (if "logged in as outgoing" in a group)
- B call destination

Note:

If the phone number dialled has been assigned a name in the telephone book of the system telephone, this will be displayed as soon as the telephone detects the phone number. The phone number is simply overwritten by the name.

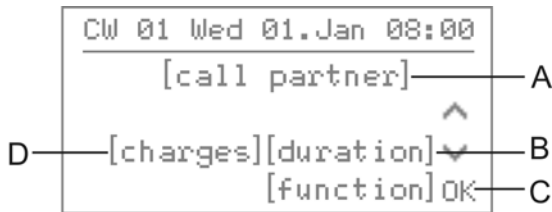
If less than nine digits have been entered, they are displayed in a larger font to facilitate legibility (during dialling/during the call). If the phone number dialled has been assigned a name in the telephone book of the system telephone, and this name comprises fewer than nine characters, this name is also displayed in a larger font.

-
- C Note (for example, busy, do-not-disturb, no exchange line authorisation)
 - D Possible Functions for Outgoing Calls

Your system telephone shows possible functions during an outgoing call in the lower line of the display. Press the **arrow keys** to scroll through the various functions. Press the **OK key** to initiate the function currently displayed.

Menu Options during Calls

The following information is displayed during a call:

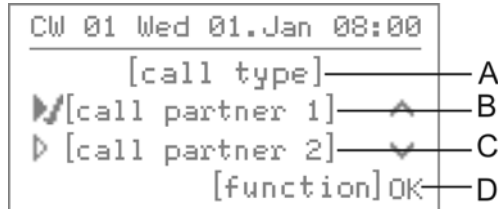


- A Communication partner
- B Duration in minutes:seconds (as of 59:59, in hours:minutes)
- C Possible Functions during a Call
- D Costs (for outgoing external calls)

Your system telephone shows possible functions during calls in the lower line of the display. Press the **arrow keys** to scroll through the various functions. Press the **OK key** to initiate the function currently displayed.

Menu Options during Query Calls

The following information is displayed during a query call:



- A Call type (splitting or conference call)
- B Communication partner 1
- C Communication partner 2
- D Possible Functions for Query Calls

Press the **OK key** to select the active communication partner (function **switch curr. num**). During splitting, the other communication partner who had been active up until now is put on hold in the backgrounds listening to hold music. During a conference call, the status of the call does not change at first. Pressing the **OK key** during a conference call only activates the communication partner (function **switch curr. num**) in relation to carrying out the next function.

Your system telephone shows possible functions during query calls in the lower line of the display. Press the **arrow keys** to scroll through the various functions. Press the **OK key** to initiate the function currently displayed.

Configuration Software COMfortel Set

The configuration software COMfortel Set lets you easily set up the system telephone on your computer.

Installing COMfortel Set

Requirements:

- Installation file (comfortelset.exe) saved on a data storage medium (PC)

Note: You can find the required installation file on the Internet (Auerswald: www.auerswald.de/service, FONtevo: support.fontevo.com).

1. Start installation file (comftelset.exe) on the PC.
The software installation is started.
2. Follow the instructions displayed on the screen.

Starting COMfortel Set

In order to start COMfortel Set, double-click the program shortcut on your computer desktop.

Alternatively, proceed as described below.

1. Click **Start > Auerswald > COMfortel Set x.xx.xx**.

You are asked whether you want to open a configuration file or a telephone configuration.

2. If you want to instead create a new configuration, click **Cancel**.

Exiting COMfortel Set

1. Open the menu **File > Quit**.

If you have opened a configuration, you are asked whether you want to save the configuration beforehand.

2. If you have already saved the configuration, click **No**.

Configuring the Language of the Configuration Software

1. Open the menu **Options > Language....**
2. Select the desired language from the list field and click on **OK**.

3. Quit COMfortel Set and restart it.

Configuring Interface Used

Requirements:

- Existing PC connection to a PC interface on the PBX or a connected system telephone

1. Open the menu **Options > Interface....**

2. In the **Interface** list field, select one of the following options:

IP network: Enable the existing connection via the Ethernet interface on the PBX for carrying out the transmission.

USB: Enable the existing connection via the USB interface on the PBX for carrying out the transmission. (No other action is required.)

Note: For an indirect PC connection to the system telephone to be configured, the selection **IP network** is significantly faster than via other selections.

3. In the **IP address** entry field, enter the IP address of the PBX (only applies to the option **IP network**). Possible entries:

IP address with areas from 0 to 255 (example: 192.168.0.240)

4. in the **IP port (default: 7002)** entry field, enter the configuration port for system telephones on the PBX (only applies to the option **IP network**). Possible entries:

1 to 65535

5. Click **OK**.

Opening Configuration

You can open the configuration of the telephone or a configuration file saved on the hard disk.

Note: Since the administrator may block parts of the system telephone, you may not be able to make all settings on a telephone if you are logged in as a user or a sub-administrator (see chapter Settings > Protection from Unauthorised Access).

Opening the Telephone Configuration

Requirements:

- An existing PC connection configured correctly in COMfortel Set to a PC interface on the PBX or another connected system telephone
- MSN configured for the system telephone
- Knowledge of the required PIN

1. Click **Open** or open the menu **File > Open**.
2. Click **Telephone**.

The **Connection routes** dialogue with the devices connected via the interface configured above opens.

3. Select the telephone whose configuration you want to open and click **OK**.

The **PIN entry** dialogue opens.

Note: For operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/ RX access to the telephone is only possible via the 6-digit PIN assigned in the PBX. You need to first select which PIN you want to enter based on the authority level: the Admin PIN, one of the subadmin PINs or the user PIN that belongs to the telephone.

4. Enter the associated PIN and click **OK**.

The configuration is loaded from the telephone. This may take a while.

Opening a Configuration File

Requirements:

- Configuration file (*.cf2) saved on the hard disk

In order to open one of the files previously saved with this program, open the menu **File > Related files** and select the file.

Alternatively, proceed as described below.

1. Click **Open** or open the menu **File > Open**.

2. Click **File**.

A dialogue for selecting the file with the configuration data opens.

3. Switch to the directory where the file is located and select the file.
4. Click **Open** (this text is dependent on the operating system used).

Creating a New Configuration

If you want to, for example, to create a configuration for a telephone before the required connection to the PBX or to the PC has been established, you can open an empty configuration as described in the following.

1. Click **New** or open the menu **File > New**.
2. In the upper list field, select the telephone type **COMfortel 1200**.
3. In the lower list field, select the PBX type and click on **OK**.

Saving Configuration

The configuration can be saved on one or more telephone(s) or as a file on the PC.

Saving Configuration on one or more Telephones

Requirements:

- An existing PC connection configured correctly in COMfortel Set to a PC interface on the PBX or another connected system telephone
- MSN configured for the system telephone(s)
- For simultaneous saving on several telephones: COMfortel Set as of version 3.12.0

1. Click **Save** or open the menu **File > Save**.
2. Click **Telephone**.

The **Connection routes** dialogue with the devices connected via the interface configured above opens.

Note: To select several end devices, hold the Ctrl or Shift key during selection. Double-clicking the folder symbol displays additional devices.

3. Select the telephone on which you want to save the configuration and click **OK**.

The **PIN entry** dialogue opens.

Note: For operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX access to the telephone is only possible via the 6-digit PIN assigned in the PBX. You need to first select which PIN you want to enter based on the authority level: the Admin PIN, one of the subadmin PINs or the user PIN that belongs to the telephone.

4. Enter the associated PIN and click **OK**.
5. Please select the sections of the configuration to be transmitted (settings/functions, function keys, telephone book and/or answering machine).

The configuration has successfully been transmitted to all selected devices.

Saving Configuration File on PC

Important:

Note the following legal notes before creating the data backup.

The data backup contains the following legally protected components:

- Configuration of the telephone
- Names of internal subscribers
- Address book of the telephone

- Connection data sets containing destination, source and time information of a telecommunication connection

Before the data backup is created, all telephone users must be informed that these data will be forwarded and must also be informed about who will use the received data. It is absolutely necessary to store the data safely and in accordance with the legal requirements.

If you want to make the data backup available to your specialised dealer or to the manufacturer for error analysis, you must make sure that the legal requirements are fulfilled.

-
1. Click **Save** or open the menu **File > Save**.

Hinweis: To export the configuration for another telephone, open COMfortel Set and select the menu **Service > Export...**

2. Click **File**.
3. Accept the legal notes and confirm with **OK**.
A file location dialogue opens.
4. Select the directory in which you want to save the file.
5. Enter a name for the *.cf2 file and click **Save** (this text is dependent on the operating system used).

Close the Configuration

1. Open the menu **File > Close**.

You will be asked whether you want to save the configuration beforehand.

2. If you have already saved the configuration, click **No**.

Using Print Functions

1. Click **Print** or open the menu **File > Printing**.
2. Select or clear the **Assign function keys** check box.
3. Select or clear the **Telephone book** check box and click on **OK**.

If you have selected the **Assign function keys** check box, a print preview dialogue for viewing the lettering labels opens.

Note: If you have cleared the **Assign function keys** check box, proceed to the penultimate step.

4. If you want to configure the colour settings for the lettering labels, click **Colour selection**.

a) Click **Change** next to one of the following options:

Colour of the text for level 1: Enables changes to the colour of the text at level 1.

Colour of the text for level 2: Enables changes to the colour of the text at level 2.

Background colour: Enables changes to the background colour.

b) Change the colour as you like, and click **OK**.

c) Click **OK**.

5. In the list field under the **Colour selection** button, select one of the following options:

centre justified text: Enables centre justified text.

left-aligned: Enables left-aligned text.

Note: In the factory settings, the text is centre justified.

6. Click **OK**.

The print dialogue for the operating system opens.

7. Click **OK** (this text is dependent on the operating system used).

Operating Instructions for COMfortel Set

The operating instructions for COMfortel Set contain the following topics:

- Navigation
- Entry and Selection Fields
- Creating and Deleting Table Entries

Navigating in COMfortel Set

After opening a configuration, the current areas are displayed in a directory tree. To show the organisation of the topics clearly, most topics have been consolidated under a main topic.

Click the desired main topic or the plus sign next to the main topic to open the underlying list of topics. Then click the topic you want.

The topic you have chosen opens on the page to the right.

You can select sub-topics directly on some pages by clicking tabs.

Entry and Selection Fields

Note: The menu bar is not required for processing the page. All entries and changes are made using the mouse or keyboard directly in the pages.



An empty field normally indicates that a name or number is to be entered. Click within the field in question and use the keyboard to enter a number or desired text.

In order to change an existing entry, double-click the entry to be overwritten. The field then becomes blue and can either be overwritten directly or the existing text can be deleted using the delete/backspace key.



For functions that offer more than just being switched on and off but only have a few options to choose from, the field already contains a default setting. To change this, click the opened list field to make a selection.

- If this is a single field with an arrow pointing downward, open the list field by clicking the field.
- If there are multiple fields in a table column (without an arrow pointing downward), open the list field by double-clicking the field.



For some functions, a small circular button (radio button) is located next to the setting options listed. The selected setting is indicated by a black dot inside the circle. The setting is changed by clicking an empty circle. Selecting this setting option simultaneously deactivates any other previous selection.



A square check box indicates a switching function. An empty check box means "off" and "no"; a check mark on the other hand, means "on" and "yes". The switchover is done by simply clicking the box.



Creating and Deleting List Entries

To create new list entries, fill the empty entry fields in the lower table row. Additional rows are then added to the list.

To delete an entry, an entire line can be deleted. To do this, double-click in a field in the line to be deleted. The field is then selected as indicated by the colour change. Right-clicking opens a menu. Click **Delete**. You can delete multiple fields by dragging your mouse with the left mouse button pressed to select multiple fields.



Help

Via the help you can access the entire Advanced Information for the system telephone.

Opening the Help Topic-Relevantly

Below the directory tree, there is a window containing left to several help topics. The offered help topics refer to the currently open configuration page.

- Click the link to go to the desired help topic.

The corresponding help page opens. You can navigate back and forward within the selected topic by clicking the  and  symbols.

- Press the key F1.

The help opens and displays the description of the configuration software.



Note: You can always access the entire Advanced Information for the system telephone via the navigation.

Navigating via the Table of Contents

Click the **Table of Contents** (this text is dependent on the operating system used) tab to go to the table of contents (the tab is highlighted in yellow)


The table of contents will be displayed on the left-hand side of the help window as a directory tree.

By clicking one of the topics in the table of contents, you can open the belonging help page on the right-hand side of the help window.


The  symbol indicates that further topics are available under a specific topic. Click this symbol to expand the subordinate topics. You can close the subordinate topics again by clicking the  symbol.



Note:

The table of contents area and the selected page are separated by a vertical line or a scroll bar. To enlarge the area (this automatically makes the other areas smaller), click and hold the cursor above the separator line and slide the line to the location you want. This setting only applies to the help window currently open.

The currently opened topic is highlighted in the table of contents (for example, with a grey background). Scrolling through the table of contents may cause this highlighting to disappear. By clicking the  symbol in the help window, you can display the currently open help page in the table of contents again.

Navigating via Expanding Texts

Some help texts contain expanding texts that flip down. Expanding text is indicated by a blue font and is underlined. In addition, the  symbol is shown behind the expanding text.

You can expand the text by clicking the  symbol or the line. You can close the text again by clicking the  symbol or the line.

Navigating via the Index

Click the **Index** (this text is dependent on the operating system used) tab to go to the index (the tab is highlighted in yellow)


The index will be displayed on the left-hand side of the help window.

By clicking a letter of the alphabet, you can go directly to the keywords under this letter.


By clicking the desired keyword, you can open the belonging help page on the right-hand side of the help window.


Note:

The index area and the selected page are separated by a vertical line or a scroll bar. To enlarge the area (this automatically makes the other areas smaller), click and hold the cursor above the separator line and slide the line to the location you want. This setting only applies to the help window currently open.


By clicking the  symbol in the help window, you can display the currently open help page in the table of contents.

Navigating by Browsing

By clicking the  symbol, you can go to the next page of the instruction.

By clicking the  symbol, you can go to the previous page of the instruction.

Navigating via the Back Button

Clicking the  symbol takes you back to the previously opened help page.

Note: You may have to scroll back to the beginning of the currently displayed help page in order to access the symbol.

Navigating via Links

Some help texts contain left to subordinate topics or to more detailed information. A link is indicated by a blue font and is underlined.

By clicking a link, you can go to the belonging help page.

Navigating via Breadcrumbs

The path you took to get to the currently open page is displayed above the help text. The path consists of the titles of the topics superordinate to the current topic. The superordinate topics are shown in a blue font and the current topic is shown in a grey font.

By clicking a superordinate topic, you can go to the belonging help page.

Searching in the Help

You can search the entire help for one or several terms.

1. Click the **Search** tab (this text is dependent on the operating system used).

The tab is activated (it is highlighted in yellow). The left area of the help window contains an input field for the keywords and a button for starting the search.

2. Enter the desired term in the entry fields.

Note:

The character * can be used as a placeholder (wildcard) in a search. A search using teleph* results, e.g., in hits for telephone, telephoning and telephone book.


If you enter several terms, the Help texts which contain all these keywords will be displayed irrespective of the sequence and context.

3. Click **Search** (this text is dependent on the operating system used).
Help is searched; this may take some time. Afterwards, the topics that contain the search term are listed. The sequence within this list is determined by the number of hits and the importance of the search term found. The higher the value displayed under **in %**, the more important the help text is to the search.
4. Click the desired **Title** within the list.
The corresponding help page will be opened on the right-hand side of the help window.

Note:

Some browsers also highlight the identified search terms within the help text.

The search area and the selected page are separated by a vertical line or a scroll bar. To enlarge the area (this automatically makes the other areas smaller), click and hold the cursor above the separator line and slide the line to the location you want. This setting only applies to the help window currently open.

By clicking the  symbol in the help window, you can display the currently open help page in the table of contents.


Printing from within the Help

You can print the currently displayed help page using the print function of the help.

Note:

If the displayed help page includes expanding texts, expand all texts you want to print.

If you want to print only part of the displayed help page, mark the corresponding text by clicking and drawing with the left mouse key. Afterwards, select **Selection** as print area in the print dialogue box.

1. In the help window, click the  symbol.

The print dialogue box opens.

2. Select the desired printer.
3. Click **Print**.

Symbols in the Help Window



Clicking the symbol takes you back to the previously opened help page.



Clicking the symbol takes you to the next page of the instruction.



Clicking the symbol takes you back to the previous page of the instruction.



Clicking the symbol displays the opened help page in the table of contents.



Display: The expanding text is currently closed.

You can open the text by clicking the symbol or the line.



Display: The expanding text is currently shown.

You can hide the text by clicking the symbol or the line.



Clicking the symbol opens the print dialogue box.



Display: Subordinate topics are closed.

Clicking the symbol opens the subordinate topics.



Display: Subordinate topics are shown.

Clicking the symbol closes the subordinate topics.



Display: The topic does not have any subordinate topics.

Clicking the symbol opens the corresponding help page.

Telephoning

This section describes the various types of telephoning that your telephone provides.

Topics

- [Incoming Calls \(page 63\)](#)
- [Call Waiting Calls \(page 68\)](#)
- [Outgoing Calls \(page 73\)](#)
- [Calls \(page 83\)](#)
- [Query Calls \(page 86\)](#)
- [Transferring \(page 91\)](#)
- [Conference Calls \(page 97\)](#)
- [Hands-free Calling \(page 101\)](#)
- [Loudspeaker Listening \(page 104\)](#)
- [Headset Calls \(page 106\)](#)

Incoming Calls

The following call types apply to incoming calls:

- Alarm calls
- External calls
- Internal calls
- Group calling (a call directed to a group)
- InterCom calls
- External callback calls
- Internal callback calls
- Door calls
- Call deblocker calls (calls enabled despite do-not-disturb)
- Wake-up calls
- Other calls

Options During an Incoming Call

During an incoming call, the following actions are possible:

Accept an Incoming Call

If you receive a call and would like to talk with the caller, you can accept the incoming call as you would normally by picking up the receiver.

Reject an Incoming Call

If you receive a call but you do not want to talk to the caller, you can reject the incoming call. The caller receives a busy signal – in as far as no other telephones are called (for example, in a group call).

Forward an Incoming Call

If you receive a call but you do not want to talk to the caller yourself, you can forward the incoming call to any internal or external destination number.

Put an Incoming Call on Hold

If you receive a call but would like to postpone accepting the call for a while, you can put the incoming call on hold. The caller hears the hold music.

Switch off the Ringer

If you receive a call but you want to postpone accepting the call for a while, you can switch off the ringer. The call will continue to try to get through and you can accept it at any time.

Accepting Incoming Calls

When you receive a call, proceed as described in the following.

- Pick up the receiver or press the **hook key**.

You are connected with the caller.

Note:

If you are not present once in a while or cannot accept the call for any other reason, the phone number of the caller is saved in the caller list (in as far as the phone number is available and the call type is to be entered in the caller list).

Calls made from the telephone or from the PBX (wake-up calls, alarm calls, door calls, scheduled calls) are displayed in plain text and, if necessary, can be confirmed with **OK** (alarm calls are confirmed after first picking up the receiver).

Rejecting Incoming Calls

When you receive a call, proceed as described in the following.

1. Select **reject** and confirm with **OK**.

The caller receives a busy signal – in as far as no other telephones are called (for example, in a group call).

Hold incoming calls

When you receive a call, proceed as described in the following.

1. Select **hold incoming** and confirm with **OK**.

You will hear the internal dial tone. The caller on hold hears the hold music.

2. Select **back** and confirm with **OK**.

You are connected with the caller.

Forwarding Incoming Calls

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

When you receive a call, proceed as described in the following.

- Enter the destination number (or press a speed dialling key) and confirm with **OK**.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

Note: If you want to select the phone number in the telephone book, first you have to select **call deflection** and confirm with **OK**

The subscriber is called.

Call Waiting Calls

During a call, you are made aware of another call (external or internal subscriber, alarm or someone at the door) by a call waiting signal (tone).

Options During a Call Waiting Call

During a call waiting call, the following actions are possible:

Reject a Call Waiting Call

If you receive another call while you are already on a call and you do not want to speak with the second caller, or you do not want to interrupt the first call, you can reject the call waiting call. The caller receives a busy signal – in as far as no other telephones are being called (for example, in a group call).

Accept the Call Waiting Call

If you receive another call while you are already on a call and you want to speak to the second caller, or you want to end the current call, you can accept the call waiting call. After accepting, you are connected with the other caller. Your previous communication partner hears the hold music.

Forward Call Waiting

If you receive another call while you are already on a call and personally do not want to talk with the second caller, or you do not want to interrupt the current call, you can forward the call waiting call to any internal or external destination number.

Switch off the Call Waiting Tone

If you receive another call while you are already on a call but you want to postpone accepting the second call for a while, you can switch off the call waiting tone. The second call will continue to try to get through and you can accept it at any time.

Rejecting Call Waiting Calls

Requirements:

- Call waiting enabled

When call waiting signals an incoming call, proceed as described in the following.

1. Select **reject** and confirm with **OK**.

The caller receives a busy signal – in as far as no other telephones are being called (for example, in a group call).

Accepting Call Waiting

Requirements:

- Call waiting enabled

When call waiting signals an incoming call, proceed as described in the following.

1. Select **accept** and confirm with **OK**.

You are connected with the caller. Your previous communication partner hears the hold music.

Note: If you first hang up the receiver to end the current call, your telephone then rings and you can accept the incoming call as you would normally.

Forwarding Call Waiting

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Requirements:

- Call waiting enabled

When call waiting signals an incoming call, proceed as described in the following.

1. Select **call deflection** and confirm with **OK**.

2. Enter the destination number or press the **telephone book key** to select the phone number you want in the telephone book.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

3. Confirm with **OK**.

The subscriber is called.

Note: If the destination number is saved on the programmable function key (speed dialling key), you can forward the call by simply pressing this key and then confirming with **OK**. The previous function selection via the display is no longer applicable.

Switching off Call Waiting Tone

Requirements:

- Call waiting enabled

When call waiting signals an incoming call, proceed as described in the following.

1. Select **call wait.off** and confirm with **OK**.

Telephoning

Call Waiting Calls

The second call will continue to try to get through and you can accept it at any time.

Outgoing Calls

Outgoing calls are calls that you have initiated yourself.

Options for Outgoing Calls

An outgoing call can be initiated in two ways:

Dialling the Telephone Number

If you have already picked up the receiver before dialling, the phone number that you have entered is dialled immediately.

Dialling the Telephone Number with Dial Preparation

Dial preparation – first dialling and then picking up the receiver – makes it possible to check the phone number entered and, if necessary, to correct it before the connection is established.

Dialling the Telephone Number on Direct Exchange Line Access

If your system telephone has been configured as a direct exchange access point using the configuration manager on the PBX, you will hear an external dial a tone directly after picking up the receiver.

Initiating External Calls with Number Presentation Suppression

If you prefer that the person you are calling does not see your phone number, you can use calling line identity restriction.

Additional Options

- [Initiating Targeted Exchange Line Access \(A – Function Key Exchange Line\) \(page 163\)](#)
- [Initiating a Targeted VoIP Access Point \(page 172\)](#)
- [Dialling from Telephone Book \(page 112\)](#)
- [Dialling from Redial List \(page 127\)](#)
- [Dialling from Call List \(page 132\)](#)
- [Dialling from Caller List \(page 137\)](#)

Picking up Receiver and Dialling Telephone Number

1. Pick up the receiver or press the **hook key**.
2. Dial a phone number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

Note: As soon as you have dialled the first digit, you can cancel dialling with **OK** and starting again.

Once you have finished dialling the phone number, the subscriber is called.

Dialling Telephone Number with Dial Preparation

1. Dial a phone number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

Note: You can make corrections, if necessary, while entering the phone number.


2. Pick up the receiver or press the **hook key**.


Note: If you want to exit the menu without dialling the phone number entered, press the **home key**.

Initiating External Calls with Calling Line Identity Restriction

Requirements:

- CLIR2 feature (case-to-case calling line identity restriction) activated at the network provider
- Number presentation activated in the PBX

1. Select  and press the **OK key**. Alternatively, press a function key configured for switching on the calling line identity restriction.

The display will show darkened eyeglasses  as an indication that calling line identity restriction has been enabled.

2. Dial a phone number.
3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Calling line identity restriction remains enabled until it is switched out.

Dialling Telephone Number on Direct Exchange Line Access

Requirements:

- Telephone is configured as a direct exchange access point via the PBX

In order to dial an external number on a direct exchange line access point, pick up the receiver and enter the external number without the exchange line access number.

In order to carry out other call types (for example, internal or short-code), proceed as described in the following.

1. Pick up the receiver or press the **hook key**.

You will hear the external dial tone.

2. Select **internal** and confirm with **OK**.

You will hear the internal dial tone.

3. Dial an internal number.

Once you have finished dialling the phone number, the subscriber is called.

Note: If you want to use dial preparation or, for example, make an entry in the telephone book or configure a speed dialling key, you must press the star key twice beforehand for internal and short-code calls.

Options for Unsuccessful Calls

The following options are available for unsuccessful call:

Initiating Callback on Busy

If you cannot get through to a busy subscriber despite repeated attempts, you can initiate a callback on busy. The PBX supports the service attribute "Automatic callback on busy (CCBS)". This service attribute is required for an external call.

If you have initiated a callback, as soon as the other subscriber has hung up the receiver to end the call, the PBX (for an internal call) or public exchange (for an external call) calls you. If you then pick up the receiver, the other subscriber is called. If the other subscriber picks up the receiver, the connection for the call is established. This deletes the callback procedure in the PBX/public exchange.

Initiating Callback on No Response

If the person being called does not pick up the receiver, you can configure callback on no response in order to reach this person without having to call him repeatedly. The function can be used for both internal and external calls. The service attribute "Callback on no response (CCNR)" is supported by the PBX. This service attribute is required for external calls.

If you have initiated a callback, as soon as the other subscriber has hung up the receiver to end the call, the PBX or public exchange calls you. If you then pick up the receiver, the other subscriber is called. If the other subscriber picks up the receiver, the connection for the call is established. This deletes the callback procedure in the PBX/public exchange.

Initiating Priority Call for Do-not-disturb

If, for example, a person must absolutely be reached in an emergency despite the do-not-disturb function, the do-not-disturb function can be circumvented by a priority call from an internal telephone.

Additional Options

- [Performing Power Dialling \(page 217\)](#)

Initiating Callback on Busy

Requirements:

- For external calls: The given technical requirements for a callback on busy (for instance, not all network providers provide callback on a Point-to-Point connection)

If the connection you are calling is busy, proceed as described in the following.

1. Select **recall**.

2. Press the **OK key**.

If callback is configured, you receive the message **recall activated**.

3. Hang up the receiver.

Note: When operated on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX: If you want to delete the callback, press the **delete key** in the redial list.

As soon as the connection is no longer busy, you are called by the public exchange/PBX for a period of 20 seconds.

4. Pick up the receiver to carry out the callback.

Note:

If you do not pick up the receiver within the 20 seconds during which the public exchange/PBX calls you, the callback instruction is deleted.

If you want to cancel the callback, select **reject** and press the **OK key**.

If you pick up the receiver, the subscriber is called.

Note:

You also have the option of letting the public exchange call you as soon as one of the B-channels on the previously called ISDN connection is available. If the person for which you have set up callback is telephoning on the other B-channel, callback will remain unsuccessful.

A callback is tried up to 45 minutes by the public exchange/PBX. If the called person did not finish his call until then, the callback will be deleted automatically.

Initiating Callback on No Response

Requirements:

- For external calls: The given technical requirements for a callback on no response (for instance, not all network providers provide callback on a Point-to-Point connection)
- For external calls: the service attribute CCNR (Callback on no response) enabled with the network provider

If no one answers on the connection you are calling, proceed as described in the following.

1. Select **recall** and confirm with **OK**.

If callback is configured, you receive the message **recall activated**.

2. Hang up the receiver.

Note: When operated on the PBXs COMpact 3000 analogue/ISDN/ VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX: If you want to delete the callback, press the **delete key** in the redial list.

As soon as the connection is used, the public exchange/PBX or for external callback calls you for period of 20 seconds.

3. Pick up the receiver to the carry out the callback.

Note:

If you do not pick up the receiver within the 20 seconds during which the public exchange/PBX calls you, the callback instruction is deleted.

If you want to cancel the callback, select **reject** and confirm with **OK**.

A callback on an external subscriber is tried up to 45 minutes by the public exchange. If the called person did not finish his call until then, the callback will be deleted automatically.

If you pick up the receiver, the subscriber is called.

Initiating Priority Call for Do-not-disturb

Requirements:

- Type of do-not-disturb configured to **All (PBX)** on the telephone of the person being called

If the internal telephone you are trying to call is busy because it is set to do-not-disturb, proceed as described in the following.

- When operated on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX: Wait ten seconds.
- When operated on the PBXs COMpact 2206 USB and COMpact 4410 USB: Select **priority call** and tap on **OK**.

The subscriber is now called.

Calls

The system telephone allows you to make internal and external calls on the PBX. Internal calls are toll-free.

Options during a Call

During a call, the following actions are possible:

Sending DTMF Signals

During an existing connection, you can use the keypad to send DTMF signals (tones used in DTMF dialling) to operate an answering machine remotely, for example. The digits dialled are shown on the display.

Mute

If you want to discuss something with another person in the room without your communication partner on the telephone being able to hear, you can temporarily mute the call.

Additional Options

- [Initiating a Query Call \(page 86\)](#)
- [Transferring \(page 91\)](#)
- [Performing Pickup during Call \(page 214\)](#)

Sending DTMF Signals

During a call, proceed as described in the following.

- Enter the digits and characters. Possible entries:


Digits and the characters * and #

The digits and characters dialled are shown on the display and you hear the corresponding tones.

Muting a Call

During a call, proceed as described in the following.

1. Press the **microphone key**.

The microphone on the receiver, device or headset is switched off. The  symbol is shown in the display and the LED of the microphone key lights up in red.

2. If you want to switch the microphone on again, press the **microphone key** again.

Ending a Call

After your communication partner ends the call, your telephone goes into the idle state. If you wait to hang up the receiver for a few seconds, you will hear the busy signal on the receiver and then also on the loudspeaker of the base system, in case the receiver was accidentally hung up incorrectly.

During a call, proceed as described in the following.

- Hang up the receiver.

Note: If you want to end a current call and then immediately make a new call, press the **hook key** instead and start dialling the next number within 30 seconds.

Query Calls

During a query call, you are talking with one subscriber while your previous communication partner is on hold on the PBX in the background listening to hold music.

A query call is initiated either by calling a query call subscriber, using pickup during a call, or by accepting a call signalled by call waiting.

Initiating a Query Call

During a call, proceed as described in the following.

1. Select **query/transfer** and confirm with **OK**.

You will hear the internal dial tone. Your current communication partner is kept on hold on the PBX and is listening to hold music.

2. Enter a phone number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX). Exception: With the PBXs COMpact 2206 USB and COMpact 4410 USB in any case external numbers are entered with a leading exchange line access number.

The subscriber is called.

Note:

If the phone number of the query call subscriber is located in the telephone book of the telephone, you can initiate a query call by dialling directly out of the telephone book (also without previously selecting **query/transfer**).

If the phone number of the query call subscriber is saved on one of the programmable function keys (speed dialling key), you can initiate the query call by simply pressing this key (without previously selecting **query/transfer**).

Ending a Query Call

If you make a query call and the number is busy but there is no response, proceed as described in the following.

Important: Do not hang up the receiver as this will disconnect any calls waiting or will initiate an unannounced transfer of the call to another internal telephone.

1. Select **back** and confirm with **OK**.

Note: If you want to try this with another phone number, select **dial again**. You can then dial a new phone number, without having to explain to the person waiting on the other line that you are trying again.

You are now reconnected with the person waiting on the other line.

Options during a Query Call

The following actions are possible during a query call:

Splitting

You can use at the splitting function to switch between your two communication partners.

Ending One of the Two Calls

When you end a query call and would like to continue talking with one of the communication partners, you can specifically end the call with the other communication partner separately. Of course, one of your communication partners can simply hang up so that you can continue talking with the other communication partner alone.

Connecting Both Communication Partners

If you want to let your communication partners speak with each other, you can connect them together.

Additional Options

- [Initiating Conference Calls \(page 97\)](#)
- [Sending DTMF Signals \(page 84\)](#)
- [Muting a Call \(page 84\)](#)



Toggling Between Conversations

Requirements:

- Initiated query call

During a query call, proceed as described in the following.

- Select **switch curr. num** and confirm with **OK** to change the communication partner.

The active communication partner is indicated by  , and the waiting communication partner by  .

You continue to conduct a query call. The other communication partner is now active.

Ending One of the Two Calls



Requirements:

- Initiated query call

If one of your two communication partners hangs up the receiver, you remain connected with the other one.

Or, during a query call, proceed as described in the following.

1. Change the communication partner, if necessary: Select **switch curr. num** and confirm with **OK**.

The active communication partner is indicated by  , and the waiting communication partner by  .

2. Select **curr. call canc.** and confirm with **OK**.

You then conduct an individual call with the communication partner who had previously been on hold.

Connecting Both Communication Partners

Requirements:

- Initiated query call
- To connect two external communication partners, the following is required: Authorisation in the PBX for **Transfer of external calls to external**

To connect both communication partners, hang up the receiver during a query call.

Alternatively, proceed as described below.

1. Select **conn. both calls**.
2. Confirm with **OK**.

Both communication partners are connected with each other.

Transferring

A communication partner can be transferred or connected to an internal or external subscriber.

Options for Transferring a Call

During an existing call, the following options are available for transferring a call:

Transfer with Announcement

In order to transfer a call, first initiate a query call, announce the call and then connect both communication partners.

Transfer without Announcement

If you want to transfer an external communication partner to another internal subscriber, you do not have to wait until the subscriber being called via the query call accepts the call; you can hang up the receiver while this call is being made. The internal subscriber will continue to be called.

Placing the Communication Partner in the Waiting Loop

If the internal subscriber to which you want to transfer an communication partner is busy, you can place the communication partner in the waiting loop of this subscriber.

Note: If, for example, you have accepted a call signalled by call waiting and have therefore established a query call, you can place this call in the

waiting loop in the same manner. The communication partner to be transferred must be the active communication partner.

Calling a Third Internal Subscriber and Transferring to an Active Communication Partner

Assuming that you have gained an additional communication partner from a call, for example, from accepting a call signalled by call waiting, and this second communication partner would like to now be transferred to somebody else. You can now initiate a third call that connects the second and third communication partners with each other and then continue telephoning with your first communication partner.

Transfer with Announcement

Requirements:

- Initiated query call
- To connect two external communication partners, the following is required: Authorisation in the PBX for **Transfer of external calls to external**

During a query call, proceed as described in the following.

1. Select **conn. both calls** and confirm with **OK**.

Both communication partners are connected with each other.

Transfer without Announcement

Requirements:

- Internal transfer destination

During a call, proceed as described in the following.

1. Select **query/transfer** and confirm with **OK**.

You will hear the internal dial tone. Your current communication partner is kept on hold on the PBX and is listening to hold music.

2. Dial an internal number.

The subscriber is called.

3. Hang up the receiver.

The internal subscriber will continue to be called. If the subscriber accepts the call, the connection is established.

If the subscriber being called does not accept the call, the call is transferred back to your telephone 60 seconds later (your telephone rings).

Note: In order to carry out an **open query call**, dial the internal basis phone number + park position and hang up, instead of dialling the internal number (see Advanced Information of the PBX). To make this operation more convenient, you can save the internal basis phone number + park position on one or more programmable function keys (speed dialling key). The LEDs for the speed dialling keys then indicate whether a park position is available or busy.

Placing Communication Partner in Waiting Loop

Requirements:

- Internal transfer destination

Note: With some PBXs the function is limited to external callers (see Advanced Information of the PBX).

If the internal telephone to which you are trying to transfer a call is busy, proceed as described in the following.

1. Select **waiting loop** and confirm with **OK**.
2. Hang up the receiver.

The communication partner continues to listen to hold music.

As soon as the internal subscriber hangs up the receiver, this communication partner is called. Once he accepts the call, he is connected with the subscriber in the waiting loop.

Note:

If the internal subscriber does not answer the call within 60 seconds, or the line remains busy during the three minute waiting time, the call will be transferred back to you.

If you pick up the receiver, you will be reconnected with the communication partner. You can then place him in the waiting loop again. If you do not pick up the call within 60 seconds, the connection is disconnected completely (for example, if your line was busy even for a short time).



Calling a Third Subscriber and Transferring to an Active Communication Partner

Requirements:

- Initiated query call

During a query call, proceed as described in the following.

1. Change the communication partner, if necessary: Select **switch curr. num** and confirm with **OK**.

The active communication partner is indicated by  , and the waiting communication partner by  .

2. Select **transf. act. call** and confirm with **OK**

3. Dial the phone number of the subscriber to be called.

As soon as to the person being called picks up the receiver, conduct a third call.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX). Exception: With the PBXs COMpact 2206 USB and COMpact 4410 USB in any case external numbers are entered with a leading exchange line access number.

4. Select **transfer** and confirm with **OK**.

Both previously active communication partners are connected.

Telephoning

Transferring

Then return to conducting an individual call with your first communication partner.

Conference Calls

During a conference call, you are talking with two subscribers simultaneously.

Initiating Conference Calls

Requirements:

- A query call you initiated yourself

During a query call, proceed as described in the following.

1. Select **conference** and confirm with **OK**.

You are making a conference call.

Options during a Conference Call

The following actions are possible during a conference call:

Initiating Splitting

When you end a conference call and would like to talk to each of the conference call partners separately one after the other, you can specifically put one of the conference call partners on hold in the background.

Ending a Call with a Conference Call Partner

When you end a conference call and would like to continue talking with one of the conference call partners, you can specifically end the call with the other conference call partner separately. Of course, one of your conference call partners can simply hang up so that you can continue talking with the other conference call partner alone.

Connecting both Conference Call Partners

If you want to leave a conference call that you initiated yourself and your conference call partners would like to continue talking with each other, you can connect both parties.

Ending a Conference Call Completely

If you initiated the conference call yourself, you can end the conference call completely.

Additional Options

- [Sending DTMF Signals \(page 84\)](#)
- [Muting a Call \(page 84\)](#)



Initiating Toggling Between Conversations during a Conference Call

Requirements:

- A conference call that you initiated yourself

During a conference call, proceed as described in the following.

1. Change the conference partner, if necessary: Select **switch curr. num** and press the **OK key**.

The conference partner, with whom you want to talk, is indicated by  , and the other conference partner by  .

2. Select **splitting** and confirm with **OK**.

You are making a query call with the selected conference partner.



Ending a Call with a Conference Call Partner

Requirements:

- A conference call that you initiated yourself

During a conference call, proceed as described in the following.

1. Change the conference partner, if necessary: Select **switch curr. num** and confirm with **OK**.

The conference partner, with whom you want to end the call, is indicated by  , and the other conference partner by  .

2. Select **terminate** and confirm with **OK**.

You are conducting an one-on-one call with the other conference call partner.

Connecting both Conference Call Partners

Requirements:

- A conference call that you initiated yourself
- To connect two external communication partners, the following is required: Authorisation in the PBX for **Transfer of external calls to external**

During a conference call, proceed as described in the following.

1. Select **conn. both calls** and confirm with **OK**.

Both conference call partners are connected with each other.

Ending Conference Call Completely

Requirements:

- A conference call that you initiated yourself

During a conference call, proceed as described in the following.

- Hang up the receiver.


The conference call is disconnected completely.

Hands-free Calling


During hands-free calling, the loudspeaker and microphone on the device are switched on. This option allows you to talk on the telephone even if you have no hands free. In addition, other people in the room can participate in the call.

Initiating Call in Hands-free Calling Mode

- When your phone rings, press the **hook key** or the **loudspeaker key** to initiate the call.

You are conducting a call in hands-free calling mode. The following symbol is shown in the display: 

- If you want to call someone, dial the phone number and press the **hook key** or the **loudspeaker key** to initiate the call.

You are conducting a call in hands-free calling mode. The following symbol is shown in the display: 

Note: During headset operation, you can only use the **loudspeaker key** since the **hook key** is being used to initiate and end the headset call.

Ending up Call in Hands-free Calling Mode


During hands-free calling mode, proceed as described in the following.

- Press the **hook key**.

Switching on Hands-free Calling During a Call

During a normal call or a call in loudspeaker listening mode using the receiver, proceed as described in the following.

- Press and hold the **loudspeaker key** for approx. 2 seconds. You can then hang up the receiver.

You are conducting a call in hands-free calling mode. The following symbol is shown in the display: 

Switching off Hands-free Calling and Returning to Normal Calling

During hands-free calling mode, proceed as described in the following.

- Pick up the receiver.

You are conducting a normal call.

- If you have already picked up the receiver or a headset is connected, press the **loudspeaker key**.

You are conducting a normal call or a headset call.


Loudspeaker Listening

During loudspeaker listening, the receiver loudspeaker as well as the loudspeaker in the device are switched on. This allows other people in the room to listen in on the call. The call is continued using the receiver microphone (no hands-free calling).

Switching on Loudspeaker Listening during a Call

During a normal call using the receiver, proceed as described in the following.

- Press the **loudspeaker key**.

You are conducting a call in loudspeaker listening mode. The following symbol is shown in the display: 

Switching off Loudspeaker Listening and Returning to Normal Calling

During loudspeaker listening mode, proceed as described in the following.

- Press the **loudspeaker key**.

You are conducting a normal call.

Ending a Call in Loudspeaker Listening Mode

During loudspeaker listening mode, proceed as described in the following.

- Hang up the receiver.

Headset Calls

A headset enables you to participate in calls when you have no hands free. This is a very useful feature, especially in certain professional areas (for example, in a call centre).

Initiating Headset Calls

Requirements:

- Headset operation enabled
- When your telephone rings, press the **hook key** to initiate the call.
You are making a headset call.
- If you want to call someone, dial the phone number and press the **hook key** to initiate the call.
You are making a headset call.

Ending a Call in Headset Operation

Requirements:

- Headset operation enabled

During a headset call or other call in headset operation, proceed as described in the following.

- Press the **hook key**.

Telephone Book and Lists

This section describes the telephone book and the current caller and calls lists in the telephone.

Topics

- [Telephone Book \(page 109\)](#)
- [Redial List \(page 125\)](#)
- [Call List \(page 130\)](#)
- [Caller List \(page 135\)](#)

Telephone Book

The telephone book is used for storing useful or frequently dialled phone numbers along with the associated names. If a phone number that is entered in the telephone book is transmitted during a call, the assigned name is displayed instead of the phone number is displayed.

In the telephone book, entries (phone numbers, call macros and comments) can be stored. Up to four entries can be assigned to a name (contact).

In addition, internal numbers (subscriber, groups, door, emergency call) as well as contacts/short-code numbers on the PBX are displayed. If one of these entries does not have a name, the system telephone generates a name for the telephone book (for example, int. TN45, KW-A 05306...). The entries cannot be changed in the telephone book of the system telephone; they can only be changed using the configuration manager of the PBX. All of the contacts are displayed in alphabetical order.

Opening the Telephone Book

Proceed as follows:

- Using the telephone
1. Press the **telephone book key**.
 2. Scroll to the desired contact.

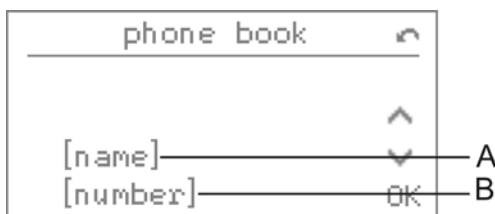
Note:

In order to find the desired contact more quickly, you can enter the first letter into the keypad.

If there is no contact for the letter entered (display "no hits") or the contact in question is not present, you can delete the letters entered by pressing the **delete key** and enter another letter.

If there are multiple contacts for the beginning letter entered, you can enter additional letters to narrow the selection further.

The following information about the contact is shown on the display:



A Name (contact)

B Phone number (for multiple entries for this contact, the phone number last dialed or entered)

3. Select one of the following options:

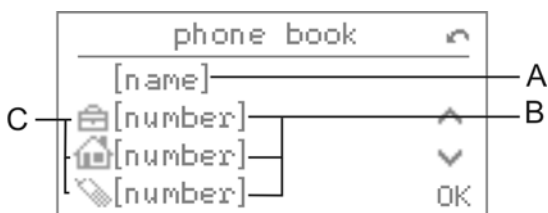
 Pressing the **back key** switches back in the previous menu.

OK Pressing the **OK key** accepts the phone number for subsequent dialling into the dial preparation or opens an expanded display of the contact shown.

Note: If the displayed contact is an internal subscriber or a contact/short-dial number of the PBX, the expanded display is not available: These internal PBX contacts have only one number. Exception: If used for

operation on the PBXs COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX (with Firmware 6.0A or later) contacts of the PBX may have up to four numbers. These may be displayed and selected in the expanded display.




If you have opened the extended display, the following information about the contact in the display is shown:



- A Name (contact)
- B Existing entry
- C Type of entry: business number (), private number (), mobile number (), fax number (, only contacts of the PBX), user defined number (, only contacts of the PBX), call macro ()

4. Select one of the following options:

- Pressing the **back key** switches back into the list view.
- Pressing the **OK key** accepts the business number into the dial preparation.
- Pressing the **OK key** accepts the private number into the dial preparation.
- Pressing the **OK key** accepts the mobile number into the dial preparation.
- Pressing the **OK key** accepts the fax number (only contacts of the PBX) into the dial preparation.

-  Pressing the **OK key** accepts the user defined number (only contacts of the PBX) into the dial preparation.
 -  Pressing the **OK key** accepts the call macro into the dial preparation.
 -  Pressing the **OK key** shows the comment.
5. If you want to leave the menu, press the **home key**.

Dialling from Telephone Book

Proceed as follows:

- Using the telephone
1. Press the **telephone book key**.
 2. Scroll to the desired contact or enter the first letter of the desired contact into the keypad.

The default number is displayed. If there are multiple entries for a contact, this will be the phone number last dialled or entered.
 3. If you want to dial a different number than the default number associated with the contact, press the **OK key** to open the expanded display. Then scroll to the desired phone number.
 4. Pick up the receiver or press the **hook key**.

Note: The phone number now dialled becomes the default number at the end of the call.

Configuring a Contact

The telephone book provides space for 1600 entries (phone numbers, macros and comments). Up to four entries can be assigned to a name (contact).

Proceed as follows:

- Using COMfortel Set
1. Open the page **Telephone book** and click the **New** tab.
 2. Enter the name of the contact in the **Name** entry field.
 3. If you want to be signaled by a specific ringtone when a contact calls, select the ringtone in question in the **Ringtone** list field.
 4. In the **Kind** list field, select one of the following options:
 - business**: Defines the phone number to be entered as a business number.
 - mobile (business)**: Defines the phone number to be entered as a business mobile number.
 - private**: Defines the phone number to be entered as a private number.
 - mobile (private)**: Defines the phone number to be entered as a private mobile number.
 - fax**: Defines the phone number to be entered as a fax number.
 - user-specified**: Defines the phone number to be entered as a user-defined number.
 5. In the **Type** list field, select one of the following options:

internally: Defines the phone number to be entered as an internal number.

externally: Defines the phone number to be entered as an external number.

6. In the **Telephone no** entry field, enter the phone number.
7. Click **Take over**.

Note: If you want to discard your entries of the new contact and create a another contact instead, click **New**. All entries of the corresponding contact which have not been saved yet are discarded.

Editing a Contact

A contact that has already been configured, can be edited later.

Proceed as follows:

- Using COMfortel Set
1. Open the page **Telephone book** and click the **Edit** tab.
 2. Click one of the following options to navigate to the contact that you want to edit.

Start of the list: Jumps to the first contact in the telephone book.

Previous contact: Jumps to the previous contact in the telephone book.

Next contact: Jumps to the next contact in the telephone book.

End of the list: Jumps to the last contact in the telephone book.

Note:

Alternatively, you can double-click a phone number for the contact to be edited directly on the page **Telephone book (Telephone book tab)**. After this, the menu for editing the contacting question opens automatically.

Only contacts configured on the telephone can be edited or deleted. The internal numbers as well as the telephone book/short-code numbers on the PBX can only be changed using the configuration manager on the PBX.

3. If you want to be signaled by a specific ringtone when a contact calls, select the ringtone in question in the **Ringtone** list field.
4. In the **Kind** list field, select one of the following options:
 - business:** Defines the phone number to be entered as a business number.
 - mobile (business):** Defines the phone number to be entered as a business mobile number.
 - private:** Defines the phone number to be entered as a private number.
 - mobile (private):** Defines the phone number to be entered as a private mobile number.
 - call macro:** Allows a macro to be entered.
 - comment:** Allows a comment to be entered.
 - fax:** Defines the phone number to be entered as a fax number.

user-specified: Defines the phone number to be entered as a user-defined number.

5. In the **Type** list field, select one of the following options:

internally: Defines the phone number to be entered as an internal number.

externally: Defines the phone number to be entered as an external number.

6. In the **Telephone no** entry field, enter the phone number.

Deleting a Contact

Proceed as follows:

- Using COMfortel Set
1. Open the page **Telephone book** and click the **Telephone book** tab.
 2. Click the line with the contact to be deleted.
 3. Right-click the line with the contact to be deleted and click **Delete rows**.

Entering Comments for a Contact

The comment function is used for entering more detailed information about a contact, for example, the reachability or the name of the contact partner for a company.

Proceed as follows:

- Using COMfortel Set
1. Open a contact for editing or create a new contact.
 2. In the **Kind** list field, select the **Comment** option.
 3. Enter the comment in the **Phone number** entry field.

Configuring a Call Macro

A call macro can contain numbers as well as certain control characters. This enables you, for example, to query an answering machine.

Proceed as follows:

- Using COMfortel Set
1. Open a contact for editing or create a new contact.
 2. In the **Kind** list field, select the **macro** option.
 3. Enter the call macro in the **Phone number** entry field. Possible entries:

Up to 40 digits

Digits and the characters * and #

The following commands:

- Waiting time/pause time of 1 second
- = Waiting time/pause time of 2 seconds
- < Waiting time/pause time of 4 seconds
- W Wait for a connection
- H Replace/pick up receiver

Accepting Telephone Numbers into Other Menus

Before entering a phone number in a menu (for example, when configuring a speed dialling key, a scheduled call with dial preparation or call forwarding for subscribers), you can select the desired phone numbers in the telephone book. If you have already entered any codes, the phone number from this telephone book entry is added at the end.

Proceed as follows:

- Using the telephone

After opening a menu for entering phone numbers, proceed as described in the following.

1. Press the **telephone book key**.
2. Scroll to the desired contact or enter the first letter of the desired contact into the keypad.

The default number is displayed. If there are multiple entries for a contact, this will be the phone number last dialled or entered.

3. Confirm with **OK** to accept the phone number in the menu for the phone number entry.
4. Confirm again with **OK**.

Note: The name is also accepted – if it is needed in the menu for the function in question.

Importing the Telephone Book

This function enables you to import a telephone book that had previously been exported out of another system telephone into the telephone book on an identical model. Only the names and phone numbers of contacts are imported. Existing comments and call macros are not imported.

Proceed as follows:

- Using COMfortel Set

Requirements:

- A text file (*.csv) saved on the hard drive, data arranged in rows and separated (semicolons, comma, tabs or your own character)

1. Open the page **Telephone book** and click the **Import/export** tab.

2. Click **Import**.

A dialogue for selecting the separator character opens.

3. Select the separator to be used to separate the entries into individual columns in the file to be imported and click **OK**.

A dialogue for selecting the columns to be imported opens.

4. Switch in the directory where the file is located. Select the file to be imported.

5. Arrange how the individual pieces of data should be distributed across the existing table columns.

6. In the lower list field, select one of the following options:

unsynchronised: All previous entries remain unchanged. The data for the file to be imported is appended to the telephone book unverified.

Synchronise after -Name: If the telephone book already contains a name that also occurs in the file to be imported, this data set is not imported. New names are appended to the telephone book along with the corresponding data (max. four phone numbers).

Synchronise after -Phone number/Text x: If the selected column in the telephone book (Phone number/Text x) already contains an entry that also occurs in the assigned area of the file to be imported, this data set is not imported. For new phone numbers, a new contact is created in the telephone book with the corresponding name.

7. Click **OK**.

Displayed Telephone Number Range for Telephone Book

If you want to prevent too many entries from being displayed in the telephone book, you can restrict the display of the various phone number ranges. The following areas can be selected:

- Emergency numbers (emergency numbers configured in the PBX)
- internal numbers (internal numbers configured in the PBX)
- PBX telephone book (telephone book entries/short-code numbers configured in the PBX)
- Local telephone book (telephone book entries you have configured in the telephone yourself)
- Voice mailbox (the voice mailbox assigned to the telephone)

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Lists** under **Telephone book**)
- Using the telephone (menu **settings > lists > phone book**)

Importing Outlook Contacts

This function enables Outlook data (2002, 2003, XP, 2007, 2010, 2013) to be imported.

Proceed as follows:

- Using COMfortel Set

Requirements:

- Contacts created in Outlook (2002, 2003, XP, 2007, 2010, 2013)
1. Open the page **Telephone book** and click the **Import/export** tab.
 2. Click **Import Outlook contacts**.
 3. In the **Country code (0049)** entry field, enter your own country code.
 4. In the **Replace the country code at the beginning of the number by** entry field, enter the code that should replace your own country code during import.
 5. Under **Outlook folders to be imported**, click **Select**. Select the folder to be imported and click **Open**.
 6. In the **Name allocation in the telephone book** list field, select one of the following options:
 - Last name, first name:** The first and last names saved in Outlook are accepted into COMfortel Set in a last name, first name format.
 - Last name first name:** The first and last names saved in Outlook are accepted into COMfortel Set in a last name first name format.
 - First name last name:** The first and last names saved in Outlook are accepted into COMfortel Set in a first name last name format.
 7. Under **Outlook categories to be imported**, select or clear the check box for the Outlook categories to be imported.

If you want to select the check boxes for all the Outlook categories at once, under **Category selection**, click **all**.

If you want to clear the check boxes for all the Outlook categories at once, under **Category selection**, click **none**.

8. Click **Import**.
9. Assign which data should be imported and how the individual pieces of data should be distributed across the existing table columns.
10. In the lower list field, select one of the following options:
 - unsynchronised**: All previous entries remain unchanged. The data for the contacts to be imported is appended to the telephone book unverified.
 - Synchronise according to -Last name, first name**: If the telephone book already contains a name that also occurs in the contacts to be imported, this data set is not imported. New names are appended to the telephone book along with the corresponding data (max. four phone numbers).
 - Synchronise after -Phone number/text**: If the selected column in the telephone book (x. Phone number/text) already contains an entry that also occurs in the assigned area of the contacts to be imported, this data set is not imported. For new phone numbers, a new contact is created in the telephone book with the corresponding name.
11. Click **OK**.

Exporting the Telephone Book

You can export the telephone book as a text file (*.csv) using this function. This file can then be further processed with other programs which provide *.csv import options (for example, MS Excel).

Proceed as follows:

- Using COMfortel Set

Requirements:

- Existing entries in the telephone book
1. Open the page **Telephone book** and click the **Import/export** tab.
 2. Click **Export**.
A dialogue for selecting the separator character opens.
 3. Select the desired separator to be used to separate each entry into individual columns and click **OK**.
A dialogue for selecting the columns to be exported opens.
 4. Select the desired columns and click **OK**.
A file location dialogue opens.
 5. Select the directory in which you want to save the file.
 6. Enter a name for the *.csv file and click **Save** (this text is dependent on the operating system used).

Note: Under **Name**, if, for example, you use characters that can also be recognised as control characters during an export to *.csv (for example, semicolon, comma or tab), these characters will be accepted in the file unverified. This can lead to problems when reimporting the edited files.

Redial List

The last 100 phone numbers dialled are saved in the redial list. For more than 100 phone numbers dialled, the oldest entry is overwritten. The phone numbers are saved along with number of dialling operations, date and time of dialling (for multiple dialling operations, the date/time of the last attempt).

Opening the Redial List

Proceed as follows:

- Using the telephone

Requirements:

- At least one entry in the list

1. Press the **redial key**.

Short pressure: The redial list is now opened. The entry with the phone number dialled previously is displayed.

Long pressure: The redial list is now opened. The entry with the phone number dialled most frequently is displayed.

The following information about the entry is shown on the display:



- A Consecutive number of entries/number of existing entries
- B Caller
- C Outbound MSN used for the (external) call

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

- D Call destination

Note: If the phone number has been assigned a name in the telephone book of the system telephone, this will be displayed.

- E Time of last attempt
- F Date of last attempt
- G Number of attempts

2. Select one of the following options:


 Pressing the **delete key** deletes the entry shown.

Pressing and holding the **delete key** (2 seconds) deletes the entire redial list.

 Pressing the **delete key** deletes the callback shown.

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

 Pressing the **arrow key** scrolls to the next entry.

 Pressing the **arrow key** scrolls to the previous entry.

 Pressing the **OK key** accepts the entry into dial preparation.

Dialling from Redial List

Proceed as follows:

- Using the telephone

1. Open the redial list.

Note: If you have already picked up the receiver when you press the **redial key**, the first phone number entry of the list is dialled immediately.

2. Scroll to the desired entry or press the **redial key** several times.
3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Note: If you want to exit the menu without dialling the phone number displayed, press the **home key**.

Deleting Entries in Redial List

Proceed as follows:

- Using the telephone
1. Open the redial list.
 2. Press the **delete key** to delete the entry shown.

Note: To delete the entire redial list, press and hold the **delete key** for approx. 2 seconds and then confirm the action. Alternatively, you can delete the entire redial list via the function menu using **functions > delete data > redial list**.

Calls to be Recorded for Redial List

If you want to prevent too many entries from being entered in the redial list, you can configure the list in relation to the calls to be recorded. The following calls can be selected:

- External calls
- Internal calls
- Door calls
- Other calls

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Lists** under **Redial list**)
- Using the telephone (menu **settings > lists > redial list**)

Call List

The calls made (incoming and outgoing) are saved in the calls list of the telephone along with the phone number of the communication partner as well as date, time and duration of the call. A maximum of 100 calls can be saved. For more than 100 calls, the oldest entry is overwritten. A previous communication partner can be called directly from the calls list.

Opening the Call List

Proceed as follows:

- Using the telephone

Requirements:

- At least one entry in the list

You can open the calls list by pressing a **function key** configured for this purpose.

Alternatively, proceed as described below.

1. Press the **Menu key** and open the menu **Functions > calls list**.
2. Select one of the following options:

All calls: Displays all calls.

Outgoing calls: Displays all outgoing calls.

Incoming calls: Displays all incoming calls.

3. Select the required mode and confirm with **OK**.

The following information about the entry is shown on the display:



- A Consecutive number of entries/number of existing entries

Note: The latest entry is displayed with consecutive number 1.

- B Caller (communication partner)
- C Outbound MSN (for an external outgoing call), external call destination/exchange line number called (for an external incoming call)
- D Call destination (communication partner)

Note: If the phone number has been assigned a name in the telephone book of the system telephone, this will be displayed.


- E Time of the call
- F Date of the call
- G Call type: external outgoing (☒), external incoming (☑), internal outgoing (☐) and internal incoming (☑)


4. Select one of the following options:

 Pressing the **delete key** deletes the entry shown.

Pressing and holding the **delete key** (2 seconds) deletes the entire calls list.

 Pressing the **arrow key** scrolls to the next entry.

 Pressing the **arrow key** scrolls to the previous entry.

 Pressing the **OK key** accepts the entry into dial preparation for subsequent dialling.

Dialling from Call List

Proceed as follows:

- Using the telephone

- 1. Open the calls list.
The call conducted last is displayed.

- 2. Scroll to the desired entry.

- 3. Pick up the receiver or press the **hook key**.
The subscriber is called.

Note: If you want to exit the menu without dialling the phone number entered, press the **home key**.

Deleting Entries in Call List

Proceed as follows:

- Using the telephone
1. Open the calls list.
The call conducted last is displayed.
 2. Press the **delete key** to delete the entry shown.

Note: To delete the entire calls list, press and hold the **delete key** for approx. 2 seconds and then confirm the action. Alternatively, you can delete the entire calls list via the function menu using **functions > delete data > calls list**.

Function Key for Call List

Press the key while the telephone is in the idle state to open the calls list.

In addition the status of the answering machine list is indicated by the corresponding LED.

LED signalling on the key:

Green The list contains entries.

Note: When functions are defined on the second level key (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Calls list**
- Using the telephone by selecting **calls list**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Calls to be Recorded for Call List

If you want to prevent too many entries from being entered in the calls list, you can configure the calls list in relation to the calls to be recorded. The following calls can be selected:

- External calls without phone numbers
- External calls with phone numbers
- Internal calls
- Alarm calls
- Door calls
- Other calls

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Lists** under **Calls list**)
- Using the telephone (menu **settings > lists > calls list**)

Caller List

Phone numbers of calls not accepted are saved in the caller list of the telephone, along with the number of call attempts as well as the date and time of the call (for multiple call attempts, date/time of the last call attempt). A maximum of 100 phone numbers can be saved. If more than 100 calls from various phone numbers come in, the oldest entry is overwritten.

A caller be called back directly from the caller list.

The LED of the message key indicates whether entries are present on the caller list.

Opening the Caller List

Proceed as follows:

- Using the telephone

Requirements:

- At least one entry in the list

You can open the caller list by pressing a **function key** configured for this purpose.

In addition, you can also open the caller list using the telephone menu **functions > caller list**.

Alternatively, proceed as described below.

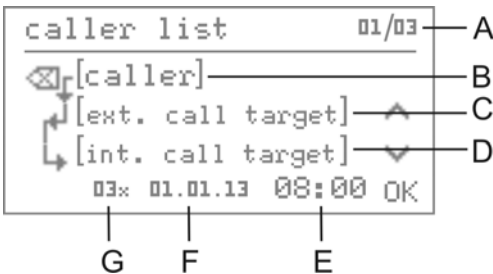
- 1. Press the **message key**.

The available lists are displayed.

- 2. Select **caller list** to open the caller list (this is skipped if the other lists are empty or not available).

The last received call is displayed.

The following information about the entry is shown on the display:



- A Consecutive number of entries/number of existing entries





Note: The latest entry is displayed with consecutive number 1.

- B Caller

Note: If the phone number has been assigned a name in the telephone book of the system telephone, this will be displayed.

- C External call destination/exchange line number called (for an external call)
- D Internal call destination
- E Time of last attempt
- F Date of last attempt
- G Number of attempts

3. Select one of the following options:

-  Pressing the **delete key** deletes the entry shown.
Holding the **delete key** (2 seconds) deletes the entire caller list.
-  Pressing the **arrow key** up scrolls to the next entry.
-  Pressing the **arrow key** down scrolls to the previous entry.
-  Pressing the **OK key** accepts the entry into dial preparation.

Dialling from Caller List

Proceed as follows:

- Using the telephone

1. Open the caller list.

The last incoming call is displayed.

2. Scroll to the desired entry or press the **message key** several times.
3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Note:

If you want to exit the menu without dialling the phone number displayed, press the **home key**.

As soon as a connection (incoming or outgoing) has been established with the caller, the phone number in question is deleted from the caller list. Only when operated on the PBXs COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX: If this is a group called, the phone number is also deleted from the caller lists of the other members of the group. (Can be configured using the configuration manager on the PBX. Group-wide deletion does not occur if the person calling back has already deleted his caller list or has been called again by the same caller on his subscriber number.)

Deleting Entries from the Caller List

Proceed as follows:

- Using the telephone
1. Open the caller list.

The call conducted last is displayed.

2. Press the **delete key** to delete the entry shown.

Note: To delete the entire caller list, press and hold the **delete key** for approx. 2 seconds and then confirm the action. Alternatively, you can delete the entire caller list via the function menu using **functions > delete data > caller list**.

Function Key for Caller Lists

Press the key while the telephone is in the idle state to open the caller list. In addition the status of the caller list is indicated by the corresponding LED.

LED signalling on the key:

| | |
|---------------------|---|
| Green | There are no new entries. All of the entries in the list have been viewed, but have not yet been deleted. |
| Green (blinking) | The list contains new entries that have not yet been viewed. |
| Off | The list is empty. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Caller list**
- Using the telephone by selecting **caller list**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Calls to be Recorded for Caller List

If you want to prevent too many entries from being entered in the caller list, you can configure the list in relation to the calls to be recorded. The following calls can be selected:

- External calls without phone numbers
- External calls with phone numbers
- Internal calls
- Alarm calls
- Door calls
- Calls accepted by another subscriber
- Other calls

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Lists > Caller list**, under **Caller list**)
- Using the telephone (menu **settings > lists > caller list**)

LED of the Message Key

While in the idle state, the LED of the message key indicates the state of the list/s available over the message key.

- LED is flashing: The list contains new entries that have not yet been viewed.
- LED lights up: There are no new entries. All of the entries in the list have been viewed, but have not yet been deleted.

If the LED signalling is disruptive or bothersome, it can be switched off.

The configuration can be carried out as follows:

- Using COMfortel Set (Page **Settings/functions > Lists**, check boxes under **Caller list**)
- Using the telephone (Menu **settings > lists > caller list**)

Functions

This section describes how to set up and operate the functions on your telephone. Descriptions are given on what the functions do, how to operate them and – if possible – how to define these functions on programmable function keys.

Topics

- [Exchange Line Transfer \(page 144\)](#)
- [Call Waiting \(page 147\)](#)
- [Do-not-disturb \(page 149\)](#)
- [Automatic Call Acceptance \(page 153\)](#)
- [Follow-me \(page 157\)](#)
- [Call Deblocker \(Incoming\) – VIP Numbers \(page 160\)](#)
- [Targeted Exchange Line Access \(page 162\)](#)
- [Targeted VoIP Access Point \(page 172\)](#)
- [Group Functions \(page 176\)](#)
- [Hotel Function \(page 186\)](#)
- [InterCom Announcement/Hands-free \(page 192\)](#)
- [Configuration Switchover \(page 202\)](#)
- [Loudspeaker Announcement \(page 205\)](#)
- [Macro \(page 209\)](#)
- [Pickup \(page 213\)](#)
- [Power Dialling \(page 216\)](#)
- [Room Monitoring \(page 220\)](#)
- [Relays \(page 223\)](#)
- [Calling Line Identity Restriction \(CLIR\) \(page 226\)](#)
- [Call Forwarding \(page 228\)](#)
- [Call Restrictor \(Incoming\) – Robinson Numbers \(page 243\)](#)
- [Power Save Mode \(page 245\)](#)

- [Phone Lock \(page 248\)](#)
- [Text before Answering \(page 251\)](#)
- [Door Functions \(page 257\)](#)
- [Speed Dialling \(page 264\)](#)

Exchange Line Transfer

A suitably authorised telephone, for example, the telephone exchange, can transfer the exchange line access required for an outgoing call to another internal telephone for a short period of time. This is meaningful, for example, when this telephone is located in a publicly accessible room and is only occasionally used for external calls by an employee.

Note: The exchange line transfer function is not available for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Exchange Line Transfer Sequence

The exchange line transfer proceeds as follows:

- The requesting telephone must initiate an internal call with the telephone authorised to make the exchange in order to request exchange line access.

Important:

For an exchange line transfer, the telephone making the transfer needs the authority level itself to transfer external calls externally.

The requesting telephone needs at least the official exchange line authority level for incoming external calls.

- After the function key assigned to exchange line transfer has been pressed on the telephone authorised for making exchanges, a confirmation tone is issued to both internal subscribers and the internal call must be ended.
 - The requesting telephone now has access to the exchange line settings configured for this purpose on the PBX. These exchange line settings remain until the first successful, outgoing external call or until the time limitation has elapsed for initiating the external call.
-

Note: Configuring the exchange line transfer function is done in the PBX.

Function Key for Exchange Line Transfer

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Press the key during an internal call to transfer the exchange line access to your communication partner for a single external call. Afterwards, a confirmation tone is issued on both internal telephones and the internal call must be ended.

LED signalling on the key:

None

Requirements for operating the function:

- Authorisation in the PBX for **Transfer of external calls to external**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Exchange line call transfer**
- Using the telephone by selecting **ext. line transfer**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Call Waiting

If you are already in a call, the call waiting function notifies you using the call waiting tone when another communication partner is calling.

Call Waiting On/Off

Requirements:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows:

- Using the telephone (function key or menu **functions > call waiting**)

Function Key for Call Waiting

Press the key to switch call waiting on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|---------------------------|
| Green | Call waiting is enabled. |
| Off | Call waiting is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Call waiting**
- Using the telephone by selecting **Call Waiting**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Call Waiting Signalling via Tone

Incoming calls during a call are indicated by a change in the display.

If call waiting signalling via tone is enabled, incoming calls during a call are also indicated by a tone on the receiver.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Signalling/ringer**, check box **call waiting (tone)**)
- Using the telephone (menu **settings > signalling > attention tone**)

Do-not-disturb

The do-not-disturb function offers the option of blocking internal and external calls as well as blocking group calls on a specific telephone. A caller hears only a busy signal. An internal subscriber can reach a telephone with call protection in an emergency using a priority call.

The do-not-disturb function has no influence on outgoing calls, callbacks, alarm calls, wake-up calls or InterCom calls.

Do-not-disturb Function On/Off

Requirements:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows:

- Using the telephone (function key or menu **functions > do-not-disturb**)

Function Key for Do-not-disturb

Press the key to switch the do-not-disturb function on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

- | | |
|--------|--|
| Yellow | The do-not-disturb function is enabled. |
| Off | The do-not-disturb function is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Do-not-disturb**
- Using the telephone by selecting **do-not-disturb**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Type of Do-not-disturb

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX. On the other PBXs only the Do-not-

disturb function of the PBX will be supported (see Advanced Information of the PBX).

Defining the do-not-disturb type function determines how do-not-disturb works when it is enabled.

All (PBX): The do-not-disturb function is carried out via the PBX. All incoming calls are rejected and not entered in the caller list on the telephone.

Reject anonymous: All anonymous calls are rejected.

Only contacts: All calls are rejected except for calls from contacts listed in the telephone book.

All (telephone): The do-not-disturb function is carried out via the telephone. All incoming calls are rejected and entered in the caller list on the telephone.

Note:

Parallel to the do-not disturb type, **all (PBX)**, the call deblocker (incoming) can be enabled so that the VIP numbers registered in the call deblocker on the PBX are not rejected.

Internal telephone calls are only rejected if the do-not disturb type function **all (PBX)** and **all (telephone)** are used. An internal subscriber can reach a protected telephone in an emergency with a priority call if the do-not disturb type function **all (PBX)** is used. Calls are only registered in the caller list on the telephone if the do-not disturb type function **all (telephone)** is used.

Functions

Do-not-disturb

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Do-not-disturb**)
- Using the telephone (menu **settings > do-not-disturb > kind do-not-dist**)

Automatic Call Acceptance

Automatic call acceptance facilitates headset operation at call centres or on hotlines. An incoming call is automatically accepted after a configured amount of time. Call acceptance is signalled by an attention tone.

Automatic Call Acceptance On/Off

Note: Switching on automatic call acceptance automatically switches off the readiness of answering machine in a telephone. On the other hand, switching on the readiness of answering machine automatically switches off automatic call acceptance.

LED signalling on the key:

Green: Automatic call acceptance is enabled.

Off: Automatic call acceptance is disabled

Requirements:

- Headset operation enabled

Proceed as follows:

- Using the telephone (function key or menu **functions > auto call accept**)

Function Key for Automatic Call Acceptance

Press the key to switch the automatic call acceptance function on or off or to switch it over.

Note: Switching on automatic call acceptance automatically switches off the readiness of answering machine in a telephone. On the other hand, switching on the readiness of answering machine automatically switches off automatic call acceptance.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|--|
| Green | Automatic call acceptance is enabled. |
| Off | Automatic call acceptance is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Headset operation enabled

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Automatic call acceptance**
- Using the telephone by selecting **auto call accept**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Attention Tone for Automatic Call Acceptance

If the attention tone for automatic call acceptance is switched on, the automatic call acceptance of a currently incoming call is signalled by an attention tone. If the attention tone bothers you, you can switch it off. The volume of the attention tone is dependent on the configured ringer volume.

Proceed as follows:

- Using COMfortel Set (page **settings/functions > Headset**, check box **Attention tone for automatic call acceptance**)
- Using the telephone (menu **settings > headset > auto call accept > indicator tone**)

Call Acceptance Time for Automatic Call Acceptance

The call acceptance time for automatic call acceptance indicates after how many seconds an incoming call is automatically accepted.

0 to 30: After 0 to 30 minutes, an incoming call is automatically accepted, depending on the entry.

Functions

Automatic Call Acceptance

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Headset**, list field **Call acceptance time (0-30 secs) for automatic call acceptance**)
- Using the telephone (menu **settings > headset > auto call accept > call accept time**)

Follow-me

Follow-me is a "internal call forwarding unconditional for subscribers" type that is configured on the respective destination telephone (instead of on the forwarding telephone). This provides the option of going from room to room and taking the calls with you.

Switching Follow-me On/Off

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Proceed as follows:

- Using the telephone

Requirements:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**
 - Authorisation in the PBX for **CF (groups) / Follow-me**
1. Press the **Menu key** and open the menu **functions > follow-me**.
Alternatively, press a **function key** configured for Follow-me.
 2. Select one of the following options:

deactivate all: Disables all of the currently enabled Follow-me functions. (No other action is required.)

switch on: Enables Follow-me for a subscriber.

switch off: Disables follow-me for a subscriber.

Note: For operation on the PBXs COMpact 2206 USB and COMpact 4410 USB, it is not possible to switch off the follow-me function for a single subscriber. For this reason, the **switch off** option is not available. The **switch on** option, on the other hand, is replaced by the following step.

3. Select the subscriber whose calls should be rerouted using his name/number.

Note: Follow-me can also be disabled on the forwarded telephone by using "Switch off follow-me" for the subscriber's own phone number (for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX) or "CF subscriber" (for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB).

4. Press the **OK key**.

Function Key for Follow-me

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Press the key while the telephone is in the idle state to open the **follow-me** menu. This allows you to switch follow-me on or off or to switch it over for an internal subscriber.

LED signalling on the key:

None

Requirements for operating the function:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**
- Authorisation in the PBX for **CF (groups) / Follow-me**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Follow-me**
- Using the telephone by selecting **follow-me**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Call Deblocker (Incoming) – VIP Numbers

If you would still like to allow specific people to call you despite enabling the do-not-disturb function, the external numbers (VIP numbers) of these people can be assigned a call deblocker for incoming calls in the PBX. The call deblocker which applies to all subscribers can be enabled on your own telephone as needed. If the call deblocker is enabled, the do-not-disturb function does not apply to callers who use one of the VIP numbers.

Call Deblocker (Incoming) On/Off

Requirements:

- A call deblocker configured on the PBX and assigned to the subscriber
- Authorisation in the PBX for **Controlling of the PBX using the telephone**
- Type of do-not-disturb configured to **all (PBX)**

Proceed as follows:

- Using the telephone (function key or menu **functions > Call Deblocker**)

Function Key for Call Deblocker (Incoming)

Press the key to switch the subscriber's call deblocker on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

Green The call deblocker is enabled.

Off The call deblocker is disabled.

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Unrestricted numbers configured on the PBX and assigned to the subscriber
- Authorisation in the PBX for **Controlling of the PBX using the telephone**
- Type of do-not-disturb configured to **All (PBX)**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Call deblocker - incoming (VIP no.)**
- Using the telephone by selecting **Call Deblocker**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Targeted Exchange Line Access

Using targeted exchange line access, you can define which MSN (your own external phone number) is transmitted for an external call and which exchange line should be used while doing so.

Targeted Exchange Line Access Variants

The PBXs support three different kinds of targeted exchange line access:

Variant A – Function key Exchange line

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Targeted exchange line access is carried out and includes the transmission of a specific MSN.

When this function is defined on a key, the status of the S0 port is indicated by the corresponding LED thereby giving you an overview of key definition.

Variant B – Function key Exchange line

Important: Only available for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Targeted exchange line access is carried out along with the transmission of the standard number.

When this function is defined on a key, the status of the S0 port is indicated by the corresponding LED thereby giving you an overview of key definition.

Variant C – Function key Exchange line MSN

Important: Only available for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Targeted exchange line access is carried out and includes the transmission of a specific MSN.

Initiating Targeted Exchange Line Access (A – Function Key Exchange Line)

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Proceed as follows:

- Using the telephone

Functions

Targeted Exchange Line Access

Requirements:

- A function key configured for targeted exchange line access
- For targeted exchange line access with the transmission of a specific MSN: Phone number presentation activated

1. Press a **function key** configured for targeted exchange line access.
2. Dial a phone number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Note: If another call comes through before you have finished placing the call, the telephone will reject the targeted exchange line access for your next call.

Initiating Targeted Exchange Line Access (B – Function Key Exchange Line)

Important: Only available for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Proceed as follows:

- Using the telephone

Requirements:

- A function key configured for targeted exchange line access
1. Press a **function key** configured for targeted exchange line access.
 2. Dial a phone number without an exchange line access number.
 3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Note: If another call comes through before you have finished placing the call, the telephone will reject the targeted exchange line access for your next call.

Initiating Targeted Exchange Line Access (C – Function Key Exchange Line MSN)

Important: Only available for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Proceed as follows:

- Using the telephone

Requirements:

- A function key configured for targeted exchange line access
 - For targeted exchange line access with the transmission of a specific MSN: Phone number presentation activated
1. Press a **function key** configured for targeted exchange line access.
 2. Dial the exchange line access number 0 and a phone number.
 3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Note: If another call comes through before you have finished placing the call, the telephone will reject the targeted exchange line access for your next call.

Function Key for Targeted Exchange Line Access (A – Function Key Exchange Line)

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Press the key to initiate targeted exchange line access. This allows you to immediately dial the external number (without an exchange line access number).

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

In addition the status of the S_0 port is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|--|
| Red | All of the B-channels on the S_0 port/bundle are in use. |
| Yellow | At least one B-channel on the S_0 port/bundle is available. Press the key to allocate the line still available. |
| Off | S_0 port/bundle is available. Press the key to allocate one of the available lines. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Functions

Targeted Exchange Line Access

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Exchange line**
- Using the telephone by selecting **exchange line**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Your own exchange line – Telephone no

external number of the PBX which is to be transmitted at targeted exchange line access.

Configuration with the Telephone

Telephone no

external number of the PBX (without exchange line access number and prefix) which is to be transmitted at targeted exchange line access.

Function Key for Targeted Exchange Line Access (B – Function Key Exchange Line)

Important: Only available for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Press the key to initiate targeted exchange line access. This allows you to immediately dial the external number (without an exchange line access number).

In addition the status of the S_0 port is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|---|
| Red | Both B-channels on the S_0 port are in use. |
| Yellow | One B-channel on the S_0 port is still available. Press the key to allocate the line still available. |
| Off | S_0 port is available. Press the key to allocate one of the available lines. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Exchange line**
- Using the telephone by selecting **exchange line**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

B-channel

Selection of the exchange line for targeted exchange line access.

Configuration with the Telephone

Telephone no

Selection of the exchange line for targeted exchange line access.

Function Key for Targeted Exchange Line Access (C – Function Key Exchange Line MSN)

Important: Only available for operation on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Press the key to initiate targeted exchange line access. This allows you to immediately dial the external number (with an exchange line access number).

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|---|
| Green | The MSN on the key is transmitted during the next outgoing external call. |
| Off | The standard number transmitted during the next outgoing call. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using the telephone by selecting **exchange line MSN** menu

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with the Telephone

Telephone no

external number of the PBX (without exchange line access number and prefix) which is to be transmitted at targeted exchange line access.

Targeted VoIP Access Point

Using a targeted VoIP access point, an external call can be initiated via a specific VoIP account.

Initiating a Targeted VoIP Access Point

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Proceed as follows:

- Using the telephone

Requirements:

- Configured function key for a targeted VoIP access point
1. Press a **function key** configured for a targeted VoIP access point.
The VoIP account is activated for the next call. The account number is displayed in dial preparation.
 2. Dial a phone number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Function Key for Targeted VoIP Access Point

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Press the key to initiate a targeted VoIP access point. This allows you to immediately dial the external phone number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

In addition the status of the channels for the targeted VoIP access point is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|--|
| Red | All of the channels for the VoIP access point are in use (no call possible). |
| Yellow | Some of the channels for the VoIP access point are in use (at least one channel for the VoIP access line is still available). Press the key to allocate the channel still available. |
| Off | All channels for the VoIP access point are available. Press the key to allocate an available channel. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- A configured VoIP account

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **VoIP account**
- Using the telephone by selecting **VoIP account**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Account number – Telephone no

Account number of the VoIP account

Configuration with the Telephone

Telephone no

Selection of a VoIP account.

Group Functions

In addition to internal subscribers, the PBX can also manage groups. The internal subscribers can become members of any and all groups. These groups can be used, for example, to collect the internal subscribers in certain departments or teams (Support, Marketing, Sales) together.

Membership in a group does not necessarily mean that a subscriber receives calls sent to the group. A subscriber that is logged out takes on no group functions. This can be especially important for employees of a support department, who should not be available to customers around the clock, but rather rotate in and out of the hotline.

Detailed Information about Group Functions

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Note:

If a group (subgroup) has been configured in the PBX as member of a group (main group) and a subscriber is at the same time member of these two groups, he will only be considered as a member of the main group when a call comes in.

Subgroups (i.e. groups that have been configured as members of other groups) are "permanently logged in as incoming" and "permanently logged out as outgoing" in the corresponding main group.

There are three different ways to login:

Only incoming

When logging into a group as "incoming", the subscriber then finds himself in the call distribution of the group in question for internal, exchange line and door calls.

Only outgoing

When logging into a group as "outgoing", the subscriber acquires a number of characteristics/access rights from the group. These replace his own characteristics/access rights as an individual subscriber for outgoing work-related calls. A subscriber can only be logged on in a single group as "outgoing" even if he is a member of more than one group.

Note: If a subscriber logs into different groups as "outgoing" one after the other, he will only remain logged in as "outgoing" in the group that he logged into last.

Incoming and outgoing

When logging into a group as "incoming and outgoing", the subscriber then finds himself in the call distribution of the group in question for internal, exchange line and door calls and also acquires a number of additional characteristics/access rights from the group. These replace his own characteristics/permissions as an individual subscriber for outgoing work-related calls.

Note: If a subscriber logs into more than one group as "incoming and outgoing", he will only remain logged in as "incoming and outgoing" in the group that he logged into last. And in all other groups, he is then only "logged in as incoming".

Logging the Telephone In/Out

Proceed as follows:

- Using the telephone

Requirements:

- The telephone is a member of a group configured in the PBX
- Authorisation in the PBX for **Controlling of the PBX using the telephone**

In order to log a telephone into a group and or out of it, press the **function key** configured for group functions.

Alternatively, proceed as described below.

1. Press the **Menu key** and open the menu **functions > group**.
2. Select the desired group based on its name/number.
3. Select one of the following options:
logging in: Logs the telephone into the group.
log out: Logs the telephone out of the group.
4. Select one of the following options:
outgoing: Select the call type for outgoing.
incoming: Select the call type for incoming.
incoming & outbnd: Selects the call type for incoming & outgoing.

Logging Telephone Out of All Groups

Proceed as follows:

- Using the telephone

Requirements:

- The telephone is a member of a group configured in the PBX
- Authorisation in the PBX for **Controlling of the PBX using the telephone**

In order to log out of all groups, press the **function key** configured for logging out of all groups.

Alternatively, proceed as described below.

- Press the **Menu key** and open the menu **functions > log out all grp..**

Function Key for Group Function

Press the key for general functions while the telephone is in the idle state to open the menu for logging in or out of a specified group. After making the selection, you still need to specify the call type (incoming, outgoing or incoming & outgoing).

Press the defined key to execute the action configured in the key for the specified group.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|--|
| Green | The telephone is logged into the group for incoming and outgoing calls. |
| Yellow | The telephone is only logged into the group for either incoming or outgoing calls. |
| Off | The telephone is logged out of the group. |

LED signalling on the key (when defined with a specific group function only incoming):

| | |
|--------|---|
| Green | The telephone is logged into the group for incoming and outgoing calls. |
| Yellow | The telephone is only logged into the group for incoming calls. |
| Off | The telephone is logged out of the group for incoming calls. |

LED signalling on the key (when defined with a specific group function only outgoing):

| | |
|--------|---|
| Green | The telephone is logged into the group for outgoing and incoming calls. |
| Yellow | The telephone is only logged into the group for outgoing calls. |
| Off | The telephone is logged out of the group for outgoing calls. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **Group**
 - **Defined group**
- Using the telephone by selecting
 - **group**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Group – Telephone no

Phone number of the group.

Action

Log out: Press the key to log the telephone out of the group.

Log in: Press the key to log the telephone into the group.

Change logging: Press the key to change the log in status.

direction

incoming: Select the call type for incoming.

outgoing: Select the call type for outgoing.

incoming + outgoing: Select the call type for incoming + outgoing.

Configuration with the Telephone

Telephone no

Selection of the group by its name/its number.

log out: Press the key to log the telephone out of the group.

logging in: Press the key to log the telephone into the group.

log over: Press the key to change the log in status.

incoming: Select the call type for incoming.

outgoing: Select the call type for outgoing.

incoming & outbnd: Selects the call type for incoming and outgoing.

Function Key for Logging Out of All Groups

Press the key while the telephone is in the idle state to log the telephone out of all groups.

LED signalling on the key:

None

Requirements for operating the function:

- The telephone is a member of a group configured in the PBX
- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Group functions off**
- Using the telephone by selecting **log out all grp.**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Display of the Group Status

Important: Only available for operation on the PBXs COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Press the key in the idle mode of the telephone to display the current group status of the subscribers (logged out, logged in as incoming and/or outgoing) on the LEDs of configured speed dialling keys for approx. ten seconds. For this purpose, the speed dialling keys must be assigned to the corresponding subscriber numbers. Press the key again during the ten seconds to cancel the display.

LED signalling on the key:

Yellow The group status is being queried.
(blinking)

LED signalling on the speed dialling keys assigned to subscriber numbers:

Red The telephone is logged out of the group.

Green The telephone is logged into the group for incoming and outgoing calls.

Yellow The telephone is logged into the group for incoming calls.

Yellow The telephone is logged into the group for outgoing calls.
(blinking)

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Speed dialling keys assigned to the corresponding subscriber numbers

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Group status**
- Using the telephone by selecting **Group status**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

group log status – Telephone no

Phone number of the group.

Configuration with the Telephone

Telephone no

Selection of the group by its name/its number.

Hotel Function

The hotel function allows you to use the COMfortel 1200 as a room telephone when the PBX is used in a hotel.

The PBX provides a variety of functions that may not be suitable or may even be harmful in relation to room telephone use. Therefore, telephones configured as room telephones are blocked from not only programming functions (for example, do-not-disturb, call forwarding) but also from switching functions and special types of call initiation. This means that guests can only make and except calls. Furthermore, cleaning personnel have the option of indicating the status of the room by entering a series of numbers (cleaned, unclean, blocked).

The advantages of a system telephone compared to using standard telephones include centrally controlled delete functions when a guest checks out (data protection) as well as various convenience functions, and specially configured function keys when necessary. The functions that are still permitted on room telephones are operated in the exact same way as is described for normal telephones. With one exception: A function key assigned to the hotel room function enables the guest to set a wake-up time as well as query his call charges and his check-in time.

The following functions are still possible:

- Making and excepting internal and external calls
- Deleting data and call charges using the **Functions** menu command (this does not affect the call charge counter on the PBX)
- The use of the caller/call/redial list as well as of the telephone book (parts of the telephone book can be blocked in the telephone)
- Scheduled call/reminders and power dialling
- Call charge query and wake-up time configuration using a function key

Configuring the Hotel Function

Important: Only available for operation on the PBXs COMpact 4410 USB, COMpact 5020 VoIP, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

The hotel function is configured as described in the following.

- For operation on the PBXs COMpact 5020 VoIP, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX: Use the configuration manager on the PBX to activate the hotel function.

Important: Activating is done with an unblocking code that you can acquire from the Auerswald/FONtevo online shop. For operation on the PBXs COMmander 6000/R/RX, the number of available hotel telephones (reception and room telephones) must be activated. For operation on the PBX COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMpact 5020 VoIP the hotel function only needs to be activated once.

- Use the configuration manager or configuration software on the PBX to select the telephones that are to be used as reception or room telephones.

Note:

It is not possible to use the system telephone as a waiting field reception and as a reception telephone at the same time.

For operation on the PBX COMpact 4410 USB, a max. of 1 hotel reception telephone is possible.

- Use the configuration manager or the configuration software on the PBX to configure the print function.
 - On each hotel reception telephone, assign a hotel room key each for each hotel room telephone to be managed.
-

Note:

If a check-in or check-out operation is in progress, the hotel reception telephone is not accessible for incoming calls during this period of time. It is recommended to configure call forwarding on busy for cases like this.

Note that the option of entering internal calls into the caller list must be activated if the hotel reception telephone should inform hotel guests of why their calls could not go through.

- Assign a hotel room key on each room telephone for call charge queries and for setting up wake-up times.
-

Note: In order to avoid misunderstandings when querying call charges, the value configured in COMfortel Set for the cost per call unit must correspond with the value configured in the PBX.

Configuring Wake-up Time on Hotel Room Telephone

Proceed as follows:

- Using the telephone

Requirements:

- A function key configured for hotel rooms
 - Successful check-in
1. Press a **function key** configured for hotel rooms.
 2. Select **wake-up time**.
 3. Select one of the following options:
 - switched off**: Disables wake-up. (No other action is required.)
 - wake-up once**: Switches the wake-up time on for a single wake-up.
 - wake-up daily**: Switches the wake-up time on for daily wake-up.
 4. Enter the time and confirm with **OK**.

Querying Call Charges on Hotel Room Telephone

Proceed as follows:

- Using the telephone

Requirements:

- A function key configured for hotel rooms
 - Successful check-in
1. Press a **function key** configured for hotel rooms.
 2. Select **call charges** and confirm with **OK**.
The call charges including check-in date are displayed.

Function Key for Hotel Room on Hotel Room Telephone

Important: Configuring a function key on the room telephone must be done using COMfortel Set, since configuration using the telephone is blocked.

Press the key to open the menu for querying call charges and setting up a wake-up time.

LED signalling on the key:

None

Requirements for operating the function:

- The hotel subscriber activated in the PBX (for a fee), if necessary
- The hotel room telephone function assigned to the telephone

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Hotel room**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Hotel room – Telephone no

Own internal number of the room telephone.

InterCom Announcement/Hands-free

The InterCom function enables an announcement to one system telephone or to all system telephones of a group from any internal telephone without someone having to actively receive a call (for example, in a doctor's office).

If the InterCom destination is one system telephone, this can be programmed to switch on the microphone in addition to the loudspeaker (hands-free) so that a person nearby can speak with the caller using this intercom system.

InterCom Announcement Procedure

InterCom announcement is carried out as follows:

- Depending on the InterCom destination, one system telephone or all system of a group are called using the InterCom function.

Note: Only the system telephones of the group which are ready for calls (e.g., not busy) are called. The individual group members need not to be logged into the group. They are also called when they are logged out of the group.

- After a few rings, either one system telephone or all system telephones of the group automatically pick up the call, depending on the InterCom destination.
- Announcement is executed.

Note: Announcement is limited to 120 seconds due to security reasons in order to prevent possible misuse of this function (for example, eavesdropping from remote rooms).

- After 120 seconds has elapsed, the connection is automatically interrupted. The connection can be maintained if the InterCom destination is one system telephone and the receiver is picked up before 120 seconds has elapsed.

Performing InterCom Announcement

Requirements:

- Existing InterCom authorisation at the InterCom destination/s
- Configured function key for InterCom announcement

Note: InterCom announcement can also be executed from any internal telephone (see Advanced Information of the PBX).

Depending on the action type configured on the key, proceed as described.

1. Press the **function key** for InterCom announcement or press and hold the **function key**.

The LED on the function key lights up in yellow or green to indicate the existing call connection.

2. To end announcement function, press the **function key** again or release the **function key**.

Function Key for InterCom Announcement

Press the key while the telephone is in the idle state to dial the subscriber or group number assigned to the key and initiate the InterCom announcement. Depending on the action type configured, you need to hold the key during the announcement (as soon as you release the key again, the connection is terminated) or switch the key over by briefly pressing the key (the key is pressed once at the start and once at the end).

In addition the status of the InterCom destination connection is indicated by the corresponding LED.

LED signalling on the key (when defined with an internal subscriber number):

| | |
|-------|--|
| Green | There is currently an active connection to the InterCom destination. |
| Off | There is currently no active connection to the InterCom destination. |

LED signalling on the key (when defined with an internal group number):

| | |
|----------------------|---|
| Green | There is currently an active connection to all InterCom destinations. |
| Yellow | There is currently an active connection to at least one InterCom destination. |
| Yellow (blinking) | The InterCom call is sent to the PBX. |

LED signalling on the key (when defined with an internal group number):

Red No InterCom destination can be reached.

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Existing InterCom authorisation at the InterCom destination
- For a group as InterCom destination: at least one group configured in the PBX

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **InterCom announcement**
- Using the telephone by selecting **InterCom OneWay**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Destination of announcement (system telephone or group with system telephones) – Telephone no

Functions

InterCom Announcement/Hands-free

Internal subscriber number or internal number of the group.

Type of action

hold: The key must be held down during the announcement.

Switch over: A short press of the key starts the announcement. Another short press of the key ends the announcement.

Configuration with the Telephone

Telephone no

Internal phone number.

hold: The key must be held down during the announcement.

Switch over: A short press of the key starts the announcement. Another short press of the key ends the announcement.

InterCom Hands-free Procedure

InterCom hands-free is carried out as follows:

- A system telephone is called using InterCom hands-free.
- After a few rings, the system telephone automatically picks up the call.
- Hands-free calling is executed.

Note: Hands-free calling is limited to 120 seconds due to security reasons in order to prevent possible misuse of this function (for example, eavesdropping from remote rooms).

- After 120 seconds has elapsed, the connection is automatically interrupted unless the system telephone receiver is picked up during this time.

Performing InterCom Hands-free

Requirements:

- Existing InterCom authorisation at the InterCom destination
- Configured function key for InterCom hands-free

Note: InterCom hands-free can also be executed from any internal telephone (see Advanced Information of the PBX).

Depending on the action type configured on the key, proceed as described.

1. Press the **function key** for InterCom hands-free or press and hold the **function key**.

The LED on the function key lights up in green to indicate the existing call connection.

2. To end hands-free function, press the **function key** again or release the **function key**.

Function Key for InterCom Hands-free

Press the key while the telephone is in the idle state to dial the phone number assigned to the key and initiate InterCom hands-free. Depending on the action type configured, you need to hold the key during hands-free operation (as soon as you release the key again, the connection is terminated) or switch the key over by briefly pressing the key (the key is pressed once at the start and once at the end).

In addition the status of the InterCom destination connection is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|--|
| Green | There is currently an active connection to the InterCom destination. |
| Off | There is currently no active connection to the InterCom destination. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Existing InterCom authorisation at the InterCom destination

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **InterCom hands-free**
- Using the telephone by selecting **InterCOM > IC speakerphone**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Destination of the announcement + hands-free (system telephone) –

Telephone no

Internal destination number.

Type of action

hold: The key must be held down during the announcement.

Switch over: A short press of the key starts the announcement. Another short press of the key ends the announcement.

Configuration with the Telephone

Telephone no

Internal destination number.

hold: The key must be held down during the announcement.

Switch over: A short press of the key starts the announcement. Another short press of the key ends the announcement.

InterCom Permission On/Off

Requirements:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows:

- Using the telephone (function key or menu **functions > InterCom (Auth)**)

Function Key for InterCom Permission

Press the key to switch the InterCom permission function on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

Green InterCom permission is enabled.

Off InterCom permission is disabled.

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **InterCom permission**
- Using the telephone by selecting **InterCom (Auth)**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Configuration Switchover

If multiple configurations have been saved in the PBX, for example, for day, night, etc., switching over from one configuration to another can be carried out manually and/or in a time controlled manner.

Configuration Switchover Manually

Requirements:

- At least two configurations set up in the PBX
- Authorisation in the PBX for **Configuration switching**

Proceed as follows:

- Using the telephone (function key or menu **functions > switch config.**)

Function Key for Configuration Switchover

Press the key for general functions while the telephone is in the idle state to open the **Configuration** menu. After this, you can enable the configuration.

Press the key defined for configurations to enable the configuration that has been set up.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key (only for defined key assignment):

| | |
|-------|---|
| Green | The configuration saved in the key is enabled. |
| Off | The configuration saved in the key is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- At least two configurations set up in the PBX
- Authorisation in the PBX for **Configuration switching**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **Config. on**
 - **Defined config. on**
- Using the telephone by selecting
 - **switch config.**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Functions

Configuration Switchover

configuration to be activated 

Selection of a configuration (depending on the PBX type).

Identification number

Marks the identification number of a configuration (depending on the PBX type).

Configuration with the telephone

general: Press the key to open the **switch configuration** menu.

defined: Press the key to enable the set configuration.

Configuration

Selection of a configuration.

Loudspeaker Announcement

This function enables loudspeaker announcement over an audio output on the loudspeaker connected to the PBX unit or an active loudspeaker (for example, a loudspeaker system in a department store/supermarket). In addition, a previously specified phone number is called by an internal telephone. The call connection is immediately established after dialling the phone number.

Performing Loudspeaker Announcement

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Proceed as follows:

- Using the telephone

Requirements:

- Authorisation in the PBX for **Speaker announcement**
- A function key configured for loudspeaker announcement

Note: Loudspeaker announcement can also be performed from any internal telephone (see Advanced Information of the PBX).

Depending on the action type configured on the key, proceed as described.

1. Press the **function key** for InterCom announcement/hands-free or press and hold the **function key**.

The LED on the function key lights up in green to indicate the existing call connection.

2. To end announcement or hands-free function, press the **function key** again or release the **function key**.

Function Key for Loudspeaker Announcement

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Press the key while the telephone is in the idle state to establish a connection to the audio output on the PBX. Depending on the action type configured, you need to hold the key during the audio out (as soon as you release the key again, the connection is terminated) or switch the key over by briefly pressing the key (the key is pressed once at the start and once at the end).

In addition the status of the audio output connection is indicated by the corresponding LED.

LED signalling on the key:

- | | |
|-------|--|
| Green | There is currently an active connection to the audio output. |
| Off | There is currently no active connection to the audio output. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- An audio output configured in the PBX
- Authorisation in the PBX for **Speaker announcement**
- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **InterCom audio out**
- Using the telephone by selecting **InterCom > Audio out**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Destination of the announcement (audio output) – Telephone no
internal number of the audio output.

Type of action

Functions

Loudspeaker Announcement

hold: The key must be held down during the announcement.

Switch over: A short press of the key starts the announcement. Another short press of the key ends the announcement.

Configuration with the Telephone

Telephone no

Selection of the audio output.

hold: The key must be held down during the announcement.

Switch over: A short press of the key starts the announcement. Another short press of the key ends the announcement.

Macro

The macro function enables a function key to be defined with digits and various consecutive commands, for example, for accessing an answering machine remotely or programming a function on the PBX.

Macro Execution Procedure

The following describes the procedure based on an example key using the following command sequence **HZ300CW2Z#22#**:

- Command **H**: After pressing the macro key, the telephone switches to hands-free calling.

Note: If the **H** command (hang-up/pickup with the hook key) is missing at the beginning of the macro, the start of macro execution must be confirmed.

- Command **Z300**: The telephone dials the phone number 300 (for example, the answering machine).
- Command **C**: The telephone waits for the connection.
- Command **W2**: After the connection has been established, the telephone waits another 2 seconds.
- Command **Z#22#**: The telephone dials the DTMF code #22#.

Important: If you want to end macro execution, press the **home key**.

Macro execution is ended immediately when an outgoing call is made to a destination that is busy or when a connection returns that it is busy. This occurs, for instance, when the other calling party ends the call or the macro contains a programming code that is not authorised.

Function Key for Macro

Press the key while the telephone is in the idle state to execute a macro. If the H command (hang-up/pickup with the hook key) is located at the beginning of a macro, the macro saved in the system is executed immediately. If this is not the case, you need to first confirm the start of macro execution.

Proceed as follows:

- Using COMfortel Set by selecting **Macro**
- Using the telephone by selecting **macro**

Configuration with COMfortel Set

Macro sign

Up to 100 characters for a max. of 10 keys, up to 40 characters for additional keys

The following commands:

| | |
|---------------------------|--|
| Z [digit sequence] | Digit sequence selection including * and # |
| W [digits 1-5] | Waiting time/pause time of 1-5 seconds |
| K | Switchover to keypad |
| M | Switchover to DTMF |
| H | Hang-up/pickup with the hook key |
| C | Wait for a connection |

Note:

If you want to configure a programming function on the PBX as a macro, enter a pause between the password and programming code sequence.

Pauses cannot be entered at the beginning of a macro.

The maximum pause time is 5 seconds. This restriction does not apply for the C command (waiting for a connection).

Configuration with the Telephone

macro

Up to 100 characters for a max. of 10 keys, up to 40 characters for additional keys

The following commands:

Z [digit sequence] Digit sequence selection including * and #

| | |
|-----------------------|--|
| W [digits 1-5] | Waiting time/pause time of 1-5 seconds |
| K | Switchover to keypad |
| M | Switchover to DTMF |
| H | Hang-up/pickup with the hook key |
| C | Wait for a connection |

Note:

If you want to configure a programming function on the PBX as a macro, enter a pause between the password and programming code sequence.

Pauses cannot be entered at the beginning of a macro.

The maximum pause time is 5 seconds. This restriction does not apply for the C command (waiting for a connection).

Display Presentation during Macro Execution

This setting specifies if the digits that have just been dialed or the name of the key are shown in the telephone display during macro execution.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > User settings** choice box under **Display presentation during macro execution**)
- Using the telephone (menu **settings > user settings > macro display**)

Pickup

Using pickup, you can take a call on your own phone that was originally sent to another internal telephone.

If the call has already been taken, the call can be taken using same procedure if the call take-over has been allowed by the subscriber being called. This function is useful, for example, in the case of answering machines.

Performing Pickup

Requirements:

- Authorisation in the PBX for **Pickup**

If an internal telephone rings in your proximity, proceed as described in the following.

1. Press the **Menu key** and open the menu **functions > pickup**.
Alternatively, press a **function key** configured for pickup.
2. Enter the internal phone number of the telephone that is ringing. (In case of direct exchange access you do not have to dial ** first.)

Note: Alternatively, you can use a phone number for which you have already configured a **speed dialling key**. If you want to take call that is directed to a group, select the pickup for the group number.

3. Pick up the receiver or press the **hook key**.

Performing Pickup during Call

Requirements:

- Authorisation in the PBX for **Pickup**

If you are already taking a call and an internal telephone rings in your proximity, proceed as described in the following.

1. Select **pickup** and confirm with **OK**.

You will hear the internal dial tone. The person you had been talking to hears the hold music.

2. Enter the internal phone number of the telephone that is ringing. (In case of direct exchange access you do not have to dial ** first.)

Note: If you want to take call that is directed to a group, select the pickup for the group number.

Once you have finished dialling the phone number, you are connected to the caller.

Function Key for Pickup

Pressing the key opens the **pickup** menu. This allows you to enter the internal phone number of the telephone that is ringing.

In addition, you can press the key to initiate a call take-over on telephones or answering machines for which permission has been given (see Advanced Information of the PBX).

LED signalling on the key:

None

Note: If you often take pickups for specific telephones, you can configure a speed dialling key for the associated internal subscriber/group telephone as an alternative to this key. You then see a red blinking LED indicating that the phone number is being called. You can press the speed dialling key and after the confirmation, take the call on your telephone.

Requirements for operating the function:

- Authorisation in the PBX for **Pickup**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Pickup**
- Using the telephone by selecting **pickup**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Power Dialling

If the telephone being called is busy, but automatic callback on busy is not possible, the power dialling function be activated instead. When this is done, the system telephone attempts to reach the subscriber being called in short time intervals.

Power Dialling Procedure

Power dialling is executed as follows:

- The system telephone attempts to reach the subscriber being called in short time intervals (every 30 seconds).
- As soon as the system telephone dials the number of the subscriber, it switches the loudspeaker.
- The connection is then established when the person being called picks up the receiver. If he does not pick up the receiver, power dialling is ended.
- If power dialling is not successful, the system telephone automatically cancels the function after 10 minutes.

Note: If interruptions occur (for example, calls that are initiated intermittently), this time period is extended accordingly.

Performing Power Dialling

If the connection is busy and callback is not possible, proceed as described in the following.

1. Select **Power Dialling** and confirm with **OK**.

Alternatively, press a **function key** configured for power dialling.


Note: Avoid leaving the telephone once power dialling has been activated since whenever a number is dialled, the loudspeaker on the system telephone is automatically switched on.

Cancelling Power Dialling

Requirements:

- Power dialling has been initiated
- A function key configured for power dialling

If you want to cancel power dialling in progress, proceed as described in the following.

- The telephone is now in the idle state: Select  and press the **OK key** or press a function key configured for power dialling.

- The telephone is not in the idle state. It is currently attempting to reach the subscriber in question: Press the **hook key**.

Attention Tone for Power Dialling

If the attention tone for power dialling has been enabled, the attention tone signals that the subscriber being called with power dialling is no longer busy and the loudspeaker has been switched on. The volume of the attention tone is dependent on the configured ringer volume.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Signalling/ringer**, check box **Attention tone (power dialling)**)
- Using the telephone (function key or menu **settings > signalling > attention tone** check box **power dialling**)

Function Key to Initiate/Cancel Power Dialling

Press the key to initiate power dialling or to cancel an initiated power dialling.

In addition the status of power dialling is indicated by the corresponding LED.

LED signalling on the key:

Red Power dialling has been initiated.

LED signalling on the key:

Off Power dialling is off.

Note: When assigned to the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Power dialling**
- Using the telephone by selecting **power dialling**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Room Monitoring

The room monitoring function can be used for monitoring a room acoustically, for instance, for monitoring a small child while she sleeps. The internal telephone in this room must be suitably configured for this purpose.

The configured telephone can then be called by another internal telephone or by a password-protected external telephone. The connection is established immediately and it is possible to listen into the room.

Initiating Room Monitoring

Requirements:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

To enable room monitoring, press a **function key** configured for room monitoring.

Alternatively, proceed as described below.

1. Press the **Menu key** and open the menu **functions > room monitoring**.
2. Select **switch on**.

The microphone of the hands-free component switches on automatically. If the telephone is then called from an internal telephone, the connection is immediately established and it is possible to listen into the room.

Note: How to listen into a room from an external telephone is described in Advanced Information for the PBX.

Ending Room Monitoring

- Press the **OK key** or the **hook key** or pick up the receiver and then hang it up again.
- Alternatively, press a **function key** configured for room monitoring.

Function Key for Room Monitoring

Press the key while the telephone is in the idle state to switch on or off room monitoring.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------------------|---|
| Red | The room monitoring function is enabled. |
| Red (blinking) | The room monitoring function is executed. |
| Off | The room monitoring function is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Room monitoring**
- Using the telephone by selecting **room monitoring**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Relays

If the PBX is equipped with one or more relays, they can be switched on and off independently of the operating mode configured for each telephone.

Relays On/Off

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Requirements:

- Authorisation in the PBX for **Switching of relay**
- A relay configured in the PBX with relay mode **configuration dependent** or **PC relay**

Proceed as follows:

- Using the telephone (function key or menu **functions > relay**)

Function Key for Switching Relays On/Off

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Press the key to switch to the configured relay on or off or to switch it over.
In addition the status of the relay is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|--|
| Green | The relay configured on the key is enabled. |
| Off | The relay configured on the key is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- A relay configured in the PBX with relay mode **configuration dependent** or **PC relay**
- Authorisation in the PBX for **Switching of relay**
- Operating mode **Manual relay** configured in the PBX.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Relay**
- Using the telephone by selecting **relay**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Relays to be switched 

Relay to be switched (depending on the PBX type).

Identification number

Identification number of the relay to be switched (depending on the PBX type).

Configuration with the Telephone

Relay

Relay to be switched.

Calling Line Identity Restriction (CLIR)

Calling line identity restriction (CLIR) enables you to prevent the phone number from being displayed on the telephone of the called party from case to case.

Function Key for Calling Line Identity Restriction (CLIR)

Press the key to switch the calling line identity restriction on or off or to switch it over.

In addition the status of the memo is indicated by the corresponding LED.

LED signalling on the key:

Red Calling line identity restriction is enabled.

Off Calling line identity restriction is disabled.

Note: When assigned to the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- CLIR2 feature (case-to-case calling line identity restriction) activated at the network provider
- Number presentation activated in the PBX

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Calling Line Identity Restriction**
- Using the telephone by selecting **call ID restr.**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Call Forwarding

Call forwarding allows calls to be forwarded. When this is done, a difference is made between calls to a specific telephone (call forwarding for subscribers), to groups (call forwarding for groups) and to connections (call forwarding for external numbers).

Call Forwarding Variations

PBXs support three different kinds of call forwarding:

Call Forwarding for Subscribers

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

When call forwarding (CF) for subscribers is used, internal and external calls to a single telephone can be rerouted to other internal telephones or external connections. In this way, the subscriber in question or his replacement can take these calls on another telephone.

Call forwarding for subscribers makes sure that the subscriber in question or his replacement is always available at his own phone number, even if the subscriber cannot take a call on his own telephone.

Important: Call forwarding for subscribers does not function for incoming group calls on your telephone. If you want to prevent your telephone from ringing unanswered when calls to the group in which you belong come through, you need to log yourself out of the group or configure call forwarding for groups.

Note: If you would like to configure call forwarding for subscribers on the destination telephone, use the follow-me function.

Call Forwarding for Groups

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

When call forwarding for groups is used, internal and external calls to a group can be rerouted to other internal telephones or external connections. In this way, a person that is not a member of this group and therefore cannot log in, can receive these calls.

Call forwarding for groups makes sure that someone is always available on the group number, even if the calls cannot be taken by a member of the group.

To configure call forwarding for groups, refer to the Operation Advanced Information for the PBX.

Call Forwarding for External Numbers

When call forwarding for external numbers is used, calls made to an external phone number (dialled by an external caller) are rerouted to other external connections. In this way, these calls can be taken on another telephone, for example, on a mobile phone if no one can take the call internally.

Call forwarding for external numbers can be configured for the current configuration or for the permanent configuration.

Note: If you want to also forward internal calls, use call forwarding for subscribers or for groups instead of call forwarding for external numbers. This also allows forwarding to internal telephones.

Kinds of Call Forwarding

As there can be many different reasons for not accepting a call, for example, the subscriber in question is not present or is on another line, three kinds of call forwarding are provided:

CF unconditional

The telephone being called does not ring. The call is forwarded immediately.

CF on busy

The call is forwarded immediately but only if the telephone being called is busy.

CF on no reply

The telephone being called rings for a certain amount of time. If the call is not accepted, it is forwarded.

Note:

A different destination can be configured for each of the three kinds of call forwarding.

If "CF on busy" and "CF on no reply" are enabled at the same time, both kinds apply. Depending on which case occurs – the telephone is busy or nobody answers it – the call is forwarded to their respective phone numbers.

If "CF unconditional" is enabled in addition to the "CF on busy" and/or "CF on no reply," all of the calls are forwarded immediately. In this case, the other kinds of call forwarding are overridden, but remain enabled. As soon as "CF unconditional" is disabled, the other kinds that are still enabled are again applicable.

Switching Call Forwarding for Subscribers On/Off

Proceed as follows:

- Using the telephone

Requirements:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**
- For external destination numbers: Authorisation assigned in the PBX for **Configuring CF (sub) to ext. number**

To enable or disable call forwarding for subscribers, press the **function key** configured for call forwarding (subscribers).

Alternatively, proceed as described below.

1. Press the **Menu key** and open the menu **functions > Call fwd.:scr.**

2. Select one of the following options:

deactivate all: Disables all currently enabled call forwarding for subscribers. (No other action is required.)

unconditional: Switches call forwarding unconditional for subscribers on or off.

on busy: Switches call forwarding on busy for subscribers on or off.

on no reply: Switches call forwarding on no reply for subscribers on or off.

3. Select one of the following options:

switch on: Enables call forwarding for subscribers.

switch off: Disables call forwarding for subscribers. (No other action is required.)

Note: If you press the **telephone book key** before entering the destination number, you can select the desired phone number from the telephone book.

4. Enter the destination number and confirm with **OK**.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

Function Key for Call Forwarding for Subscribers

Press the key to enable, disable and switch call forwarding for subscribers over.

Exception: A key that is defined to disable call forwarding for subscribers only disables the currently enabled call forwarding for subscribers.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key (not applicable if defined with "deactivate all"):

| | |
|--------|--|
| Red | Call forwarding for subscribers is enabled for the configured destination. |
| Yellow | Call forwarding for subscribers is enabled for another destination. |
| Off | Call forwarding for subscribers is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Authorisation in the PBX for **Controlling of the PBX using the telephone**
- For external destination numbers: Authorisation assigned in the PBX for **Configuring CF (sub) to ext. number**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **Subscriber CF unconditional**
 - **Subscriber CF on busy**
 - **Subscriber CF on no reply**
 - **Switch off all subscriber CF**
- Using the telephone by selecting
 - **call fwd.:scr > deactivate all**
 - **call fwd.:scr > unconditional**
 - **call fwd.:scr > on busy**
 - **call fwd.:scr > on no reply**


Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).


Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Destination of the call diversion – Telephone no 

Destination number.

Note: Click  to accept a phone number from the telephone book in the **Telephone no** entry field.

Destination of the call diversion – Type of phone number 

Marks the phone number as internal or external number.

Configuration with the Telephone

Telephone no

Destination number.

Note: If you press the telephone book key before entering the destination number, you can select the desired phone number from the telephone book. Alternatively, you can press a configured **speed dialling key** to select the destination number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

Switching Call Forwarding for External Numbers On/Off

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX. On the other PBXs this function can be set via programming sequence (see Advanced Information of the PBX).

Proceed as follows:

- Using the telephone

Requirements:

- Authorisation assigned in the PBX for **Features to be configured by the network provider (CF, keypad)**

To enable or disable call forwarding for external numbers, press the **function key** configured for call forwarding (external numbers).

Alternatively, proceed as described below.

1. Press the **Menu key** and open the menu **functions > CF ext.no..**
2. Select one of the following options:
current conf.: Switches permanent configuration off and the current condition on.)

deactivate all: Disables all currently enabled call forwarding for external numbers. The prerequisite is that function keys have been configured for these instances of call forwarding. (No other action is required.)

unconditional: Switches call forwarding unconditional for external numbers on or off.

on busy: Switches call forwarding on busy for external numbers on or off.

on no reply: Switches call forwarding on no reply for external numbers on or off.

3. Enter the external phone number to be forwarded on the PBX (without an exchange line access number and with a area code) and confirm with **OK**.
4. Select one of the following options:

switch on: Enables call forwarding for external numbers.

For current configuration: Switches the current configuration on and the permanent configuration off. (No other action is required.)

switch off: Disables call forwarding for external numbers. (No other action is required.)

For current configuration: Switches the current configuration off and the permanent configuration on. (No other action is required.)

Note: If you press the **telephone book key** before entering the destination number, you can select the desired phone number from the telephone book.

Functions

Call Forwarding

5. Enter the destination number (with exchange line access number, exception: automatic exchange line request was configured in the PBX) and confirm with **OK**.

Function Key for Call Forwarding for External Numbers

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX. On the other PBXs this function can be set via programming sequence (see Advanced Information of the PBX).

Pressing the key enables, disables and switches call forwarding for external numbers over.

Exception: A key defined to disable all instances of call forwarding for external numbers disables all enabled call forwarding for external numbers. The prerequisite is that function keys have been configured for these instances of call forwarding.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key (not applicable if defined with "deactivate all"):

| | |
|-----|---|
| Red | Call forwarding for external numbers is enabled in the public exchange/PBX for the configured destination and selected configuration. |
|-----|---|

LED signalling on the key (not applicable if defined with "deactivate all"):

| | |
|--------|--|
| Yellow | Call forwarding on busy or on no reply for external numbers has been configured, but it is overridden by an additional call forwarding unconditional for external numbers. |
| Yellow | Call forwarding for external numbers is enabled in the public exchange/PBX for another destination or configuration. |
| Off | Call forwarding for external numbers is disabled in the public exchange/PBX. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Important: When operating the function via the key, the success/failure of the operation is indicated by a change in colour on the LED. During the configuration in the public exchange (this takes perhaps from a few seconds up to a minute), the LED blinks yellow.

Requirements for operating the function:

- Authorisation assigned in the PBX for **Features to be configured by the network provider (CF, keypad)**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **CF unconditional (MSN/DDI)**
 - **CF on busy (MSN/DDI)**
 - **CF on no reply (MSN/DDI)**

- **Switch off all CF (MSN/DDI)**
- Using the telephone by selecting
 - **MSN/DDI CF > deactivate all**
 - **MSN/DDI CF > unconditional**
 - **MSN/DDI CF > on busy**
 - **MSN/DDI CF > on no reply**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.


Configuration with COMfortel Set

Your own exchange line – Telephone no

Own external number to be forwarded (without exchange line access number and with a area code).

Destination of the call diversion – Telephone no 

External destination number (with exchange line access number, exception: automatic exchange line request was configured in the PBX).

Note: Click  to accept a phone number from the telephone book in the **Telephone no** entry field.

Configuration

Permanent configuration: Call forwarding unconditional for external numbers is enabled, disabled or switched over in the permanent configuration.

Current configuration: Call forwarding unconditional for external numbers is enabled, disabled or switched over only in the current configuration.

Note: Call forwarding for the current configuration can only be enabled if call forwarding for the permanent configuration is disabled.

Configuration with the Telephone

Phone number

External destination number (with exchange line access number, exception: automatic exchange line request was configured in the PBX).

Note: If you press the **telephone book key** before entering the destination number, you can select the desired phone number from the telephone book. Alternatively, you can press a configured **speed dialling key** to select the destination number.

no.to redirect

External phone number of the PBX to be forwarded (without exchange line access number and with a area code)

Functions

Call Forwarding

permanent config: Call forwarding for external numbers is enabled, disabled or switched over in the permanent configuration.

current conf.: Call forwarding for external numbers is enabled, disabled or switched over only in the current configuration.

Call Restrictor (Incoming) – Robinson Numbers

If there are certain persons who you absolutely do not want to call you, their external phone numbers (Robinson numbers) can be assigned to a call restrictor for incoming calls in the PBX. The call restrictor which applies to all subscribers can be enabled on your own telephone as needed. If the call restrictor is enabled, a caller, who transmitted one of the Robinson numbers, is rejected.

Call Restrictor (Incoming) On/Off

Requirements:

- A call restrictor configured on the PBX and assigned to the subscriber
- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows:

- Using the telephone (function key or menu **functions > Call Restrictor**)

Function Key for Call Restrictor (Incoming)

Press the key to switch the subscriber's call restrictor on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

Functions

Call Restrictor (Incoming) – Robinson Numbers

LED signalling on the key:

| | |
|-----|----------------------------------|
| Red | The call restrictor is enabled. |
| Off | The call restrictor is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- A call restrictor configured on the PBX and assigned to the subscriber
- Authorisation in the PBX for **Controlling of the PBX using the telephone**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Call restrictor - incoming (Robinson no.)**
- Using the telephone by selecting **Call Restrictor**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Power Save Mode

In power save mode, the display lighting and the LEDs are inactive (exception: the message LED blinks for missed calls).

After a configurable waiting time and depending on the configuration, power save mode can be activated automatically during the switchover into a PBX configuration and/or manually by pressing a key. Power save mode is deactivated again as soon as an incoming call is signalled or any key is pressed.

Automatic Activation of Power Save Mode

If automatic activation of power save mode is enabled, the telephone automatically switches into power save mode when the telephone is not in use.

The holding time (1 to 999 minutes) indicates how much time after the key was last pressed before power save mode is activated.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Power save mode**, check box **Automated activation** and entry field **Waiting time (1 to 999 minutes)**)
- Using the telephone (menu **settings > power save mode > autom.activation** and menu **settings > power save mode > idle time**)

Power Save Mode Activation Depending on Configuration

If configuration-dependent power save mode activation is enabled, the telephone goes into power save mode during a switchover into a specific PBX configuration (for example, a night configuration).

Note:

For operation on the PBXs COMpact 2206 USB and COMpact 4410 USB selection of more than one configuration is only possible using the telephone.

To disable the configuration-dependent activation of power save mode, you need to select --- in the list field or delete the identification number of the configuration from the entry field.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Power save mode**, list field **Configuration** or entry fields **Configuration (10 to 9999)**)
- Using the telephone (function key or menu **settings > power save mode > configuration**)

Function Key for Manually Activating Power Save Mode

Pressing the key while in the telephone's idle state switches it immediately into power save mode.

LED signalling on the key:

None

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Power save mode**
- Using the telephone by selecting **power save mode**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Power Save Mode Link to Phone Lock

If the power save mode link to the phone lock is enabled, the phone lock is enabled as soon as the telephone changes to power save mode.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Power save mode**, check box **Link to telephone lock**)
- Using the telephone (menu **settings > power save mode > phone lock**)

Phone Lock

The phone lock can be used to block the telephone from unauthorised use. Even after enabling the phone lock, it is possible to receive incoming calls and to make emergency calls (manual dialling of emergency numbers entered in the PBX only).

Phone Lock On

Requirements:

- Configured user PIN

Proceed as follows:

- Using the telephone (function key or menu **functions > phone lock**)

1. Enter the user PIN to activate the telephone lock.

Phone Lock Off

Requirements:

- Knowledge of the user, subadmin or admin PIN
- A function key configured for phone lock

Proceed as follows:

- Using the telephone (function key)

Function Key for Phone Lock

Press the key on the telephone in the idle state and enter the user PIN to enable the phone lock.

Press the key again and then enter the user PIN, sub-admin or admin PIN to disable the phone lock again.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-----|-----------------------------|
| Red | The phone lock is enabled. |
| Off | The phone lock is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Configured user, subadmin or admin PIN
- For enabling the function: Knowledge of the user PIN
- For disabling the function: Knowledge of the user, subadmin or admin PIN

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Phone lock**
- Using the telephone by selecting **phone lock**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Text before Answering

The text before answering function enables the caller to be greeted with an automatic announcement before accepting the call (charges apply for the external caller).

Variants for Text before Answering

Text before answering for group

Important: Only available for operation on the PBXs COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Note: With some PBXs the function is limited to external callers (see Advanced Information of the PBX).

Switching the text before answering function on is done separately for each group.

There are two types possible:

- Text before answering on busy

The caller hears the announcement for text before answering only if all of the group members are busy. After this, the caller is automatically connected to the corresponding queue.

- Text before answering always

Functions

Text before Answering

The caller hears the announcement independent of whether the group members are being called or are busy. If all of the group members are busy, the caller is automatically connected to the corresponding queue.

Text before answering for external number

Important: Only available for operation on the PBX COMpact 4410 USB.

Switching the text before answering function on is done separately for each external number.

Text before Answering for Group On/Off

Important: Only available for operation on the PBXs COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Requirements:

- Function key configured for the text before answering function
- A text before answering announcement present on the PBX and assigned to the group

Proceed as follows:

- Using the telephone (function key)

Function Key for Text before Answering for Group

Important: Only available for operation on the PBXs COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Press the key while the telephone is the idle state to switch text before answering for the configured group on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|--|
| Green | The text before answering function for the configured group is enabled. |
| Off | The text before answering function for the configured group is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- The telephone is a member of a group configured in the PBX
- The text before answering announcement on the PBX and assigned to the group

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Text before answering**
- Using the telephone by selecting **text before answering**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Group number – Telephone no

Phone number of the group.

Configuration with the Telephone

Telephone no

Selection of the group by its name/its number.

Text before Answering for external number On/Off

Important: This function is only available for operation on the PBX COMpact 4410 USB.

Requirements:

- Function key configured for the text before answering function
- Text before answering announcement saved on the PBX

Proceed as follows:

- Using the telephone (function key)

Function Key for Text before Answering for external number

Important: This function is only available for operation on the PBX COMpact 4410 USB.

Press the key while the telephone is in the idle state to switch text before answering for the configured phone number on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|---|
| Green | The text before answering function for the configured phone number is enabled. |
| Off | The text before answering function for the configured phone number is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Functions

Text before Answering

Requirements for operating the function:

- Text before answering announcement saved on the PBX

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Text before answering**
- Using the telephone by selecting **text bef. answer** menu

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Your own exchange line – Telephone no

external number on the PBX.

Configuration with the Telephone

Telephone no

external number on the PBX.

Door Functions

A door terminal connected with the interface of the PBX enables the following functions. Calls to the door can be made from any telephone (intercom). During a call to the door, the door can be opened (open door) and a stairwell light controlled by switching a relay (switch on light).

These functions can be executed on the system telephone without initiating a door call.

Performing Door Functions

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Proceed as follows:

- Using the telephone

Requirements:

- The authority level assigned in the PBX for the door terminal
- The relays configured in the PBX for the intercom, opening the door and the stairwell light
- Authorisation in the PBX for **Open door**

In order to operate the door functions, press the **function key** configured for door functions.

Alternatively, proceed as described below.

1. Press the **Menu key** and open the menu **functions > door function**.
2. Select the desired door based on its name/number.
3. Select one of the following options:
 - open door/light**: Opens the door and switches the stairwell light on.
 - open door**: Opens the door.
 - light on**: Switches the stairwell light on.
 - talk**: Establishes a call connection to the door.

Note: The door function **light on** switches on the relay of the door terminal in question separately for the period configured in the PBX.

4. Press the **OK key**.

Own Telephone Rings (Door Call) – Accept Call and Open Door

Proceed as follows:

- Using the telephone

Requirements:

- The authority level assigned in the PBX for the door terminal
- The relays configured in the PBX for the intercom, opening the door and the stairwell light
- Authorisation in the PBX for **Open door**

Proceed as described further down if you receive a door call.

1. Pick up the receiver or press the **hook key**.
2. Select **open door/light** and confirm with **OK**.

The door is opened. If the relay of the door terminal in question is used for switching the stairwell light, this is also switched on for the period configured in the PBX.

The door knocks – open the door without accepting the call

During a call, you can handle an incoming door call generally as you would an incoming external subscriber. This means that you can accept the call, reject it or ignore it. In addition, you can, if you do not want to interrupt your current call, still open the door for the visitor by pressing the door opener.

Proceed as follows:

- Using the telephone

Requirements:

- The authority level assigned in the PBX for the door terminal
- The relays configured in the PBX for the intercom, opening the door and the stairwell light
- Authorisation in the PBX for **Open door**

Proceed as described when a door calls.

1. Select **open door/light** and confirm with **OK**.

The door is opened. If the relay of the door terminal in question is used for switching the stairwell light, this is also switched on for the period configured in the PBX.

Function Key for Door Functions

Important: Not available for operation on the PBX COMpact 3000 analogue/ISDN/VoIP.

Press the key for general functions while the telephone is in the idle state to open the **door function** menu. After this, you can initiate a door function for the configured door.

Press the key defined to initiate a call connection with the door (after picking up the receiver) or to switch on the door opener and/or light.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key (only for defined key assignment):

| | |
|--------|--|
| Green | The door opener function is enabled. The door opener function is enabled and the light is switched on (only when both functions are configured on the key). |
| Yellow | The light is switched on. |
| Off | None of the functions configured on the key are enabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- The authority level assigned in the PBX for the door terminal
- The relays configured in the PBX for the intercom, opening the door and the stairwell light
- Authorisation in the PBX for **Open door**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **Door terminal function**
 - **Defined door function**
- Using the telephone by selecting
 - **door function**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Telephone no

Phone number of the door.

Door terminal function

Open the door & switch on the light: Press the key to switch the door opener and the light on.

Open the door: Press the key to switch the door opener on.

Light on: Press the key to switch the light on.

Talking: Press the key to initiate a call connection to the door.

Note: The door terminal function **Light on** switches on the relay of the door terminal in question separately at the time configured in the PBX.

Configuration with the Telephone

general: Press the key to open the **door function** menu for the door configured.

defined: Press the key to execute the configured door function for the configured door.

Telephone no

Phone number of the door.

open door/light: Press the key to switch the door opener and the light on.

open door: Press the key to switch the door opener on.

light on: Press the key to switch the light on.

talk: Press the key to initiate a call connection to the door.

Notes: The door terminal function **Light on** switches on the relay of the door terminal in question separately at the time configured in the PBX.

Speed Dialling

The speed dialling function enables a function key to be defined with not only internal and external phone numbers but also with programming codes on the PBX. The saved codes can be easily dialled by pressing a key, if necessary.

Application Options for Speed Dialling Keys

Speed dialling keys can be used in the following ways:

Dialling a phone number

Pressing a speed dialling key immediately dials a saved phone number. If the receiver is on hook, the saved phone number is first transmitted into dial preparation.

If a speed dialling key is pressed during a call, a query call is placed and the saved phone number is dialled immediately.

Dialling part of a phone number

The telephone speed dialling keys to be defined with parts of phone numbers (for example, telephone provider prefixes). The phone number parts can then be assembled by pressing multiple speed dialling keys in an order. The names assigned to the phone numbers are shown one after the other on the display.

Assignment overview

Speed dialling keys defined with to internal subscriber and group phone numbers enable an overview of the current activity status of the subscriber or group via the corresponding LEDs.

Pickup and call take-over

Speed dialling keys defined with internal subscriber and group phone numbers enable the pickup function for these subscribers and groups. If the LED on the key is blinking in red because the saved phone number is being called, you can take the call on your telephone by pressing the speed dialling key and then confirming.

If a subscriber allows call take-over (for example, on an answering machine), you can still take the call on your telephone in the same manner even after it has already been accepted.

Function Key for Speed Dialling

Press the key while the telephone is in the idle state to transfer a phone number saved in a key to dial preparation – also additional information.

Exception: If the phone number saved is an internal phone number and is currently being called, you can carry out the Pickup function on this call.

After picking up the receiver, press the key to dial the phone number saved in the key.

Press the key during a call to put the active communication partner on hold and to dial the phone number saved in the key.

In addition, when a subscriber or a group number is defined, the status of the subscriber or group can be read from the corresponding LED.

LED signalling on the key (when defined with an internal subscriber number):

| | |
|----------------------|--|
| Red (blinking) | The internal telephone is now being called. Press the key to initiate a pickup. |
| Red | The internal telephone is not reachable (a call is in progress on the telephone or all of the corresponding voice channels are in use). Press the key to initiate a call take-over, if required. |
| Green (blinking) | A call is being made from the internal telephone and the call was not accepted. |
| Yellow | The internal telephone is not reachable (do-not-disturb or call forwarding for subscribers has been configured). |
| Yellow (blinking) | Only for internal VoIP subscriber and enabled display of the registration status: The telephone is not registered on the PBX. |
| Off | The internal telephone is available. Press the key to place a call. |

LED signalling on the key (when defined with an internal group phone number):

| | |
|-------------------|--|
| Red (blinking) | A logged-in telephone is now being called. Press the key to initiate a pickup. |
| Red | Calls are in progress on all logged-in telephones or no telephone in the group is logged in. |
| Yellow | The group is not available (call forwarding is configured for the group). |
| Off | The group is available. Press the key to place a call. |

LED signalling on the key (when defined with an external number):

Green (blinking) A call is being made from the telephone of the external subscriber and the call was not accepted (in as far as the external number is transmitted).

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Speed dialling**
- Using the telephone by selecting **speed dialling**


Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Destination of the call diversion – Telephone no 

Destination number.

Note: Click  to accept a phone number from the telephone book in the **Telephone no** entry field.

Destination of the call diversion – Type of phone number

Marks the phone number as internal or external number.

Configuration with the Telephone

Telephone no

Destination number.

Note: If you press the telephone book key before entering the destination number, you can select the desired phone number from the telephone book. Alternatively, you can press a configured **speed dialling key** to select the destination number.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

Automatic Speed Dialling Pick-up

If automatic speed dialling pickup is enabled, pressing a speed dialling key while the telephone is in the idle state automatically picks up a call (when using a headset) or switches the telephone to hands-free calling.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > User settings**, check box **Automatic off-hook for speed dialling**)
- Using the telephone (menu **settings > user settings > speed dial.key**)

Display of the Registration Status

If the display of the registration status is switched on, the individual registration status of the subscribers will be signalled via the LEDs of the speed dialling keys assigned to internal VoIP subscribers. If the corresponding VoIP subscriber is not registered at the PBX, its LED will blink yellow.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > signalling/ringer**, check box **Registration status subscriber**)
- Using the telephone (function key or menu **settings > signalling > reg.status scr.**)

Voice Mail and Fax Boxes of the PBX

This section describes how to configure and operate voice mail and fax boxes. Moreover, it shows you how to record announcements, execute remote access, and forward messages, e.g. to a substitute.

Topics

- [Voice Mail and Fax Boxes \(page 271\)](#)
- [Readiness of Voice Mail/Fax Boxes \(page 284\)](#)
- [Configuration-Dependent Control \(page 287\)](#)
- [Voice Memos in Voice Mailboxes \(page 290\)](#)
- [Distribution of Messages \(page 292\)](#)
- [Announcements for Voice Mailboxes \(page 295\)](#)
- [Remote Access to a Voice Mailbox \(page 301\)](#)
- [Message Forwarding from a Voice Mailbox \(page 306\)](#)
- [Substitute Function for Voice Mailboxes \(page 309\)](#)
- [Archives for Voice Mail and Fax Boxes \(page 313\)](#)

Voice Mail and Fax Boxes

A voice mail/fax box which is assigned to the telephone or to a group can be operated like a local answering machine.

It saves the voice messages for an individual subscriber or a group and can be queried any time by the subscriber or the members of the group.

Voice messages and announcements are not stored in the telephone but in the PBX (in contrast to a local answering machine). The size of a voice mail/fax box is determined by the PBX, as well as the authorisation to use it. A voice mail/fax box can be assigned to an individual subscriber or to a group. Moreover, a subscriber may be granted authorisation for several voice mail/fax boxes.

Important:

Only available for operation on the PBXs COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

For some PBX an optionally available module has to be inserted.

COMmander 6000/R/RX: COMmander VMF module

COMpact 5010 VoIP: COMpact 2VoIP module

COMpact 5020 VoIP: COMpact 2VoIP or 6VoIP module

Opening the Message List of a Voice Mail/Fax Box

Open the message list of a voice mail/fax box to query, replay, delete, move messages into an archive or send a telefax as e-mail. If a subscriber is authorised to query several voice mail boxes, the list **VMB used** will be displayed in addition to the list **voice mailbox**. The list **voice mailbox** also contains the fax boxes.

The LED of the message key indicates whether entries are present on the message list.

Proceed as follows:

- Using the telephone

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

To open the message list of a voice mail/fax box, press the **function key** configured for it or press the **Menu key** to open the menu **Voice mailbox > functions > VMB open**.

Alternatively, proceed as described below.

1. Press the **message key**.

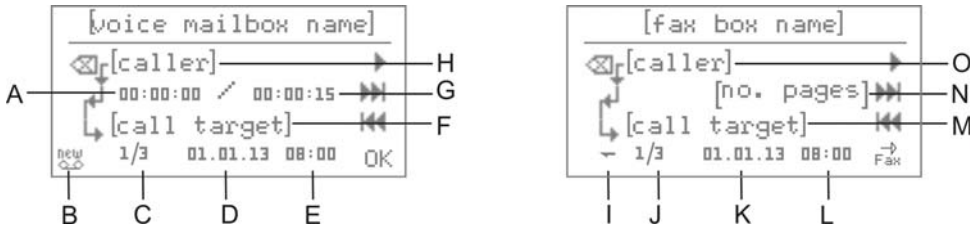
The available lists are displayed. To the left next to the selection of lists, the respective numbers of existing messages are displayed.



2. Select one of the following options:

- **VMB used** (this is skipped if the other lists are empty)

- **voice mailbox > name of the voice mail/fax box**

The following information about the message is shown on the display:



- A Length of time the message has been replayed
- B Type of message type: new message () , old message already listened to ()

Note: The new messages are automatically replayed in sequence after a voice mailbox is opened. The latest message is replayed first.

- C Consecutive number of messages/number of existing messages

Note: The latest message is displayed with consecutive number 1.

- D Date of message
- E Time of message
- F Internal call destination
- G Entire length of the message
- H Caller
- I Incoming/outgoing message
- J Consecutive number of messages/number of existing messages

Note: The latest message is displayed with consecutive number 1.

- K Date of message
- L Time of message
- M Internal call destination
- N Number of pages
- O Caller

3. Select one of the following options:

-  Pressing the **delete key** deletes the message.

Holding the **delete key** (2 seconds) deletes all messages from the message list.

- ▶ Voice mailbox only:

Pressing the **arrow key** right starts the replay of the message.

- || Voice mailbox only:

Pressing the **arrow key** left interrupts the replay of the message (voice mailbox only).

Holding the **arrow key** left will go back to the start of the message.

▶▶ Pressing the **arrow key** down scrolls to next (older) message.

Voice mailbox only:

During playback: Skips the message currently being played back.

◀◀ Pressing the **arrow key** up scrolls to the previous (more recent) message.

Voice mailbox only:

During playback: Repeats the previous message or the one currently being played back.

OK Voice mailbox only:

Pressing the **OK key** accepts the entry into dial preparation.

Fax box only:

Pressing the **OK key** sends the telefax as e-mail to the address entered in the PBX as recipient of messages when a new voice mail arrives.

4. If you want to leave the menu, press the **home key**.

Listening to Recordings

Proceed as follows:

- Using the telephone


Requirements:

- Voice mailbox which is configured in the PBX and assigned to the telephone

1. Open the message list of the box.
2. Press the **arrow key** up or down to scroll to the desired recording.
3. Press the **arrow key** right to start replaying the recording.

Note: You can also pickup the receiver to prevent others present from listening.

The recording is replayed.

4. Select one of the following options:
 -  Pressing the **delete key** deletes the displayed recording.
Holding the **delete key** (2 seconds) deletes all messages from the message list.
 - ▶ Pressing the **arrow key** right starts the replay of the recording.
Pressing the **arrow key** right again interrupts the replay of the recording.
 - ◀ Pressing the **arrow key** left will go back to the start of the recording.
 - ⏮ Pressing the **arrow key** down scrolls to next (older) recording
During playback: Skips the recording currently being played back.
 - ⏭ Pressing the **arrow key** up scrolls to the previous (more recent) recording.
During playback: Repeats the previous recording or the one currently being played back.
 - OK Pressing the **OK key** accepts the entry into dial preparation.
5. If you want to leave the menu, press the **home key**.

Note: You can also access and listen to the recordings remotely.

Sending a Telefax as E-mail

Received telefaxes can be sent as e-mail to the address entered in the PBX as recipient of messages when a new voice mail arrives.

Proceed as follows:

- Using the telephone

Requirements:

- Fax box which is configured in the PBX and assigned to it
- Telefax received

1. Open the message box of the fax box.
2. Use the **arrow keys** ▲ and ▼ to scroll to the desired telefax and confirm with **OK**.

The message **Telefax has been sent as e-mail** is displayed.

3. Confirm the message with **OK**.

You are back in the message list of the fax box.

Sending a Telefax again




Once sent telefaxes can be sent again.

Proceed as follows:

- Using the telephone

Requirements:

- Fax box which is configured in the PBX and assigned to the telephone
- Telefax sent

1. Open the message box of the fax box.
2. Use the **arrow keys**  and  to scroll to the desired telefax.
3. Press  and confirm with **OK**.

The message **Telefax sent again** is displayed. You are back in the message list of the fax box.

Dialling from the Message List of the Voice Mailbox

Requirements:

- Voice mailbox which is configured in the PBX and assigned to the telephone
1. Open the message list of the box.
 2. Press the **arrow key** up or down to scroll to the desired recording and confirm with **OK**.

Note:

The number cannot be taken over into dial preparation as long as switching between messages is performed.

A callback can only be made if the number of the caller has been transferred.

3. Pick up the receiver or press the **hook key**.

The subscriber is called.

Note: If you want to exit the menu without dialling the number displayed, hang up the receiver or press the **home key**.

Deleting Messages

Proceed as follows:

- Using the telephone
1. Open the message list.
The message received last is displayed.
 2. Press the **delete key** to delete the message shown.
-

Note: To delete the entire message list, press and hold the **delete key** for approx. 2 seconds and then confirm the action.

Function Key to Open a Voice Mail/Fax Box

While the telephone is in the idle state, press the key generally assigned for accessing the function and then pick up the receiver to establish a connection to the voice mail/fax box. If you have been assigned several boxes, a list of all boxes will be opened.

Press the defined and assigned key in the idle state of the telephone to set up a connection to a defined box.

If you press the defined and assigned key during recording by a voice mailbox, you can take over the call to a voice mailbox or open the assigned voice mailbox.

Note: Press the function key again to switch from the message entry to archive or vice versa.

In addition the status of the box is indicated by the corresponding LED.

LED signalling on the key (for general key assignment):

- | | |
|---------------------|---|
| Green (blinking) | There are new messages in at least one box assigned to the subscriber. |
| Green | There are only messages which have already been listened to in at least one box assigned to the subscriber. |
| Off | There are no new messages in the boxes assigned to the subscriber. |

LED signalling on the key (for defined key assignment):

- | | |
|----------------------|--|
| Red | A new message is being recorded. After pressing the key the call can be accepted by picking up the receiver. |
| Yellow (blinking) | The box is full. |

LED signalling on the key (for defined key assignment):

| | |
|---------------------|---|
| Yellow | The fill level of the box has exceeded the warning limit. |
| Green (blinking) | There are new messages in the box. |
| Green | There are only messages which have already been read/ listened to in the box |
| Off | There are no new messages in the box. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **voice mailbox - open**
 - **voice mailbox - open defined**
- Using the telephone by selecting
 - **VMB open**

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
- Using the telephone by selecting

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Voice mailbox – Telephone no

Phone number of the box whose function shall be switched.

Configuration with the Telephone

Telephone no

Phone number of the box whose function shall be switched.

general: Press the key to open a selection list where the box to be opened can be selected.

defined: Press the key to open the selected voice mailbox.

Attention Tone for Voice Mailbox

If the attention tone for the voice mailbox is switched on, the attention tone indicates that there is a new message on the voice mailbox. The volume of the attention tone depends on the volume set for the ringtone.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Signalling/ringer**, check box **Attention tone (voice mailbox)**)
- Using the telephone (menu **settings > signalling > attention tone**, check box **voice mailbox**)

Readiness of Voice Mail/Fax Boxes

To enable the voice mail/fax box to accept calls and receive messages, readiness must be enabled.

Readiness of Voice Mail/Fax Boxes On/Off

Note: You can also switch the readiness of voice mailboxes on and off via remote access.

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

Proceed as follows:

- Using the telephone (function key or menu **voice mailbox > functions > VMB readiness**)

Function Key for Readiness

Press the generally assigned key to permanently switch the readiness of a voice mail/fax box to be selected on or off.

Press the defined and assigned key to switch a previously defined voice mail/fax box on or off or switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|---|
| Green | Readiness is enabled. |
| Yellow | The readiness of at least one box has been switched off (only in case of general assignment). The readiness of the box is switched on, but the permanent configuration is inactive (only in case of defined assignment). |
| Off | Readiness is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **voice mailbox - readiness**
 - **voice mailbox - readiness defined**
- Using the telephone by selecting
 - **VMB readiness**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Voice mailbox – Telephone no

Phone number of the box whose function shall be switched.

Configuration with the Telephone

Telephone no

Phone number of the box whose function shall be switched.

general: Press the key to open a selection list where the box to be switched can be selected.

defined: If you press the key, the selected box will be switched into readiness mode.

Configuration-Dependent Control

The readiness of the voice mail/fax box be switched on permanently. In addition, however, there are alternative options. With the help of configuration-dependent control, the box can be switched via the PBX configurations, e. g. day-night switching.

Configuration-Dependent Control On/Off

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone
- Configurations made in the PBX

Proceed as follows:

- Using the telephone (function key or menu **voice mailbox > functions > VMB config. control**)

Function Key for Configuration-Dependent Control

Press the generally assigned key to enable configuration-dependent control for a voice mail/fax box, which remains to be selected.

Press the defined and assigned key to enable configuration-dependent control for a previously defined voice mail/fax box.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|-------|--|
| Green | Configuration-dependent control is enabled. The permanent configuration is inactive. |
| Off | Configuration-dependent control is disabled. The permanent configuration is active. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Voice mail/fax box configured in the PBX and assigned to the telephone
- Configurations made in the PBX

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **voice mailbox - config.control**
 - **voice mailbox - config.control defined**
- Using the telephone by selecting
 - **VMB config. control**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Voice mailbox – Telephone no

Number of the box which is to be switched via the function key.

Configuration with the Telephone

Telephone no

Number of the box which is to be switched via the function key.

general: Press the key to open a selection list where the box to be switched can be selected.

defined: Press the key to enable configuration-dependent control for the selected voice mailbox.

Voice Memos in Voice Mailboxes

You can use a voice mailbox to save your own voice memos. Up to 250 voice memos including date, time, and length of the recording can be saved in the voice mailbox. The recordings are numbered consecutively, with the last/latest recording assigned the number 1.

You can listen to, edit, and delete voice memos like any other messages.

Function Key for Recording Voice Memos in Voice Mailboxes

Press the key while the telephone is in the idle state to start recording a voice memo.

In addition the associated LED indicates whether a voice memo is currently being recorded.

LED signalling on the key:

| | |
|----------------------|---------------------------------------|
| Green | Recording mode |
| Yellow (blinking) | Connection setup to the voice mailbox |
| Off | The function is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Voice mailbox which is configured in the PBX and assigned to the telephone

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **voice mailbox - voice memo**
- Using the telephone by selecting **VMB voice memo**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Configuration with COMfortel Set

Telephone no

Phone number of the voice mailbox.

Configuration with the Telephone

Telephone no

Phone number of the voice mailbox.

Distribution of Messages

The messages in a voice mail/fax box can be distributed to other voice mail/fax boxes.

Function Key for Distributing Messages

Press the generally assigned key after calling a voice mail/fax box to distribute messages to another box, which remains to be selected.

Press the defined and assigned key after calling a voice mail/fax box to distribute messages to a previously defined box. Moreover, you can select whether you want to move or copy your messages.

LED signalling on the key:

None

Requirements for operating the function:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **voice mailbox - distribute messages**
 - **voice mailbox - distribute messages defined**
- Using the telephone by selecting
 - **VMB - distribute messages**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Voice mailbox – Telephone no

Number of the box to where messages are to be distributed.

move: Press the key to move messages. The messages in the box will be deleted.

copy: Press the key to copy messages. The messages in the box remain unchanged.

Configuration with the Telephone

Telephone no

Number of the box to where messages are to be distributed.

general: Press the key to open a selection list where the box to which the messages are to be distributed can be selected.

defined: Press the key to distribute messages to the selected box.

move: Press the key to move messages. The messages in the box will be deleted.

copy: Press the key to copy messages. The messages in the box remain unchanged.

Announcements for Voice Mailboxes

For each assigned voice mailbox you can record announcements using the telephone. You can replay, edit, and delete your own announcements. In addition to the standard announcement from the voice files, maximally 10 own announcements can be stored per voice mailbox.

Create a New Announcement for a Voice Mailbox

Proceed as follows:

- Using the telephone

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone
1. Press the **Menu key** and open the **voice mailbox > settings > edit announc.** menu.
 2. Select the voice mailbox from the list for which you want to record the announcement.
 3. If necessary, scroll to the next empty entry and confirm with **OK**.
 4. Select **change** and confirm with **OK** to record an announcement.
 5. Enter the name and confirm with **OK**.

6. Confirm again with **OK** to start recording the announcement.

The recording proceeds.

7. Record the announcement.

8. Confirm with **OK** to end recording the announcement.

Note:

You have the option of listening to the announcement that you have recorded (by pressing the **arrow key** right).

Recordings with a recording time shorter than 3 seconds are discarded by the telephone.

-
9. Confirm again with **OK** to save the recorded announcement in the announcement list.

Note: If you want to switch on the announcement for the call acceptance of the voice mailbox, press the **OK key** when the announcement is displayed. Select **switch on** and press the **OK key**. By switching on another announcement of the list or selecting **switch off** and pressing the **OK key** you can switch off the announcement for the call acceptance of the voice mailbox. If no announcement of the list is switched on, the standard announcement is used for the call acceptance of the voice mailbox.

Edit an Existing Announcement for a Voice Mailbox

Proceed as follows:

- Using the telephone

Requirements:

- Voice mailbox which is configured in the PBX and assigned to the telephone

Proceed as follows.

1. Press the **Menu key** and open the **voice mailbox > settings > edit announc.** menu.
2. Select the voice mailbox from the list for which you want to edit an announcement.
3. Scroll to the desired entry and confirm with **OK**.
4. Select **change** and confirm with **OK** to edit an announcement.
5. Overwrite the name, if necessary and confirm with **OK**.
6. Confirm again with **OK** to start recording the announcement.
The recording proceeds.
7. Record the announcement.
8. Confirm with **OK** to end recording the announcement.

Note:

You have the option of listening to the announcement that you have recorded (by pressing the **arrow key** right).

Recordings with a recording time shorter than 3 seconds are discarded by the telephone.

9. Confirm again with **OK** to save the recorded announcement in the announcement list.
-

Note: If you want to switch on the announcement for the call acceptance of the voice mailbox, press the **OK key** when the announcement is displayed. Select **switch on** and press the **OK key**. By switching on another announcement of the list or selecting **switch off** and pressing the **OK key** you can switch off the announcement for the call acceptance of the voice mailbox. If no announcement of the list is switched on, the standard announcement is used for the call acceptance of the voice mailbox.

Delete an Existing Announcement for a Voice Mailbox

Proceed as follows:

- Using the telephone

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

Proceed as follows.

1. Press the **Menu key** and open the **voice mailbox > settings > edit announc.** menu.
2. Select the voice mailbox from the list for which you want to delete an announcement.
3. Scroll to the desired entry.
4. Press the **delete key** and confirm with **OK**.

Call Information for New Voicemail Messages

If call information is switched on for a new message, the subscriber will be informed when the call was received before the message is replayed.

Requirements:

- Voice mailbox which is configured in the PBX and assigned to the telephone

Proceed as follows:

- Using the telephone (menu **voice mailbox > settings > call information**)

Separator Tone for New Voicemail Messages

If the separator tone is switched on for new messages, a tone will be replayed after each message when listening to several new messages. This makes it easier to distinguish the individual messages from each other.

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

Proceed as follows:

- Using the telephone (menu **voice mailbox > settings > separator tone**)

Remote Access to a Voice Mailbox

Remote access is used to access and operate the voice mailbox from an internal telephone or from an external telephone.

Executing Remote Access to a Voice Mailbox

Proceed as follows:

- Using a character string on an external telephone
- Using a character string on the internal telephone

Requirements:

- Voice mailbox which is configured in the PBX

1. Call the voice mailbox.

The voice mailbox accepts the call. You hear the configured announcement.

2. Dial *****.

Note: If the querying internal telephone is the owner/user of the voice mailbox, step 3 will be omitted.

3. Enter the **user PIN** or the **PIN for remote access** and dial **#**.

Remote access is started. You are led through the remote access menu with the help of various announcements.

4. Execute remote access by entering the following digits.

0: Opens the Help menu.

1: Opens the main menu.

2: Replays new messages.

3: Replays all of the messages.

4: Jumps back to the previous message.

5: Repeats the message currently being replayed.

6: Jumps to the next message.

7: Deletes the message currently being replayed.

8: Ends replay.

*** 10:** Disables the voice mailbox.

*** 11:** Enables the voice mailbox.

*** 20:** Permits recording and exchanging announcements.

Note: The default announcement and your own announcements, if any have been recorded, will be played back. The following functions are available while your own announcements are being played back:

selects the currently heard announcement as active announcement.

4 jumps to the previous announcement.

5 repeats the announcement you have just heard.

6 jumps to the next announcement.

7 selects the currently heard or free announcement for changing or recording. Press **#** to save your announcement or ***** to cancel the function.

*** 30:** Disables message forwarding.

*** 31:** Enables message forwarding.

*** 70:** Deletes all messages and voice memos.

*** 99:** Records a voice memo.

Hang-up: Ends remote access.

Note: By dialling **9** while a message is being replayed, the phone number of the caller will be displayed – provided it has been transferred. By pressing the **#** key, you can initiate a callback to the phone number of the caller.

Remote Access to a Voice Mailbox On/Off

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone

Proceed as follows:

- Using the telephone (function key or menu **voice mailbox > functions > VMB remote access**)

Function Key for Remote Access to a Voice Mailbox

Press the generally assigned key to switch the remote access for a voice mailbox to be selected on or off or switch it over.

Press the defined and assigned key to switch the remote access for a defined voice mailbox on or off or switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|---|
| Green | Remote access is enabled. |
| Yellow | The remote access to at least one voice mailbox has been switched off (only in case of general assignment). |
| Off | Remote access is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Voice mailbox which is configured in the PBX and assigned to the telephone

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **voice mailbox - remote access**
 - **voice mailbox - remote access defined**
- Using the telephone by selecting
 - **VMB rem. access**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Voice mailbox – Telephone no

Number of the voice mailbox which is to be switched via the function key.

Configuration with the Telephone

Telephone no

Number of the voice mailbox which is to be switched via the function key.

general: Press the key to open a selection list where the box to be switched can be selected.

defined: Press the key to configure remote access for a selected voice mailbox.

Message Forwarding from a Voice Mailbox

Message forwarding enables the voice mailbox to notify you of new messages.

Message Forwarding from a Voice Mailbox On/Off

Requirements:

- Voice mailbox which is configured in the PBX and assigned to the telephone
- The destination for message forwarding of the voice mailbox configured in the PBX

Proceed as follows:

- Using the telephone (function key or menu **voice mailbox > functions > VMB forwarding**)

Function Key for Message Forwarding from a Voice Mailbox

Press the generally assigned key to switch the message forwarding for a voice mailbox to be selected on or off or switch it over.

Press the defined and assigned key to switch message forwarding for a defined voice mailbox on or off or switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|---|
| Green | Message forwarding is enabled. |
| Yellow | The message forwarding for at least one voice mailbox has been switched off (only in case of general assignment). |
| Off | Message forwarding is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Voice mailbox which is configured in the PBX and assigned to the telephone
- The destination for message forwarding of the voice mailbox configured in the PBX

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **voice mailbox - message forwarding**
 - **voice mailbox - message forwarding defined**
- Using the telephone by selecting
 - **VMB forwarding**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Voice mailbox – Telephone no

Number of the voice mailbox which is to be switched via the function key.

Configuration with the Telephone

Telephone no

Number of the voice mailbox which is to be switched via the function key.

general: Press the key to open a selection list where the box to be switched can be selected.

defined: Press the key to configure message forwarding for a selected voice mailbox.

Substitute Function for Voice Mailboxes

If the substitute function is switched on, the caller can be connected with the substitute instead of leaving a message on the voice mailbox. For this purpose, the caller dials "1" during the announcement or recording phase.

You have to include this information ("You can reach my substitute by dialling the digit 1...") into the announcement yourself by recording it via an own announcement.

Substitute Function for Voice Mailboxes On/Off

Requirements:

- Voice mailbox which is configured in the PBX and assigned to the telephone
- The substitute function configured in the PBX for the voice mailbox
- Recorded announcement for the voice mailbox (see Advanced Information of the PBX)

Proceed as follows:

- Using the telephone (function key or menu **voice mailbox > functions > VMB substitute**)

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

Function Key for the Substitute Function for Voice Mailboxes

Press the generally assigned key to switch the substitute function for a voice mailbox to be selected on or off or switch it over.

Press the defined and assigned key to switch the substitute function for a previously defined voice mailbox on or off or switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

| | |
|--------|--|
| Green | The substitute function is enabled. |
| Yellow | The substitute function for at least one voice mailbox has been switched off (only in case of general assignment). |
| Off | The substitute function is disabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Requirements for operating the function:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone
- The substitute function configured in the PBX for the voice mailbox
- Recorded announcement for the voice mailbox (see Advanced Information of the PBX)

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting
 - **voice mailbox - substitute**

– **voice mailbox - substitute defined**

- Using the telephone by selecting
 - **VMB substitute**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Additional settings for this function key are described in the following.

Configuration with COMfortel Set

Voice mailbox – Telephone no

Number of the voice mailbox.

Substitute – Telephone no

Number of the substitute.

Configuration with the Telephone

Telephone no

Number of the voice mailbox.

VMB substitute – Telephone no

Number of the substitute.

general: Press the key to open a selection list where the box to be switched can be selected.

defined: Press the key to configure the substitute function for a selected voice mailbox.

Archives for Voice Mail and Fax Boxes

Messages which you want to remove from the message list of a voice mail or fax box without deleting them can be moved to the archive.

Moving a Message into the Archive of a Voice Mail/Fax Box

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone
- Message existing in the voice mail/fax box
- Function key assigned to **VMB distr. mess - defined** to the number of the voice mail/fax box

Note: The switching type assigned to the function key must be **move**. It is not possible to copy a message to the archive.

1. Open the message list of the box.
2. Press the **arrow key** up or down to scroll to the desired message.
3. Press the function key assigned to **VMB distr.mess - defined**.

The message is deleted from the message list and moved to the archive.

Opening the Archive of a Voice Mail/Fax Box

Requirements:

- Voice mail/fax box which is configured in the PBX and assigned to the telephone
- Message existing in the voice mail/fax box
- Function key assigned to **VMB open - general** or **VMB open - defined**

1. Open the message list of the box.
2. Press the function key assigned to **VMB open - general** or **VMB open - defined**.

The message list of the box opens.

Note: The symbol in the first line of the box indicates that the archive is open.

Deleting Messages from the Archive of a Voice Mail/Fax Box

Proceed as follows:

- Using the telephone

1. Open the message list.

The message received last is displayed.

2. Press the **delete key** to delete the message shown.

Note: To delete the entire archive, press and hold the **delete key** for approx. 2 seconds and then confirm the action.

Settings

This section describes how to configure and manage your telephone.

Topics

- [Identification \(page 317\)](#)
- [Protection from Unauthorised Access \(page 318\)](#)
- [Display and Backlight \(page 325\)](#)
- [Casing LED \(page 329\)](#)
- [Call Signalling \(page 334\)](#)
- [Ringtones \(page 338\)](#)
- [Call Charges \(page 344\)](#)
- [Receiver and Headset \(page 345\)](#)
- [Menu and Function Keys \(page 349\)](#)

Identification

The telephone must be uniquely identified on the PBX.

MSN

In order for the PBX to identify the telephone, the internal number (MSN) for the telephone must be entered.

Important: Use each of the internal subscriber numbers for only one of the devices.

Requirements:

- Entered internal number in the configuration of the PBX

Proceed as follows:

- Using the configuration manager (page **Settings/functions > Basic settings**, entry field **Internal number**)
- Using the telephone (menu **settings > def. settings > MSN**)

Protection from Unauthorised Access

In order to prevent important settings from being changed accidentally or by unauthorised people, the telephone can be protected from unauthorised access.

When operating the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX, access to the telephone is subdivided into four authorisation levels:

- Administrator (access via admin PIN on the PBX)
- Sub-administrator (access via one of the four sub-admin PINs on the PBX)
- User (access via user PIN assigned to subscriber)
- Guests (unprotected access)

The PINs are transmitted from the PBX and cannot be changed in the telephone itself.

When operating on the PBXs COMpact 2206 USB and COMpact 4410 USB, access to the telephone is subdivided into two authorisation levels:

- User (access via user PIN)
- Guests (unprotected access)

The user PIN is configured in the telephone.

Configuring User PIN

Important: Only available when operated on the PBXs COMpact 2206 USB and COMpact 4410 USB.

Proceed as follows:

- Using the telephone menu
1. Press the **Menu key** and open the menu **settings > blocking > change user PIN**.
 2. Enter the user PIN and confirm with **OK**.
 3. Enter the user PIN for a second time and confirm with **OK**.

Note: You can delete the PIN by not entering any PIN in both menus but by confirming **OK**.

Configuring a Function Lock

The functions available in the function menu and key definition menu can be blocked from unauthorised use. The display of these restricted functions in the selection list requires entering the corresponding PIN after selecting **additional** at the end of the selection list.

Note: A function key defined with a restricted function cannot be used without entering a PIN. This means that the administrator can, for example, enable the switching on/off of a specific call forwarding configuration via the function key even though the ability to configure any number of call forwarding configurations is restricted.

Proceed as follows:

- Using COMfortel Set
- Using the telephone

Using COMfortel Set to Configure the Function Lock

1. Open the page **Settings/functions > Restrictions**.
2. Click the **Telephone menu functions** tab.
3. Select one of the following options for the function to be blocked.

No restrictions: The function is not blocked.

Guests: Blocks the function in question from guests.

Guests + users: Blocks the function in question from guests and users.

Guests + users + Sub-Admin: Blocks the function in question from guests, users and sub-administrators.

If you want to restrict all of the functions, select one of the following options under **All - restricted for**.

No restrictions: No function is blocked.

Guests: Blocks all functions for guests.

Guests + users: Blocks all functions for guests and users.

Guests + users + Sub-Admin: Blocks all functions for guests, users and sub-administrators.

Using the Telephone to Configure the Function Lock

1. Press the **Menu key** and open the menu **settings > blocking > additional > function lock**.

Note: After selecting **additional** follows entering of the corresponding PIN.

The **○○○** symbol indicates no blocking.

The **●○○** symbol indicates that guests are blocked.

The **●●○** symbol indicates that guests and users are blocked.

The **●●●** symbol indicates that guests, users and sub-administrators are blocked.

2. Select the function to be blocked.

The menu for restricting the selected function is opened.

3. Enable one of the following options:

- ☒ **Sub Admin:** Blocks the function in question from guests, users and sub-administrators.

Settings

Protection from Unauthorised Access

- ☒ **user:** Blocks the function in question from guests and users.
- ☒ **guests:** Blocks the function in question from guests.
- ☒ **no blocking:** The function is not blocked.

4. Confirm with **OK** to end the configuration for this function.

The modified settings are displayed, and you can select another function.

5. Confirm again with **OK**.

Configuring Settings Lock

The settings that can be selected in the settings menu can be restricted from unauthorised use. The display of these restricted settings in the selection list requires entering the corresponding PIN after selecting **additional** at the end of the selection list.

Proceed as follows:

- Using COMfortel Set
- Using the telephone

Using COMfortel Set to Configure the Settings Lock

1. Open the page **Settings/functions > Restrictions**.
2. Click the **Telephone menu settings** tab.

3. Select one of the following options for the setting to be blocked.

No restrictions: The setting is not blocked.

Guests: Blocks the setting in question from guests.

Guests + users: Blocks the setting in question from guests and users.

Guests + users + Sub-Admin: Blocks the setting in question from guests, users and sub-administrators.

If you want to restrict all of the settings, select one of the following options under **All - restricted for**.

No restrictions: No settings are blocked.

Guests: Blocks all settings for guests.

Guests + users: Blocks all settings for guests and users.

Guests + users + Sub-Admin: Blocks all settings for guests, users and sub-administrators.

Using the Telephone to Configure the Settings Lock

1. Press the **Menu key** and open the menu **settings > blocking > additional > settings lock**.

Note: After selecting **additional** follows entering of the corresponding PIN.

The **○○○** symbol indicates no blocking.

The **●○○** symbol indicates that guests are blocked.

The **●●○** symbol indicates that guests and users are blocked.

Settings

Protection from Unauthorised Access

The *** symbol indicates that guests, users and sub-administrators are blocked.

2. Select the setting to be blocked.

The menu for blocking the selected setting is opened.

3. Enable one of the following options:

- ☒ **Sub Admin:** Blocks the setting in question from guests, users and sub-administrators.
- ☒ **user:** Blocks the setting in question from guests and users.
- ☒ **guests:** Blocks the setting in question from guests.
- ☒ **no blocking:** The setting is not blocked.

4. Confirm with **OK** to end the configuration for this setting.

The modified settings are displayed, and you can select another setting.

5. Confirm again with **OK**.

Display and Backlight

Language of the Telephone

This setting specifies the language used on the telephone display.

Note: To open the **language** menu, you can also press the **Menu key**, **#** and **0** in that order.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Basic settings**, list field **Display language**)
- Using the telephone (menu **settings > def. settings > language**)

Display Backlight

The display backlight on the telephone can be adapted according to individual work place requirements.

automatically: As soon as a key is pressed, the receiver is picked up or the telephone is called, the backlight is switched on (brightness max.) and remains in this state afterwards for short transitional period. Otherwise, the backlight remains on a standby level (brightness min.).

Permanently switched on during a call: In addition to the times available in the **automatically** selection, the backlight remains switched on for the entire duration of a call and afterwards for a short transitional period.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Display**, list field **Display backlight**)
- Using the telephone (menu **settings > display > display light**)

Brightness

Requirements:

- Enabled display backlight

Proceed as follows:

- Using the telephone (menu **settings > display > brightness (min)** or **brightness (max)**)

Note: Press the right or left navigation key to configure the desired brightness on the display.

Adjusting Contrast

Proceed as follows:

- Using the telephone
1. Press the **Menu key** and open the menu **settings > display > contrast**.
 2. Press the **arrow key** left **-** or right **+** to configure the desired contrast and confirm with **OK**.

Switching the Inverse Display View On/Off

If the inverse display view is switched on, the text on the display is light-coloured and the background is dark.

Proceed as follows:

- Using COMfortel Set
- Using the telephone

Using COMfortel Set to Switch Inverse Display View On/Off

1. Open the page **Settings/functions > Display**.
2. Select or clear the **Inverse display view** check box.

Using the Telephone to Switch Inverse Display View On/Off

1. Press the **Menu key** and open the menu **settings > display > inverse view**.
2. Select or clear the **inverse view** check box and confirm with **OK**.

Showing of Names Only

If showing of only names for lists/calls is switched on, only the name of the call partner (if known) is displayed for incoming external calls and in caller, calls and redial lists.

If showing of only names for calls/lists is switched off, the phone number and the name of the call partner are shown alternately.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Display**, check box **For lists/calls show names only**)
- Using the telephone (menu **settings > display > lists/calls**)

Casing LED

Configuring the Casing LED

The casing LED provides information about the telephone's operating mode and missed calls.

If you find the LED signalling disruptive or bothersome, it can be switched off. A variety of settings are possible:

LED Signalling during Configuration: Show Alerting, Calls and Entries in the Caller List

| | |
|--|--|
| Red | The telephone is on a call. |
| Red (blinking) | New entries in the caller list are present. |
| Red (flashing) + alternating pauses) | The telephone is being called. |
| Off | The telephone is neither being called, nor is it on a call, and there are no new messages. |

LED Signalling during Configuration: Show Alerting and Calls

| | |
|--|---|
| Red | The telephone is on a call. |
| Red (flashing) + alternating pauses) | The telephone is being called. |
| Off | The telephone is neither being called, nor is it on a call. |

LED Signalling during Configuration: Always off

Off LED is switched off.

Proceed as follows:

- Using COMfortel Set
- Using the telephone

Using COMfortel Set to Configure the Casing LED

1. Open the page **Settings/functions > Signalling/ringer**.
2. In the list **Casing LED**, select one of the following options:
Show Alerting, Calls and Entries in the Caller List: Indicates alerting, calls and entries in the caller list.
Show Alerting and Calls: Indicates alerting and calls.
Always off: Switches off LED signalling.

Using the Telephone to Configure the Casing LED

1. Press the **Menu key** and open the menu **settings > signalling > message LED**.
2. Select one of the following options:
Call,message: Indicates alerting, calls and entries in the caller list.
Call, acc.call: Indicates alerting and calls.

Always off: Switches off LED signalling.

3. Press the **OK key**.

Date and Time

Time Format

This setting specifies the format in which time is depicted on the display.

HH.MM: Selects the time format in the order of hour, minute separated by a point.

HH:MM: Selects the time format in the order of hour, minute separated by a colon.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Display**, list field **Time format**)
- Using the telephone (menu **settings > display > time format**)

Date Format

The date format selected here is displayed, for example, in the caller and calls lists.

DD.MM.YY: Selects the date format in the order of day, month, year separated by points.

DD/MM/YY: Selects the date format in the order of day, month, year separated by slashes.

DD-MM-YY: Selects the date format in the order of day, month, year separated by hyphens.

YY-MM-DD: Selects the date format in the order of year, month, day separated by hyphens.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Display**, list field **Format of the date**)
- Using the telephone (menu **settings > display > date format**)

Adjustment from winter and summer time

The time is converted automatically from winter time to summer time and vice versa (GMT +1:00 or GMT +2:00) on the appropriate dates.

This feature can be switched off and on.

Proceed as follows:

- Using the telephone (menu **settings > def.settings > auto CET/CEST**)

Call Signalling

The system telephone can signal incoming calls as follows:

- Ring signal (the telephone rings with a configured ringtone)
- Display message (text)
- Display backlight
- Display backlight with flashing signal

Ring Signal

If the ring signal is enabled, calls are acoustically signalled by a ring signal. If you don't want your environment to be disturbed by the ringer on the telephone, you can switch off the ring signal.

This function is different than the do-not-disturb function on the PBX in that calls are still possible. However, they are no longer signalled acoustically but rather visually.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Signalling/ringer**, check box **Ring signal**)
- Using the telephone (menu **functions > call signal/light**)

Function Key for Ring Signal

Press the key to switch the ring signal on or off or to switch it over.

Press the key during an incoming call to switch the ring signal on or off for this call or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

Off The ring signal is enabled.

Red The ring signal is disabled.

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Ring signal**
- Using the telephone by selecting **ringer tone**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Flashing Display Backlight for Call Signalling

If you don't want your environment to be disturbed by the ringer on the telephone, you can signal calls instead by having the display backlight flash (in addition to the other visual signals). Depending on the brightness in the room, this can be a highly noticeable visual signal.



Warning: Certain blinking frequencies can possibly trigger epileptic seizures. Those suffering from or in danger of epileptic seizures should therefore avoid using this function.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Signalling/ringer**, check box **Call signal/light**)
- Using the telephone (menu **functions > call signal/light**)

Function Key for Call Signalling by Flashing Display Backlight

Press the key while in the telephone's idle state to switch call signalling by the flashing display backlight on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

- | | |
|-----|--|
| Off | Call signalling by a flashing display backlight is disabled. |
| Red | Call signalling by a flashing display backlight is enabled. |

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Call signal/light**
- Using the telephone by selecting **call signal/light**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Ringtones

Determining Different Types of Calls

There are 8 different ringtones available to differentiate between call types. The ringtones can be assigned to different kinds of calls, callers or call destinations. You can make the assignments depending on what information you think is the most important. Configure the settings as follows:

- If you want to differentiate between the different kinds of calls by using different ringtones, configure the corresponding settings using the telephone or using COMfortel Set. The following kinds of calls are available for this:
 - Alarm calls
 - External calls
 - Internal calls
 - Call for group (a call directed to a group)
 - InterCom calls
 - External callback calls
 - Internal callback calls
 - Scheduled calls
 - Door calls
 - Call deblocker calls (calls enabled despite do-not-disturb)
 - Wake-up calls

– Others

- You can differentiate between callers by using different ringtones. Enter the phone number of the subscribers to a local telephone book and assign a unique ringtone to each respective subscriber (the prerequisite for this function is that the caller transmits his phone number).
- If you want to be notified, using different ringtones, which of your external numbers the caller dialled, configure the corresponding settings using COMfortel Set.

Important: Only available for operation on the PBXs COMcompact 3000 analogue/ISDN/VoIP, COMcompact 5010 VoIP, COMcompact 5020 VoIP, COMcompact 4000, COMcompact 5000/R, COMcompact 5200/R, COMcompact 5500R and COMmander 6000/R/RX.

- If you want to be notified, using different ringtones, which of your groups is being called by the caller, configure the corresponding settings using COMfortel Set.

As external, internal and door calls can be affected by more than one of these four settings, these call types are signaled based on a predetermined sequence (priority list). When this is done, the caller is always identified first. If no specific ringtone has been configured for the caller, the external number or group number dialled by the caller is checked. If no specific ringtone has been configured for this either, the ringtone of the call type is used.

Priority List for External Calls

1. The ringtone defined in the telephone book, in as far as the caller can be identified as a telephone book entry

2. For the ringtone configured for the call type call deblocker, in as much as the caller can be identified even when he has do-not-disturb enabled as a part of a call deblocker
3. For a ringtone configured for a certain external number, in as much as the phone number was dialed by the caller
4. For the ringtone configured for a certain group number, in as much as the group is called
5. For the ringtone configured for a certain call type group calling, in as much as a non-specified group is called
6. For the ringtone for the call type external calls

Priority List for Internal Calls

1. The ringtone defined in the telephone book, in as far as the caller can be identified as a telephone book entry
2. For the ringtone configured for a certain group number, in as much as the group is called
3. For the ringtone configured for a certain call type group calling, in as much as a non-specified group is called
4. For the ringtone for the call type internal calls

Priority List for Door Calls

1. The ringtone defined in the telephone book, in as far as the door terminal can be identified as a telephone book entry
2. For the ringtone for the call type door call

Configuring Ringtones

You have the option of assigning the several call types each a specific ringtone using the telephone.

In addition to making call type-dependent assignments, COMfortel Set can also be used to configure which ringtone to assign to each of 10 separate external numbers or groups depending on the number.

Proceed as follows:

- Using COMfortel Set
- Using the telephone

Using COMfortel Set to Configure Call Type-dependent Ringtones

1. Open the page **Settings/functions > Signalling/ringer**.
2. Click the **Ringtones (call type-dependent)** tab.
3. Select the desired ringtone from the list field of call types in question.

Using COMfortel Set to Configure Number-dependent Ringtones

1. Open the page **Settings/functions > Signalling/ringer**.
2. Click the **Ringtones (number-dependent)** tab.

3. In the **Group number 1** to **Group number 10** entry field, enter the phone numbers of the group and select the desired ringtone from the list field.
4. In the **external numbers 1** to **external numbers 10** entry field, enter each of your external numbers and select the desired ringtone in the list field.

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX.

Using the Telephone to Configure Call Type-dependent Ringtones

1. Press the **Menu key** and open the menu **settings > signalling > ringtone**.
2. Select the desired call type.

You hear the currently configured ringtone. The associated name is shown in the display.
3. Press the **arrow key** up or down to select the desired ringtone.

You hear the displayed ringtone to see if you like it.
4. Select the desired test volume by pressing the plus/minus key and confirm with **OK**.

Note: At this point, you can only change the volume during testing. To change the volume of the actual ringtone, press the plus/minus keys in the idle state of the telephone.

You now have option of configuring the ringtone for another call type.

Ringer Volume Automatically

You can increase and decrease the ringer volume on the telephone automatically. The telephone starts to ring at the volume you configured and increases/decreases this every 5 seconds by one level until it reaches the maximum/minimal volume.

Constant ringer volume / steady: Selects a steady volume during the entire calling phase.

Increase the ringer volume automatically / autom.increase: Selects an automatic increase in the volume during the calling phase.

Reduce the ringer volume automatically / auto-reduction: Selects an automatic decrease in the volume during the calling phase.

Single tone / single ringtone: Selects a single quiet tone instead of the ringtones configured.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Signalling/ringer**, list field **Ringer volume**)
- Using the telephone (menu **settings > signalling > ringer volume**)

Call Charges

To calculate call charges, the currency of the country as well as the cost per call unit must be configured in COMfortel Set.

Currency

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Basic settings**, entry field **Currency (max. 3 characters)**)

Cost per Call Unit

You can enter up to 4 digits, for example, **6** for 6 cent.

Note: If you configure your telephone as room telephone, the value for cost per call unit should match the value configured in the PBX. Otherwise misunderstandings might occur regarding final invoice because the value configured in the PBX is used for calculating the cost of calls.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Basic settings**, entry field **Cost per call unit (1-9999 currency subunits)**)

Receiver and Headset

Receiver Volume

Whenever necessary, the microphone volume of the receiver can be increased or decreased.

Note: Press the right or left navigation key to configure the desired microphone volume.

Proceed as follows:

- Using the telephone (menu **settings > def. settings > receiver volume**)

Headset Operation On/Off

If you have connected a headset to your system telephone and selected it, you can switch between receiver and headset operation.

The telephone detects the connection of a headset and, in this case, the telephone switches the headset operation on. The telephone detects the disconnection of a headset and, in this case, the telephone switches the headset operation off.

Proceed as follows:

- Using the telephone (function key or menu **functions > headset**)

Function Key for Headset Operation

Press the key to switch headset operation on or off or to switch it over.

In addition the status of the function is indicated by the corresponding LED.

LED signalling on the key:

Green Headset operation is enabled.

Off Headset operation is disabled.

Note: When functions are defined on the second key level (optional, see Technical Data in the Instructions), LED signalling is not available.

Proceed as follows by assigning the function key:

- Using COMfortel Set by selecting **Headset**
- Using the telephone by selecting **headset**

Note: For further information about the general procedures when assigning function keys, see [Function Keys](#).

Headset Ringing

During headset operation (headset switched on), three types of call signalling are possible:

1. Ringing through the loud speaker (as for receiver operation)
2. Ringing through the loud speaker + the headset
3. Ringing through the headset

For the second and third operating mode, headset ringing must be switched on as described here. For the third operating mode, the ringer must also be switched off.

Proceed as follows:

- Using COMfortel Set (page **Settings/functions > Headset**, check box **Headset ringing**)
- Using the telephone (menu **settings > headset > headset ringer**)

Headset Volume

Whenever necessary, the headset volume can be used to adjust the microphone amplifier on the connected headset upwards (if your communication partner cannot understand you) or downwards (if speech is distorted).

Proceed as follows:

- Using the telephone (menu **settings > headset > headset volume**)

Settings

Receiver and Headset

Note: Press the right or left navigation key to configure the desired microphone amplifier.

Menu and Function Keys

Restricted Menu Selection

You can adapt the function menu to your own needs. If you want to only use some of the functions available, you can hide the remaining functions in order to shorten the menu selection. Hiding applies only to the function menu. If the functions in question are also available over a different path, for example, via the key definition menu or an already defined key, this remains available.

Proceed as follows:

- Using the telephone (menu **settings > user settings > menu definition**)

Exchanging or Moving Function Keys

The definition of individual function keys can be exchanged or moved.

Proceed as follows:

- Using COMfortel Set
1. Open the page **Function keys > Exchange/move**.
 2. Click the function key field that you want to move or exchange.

Settings

Menu and Function Keys

The field is selected.

3. Click one of the following options:

Exchange: Exchanges the selected function key after clicking the target field.

Move: Moves the selected function key after clicking the target field.

4. Click the target field to which the selected function key should be moved or with which the function key should be exchanged.

Service and Maintenance

This section describes useful service functions, among other things. This includes deleting, saving and restoring data in the case of a malfunction and the need to exchange the telephone or PBX.

Topics

- [Firmware Update \(page 352\)](#)
- [Selecting a PBX \(page 359\)](#)
- [Initiating PBX Synchronisation \(page 360\)](#)
- [Deleting Data \(page 361\)](#)
- [Diagnostic Functions \(page 364\)](#)

Firmware Update

When firmware is updated, errors are corrected and new features are installed. To do this, the device establishes a connection to a server in order to download the most current firmware (the device settings remain intact). Except for the charges for the required server connection, the update is free of charge.

Firmware Update Options

There are different options for handling firmware updates:

Manual Firmware Update via COMfortel Set

During this update, a firmware file (*.rom) is uploaded into the telephone using COMfortel Set thereby saving the new firmware in the telephone.

Instant Firmware Update via the Update Server

During an instant update, the firmware update is initiated automatically. After a connection to the update server is established, the server sends the latest firmware to the telephone. For this, the PBX requires Internet access. The PBX establishes the server connection to the server.

Initiating Manual Firmware Update

Proceed as follows:

- Using COMfortel Set

Requirements:

- An existing PC connection configured correctly in COMfortel Set to a PC interface on the PBX or another connected system telephone
- Knowledge of the required PIN
- The firmware file (*.rom) saved on the hard drive

Note: You find the required firmware file on the Internet (Auerswald: www.auerswald.de/service, FONtevo: support.fontevo.com).

1. Open the menu **Service > Write firmware into the telephone....**

A file selection dialogue opens.

2. Select the firmware file (*.rom) you want and click **Open** (this text is dependent on the operating system used).

The **Connection routes** dialogue with the devices connected via the interface configured above opens.

3. Select the telephone on which you want to save the firmware and click **OK**.

The **PIN entry** dialogue opens.

Note: For operation on the PBXs COMcompact 3000 analogue/ISDN/VoIP, COMcompact 5010 VoIP, COMcompact 5020 VoIP, COMcompact 4000, COMcompact

5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX access to the telephone is only possible via the 6-digit PIN assigned in the PBX. You need to first select which PIN you want to enter based on the authority level: the Admin PIN, one of the subadmin PINs or the user PIN that belongs to the telephone.

4. Enter the associated PIN and click **OK**.

The firmware is saved on the telephone. This may take a while.

Further steps:

- In order to use the new features after a firmware update you usually require a new version of the configuration software COMfortel Set as well as a new version of the Advanced Information. You can find both on the Internet (Auerswald: www.auerswald.de/service, FONtevo: support.fontevo.com).
- In order to use the new features after a firmware update of the telephone, an update of the PBX firmware is often necessary (see Advanced Information of the PBX).

Initiating Instant Firmware Update via Update Server

Important: Only available for operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX. On the other PBXs a manual firmware update can be performed instead.

Proceed as follows:

- Using the telephone

Requirements:

- The PBX connected to broadband Internet access
 - The address of the update server configured in the PBX
 - A DNS server, Gateway and, if necessary, an HTTP proxy server configured in the PBX
1. Press the **Menu key** and open the menu **settings > synchronisation > firmware update**.
 2. Confirm with **OK**.

The firmware update and a reboot are performed. After this, a message appears in the display indicating whether the update was successful.
 3. Confirm with **OK**.

Further steps:

- Once you have carried out the firmware update, you can distribute the new firmware version from this telephone to all the other system telephones COMfortel 1200/1400/1600/2600 connected to the PBX. If there are system telephones of a different model, an additional manual firmware update has to be done.
- In order to use the new features after a firmware update you usually require a new version of the configuration software COMfortel Set as well as a new version of the Advanced Information. You can find both on the Internet (Auerswald: www.auerswald.de/service, FONtevo: support.fontevo.com).
- In order to use the new features after a firmware update of the telephone, an update of the PBX firmware is often necessary (see Advanced Information of the PBX).

Distributing Firmware

A new version of firmware can be distributed from a system telephone to all of the other system telephones COMfortel 1200/1400/1600/2600 connected to the PBX.

Proceed as follows:

- Using the telephone

Requirements:

- Existing new firmware on the distributing system telephone

1. Press the **Menu key** and open the menu **settings > synchronisation > distr. firmware > immediately**.
2. Press the **OK key**.

The firmware is distributed. During the distribution process, **Server Mode** is displayed on the display panel of the distributing system telephone. It is not possible to use the system telephone during this process.

Saving Firmware as File on PC

Proceed as follows:

- Using COMfortel Set

Requirements:

- An existing PC connection configured correctly in COMfortel Set to a PC interface on the PBX or another connected system telephone
 - Knowledge of the required PIN
1. Open the menu **Service > Read firmware from the telephone....**
A file location dialogue opens.
 2. Select the directory in which you want to save the file.
 3. Enter a name for the *.rom file and click **Save** (this text is dependent on the operating system used).

The **Connection routes** dialogue with the devices connected via the interface configured above opens.

4. Select the telephone whose firmware you want to read and click **OK**.

The **PIN entry** dialogue opens.

Note: For operation on the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX access to the telephone is only possible via the 6-digit PIN assigned in the PBX. You need to first select which PIN you want to enter based on the authority level: the Admin PIN, one of the subadmin PINs or the user PIN that belongs to the telephone.

5. Enter the associated PIN and click **OK**.

The firmware is read out the telephone and saved on the PC. This may take a while.

Selecting a PBX

The configuration of the telephone is dependent on the PBX that it is run on. In order to preconfigure a telephone for operation in another PBX (for example, for service calls), configure the system to be valid ahead of time. Ignore the error message and configure the desired presets using the COMfortel Set. If you select another PBX instead of COMcompact 3000 analogue/ISDN/VoIP, COMcompact 5010 VoIP, COMcompact 5020 VoIP, COMcompact 4000, COMcompact 5000/R, COMcompact 5200/R, COMcompact 5500R and COMmander 6000/R/RX (or vice versa), the existing configuration is irrevocably deleted.

Proceed as follows:

- Using the telephone
1. Press the **Menu key** and open the menu **settings > synchronisation > select PBX**.
 2. Select the desired PBX.

The telephone restarts.

Note: If the wrong PBX is selected, this is detected and an error message is displayed. If the setting for a wrong PBX is made on purpose for service reasons, the error message must be ignored.

Initiating PBX Synchronisation

If necessary, you can initiate a complete data synchronisation with the PBX.

Proceed as follows:

- Using the telephone
1. Press the **Menu key** and open the menu **settings > synchronisation > sync. with PBX**.
 2. Press the **OK key**.

Data synchronisation is performed with the PBX.

Deleting Data

You have the option of deleting individual pieces of data saved in the telephone. This includes resetting the telephone back to factory settings as well as deleting charges and personal data.

Restoring Factory Setting

Proceed as follows:

- Using the telephone
1. Press the **Menu key** and enter **#201** via the keypad.
 2. Confirm with **OK** to confirm the action.

Note: When operated on one of the PBXs COMpact 3000 analogue/ISDN/VoIP, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 4000, COMpact 5000/R, COMpact 5200/R, COMpact 5500R and COMmander 6000/R/RX, the PINs remain because the PINs of the PBX are used. When operated on one of the other PBXs the user PIN will be deleted.

Further steps:

- Put the telephone back into operation. If necessary, refer to the Instructions.
- Create a new configuration or reinstall the previously saved configuration in the telephone.

Deleting Charges

The total charges accumulated since the last operation are displayed in the **Information** menu. In order to view the charge expenses accumulated during specified time intervals, you can delete the total charges accumulated from time to time. If you want to prevent anyone from seeing the charges for your last call, you can also delete that entry.

Proceed as follows:

- Using the telephone
1. Press the **Menu key** and open the menu **functions > del.call charge**.
 2. Select one of the following options and confirm with **OK**.
 - most recent call**: Deletes the charges of the last call.
 - call charge total**: Deletes all of the charges accumulated so far.

Note: Neither the total charges recorded in the PBX nor the call data records are affected by the delete operation.

Deleting Personal Data

You can delete your personal data, for example, phone numbers, messages and settings based on the function.

Proceed as follows:

- Using the telephone

1. Press the **Menu key** and open the menu **functions > delete data**.
2. Select one of the following options and confirm with **OK**.
 - all**: Deletes all of the data listed here.
 - caller list** Deletes all of the entries in the caller list.
 - calls list**: Deletes all of the entries in the calls list.
 - function keys**: Deletes all of the function keys that are not blocked.
 - phone book**: Deletes all of the entries in the telephone book on the telephone.
 - redial list**: Deletes all of the entries in the redial list.
 - scheduled call list**: Deletes all of the entries in the scheduled call list.
 - TAM list**: Deletes all of the entries in the answering machine list.
 - TAM voice memo**: Deletes all of the entries in the list of voice memos.

Diagnostic Functions

Diagnostic functions can be used to carry out the following tests:

- Line check (BERT)
- Determining the services available in the PBX

Performing Line Check (BERT)

Proceed as follows:

- Using the telephone

Requirements:

- Internal phone number (not used by any telephone) additionally configured in the PBX at the associated S₀ port
1. Press the **Menu key** and open the menu **diagnosis > ISDN > line test**.
 2. Select one of the following options:
 - internal:** Performs the line check over the PBX.
 - external:** Performs the line check over the public exchange.

Important: To test a line over the public exchange, the external line to be tested must be a classic ISDN connection. A line check via analogue, VoIP or NGN lines will result in an error message, which does not mean that these connections are defective.

3. Only when the option **external** is selected: Under **destination number**, enter your own external number, including provider area code, through which the telephone can be reached.

Important: If you must prefix e.g. an exchange line access number when entering/selecting a phone number, depends on the exchange line request (automatic, direct exchange line telephone, internal telephone) that was configured in the PBX (see Advanced Information of the PBX).

4. Under **MSN/name outb.** enter the additionally configured internal number and confirm with **OK**.
5. Select one of the following options and confirm again with **OK**.
1 min: The line check (Bit Error Rate Test) is carried out in compliance with ITU-T o.150 and o.151 for one minute.
15 min: The line check (Bit Error Rate Test) is carried out in compliance with ITU-T o.150 and o.151 for 15 minutes.

The line check (BERT) is carried out.

Afterwards, a message is displayed which shows if the line check was successful or if errors were found. The limit of error is 10^{-6} .

Determining the services on the PBX


Proceed as follows:

- Using the telephone

Service and Maintenance

Diagnostic Functions

1. Press the **Menu key** and open the menu **diagnosis > ISDN > supp. serv. test.**
2. Confirm with **OK**.

The services test is started. All available services in the PBX are then marked by  .

Index

A

announcement voice mailbox 295

 creating 295

 deleting 298

 editing 297

attention tone 283

automatic call acceptance 153

 attention tone 155

 call acceptance time 155

 function key 154

B

backlight 325

BERT 364

brightness, display 326

C

| | |
|-------------------------------------|-----|
| call | 83 |
| charges | 344 |
| cost per unit | 344 |
| ending | 85 |
| muting | 84 |
| sending DTMF signals | 84 |
| call deblocker (incoming) | 160 |
| function key | 161 |
| call forwarding | 228 |
| external number, function key | 238 |
| external numbers | 236 |
| subscriber | 231 |
| subscriber, function key | 233 |
| call list | 130 |
| deleting entries | 133 |
| dialling phone number | 132 |
| function key | 133 |
| recorded calls | 134 |
| call restrictor (incoming) | 243 |
| function key | 243 |
| call signalling | 334 |
| call waiting | 147 |
| function key | 147 |
| signalling | 148 |

| | |
|--|---------------|
| call waiting call | 68 |
| accepting | 69 |
| call waiting tone | 71 |
| forwarding | 70 |
| rejecting | 69 |
| call, incoming | 63 |
| call, initiating | |
| from caller list | 137 |
| from calls list | 132 |
| from redial list | 127 |
| from telephone book | 112 |
| from voice mailbox list | 278 |
| with targeted exchange line access | 163, 165, 166 |
| with targeted VoIP access point | 172 |
| caller list | 135 |
| deleting entry | 138 |
| dialling phone number | 137 |
| function key | 139 |
| opening | 135 |
| recorded calls | 140 |
| calling line identity restriction (CLIR) | 226 |
| function key | 226 |

| | |
|--|-----|
| casing LED | 20 |
| COMfortel Set | |
| exiting | 43 |
| installation | 42 |
| interface, configuring | 44 |
| language | 43 |
| list entries | 54 |
| navigation | 53 |
| operating instructions | 52 |
| print function | 51 |
| starting | 43 |
| conference call | 97 |
| connecting two call partners | 100 |
| ending completely | 100 |
| ending with one call partner | 99 |
| toggling between conversations | 98 |
| configuration | |
| closing | 50 |
| creating newly | 47 |
| opening | 45 |
| opening file | 46 |
| saving | 48 |
| saving on PC | 49 |
| saving on telephone | 48 |
| configuration software (COMfortel Set) | 42 |
| configuration switchover | 202 |
| function key | 202 |
| manually | 202 |
| configuration-dependent control | 287 |
| function key | 287 |

contrast 327

currency 344

D

- data, deleting 361, 362
- date format 332
- diagnostic function 364
- dial preparation
 - symbols 22
- different call types 338
- display
 - backlight 325
 - brightness 326
 - idle state 31
 - main menu 32
 - phone number and text entry 36
- distributing messages 292
 - function key 292
- do-not-disturb 149, 150
 - function key 149
- door functions 257
 - accepting door call 258
 - door knocks 259
 - function key 260
 - opening door 258
- DTMF signals 84

E

entry field and selection field 53

exchange line transfer 144

 function key 145

F

- factory settings 361
- fax box 271
 - archive 313
 - symbols 29
- firmware
 - distributing 356
 - saving on PC 357
 - update 352
 - update, instantly 354
 - update, manually 353
- follow-me 157
 - function key 159
- function key
 - macro 210
- function keys 34
 - exchanging/moving 349
- function lock 319

G

- group functions 176
 - function key 179
 - logging in/out 178
 - status, function key 183

H

- hands-free calling 101, 102
 - initiating 101, 102
 - switching on during call 102
- headset
 - function key 346
 - operation 345
 - ringing 347
 - volume 347
- headset call 106
 - ending 106
- headset calls 106
- help 55
 - opening 55
 - printing 60
 - searching 58
 - symbol 61
- hotel function 186, 187
 - wake-up time 189
- hotel room telephone
 - querying call charges 189
- hotel room telephone, function key 190

I

| | |
|---|---------------|
| identification | 317 |
| idle state | 31 |
| symbols | 22 |
| incoming calls | |
| accepting | 64 |
| call forwarding (call deflection) | 66 |
| holding | 66 |
| rejecting | 65 |
| Informationen zur Anleitung | 16 |
| InterCom announcement | 192, 193 |
| function key | 194 |
| InterCom hands-free | 192, 196, 197 |
| function key | 198 |
| InterCom permission | 200 |
| function key | 200 |
| inverse display view | 327 |

K

keys 18

| | |
|----------------------------------|----------|
| L | |
| language | 325 |
| LED | |
| casing | 329 |
| LED message key | 141 |
| LEDs | 18 |
| line check (BERT) | 364 |
| list entries COMfortel Set | 54 |
| logging out of all groups | 179 |
| function key | 182 |
| loudspeaker announcement | 205 |
| function key | 206 |
| loudspeaker listening | 104, 105 |

M

macro 209

 display presentation 212

 execution procedure 209

 function key 210

main menu 32

maintenance 351

manual firmware update 353

menu selection, restricted 349

message forwarding voice mailbox 306

 function key 306

MSN 317

N

names only for lists/calls 328

O

operation 31

outgoing calls 73

 callback on busy 78

 callback on no response 80

 dialling on direct exchange line access 76

 dialling phone number 74

 dialling with dial preparation 75

 external call with calling line identity restriction 75

 priority call 81

Outlook contact 121

P

PBX

| | |
|---|----------|
| selecting | 359 |
| service test | 365 |
| synchronisation | 360 |
| phone lock | 248 |
| function key | 249 |
| phone number entry | |
| symbol | 25 |
| phone number list | 108 |
| symbols | 28 |
| pickup | 213 |
| during a call | 214 |
| function key | 215 |
| power dialling | 216, 217 |
| attention tone | 218 |
| cancelling | 217 |
| function key | 218 |
| power save mode | 245 |
| activation depending on configuration | 246 |
| automatic activation | 245 |
| function key | 246 |
| link to phone lock | 247 |
| print functions | 51 |
| priority call | 81 |

Q

query call 86

 connecting both communication partners 90

 ending 87

 ending one call 89

 toggling between conversations 89

R

| | |
|---------------------------------------|----------|
| readiness voice mailbox/fax box | 284 |
| function key | 284 |
| receiver volume | 345 |
| redial list | 125 |
| deleting entry | 128 |
| dialling | 127 |
| recorded calls | 129 |
| relays | 223 |
| function key | 223 |
| remote access voice mailbox | 301, 303 |
| function key | 304 |
| ring signal | 334 |
| function key | 335 |
| ringtones | 341 |
| Robinson number | 243 |
| room monitoring | 220, 221 |
| function key | 221 |

S

| | |
|---------------------------|-----|
| separator tone | 300 |
| service | 351 |
| service test | 365 |
| settings lock | 322 |
| speed dialling | 264 |
| automatic pickup | 268 |
| function key | 265 |
| registration status | 269 |
| substitute function | 309 |
| function key | 310 |
| symbol | |
| menu navigation | 24 |
| symbols | 21 |
| calls | 23 |
| confirmation | 26 |
| dial preparation | 22 |
| idle state | 22 |
| key definition | 26 |
| phone number list | 28 |
| restriction | 28 |
| selection | 24 |
| telephone book | 27 |
| Voice mail/fax box | 29 |
| synchronisation PBX | 360 |

T

| | |
|-------------------------------------|--------------------|
| targeted exchange line access | 162, 163, 165, 166 |
| function key | 167, 169, 170 |
| targeted VoIP access point | 172 |
| function key | 173 |
| telefax | |
| sending again | 277 |
| sending as e-mail | 277 |
| telephone book | 108, 109 |
| call macro | 117 |
| comment | 117 |
| contact | 113, 114, 116 |
| dialling | 112 |
| exporting | 123 |
| importing | 119 |
| importing Outlook contact | 121 |
| opening | 109 |
| phone number, displayed range | 121 |
| symbols | 27 |
| telephoning | |
| call, incoming | 63 |
| text before answering | |
| external number, function key | 255 |
| for external number | 254 |
| for groups | 251, 252 |
| function key | 253 |

time format 332

toggling between conversations 89

transferring 91

 internal 3rd subscriber 95

 placing call partner in waiting loop 94

 with announcement 92

 without announcement 93

U

unauthorised access 318

user PIN 319

V

| | |
|--|---------------|
| visible ring, function key | 336 |
| voice mailbox | 271 |
| announcement | 295, 297, 298 |
| attention tone | 283 |
| call information | 299 |
| listening to recordings | 275 |
| message forwarding | 306 |
| message list | 279 |
| separator tone | 300 |
| voice memo | 290 |
| voice mailbox/fax box | 270 |
| archive | 313 |
| configuration-dependent control | 287 |
| deleting archive entries | 314 |
| distributing messages | 292 |
| message list | 273 |
| moving message into archive | 313 |
| opening archive | 314 |
| opening, function key | 280 |
| readiness | 284 |
| substitute function | 309 |
| symbols | 29 |
| voice memo voice mailbox/fax box | 290 |
| function key | 290 |
| volume, changing automatically | 343 |

W

waiting loop 94

winter and summer time 333