Operation Guide

Operation and Configuration

VoIP System Telephones and Standard VoIP Telephones

COMfortel® 3200

COMfortel® 3500

Auerswald®

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Important Information

This section includes necessary information for operating your equipment safely. Before you put the telephone into operation, it is absolutely necessary for you to read the safety information described here and to make yourself familiar with the intended use of the device as well as the technical information.

Topics

– Used Symbols and Signal Words (page 21)
– Safety Information (page 22)
– Proper Use (page 24)
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– Copyright and Trademarks (page 29)
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Used Symbols and Signal Words

The meanings of symbols and signal words are described below:

Warning:

Warns of the risk of personal injury, such as that caused by hazardous electrical voltage.

Caution:

Warns of material damage.

Important:

Indicates possible application errors and conditions which may cause functional limitations, malfunctions during operation, or other problems.

Note:

Indicates supplementary notes.

Safety Information

Please note the basic safety information below.

Warning: Improper handling of the device can result in life-threatening electrical shock and can damage or destroy the device:

- Read the instructions for the device and keep them for future reference.

Warning: Improper use or incorrect replacement of the wall-mounted power supply can result in a life-threatening electric shock or damage to, or destruction of, the device:

- For this reason, only use the supplied wall-mounted power supply (type no. S110001/EU/ZIS616V only for COMfortel 3200 and key extension modules, type no. FW7577/EU/40 only for COMfortel 3500).
- Make sure not to interchange the power supplies.
- Make sure it is plugged into the mains socket firmly and securely. Loose connectors or mains outlets pose a fire risk.
- Do not remove the power plug by pulling on the cable. To disconnect the power supply, pull the power plug itself.
- If the power plug is damaged, disconnect the fuse for the power supply before pulling out the power plug.
- Ensure you comply with the relevant regulations when handling 230 V mains voltage and devices attached to the mains.

Warning: Liquid that penetrates the casing can cause life-threatening electric shocks and damage to, or destruction of, the system telephone.

- Only operate the telephone in closed, dry rooms.
- Only clean the casing of the device with a slightly damp cloth or an anti-static cloth.

Warning: Damaged connection lines, or damage to the casing or the device, can cause life-threatening electrical shocks.

- Only connect the device's connection cable with the sockets that are designed for that purpose.
- Have damaged connection lines replaced immediately.
- Only use original accessories and original replacement parts.
- Contract a professional to complete any necessary repairs without delay. Please contact your qualified electrician or the manufacturer directly.
- Do not touch the contact points with pointed, metallic or damp objects.
- Do not carry the device by the connection cables.
- Use the cable channels at the bottom of the telephone to reduce strain.

Warning: Power surges, which may occur during electrical storms, can cause life-threatening electric shocks, or damage or destroy the devices.

- Avoid disconnecting and connecting lines during an electrical storm.
- Hire a qualified electrician to lay the cables within the building.
- Protect the devices by installing overvoltage protection.

Warning: When using Power-over-Ethernet (PoE) electrical circuits, there is a risk of electric shock if you create connections with uninsulated, exposed metal contacts, conductors, or terminal clamps.

- Avoid creating connections of this kind unless the exposed metal contacts are installed in areas with restricted access.

  A restricted access area can be only be accessed by using a special tool, lock and key or other means of security. In addition, persons who have been granted access to these areas will have been explicitly informed of these hazards.

Warning: Non-approved headsets, external speakers, or receivers may cause hearing damage or interfere with the voice connection.

- Only use this system telephone with approved accessories with the CE mark.

Warning: The telephone receiver creates a weak magnetic field, which may attract small magnetic objects, such as needles and paper clips.

- To avoid injuries, do not put down the receiver close to such objects.

Caution: Improper cleaning or operation can damage or destroy the display.

- Keep the display clean. To do this, use the cloth supplied with the product.
- To operate the telephone, use your fingers or fingernails. Under no circumstance use ball-point pens, pencils, or other pointed objects on the display.
- Never apply force or excessive pressure when touching the display.

Important: In France telephones are only permitted to establish Bluetooth wireless connections within internal spaces. In some départements there are regional restrictions on Bluetooth operation which must be complied with.

Note: In sensitive areas, in which Bluetooth wireless operation is never permitted, you can also remove the Bluetooth dongle from the telephone, in addition to switching Bluetooth off.

Proper Use

Important:

Auerswald products are not designed, manufactured, or intended for use or resale, in environments that require fail-safe performance, such as in the operation of life-support systems and/or nuclear facilities. Our products can only be used for these purposes with prior written permission from Auerswald in each individual case.

Improper use may, for example, cause functional restrictions or interference, the destruction of the device or, in a worst case scenario, personal injury.

- If you are still uncertain about how to use the product properly after reading the chapter below, please contact your specialised dealer.
- Read the instructions for the device and keep them for future reference.

The COMfortel 3200 and COMfortel 3500 are VoIP telephones which can be operated in a Local Area Network (LAN) as Auerswald VoIP system telephones and/or standard VoIP telephones. The telephones can administer up to 100 VoIP accounts. One of these accounts can be used as the system telephone account.

For operation as an Auerswald system telephone, one of the following Auerswald PBXs is required:

- COMpact 4000
- COMpact 5000/R
- COMmander 6000/R/RX
- COMmander Basic.2 (19")
- COMmander Business (19")
- COMpact 5010 VoIP
- COMpact 5020 VoIP

Important: To support the COMfortel 3200/3500 system telephones, the COMmander 6000/R/RX PBX requires firmware version 5.4A or higher. The

PBXs COMmander Basic.2 (19"), COMmander Business (19"), COMpact 5010 VoIP and COMpact 5020 VoIP require firmware version 4.2A or higher.

The telephones are not cordless, and are intended for use in closed, dry rooms.

The telephones are equipped with a display. Their operation is based on the Android 2.3 operating system. Alternatively, the telephones can be operated using keys.

The telephones enable you to make calls either by using the connected receiver or the integrated loudspeakers (hands-free calling). Another option is to connect a headset (not included in the scope of delivery).

The telephones support the operation of cable-connected headsets as well as cordless headsets with a DHSG interface, for example, from Auerswald, Jabra, or Plantronics, as well as Bluetooth headsets (Bluetooth optional on COMfortel 3200).

The telephones permit the use of numerous functions that can be controlled via the display or 20 programmable function keys (5 of which are touch function keys on the display). You can execute functions by simply pressing the corresponding function key.

Up to three COMfortel Xtension300 key extension modules (not included in the scope of delivery) can be attached to the telephones, to add programmable function keys. The modules are mounted on the right-hand side of the telephone. A fully extended system provides 110 programmable function keys (including touch function keys).

There are three different ways to configure the telephones: on the telephone's own display, using the configuration manager, or automatically via a provisioning server. The configuration manager is accessible via the web server that is integrated in the telephone. The PC that is required in this case must either be connected directly to a network port on the telephone, or must be located in the same network. If you configure the telephone via a provisioning server, the telephone adopts the configuration data directly from a file that has previously been created and distributed over the network.

Note: Accessories and service components can be purchased in specialist shops or from the distriCOM online store at **www.districom.de**. (Delivery is provided only in Germany and for specialised dealers also to Austria.)

Technical Data

Technical Data of the Telephone

Operating voltage	Supply via wall-mounted power supply 230 V ~; ±10%; 50-60 Hz; 170 mA or by means of PoE according to IEEE 802.3af (class 0), over Ethernet port
Wall-mounted power supply	COMfortel 3200: Type no. S110001/EU/ZIS616V; 40 V, 350 mA
	COMfortel 3500: Type no. FW7577/EU/40; 40 V, 350 mA
Mains power consumption	COMfortel 3200: Min. 3.5 W, max. 13.7 W (without COMfortel Xtension300 key extension modules)
	COMfortel 3500: Min. 4 W, max. 14 W (without COMfortel Xtension300 key extension modules)
PoE power consumption	COMfortel 3200: Min. 3.2 W, max. 12 W (without COMfortel Xtension300 key extension modules)
	COMfortel 3500: Min. 3.3 W, max. 12 W (without COMfortel Xtension300 key extension modules)
System connection	10/100/1000Base Tx Ethernet
2nd Ethernet port	10/100/1000Base Tx Ethernet
USB port	2 x USB host (COMfortel 3500: 1x preassigned to Bluetooth dongle)
Bluetooth	COMfortel 3200: optional, Bluetooth dongle not included in the scope of delivery
	COMfortel 3500: Bluetooth 2.1 + EDR
Storage	SD/SDHC card, max. 32 GB (2 GB included in the scope of delivery)
Headset	Separate interface for dynamic headsets, DHSG support
Displays	COMfortel 3200: 18 LEDs, 15 of which are polychromatic; 4.3-inch TFT colour display, 480 x 272 pixels, background lighting
	COMfortel 3500: 19 LEDs, 16 of which are polychromatic; 5-inch TFT colour display, 800 x 480 pixels, background lighting
	COMfortel Xtension300: 30 LEDs, polychromatic

User elements	Keypad, 12 permanently assigned function keys, colour display with touch operation, directional pad, 20 programmable function keys (5 of which are touch function keys on the display)
	COMfortel Xtension300: 30 programmable function keys
Receiver	Electret microphone, dynamic receiver, hearing aid-compatible
Loudspeakers	8 Ohm, diameter 52 mm
Hook switch	Magnetic switch contact
Casing	Plastic material
Colours	White, black
Dimensions (W x H x D)	COMfortel 3200: 275 mm x 128/150/170 mm x 210 mm
	COMfortel 3500: 275 mm x 148/170/190 mm x 210 mm
	COMfortel Xtension300: 120 mm x 68/90/110 mm x 210 mm
Weight	COMfortel 3200: 1100 g
	COMfortel 3500: 1200 g
	COMfortel Xtension300: 310 g
Ambient temperature	0 to 40 °C
Safety	CE
VoIP codecs	G.711, G.722, iLBC

About the Telephone Power Supply

A wall-mounted power supply is provided. Please note the following special features of the telephone's power supply:

- The telephone power supply can be provided either via the wall-mounted power supply provided, or − if supported by your active network component (switch or router) − via Power over Ethernet (PoE).
- The power supply for telephones with a single key extension module can be provided via the wall-mounted power supply provided.
- For telephones with two or more key extension modules, either two power supply units or Power over Ethernet and one power supply are required.

Maximum Number of Telephones on Auerswald PBXs

PBX	Max. number of COMfortel 3200/3500 units when the PBX is fully extended
COMpact 4000	4 (8)*
COMpact 5000/R	16 (32)*
COMpact 5010 VoIP	4
COMpact 5020 VoIP	8
COMmander Basic.2 (19")	24
COMmander Business (19")	64
COMmander 6000/R	64 (112)*
COMmander 6000RX	112

* Additional subscribers per VoIP channel are possible with over-commitment

Technical Data for Headset Connections

Microphone current consumption	Max. 0.5 mA
Microphone sensitivity	45 dB
Loudspeaker impedance	150 Ohm
Loudspeaker sensitivity at 1 kHz	19.5 ±3 dBPa/V
Sound pressure limit	24 dBPa

Headset Socket Pinout

1	DHSG BUS_IN
2	DHSG GND
3	Microphone -
4	Loudspeaker -
5	Loudspeaker +
6	Microphone +
7	DHSG + 3.3 V
8	DHSG BUS_OUT

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Environmental Notice

Disposal

If you are retiring your Auerswald device, please ensure you dispose of it properly (it must not be disposed of in normal household waste).

In the interest of environmental protection, please ensure proper disposal of packaging materials as well.

Consult your local governmental authorities for options on proper and environmentally safe disposal of the device.

If you would like us to handle disposal, please send the device to us.

We only accept pre-paid shipments.

Energy Consumption

Your Auerswald telephone automatically uses only the absolutely necessary amount of power. Nevertheless, please observe the following recommendations for power saving:

- Use the power save mode as often as possible.
- The automatic brightness control of the COMfortel 3500 additionally saves power for background lighting of the display.
- Remove any USB memory sticks and SD cards used only for data backup from the telephone when they are not in use.

Further Environmental Information

Our environmental information can be found on the Internet (in German, see **www.auerswald.de** under **Unternehmen > Umwelt**).

Introduction to the Telephone

This section provides a general overview of the telephone. Here you will find a description of the keys, displays, connections, and an overview of elements and pictograms used on the Home screen. General operating instructions for adjusting telephone settings are also included. In addition, this section provides an overview of the applications and their icons or buttons.

Topics

– Device Overview (page 32)
– Standard Elements of the Telephone (page 44)
– Operating Instructions for the Telephone (page 50)
– Applications (Apps) (page 55)

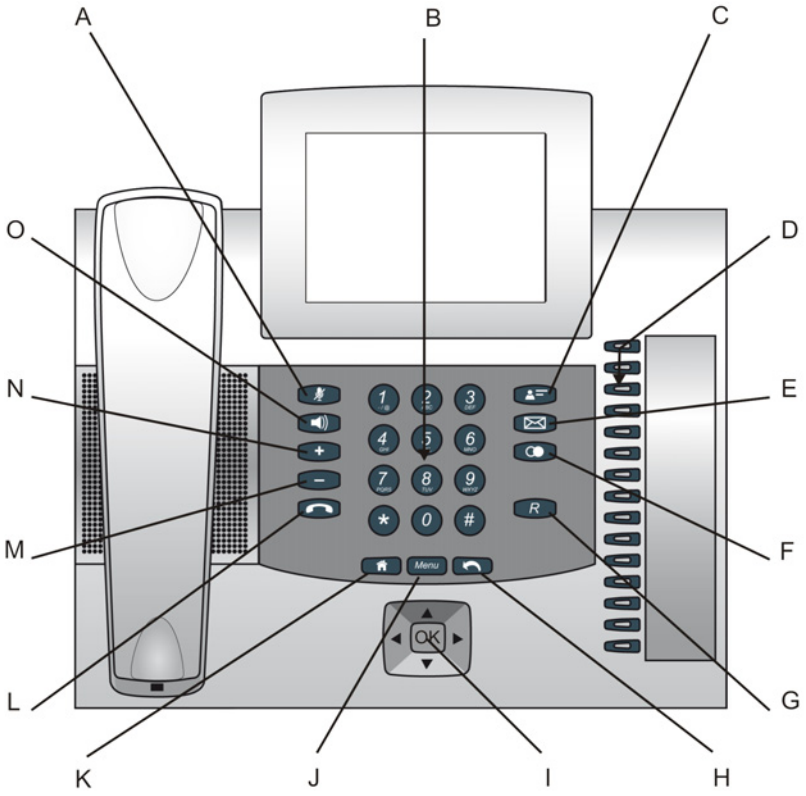
Device Overview

The device has a large display with touch function and a variety of keys (some with LEDs). This means that the device can be operated via display and key control. The display of the COMfortel 3500 is equipped with additional sensors and an LED which provide automatic adaptation of background lighting of the display and gesture control.

It has different connections that enables both its functionality and capacity to be expanded.

Keys

The following figure shows the base unit's keys and LEDs.



A Microphone key with LED

B Keypad

C Contacts/telephone book key

D Programmable function keys with LEDs

E Message key with LED

F Redial key

G Query key

H Back key

I Directional pad

J Menu key

K Home key

L Hook key

M Minus key

N Plus key

O Loudspeaker key with LED

Keypad

Use the keypad to dial telephone numbers and to enter digits and letters. Press the digit keys one or more times until the required character appears. The assignment is listed in the table below.

Key	Assignment
1	1 - / @ +
2	a b c 2 A B C ä Ä
3	d e f 3 D E F
4	g h i 4 G H I
5	j k l 5 J K L
6	m n o 6 M N O ö Ö
7	p q r s 7 P Q R S ß
8	t u v 8 T U V ü Ü
9	w x y z 9 W X Y Z
0	Space . , 0 : ’ “ ? ¿ ! ¡ _
*	* ( ) [ ] < = > « » ^ ´ ` ~ \{ \}
#	# % & § £ $ €

Function Keys

Microphone Key with LED

- Switches the microphone off (mute) and on again.

- The key's LED blinks red as soon as the microphone is switched off.

Loudspeaker Key with LED

- Switches the speaker on during a call.
- Press the key twice to switch hands-free calling on (speakerphone).
- The key's LED blinks red as soon as loudspeaker listening is switched on.
- The key's LED blinks red as soon as hands-free calling is switched on.

Plus Key

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

Minus Key

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

Hook Key

- Starts/ends headset calls or calls in hands-free calling mode.

Contacts/Telephone Book Key

- Opens the contacts stored in the telephone.

Message Key with LED

- Opens the caller list.
- Opens the message list.
- The key's LED indicates the presence of new (red blinking) or previously viewed (continuous red) entries.

Redial Key

- Opens the redial list.

Query Key

- Initiates a query call.

Programmable Function Keys

In its basic configuration, the telephone provides 15 programmable function keys for executing specific functions. Each function key has a multi-colour LED that indicates its status, based on its assignment.

Up to three COMfortel Xtension300 key extension modules (not included in the delivery) can be attached to the telephone to add programmable function keys. Modules are attached to the right-hand side of the telephone. When the maximum number of modules has been installed, 105 programmable function keys are available.

The programmable function keys can each be defined twice (on two levels). You can configure how to access the second level of the function keys (Shift). Using the Shift key to access the second set of functions is always activated. If you would like to use this method, you must assign the **Shift** function to one of your function keys. The "Double-click for shift" method can be disabled if it is not required.

Note: The **Double-click for shift** method can be switched on or off in the telephone under **All apps > Settings > Language & keyboard > Telephone keypad settings** or in the configuration manager under **Settings > Language & keyboard**.

Menu Key for Opening the Menu

To access the menu, press the *Menu* key.

The menu provides rapid access to notifications, system settings, and system functions (e.g. add). Depending on from where it is opened, the menu offers a list of options which are available from there. The following options are available in the main menu:

Add

To place elements on a display area of the Home screen or change the appearance of the Home screen, press the **Menu key** and tap on **Add**:

- **Shortcuts**: Applications, Bookmark, Contact, Music playlist, Settings
- **Widgets**: Analogue clock, Calendar, Music, Picture frame, Search, Status info
- **Folders**: New folder, All contacts, Bluetooth received, Contacts with phone numbers, Starred contacts
- **Wallpaper**: Gallery or Wallpapers

Managing Applications

Select the required application by pressing the **Menu key** and tapping on **Manage applications**. You will then have access to information and be able to manage the application:

- Information: **Storage** and **Cache**
- Actions: **Force stop**, **Cancel**, **Clear data** and **Move to SD card**

Wallpaper

To select a wallpaper for the Home screen from the gallery or collection of wallpapers, press the **Menu key** and tap on **Wallpaper**.

Notifications

To open the **Notifications** window, press the **Menu key** and tap on **Notifications**.

Settings

To open a selection list for configuring or executing various applications, press the **Menu key** and tap on **Settings**.

Using the Home and Back Keys for Navigation

Home Key

- Displays the Home screen. Previously started actions will continue in the background.

Back Key

- Returns you to the most recently opened screen and ends the current action.

Directional Pad

The directional pad enables navigation on the display and the ability to operate the telephone with the keys.

Press an arrow key on the directional pad to start key-based operation of the display and to activate the required elements. Press the OK key on the directional pad to select the activated element and execute the element's function.

Elements on the screen change their background colour to indicate their state:

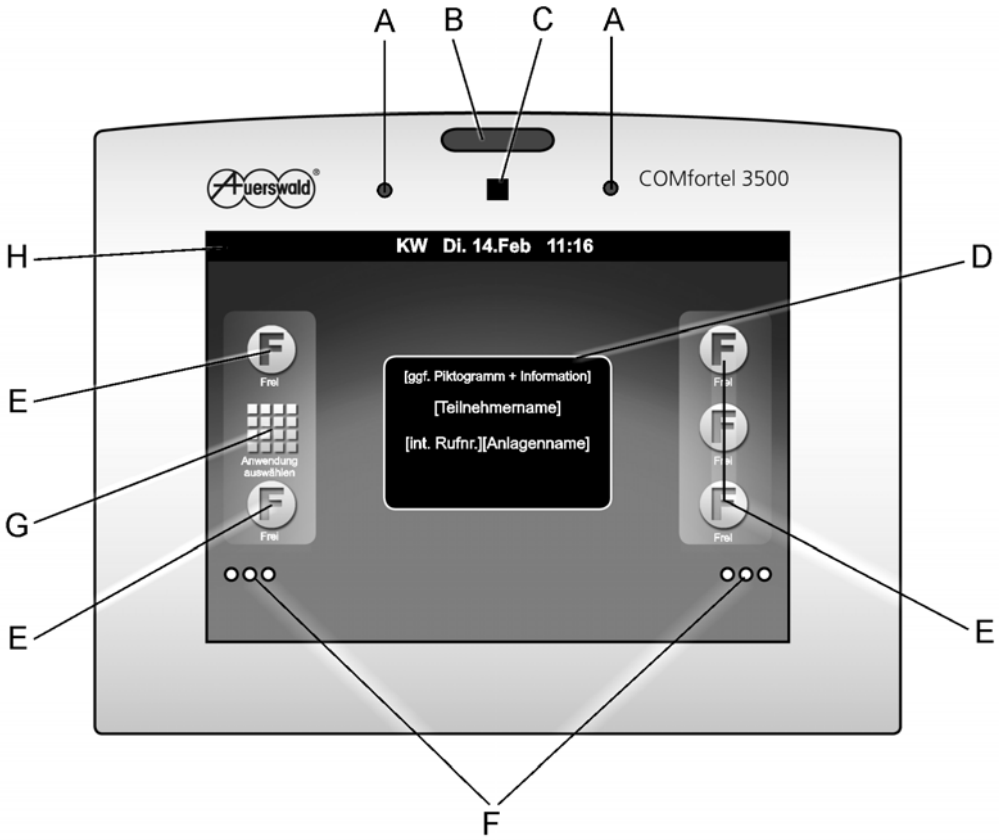
- **orange**: An element with an orange background indicates it has been activated via the arrow keys.

> **Note:** If an activated element is shown with a grey background, that element is blocked and cannot be selected.

- **yellow**: An activated element that has been selected with the OK key is briefly displayed with a yellow background.

Display

The following figure shows the COMfortel 3500 display with Home open.



A Proximity sensor

B LED

C Brightness sensor

D Status info

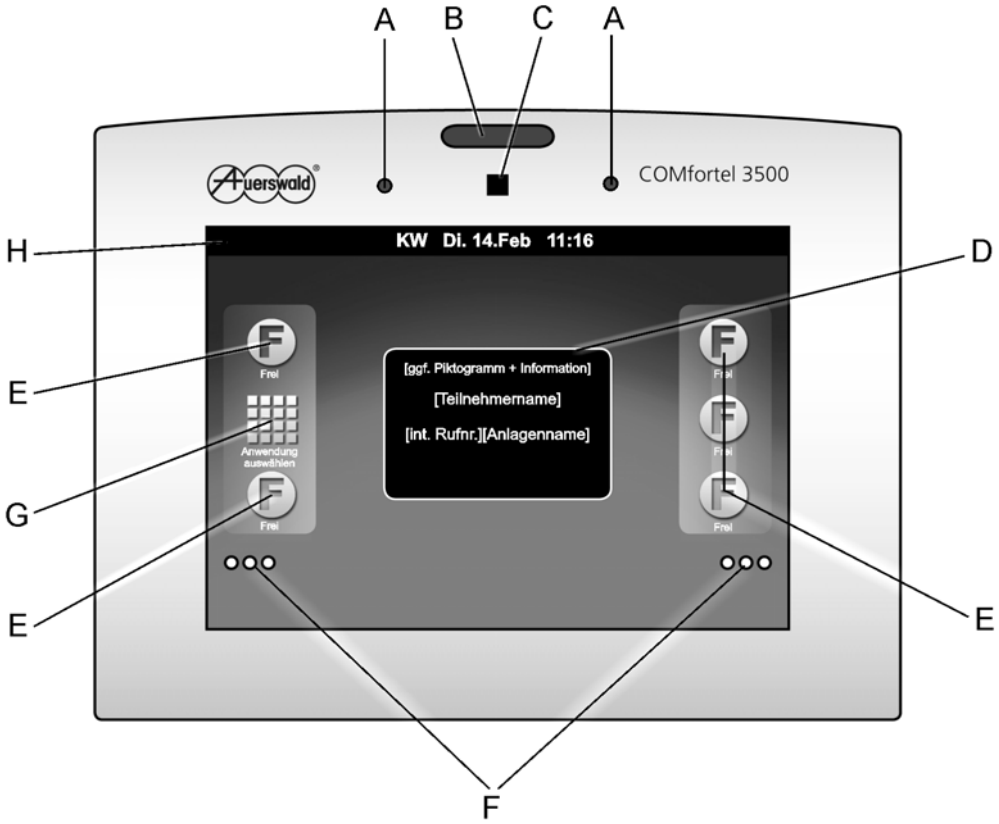
E Touch function keys

F Display-area information

G Button for application overview

H Status line

The following figure shows the COMfortel 3200 display with Home open.



A Status line

B Status info

C Touch function keys

D Display-area information

E Button for application overview

Using the Display

Please note the basic safety information given below.

Caution: Inappropriate cleaning or operation can damage or destroy the display.

- Keep the display clean. To do this, use the cloth supplied.
- To operate the telephone, use your fingers or fingernails. Under no circumstance use ball-point pens, pencils, or other pointed objects on the display.
- Never apply force or excessive pressure when touching the display.

Important: Electrostatic discharge or moisture may cause the display to malfunction.

- Avoid contact with other electrical equipment.
- Only clean the display with the dry cloth supplied.

Notes:

Remove the protective film from the display before use.

The display reacts most effectively to fingertip control.

If power save mode is activated, the display's background lighting will switch off when the telephone is not used for a certain amount of time. A short time later, the display will enter the idle state.

Lighting can be switched back on with a waving hand motion in front of the sensor, for example (only COMfortel 3500).

To bring the display out of the idle state, press any key.

The actions listed below are available on the display:

Select, Open, etc.

Tap on the corresponding position on the display briefly with your fingertip (e.g. icon, button, table entry) ...

... to select, open, start, emphasise, mark, or switch on/off.

Grasping Elements, Opening Settings

Touch and hold the corresponding position on the display (e.g. icon, button, list entry, empty space on the Home screen) ...

... to prepare to move or delete elements (applications, shortcuts, widgets).

... to open additional settings, e.g. for the Home screen, Contacts, Accounts.

... to open the key definition for touch function keys that have not yet been assigned.

Moving and Deleting Elements, Scrolling

Use your fingertip to drag the element up, down, right, or left across the display...

... to move elements (e.g. to the Home screen or into the trash).

... to scroll one screen at a time (up/down, right/left).

Fast Scrolling, Scrolling through Web Pages

Swipe quickly with your fingertip to the top, bottom, right, or left...

... to quickly scroll through a list.

... to scroll through display areas on the Home screen.

... to scroll through web pages.

Tap on the display with your fingertip ...

... to immediately stop fast scrolling.

When you are scrolling through some alphabetically sorted lists (e.g. contacts), an icon will be shown on the right. Drag the icon up or down to scroll to the required letter.

Zooming Images

Spread two fingertips apart on the display ...

... to enlarge the display of images in the gallery application.

On the display, pinch two fingertips together ...

... to reduce the display size of images in the gallery application.

Display LED (only COMfortel 3500)

The display LED provides information about the telephone's operating mode. A variety of settings are possible:

LED Signalling during Configuration: Show Alerting and Calls

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

LED Signalling during Configuration: Show Alerting, Calls and Headset Activation

- **Off**: The telephone is neither being called, nor is it on a call, and headset operation is switched off.
- **Red (flashing) + alternating pauses**: The telephone is being called.
- **Red**: The telephone is on a call.
- **Green**: Headset operation is enabled.

LED Signalling during Configuration: Show Alerting, Calls and New Messages

- **Off**: The telephone is neither being called, nor is it on a call, and there are no new messages.
- **Red (flashing) + alternating pauses**: The telephone is being called.
- **Red**: The telephone is on a call.
- **Red (blinking)**: There are new messages.

LED Signalling during Configuration: LED Always off

There is no LED signalling, i.e. the LED is always off.

Notes:

You can adjust the display LED in the telephone under **Select application > Settings > Display & LED > Display LED**.

You can adjust the display LED in the configuration manager under **Settings > Display & LED > Display LED**.

Sensors (only COMfortel 3500)

One brightness sensor and two proximity sensors are located in the display above.

Brightness Sensor

The brightness sensor is used for automatic adjustment of the display's background lighting to the ambient brightness.

The user can choose to either set the required brightness manually or switch to automatic adjustment.

Notes:

You can adjust the brightness in the telephone under **Select application > Settings > Display & LED > Brightness**.

You can adjust the brightness in the configuration manager under **Settings > Display & LED**.

Proximity Sensor

The proximity sensor allows the telephone to recognise when a person approaches.

> **Note:** You can adjust the proximity sensor's sensitivity in the telephone under **All apps > Settings > Display & LED > Proximity sensor**, and also check it there (no. of stars).

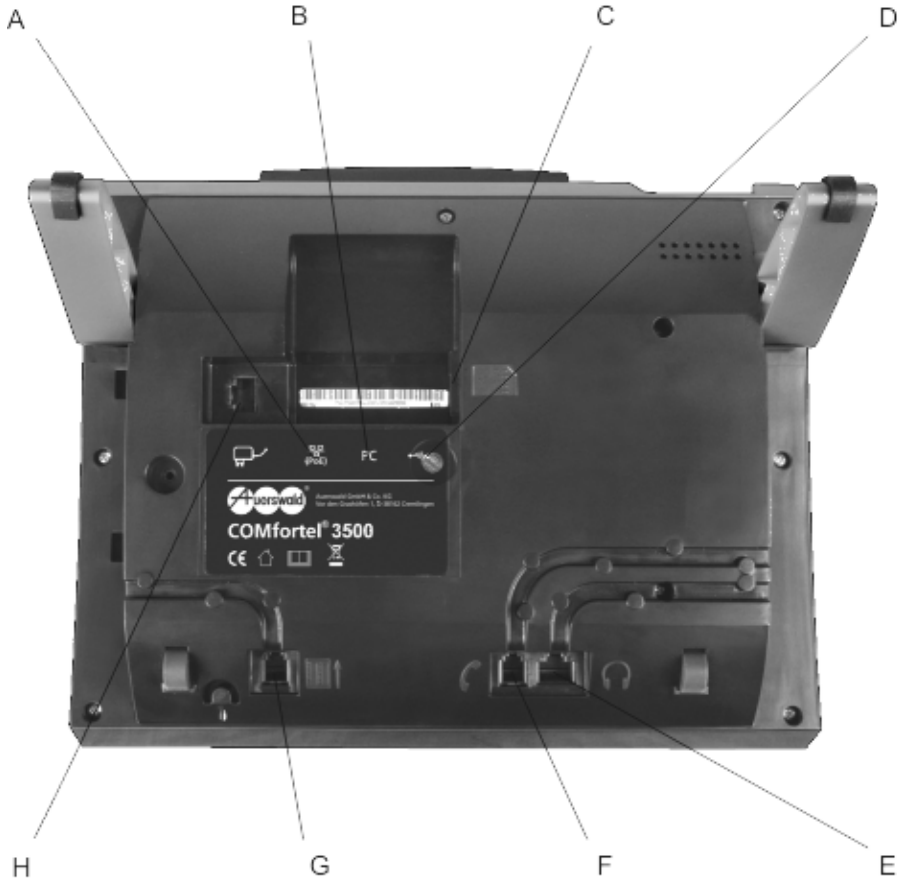
If power save mode has been switched on, and the screen is in the idle state, the display's background lighting and the keys' LEDs will switch back on when the user approaches.

> **Note:** Lighting will also switch on when any key is pressed or when a call is incoming.

When the **Silence on user proximity** under **Select application > Settings > Sound** is activated, a hand motion in front of the sensor (such as waving) will switch off the ringtone during a call.

Overview of Sockets

The following figure shows the sockets on the bottom of the basic unit.



A LAN socket (PoE)

B LAN socket PC

C SD slot with SD card

D Lower socket (COMfortel 3500 with Bluetooth dongle)
Upper socket for USB stick

E Socket for a headset that complies with the technical data (see the Important Information > Technical Data chapter)

F Socket for the receiver

G Socket for extension modules

H Socket (with bridge plug, when necessary) for RJ-45 plug of wall-mounted power supply

Standard Elements of the Telephone

The telephone has standard elements located on the display. The Home screen with the status info widget (included with factory settings) is the starting point for operating the telephone and can be adapted to the user's requirements. The status line informs the user about the telephone's status. The notification window, which can be opened through the status line, displays warnings and other information.

Home Screen

After the telephone starts up and the user presses any key, the Home screen appears. The Home screen is the starting point for operating the telephone over the display. The Home screen provides several useful elements, including touch function keys and the status info widget. You can adapt the Home screen to your personal requirements and preferences by adding additional elements.

The Home screen consists of seven display areas arranged next to each other.

After leaving the Home screen through use of the telephone, you can return to the Home screen at any time by using the home and back navigation keys.

Display Areas on the Home Screen

The Home screen consists of seven display areas arranged next to each other. The Home screen's centre display area is shown by default. The display-area information (on the right and left below the display) tells you which display area you are currently viewing. There are several different ways to display a different Home screen display area:

Change one Step at a Time:

- Tap on the relevant display-area information on the right or left.
- Use your fingertip to drag the Home screen to the right or left.

Direct Access via the Miniature View:

- Touch and hold the display-area information until the miniature view opens. Then tap on the required display area.

Buttons and Touch Function Keys on the Home Screen

The Home screen contains buttons that are available on every display area of the Home screen.

> **Note:** Additional elements can be added to the Home screen in the form of buttons on the individual display areas. These buttons will appear only on the display area to which they were added.

All apps

Tap on this icon to open the application overview.

Touch Function Keys

In addition to the programmable function keys with LEDs on the right-hand side of the device, you also have access to five touch function keys on the display.

After a touch function key has been assigned, an icon will appear to identify the selected function. An icon that is crossed out indicates a function that has been disabled. A static coloured dot to the right below the icon represents an illuminated LED. An animated coloured dot to the right below the icon represents a blinking LED.

If you touch and hold the icon, this will open the function key assignment. Refer to the associated function description for additional information on configuring and operating the function key.

Tap on the function's icon to execute the assigned action.

> **Important:** Some functions are only available when used on a PBX. These functions must first be configured in the PBX. It may be necessary to grant permission to use the functions.

The following functions can be assigned to the touch function keys:

- Account readiness
- Announcement before answering
- Bluetooth
- Call forwarding: MSN/DDI
- Call forwarding (subscriber)
- Call forwarding (subscriber in PBX)
- Call forwarding (subscriber), deactivate all
- Calling line identity restriction
- Call waiting

- Configuration
- Deactivate subscriber call forwarding (all)
- Do not disturb
- Door function
- Group
- Group function off
- Group state
- Headset
- InterCom permission
- MWI
- Pick-up
- Relay
- Ringtone
- Speed dialling
- Start application
- Subscriber call forwarding
- TAM announcement
- TAM automatic call recording
- TAM e-mail
- TAM open
- TAM readiness
- TAM remote access
- URL (Browser/HTTP Request)
- VMB automatic mode
- VMB open
- VMB readiness
- VMB remote access
- VMB substitute
- VMB forwarding
- VMB e-mail
- IP camera

Display-area Information

Display-area information consists of a total of six circular areas located to the right and left below the display. They indicate in which of the seven display areas you are located.

To move to a different display area, tap on the corresponding display-area information on the right or left.

Adding Elements

You can add elements to adapt the Home screen to your personal requirements and preferences.

You can add elements as follows:

- Using the telephone

To add an element to a display area of the Home screen, press the **Menu key** and tap on **Add**. Then select the required element (Shortcuts, Widget, Folders, Wallpapers).

Alternatively, touch and hold an empty space on a display area until the **Add to Home screen** dialogue appears. Then select the required element (Shortcuts, Widget, Folders, Wallpapers).

You can also add a **shortcut** to an application as described below.

1. Touch and hold the display area info.

   The miniature view will open.

2. Tap on the required display area.

3. Tap on **All apps**.

   The application overview will open.

4. Touch and hold the required application's icon.

   The shortcut will appear on the selected display area.

Moving and Deleting Elements

You can move or delete elements to keep the Home screen well organised.

Note: The miniature view provides an overview of display areas on the Home screen.

You can move or delete elements as follows:

- Using the telephone

1. Touch and hold the element that you wish to move or delete.

   The icon will be enlarged, touch function keys will be hidden, and a trash can will be displayed.

2. Continue to hold the element and ...

   - **Move**: ... drag the icon on the display area to the required location.

Release the icon.

- **Move to a different display area**: ... drag the icon to the display-area information. This will initiate scrolling through the display areas.

  Release the icon on the required display area.

- **Delete**: ... drag the icon to the trash. The icon and the trash (🗑) will turn red.

  Release the icon.

Status Line

The status line is the top row of the display and informs the user about the state of the telephone.

Left-hand Area and Notification Window

Application-related information and warnings are displayed in the left-hand area of the status line. In addition to the icons shown by the relevant application, the notification window provides explanatory information.

To open the notification window, touch and hold the status line and then drag the notification line down. To close the notification window again, press the back key or drag the notification line up.

Note: If during a call you pressed the home key and arrived at the Home screen, you can return to the current call's display by tapping on the corresponding information text in the notification window.

Middle

In the middle of the status line, the calendar week, the date stored in the telephone, and the time are displayed.

- Calendar week: Calendar week and week number, such as **CW 9**
- Date: Day of the week abbreviation, day in D format and abbreviation of month name, such as **Fri. Mar 2**
- Time: Format hh:mm, for example **11:20**

Note: The telephone's date and time can be set under **All apps > Settings > Date & time**.

Right-hand Area

The following icons may be displayed in the right-hand area of the status line:

Account error: No account or default account not registered.

Answering machine/voice mailbox enabled

Answering machine full

Do-not-disturb enabled

Call forwarding enabled

Bluetooth enabled

Bluetooth connection established

Headset operation enabled

Ringtone disabled

Network error

Power supply error: Insufficient power for key extension modules

Phone lock enabled

Alarm enabled

Show additional icons

Status Info

In the factory settings, the status info widget is displayed on the Home screen. It displays information (such as the name of the telephone on the default account, the name of the default account, missed calls) and warnings (such as account errors, muted ringtone).

Operating Instructions for the Telephone

The operating instructions for the telephone describe text entry fields, other entry fields, selection fields, and icons related to using the telephone.

Android Keyboard (Screen Keyboard)

The telephone provides an Android screen keyboard with which you can enter text.

Notes:

You can switch use of the Android keyboard on or off under **All apps > Settings > Language & keyboard > Android keyboard**.

When the Android keyboard is switched off, text must be entered using the keypad.

When the Android keyboard is switched on, it will appear when you tap on an entry field.

When use of the Android keyboard is switched on, the following options are available for text entry:

Entering Letters

The Android keyboard opens by default with "keys" assigned to letters.

- Capital letters: First tap on the "Shift" key, then tap on the required letter.
- Touch and hold a key to open a dialogue from which alternative letters (with accent marks, etc.) or characters can be retrieved.
- Press a key on the keypad repeatedly to display a series of characters available with that key. The most recently displayed character will be inserted into the text.
- In some cases additional characters will be displayed in the line above the top row of buttons. Insert them in the text by tapping in the text.

Entering Digits and Special Characters

- Tap on **?123** to change the key assignments of the Android screen keyboard. Digits and special characters will be displayed.

Notes:

If digits and special characters are already displayed, tap on **ALT** to display additional characters.

To display additional letters, tap on **ABC**.

- In some cases additional characters will be displayed in the line above the top row of buttons. Insert them in the text by tapping in the text.
- Touch and hold a key to open a dialogue from which characters can be selected.
- Press a key on the keypad repeatedly to display a series of characters available with that key. The most recently displayed character will be inserted into the text.

Editing Text

- Deleting characters: Tap on to delete the most recently entered character.
- Moving the insertion point: Tap on the text. An arrow will appear below the insertion point. Drag the arrow to the required location in the text (without releasing it).
- Selecting text: Touch and hold a word in the text. This opens a dialogue window. Tap on **Select word** or **Select all**.
  - Deleting selected text: Tap on .
  - Cutting selected text: Tap on the selected text. This opens a dialogue window. Tap on **Cut**.
  - Copying selected text: Tap on the selected text. This opens a dialogue window. Tap on **Copy**.
  - Expanding the selection: Two arrows will appear below the selected text. Drag one of the arrows (without releasing it) to select currently unselected text.
  - Reducing a selection: Two arrows will appear below the selected text. Drag one of the arrows (without releasing it) to select currently selected text.
- Pasting cut/copied text: Move the insertion mark to the required position in the text. Touch and hold a position in the text. This opens a dialogue window. Tap on **Paste**.

Ending Text Entry

- Tap on the button to the right of the Android keyboard's text field to accept the text in the entry field.

Note: The button for accepting the text in the entry field may have various labels, such as **Next** or **Done**.

  - Then tap on the left-hand button under the entry field to save the text and finish the entry.

Note: The button for saving the text may have various labels, such as **Done**, **Assign**, or **OK**.

– Tap on **Cancel** to discard the changes and end the entry.

Note: This button is not available for prepopulated entry fields.

- Tap on **OK** to save the text and end the entry.

Selecting the Language

You can select from several different languages for the Android keyboard under **All apps > Settings > Language & keyboard > Onscreen keyboard settings > Input language**. The selected language is displayed on the blank key.

- Touch and hold the blank key. Then drag your finger to the right or left until the required language is displayed.

Entry and Selection Fields

An empty field normally provides an opportunity to enter a name or number.

Notes:

The field may be prepopulated with an explanatory text that disappears as soon as something is entered.

To enter commonly used words in the telephone's dictionary, select **All apps > Settings > Language & keyboard > User dictionary**. These words may appear as suggestions when you are entering text.

Tap on the field and then enter a number or the required text.

To change an existing entry, touch and hold the entry you want to overwrite. In the **Edit text** dialog, select one of the following options:

- **Select word**: The entry will be selected and can then be deleted or overwritten.
- **Select all**: All entries in the entry field will be selected and can then be deleted or overwritten.

Note: Selected text can be cut or copied. To do this, touch and hold the selected text. The **Edit text** dialogue will open.

- **Paste**: A previously copied entry will be pasted into the entry field.
- **Input method**: An Android keyboard is available by default for input. If an additional keyboard has been connected, it can be selected.
- **Add "text" to the dictionary**: A single word or a selected word in the entry field can be added to your own dictionary.

These fields serve to enter a network address. Tap on a field and enter a number via the keypad. Tap on + or - to increase or reduce the number.

Functions that involve more than just switching on and off (but which have a limited number of settings) are configured with default settings. The default setting is shown in the list field. Tap on the list field to display the list of options.

In addition to the listed configuration options, some functions also have radio buttons. The selected setting is indicated by a coloured dot inside the circle.

If you tap on one of the other radio buttons, this simultaneously deactivates the previous selection.

A square check box functions like an on/off switch. An empty box means "off" or "no". A check or other symbol in the box means "on" or "yes". Change the selection by tapping.

A slider is provided for adjusting stepless settings. A slider consists of a two-colour bar and a "handle" that separates the coloured zones from each other. The "handle" can be moved along the bar to adjust the setting. The proportion on the left-hand side indicates the level of the selected setting. In other words, if there is no zone to the left of the "handle", the volume, sensitivity, or similar is switched off.

Slide the "handle" to the required position.

Lists

Due to the variety of settings and functions, lists are often shown in the display. Select a required topic by tapping on it in the list.

Note: If the ⌄ icon is shown after a table entry, you can tap on the entry to open a dialog.

Sorting Function Lists

When a function list is visible you can sort it by pressing the **Menu key**:

- **Sort alphabetically**: The functions are displayed in alphabetical order.
- **Sort by group**: The functions list is sorted alphabetically. Several functions are merged under one main topic. Tap on ⌄ to open a dialogue in which the individual sub-topics of the function group are displayed for selection.

Applications (Apps)

An app is a program that controls the telephone's functions or opens a list of functions.

The telephone is delivered with a variety of preinstalled apps. You can expand the telephone with new functions by downloading additional apps from the Internet.

> **Important:** If you install additional applications, the telephone's functionality may be affected, including loss of use. When the Auerswald service department checks the telephone, they will return it to the factory settings. Any previously installed applications and data will be lost and must be restored by the user.

The available applications will be displayed as app icons in the application overview.

Setup Assistant for the Telephone's Basic Settings

The setup assistant will start automatically the first time the telephone is used (see Commissioning Instructions).

The setup assistant can also be used during ongoing operation.

> **Note:** To open the setup assistant, select **All apps > Settings > Setup assistant**.

You can make the following basic settings using the setup assistant:

- **Inactive or unregistered accounts**: A displayed account can be configured as a standard VoIP or system telephony account (see Commissioning Instructions).
- **Search for PBXs**: You can search the network for Auerswald PBXs that could be used as an account.
- **Specify provisioning server**: You can enter the URL of a special provisioning server for automatic configuration with the help of a provisioning file.
- **New account**: You can use profiles to create an account for VoIP providers (see Commissioning Instructions).
- **Manual setup**: Closes the setup assistant and opens the selection list for the **Settings** application.

Telephony Application

You can use the telephony application to make calls with the telephone. When you initiate a call, for example, the telephony application starts automatically.

The toolbar with six buttons and additional elements appears on the telephone's display.

Elements

- **Selection window**: The selection window opens when you press the Hook key or the Loudspeaker key, or when the receiver is picked up. In the selection window, you can select the required VoIP account and a telephone number, or enter them into dial preparation. Additionally, a contact list (internal or external) is displayed from which you can select the required subscriber.
- **Business cards**: Any data stored in the contacts for a call partner will be displayed on a business card when a call is incoming, during call preparation, and during the call itself. The active business card also contains information about the duration of the call, the account that was used, and any call forwarding that was completed. The business card of a held call shows the name of the call partner, the duration of the call, and the hold duration.

Notes:

The element that is associated with the toolbar is active.

Elements have various outline colours: green for the active element, light blue for an element that requires attention, and grey for an element that is shown only for information purposes.

Toolbar

Button icons for standard functions:

Tap on this icon to end dial preparation.

Tap on this icon to open the telephone's contacts.

Tap on this icon to switch off Calling Line Identity Restriction(CLIR). This icon will appear when CLIR is switched on (telephone number will not be displayed).

Tap on this icon to switch on Calling Line Identity Restriction (CLIR). This icon will appear when CLIR is switched off (telephone number will be displayed).

Tap on this icon to display the external contact list and dial an external account (external dial tone).

Tap on this icon to show the internal contact list. Only internal phone numbers can be dialled.

Tap on this icon to call the subscriber with the telephone number in dial preparation.

Tap on this icon to start a callback (CCBS and CCNR).

Tap on this icon to add the telephone number to the telephone's contacts.

Tap on this icon to delete the most recently entered digit.

Tap on this icon to delete all previously entered digits and dial a new telephone number.

Tap on this icon to end the call.

Tap on this icon to answer the call (hands-free calling mode).

Tap on this icon to turn off the ringtone.

Tap on this icon to forward a call you did not answer (call deflection).

see above

Tap on this icon to forward a call to the answering machine.

Tap on this icon to reject a call.

Tap on this icon to transfer a call.

see above

Tap on this icon to start a query call.

Tap on this icon to cancel the starting of a query call.

Tap on this icon to connect the active call with the most recently held call.

see above

Tap on this icon to place an external call partner in the waiting loop.

Tap on this icon to start a conference call.

Tap on this icon to connect both conference call partners who are in a three-way call with you and leave the call.

Tap on this icon to end the call with the most recently joined call partner (active business card), ending the three-way call.

Tap on this icon to end the call with the call partner who joined first (active business card), ending the three-way call.

Tap on this icon to end a three-way call with both partners.

Tap on this icon to pick up a call coming in to another internal telephone.

see above

Tap on this icon to terminate the current action.

Button icons for door function:

Tap on this icon to open the door that is knocking or with which there is an existing call connection.

Tap on this icon to turn the stairwell light on.

Available Applications (Overview)

Previously installed applications can be selected from the application overview. In addition, a large number of apps can be installed for the Android operating system. Not all applications are compatible with every device.

In particular, the following applications (requiring additional functions, sensors, or networks) have limited or no functionality with this telephone:

- compass
- camera
- accelerometer
- position sensor
- temperature sensor
- air pressure sensor
- humidity sensor

- access to the SIM card
- SMS functionality
- 3G/GSM mobile phone network
- WLAN/WiFi network

Answering machine

Tap on the symbol to open the answering machine.

App Shop

To download or update free or fee-based applications from the Internet, you can install the App Shop (slideME app store) by tapping on the icon. The App Shop contains a search function to help you find and install the right applications.

Browser

Tap on this icon to start an application that provides access to the World Wide Web.

Calendar Sync

Tap on this symbol to open an app which synchronises the calendar (fee payable for activation at the Auerswald Upgrade Center).

Contacts Sync

Tap on this symbol to open an app which synchronises your contacts (fee payable for activation at the Auerswald Upgrade Center).

Downloads

Tap on this icon to view and edit items that were downloaded through the browser.

Mail

Tap on this icon to start an application that enables the sending and receipt of e-mails.

Settings

Tap on this icon to open a selection list for configuration or execution of the following applications:

- Setup assistant
- Bluetooth
- Ethernet

- Providers & PBXs
- Accounts
- Sound
- Display & LED
- Answering machine
- E-Mail
- Privacy & security
- Applications
- Synchronisation
- Backup
- Update & provisioning
- Storage
- Language & keyboard
- Date & time
- Emergency numbers
- My location
- Phone information
- IP camera
- Shutdown/reboot

Functions

Tap on this icon to open a selection list for configuring the following telephone functions:

- Account readiness
- Announcement bef. answer
- Automatic bandwidth amplification
- Bluetooth
- Call fwd. (scr.) (call forwarding for subscriber)
- Call fwd. (scr. in PBX)
- Call fwd.: MSN/DDI (call forwarding for external phone number)
- Call waiting
- Calling Line Identity Restriction
- Do-not-disturb
- Door function
- Follow-me
- Group
- Group function off
- Headset

- InterCom (permission)
- Pick-up
- Relay
- Ringtone
- Switch config.
- VMB automatic mode
- VMB e-mail
- VMB message fwd.
- VMB open
- VMB readiness
- VMB remode access
- VMB substitute
- Waiting field reception

Important: Some functions are only available when used on a PBX. These functions must first be configured in the PBX. It may be necessary to grant permission to use the functions.

Function Keys

Tap on this icon to start an application for assigning the following functions to the function keys:

- Account readiness
- Announcement bef. answer
- Automatic bandwidth amplification
- Bluetooth
- Boss
- Call fwd. (scr. in PBX)
- Call fwd. (scr.)
- Call fwd. (scr.), deactivate all
- Call fwd.: MSN/DDI
- Call waiting
- Calling line identity restriction
- Do-not-disturb
- Door function
- Exchange line
- Ext. line transfer
- Follow-me
- Group

- Group function off
- Group state
- Headset
- InterCom (perm.)
- InterCom OneWay
- InterCom speakerphone
- IP camera
- Macro
- MWI
- Pick-up
- Power save mode & display lock
- Relay
- Ringtone
- Secretary
- Shared line
- Shift
- Speed dialling
- Start application
- Switch config.
- TAM announcement
- TAM automatic call recording
- TAM call recording
- TAM e-mail
- TAM open
- TAM readiness
- TAM remote access
- TAM voice memo
- Telephone line
- URL (browser/HTTP request)
- VMB automatic mode
- VMB e-mail
- VMB message fwd.
- VMB open
- VMB readiness
- VMB remote access
- VMB substitute
- VMB voice memo

- Waiting field reception

Important: Some functions are only available when used on a PBX. These functions must first be configured in the PBX. It may be necessary to grant permission to use the functions.

Gallery

Tap on this icon to start an image-viewing and administration application.

Calendar

Tap on this icon to open the calendar with the overview of events. You can also enter new events or a series of events.

Contacts

Tap on this icon to open the telephone's contact list and the call log.

Music

Tap on this icon to start an application for listening to and administering music.

Calculator

Tap on this icon to start the calculator application for performing standard calculations like addition, subtraction, multiplication, and division.

Search

Tap on this icon to perform a Google search. A keyboard will appear to help you enter a search term more easily.

Clock

Tap on this icon to start an application that permanently displays the time. You can also set an alarm, start a slideshow of gallery images, start the music application, and reduce the background lighting of the display.

IP camera

Tap on this icon to start an application that displays the IP camera.

Installing Additional Apps

The App Shop makes it easy to install apps (see the Introduction to the Telephone > Applications (Apps) > Available Applications (Overview) section).

You can install applications from unknown sources, such as apps received from the App Shop, or from websites, e-mails, or other sources, on your telephone.

Caution: Applications and files downloaded from the Internet may contain viruses that can damage your telephone.

- To protect your telephone and personal data, only install applications and files from trustworthy sources.

Note: You can check which of your telephone's functions and which personal data an application can access by looking under **Settings > Applications > Manage applications > All > <application name>**.

Proceed as follows to install applications from unknown sources:

1. Go to **Select application > Settings > Applications** and select the **Unknown sources** check box.
2. Use the App Shop to install a file manager or installer, such as **Easy Installer**.

Notes:

File managers have the ability to find and install files of the format *.apk that are stored on the memory card.

In the Internet, you can find places to download applications by entering **apk download** into a search engine. After finding the files (*.apk), copy them from your PC onto the memory card. Use the file manager installed on the telephone to install the files.

Alternatively, you can use the browser integrated in the telephone to find and download the files directly. After the files have been downloaded you can locate them by tapping on **Downloads** . A list will be displayed. You can start the installation by tapping on the required file in the list.

Introduction to the Configuration Manager

This section provides a general overview of the integrated configuration manager. It describes how to open and use the configuration manager.

You can also find tips on how to use the Help function.

Topcis

– Configuration Manager (page 66)
– Help (page 79)

Configuration Manager

The configuration manager provides an easy way for you to set up the telephone on your computer. The configuration manager is accessible via the integrated web server in the telephone. The required PC must either be connected directly to an Ethernet port on the telephone or be in the same network.

Minimum PC Requirements for Using the Configuration Manager

The PC must meet the following requirements:

- PC with Intel Pentium 1 GHz or compatible processor
- Windows 7 32-/64-bit, Windows 8 32-/64-bit, Windows 10 32-/64-bit, Mac OS X (Yosemite or later), Linux (Kernel 2.6 or later)
- Memory (RAM: 256 MB, recommended 512 MB; for Windows 7/8/10: 1 GB, for 64-bit, 2 GB
- Browser for configuration: Mozilla Firefox and Google Chrome recommended (current version)
- Network card (the PC must be equipped with a network interface card and the required driver must be installed)
- Mouse or compatible pointing device
- SVGA graphic controller with a resolution of 1024 x 768, recommended 1280 x 1024 (16-bit colour depth)

Opening the Configuration Manager

You can open the configuration manager using one of the recommended browsers and the telephone's IP address.

To open the configuration manager during operation as a system telephone, you must first sign in to the telephone. You can log in at the following authorisation levels:

- Administrator
- Sub-administrator
- User

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 > Privacy and Security > Rights Management.

Opening the Configuration Manager when Operating the System Telephone as an Administrator

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– Knowledge of the admin password for the PBX

– Knowledge of the telephone's IP address (you can check it on the telephone by selecting **All apps > Settings > Network > IP address**)

– Existing network connection between the PC and the system telephone

1. Start a browser (for example, Mozilla Firefox).
2. Enter the telephone's IP address in the browser's address field (for example, **http://192.168.178.4**).
3. Under **Username**, enter the admin username of the PBX.
4. Under **Password** enter the associated **admin password** of the PBX (8-32 characters).
5. Click **OK**.

   The configuration manager opens.

Opening the Configuration Manager when Operating the System Telephone as a Sub-administrator

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– Knowledge of a sub-admin password for the PBX

– Knowledge of the telephone's IP address (you can check it on the telephone by selecting **All apps > Settings > Network > IP address**)

– Existing network connection between the PC and the system telephone

1. Start a browser (for example, Mozilla Firefox).
2. Enter the telephone's IP address in the browser's address field (for example, **http://192.168.178.4**).
3. Under **Username**, enter the username **sub-admin**.
4. Under **Password** enter the associated **sub-admin password** (8-32 characters).
5. Click **OK**.

   The configuration manager opens.

Opening the Configuration Manager when Operating the System Telephone as a User

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– Knowledge of the user password for the PBX

– Knowledge of the telephone's IP address (you can check it on the telephone by selecting **All apps > Settings > Network > IP address**)

– Existing network connection between the PC and the system telephone

1. Start a browser (for example, Mozilla Firefox).
2. Enter the telephone's IP address in the browser's address field (for example, **http://192.168.178.4**).
3. Under **Username**, enter the internal telephone number of the telephone.
4. Under **Password** enter the associated **user password** (8-32 characters).

   Note: If no user password has been entered in the PBX, leave this field empty.

5. Click **OK**.

   The configuration manager opens.

Opening the Configuration Manager when Operating as a Standard VoIP Telephone

Requirements:

– Existing network connection between the PC and the telephone

– Knowledge of the telephone's IP address (you can check it on the telephone by selecting **All apps > Settings > Network > IP address**)

1. Start a browser (for example, Mozilla Firefox).
2. Enter the telephone's IP address in the browser's address field (for example, **http://192.168.178.4**).

   The login window opens.

   Note: When you start the configuration manager for the first time, the first thing you will see is a dialogue box in which you set the username and user password. Enter the required data (32 characters, letters and numbers).

3. Under **Username**, enter the username of the telephone.
4. Under **Password**, enter the user password.
5. Click **OK**.

   The configuration manager opens.

Notes for Using the Configuration Manager

The notes for using the configuration manager contain the following topics:

- Navigation
- Logging out
- Entry and list fields
- Creating, deleting, searching for, and sorting table entries
- Icons
- Appearance/legibility

Navigation

The configuration manager is divided into several areas:

Horizontal Navigation Bar

The horizontal navigation bar allows you to show or hide the **Navigation** area. The navigation area contains the **Help** area.

Use the **Logout** button in the horizontal navigation bar to log out from the configuration manager.

Navigation Area

If the navigation area is shown, a vertical directory tree will be displayed under **Navigation**. Most topics are consolidated under a main topic ( ) to improve organisation. To select the required topic or main topic, simply click it. If sub-topics are available, open the list by clicking on it, or on the plus character in front of the main topic. Then click the required topic ( ) to select it.

The page associated with the selected topic then opens in the right-hand area.

Use the , , or buttons to completely open the directory tree, restore the previous status after opening or closing, or completely close the directory tree.

A vertical line separates the **Navigation** area (with the directory tree) and the selected page. To enlarge the area, click and hold the cursor above the separator line and slide the line to the required location (automatically makes the other areas smaller).

Use buttons such as **View** or **Configure** on the selected page to reach subsequent pages that are not listed in the tree. To return to the Home screen, click **Back**.

On some pages you can select sub-topics directly by clicking on tabs. The active tab is marked in a different colour.

Help Area

The **Help** area with links to a variety of help topics is located at the bottom of the **Navigation** area. Help topics relevant to the open configuration page are shown (see also Introduction to the Configuration Manager > Help).

Note: The **Help** area can be shown or hidden.

Logging Out

The **Logout** button is located in the horizontal navigation bar. Click **Logout** to log out of the configuration manager.

Entry, List, and Selection Fields

Important: Any settings configured on pages with the fields described below must be stored by clicking on **Save** before leaving the page.

Note: Images/icons shown below will vary depending on the browser and operating system.

An empty field normally provides an opportunity to enter a name or value. Click in the field and use the keyboard to enter a number or required text.

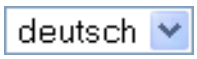
The following characters must not be used:

- " quotation marks
- $ dollar sign
- % percent sign
- < pointy bracket - smaller than
- > pointy bracket - higher than
- \ backslash
- ^ caret
- [ ] square brackets
- { } curly brackets

If increased security for configuration manager entries has been enabled under **Administration > IP configuration**, the following additional characters are also prohibited:

- ‘ apostrophe
- # pound sign
- & and sign
- + plus sign
- / slash

To change an existing entry, double-click the entry to be overwritten. The field is then highlighted and can either be overwritten directly or the existing text can be deleted using the Delete/Backspace key.



For functions that are more complex than simply "on" or "off" (but still have only limited options), the field will be prepopulated with the default setting. To change this, click the opened list field to make a selection. Click the field to open the list field.

In addition to the listed configuration options, some functions also have radio buttons. The selected setting is indicated by a dot inside the circle. Change the setting by clicking an empty circle. If you select a new setting this simultaneously deactivates any other previous selection.

Note: In some cases, even a disabled radio button will contain a dot. In these cases, an enabled radio button will be identified with a colour.

A square check box functions like an on/off switch. An empty box means "off" or "no". A check or other symbol in the box means "on" or "yes". To change the setting, simply click in the box.

A "handle" like an arrow or bar on a horizontal line works like a slider. Slide the "handle" along the line to configure the setting. To do this, place the cursor on the handle. Click and hold, and then slide, the handle to the required position.

Next to the line there are informational or entry fields that display the exact values, when appropriate.

Creating, Deleting, Searching for, and Sorting Table Entries

The configuration manager displays the lists in table format across multiple pages. Only table rows containing data are shown. A list can be expanded or shortened.

Creating Entries

1. Click **New**.
   One line is added to the list.
2. Fill in the empty entry fields.
3. Click **Save**.
   The new entry will be added to the list.
4. Repeat steps 1 to 3 to create additional entries.

Note: If you would like to create multiple entries simultaneously, enter the required range in the **From** and **To** entry fields, and then click **Save**.

Deleting Entries

1. Click in the line of the entry that you wish to delete.
   The entEy will be highlighted.

Note: To select several consecutive entries, click the first and last entry while holding the Shift key down. To select several non-consecutive entries, click each required entry while holding the Ctrl key down.

---

2. Click **Delete** and confirm the dialogue with **Yes**.

Searching for Entries

1. Click in the open field in the header of the column that you wish to search, such as **Number** or **Name**.
2. Enter a search term.

   If, for example, you are searching for a name, and enter the letter M, all the entries that match this criteria will be displayed automatically. If you enter "Ma", the results will be narrowed down to the relevant entries.

Sorting Entries

Tables can be sorted according to the contents of individual columns.

- Click on a column header.

  An arrow will appear next to the column header:

  - ▲ The table will be sorted according to the entries in the relevant column in ascending order.
  - ▼ The table will be sorted according to the entries in the relevant column in descending order.

Notes:

To reverse the sorting order, click again in the column heading.

If no arrow appears, then the column cannot be used as a sorting criteria.

Icons

Lower Toolbar in the Configuration Manager

New: Click this icon to add a blank table row.

Save: Click this icon to save changes.

Delete: Click this icon to delete the selected entries.

Back: Click this icon to return to the previous configuration page.

Print: Click this icon to print the function key label.

Configuration Pages

Click this icon to open the Help page for the corresponding setting point.

Place the cursor over the icon to see information about the corresponding Help topic (tool tip).

Click this icon to close the dialogue without saving.

Horizontal Navigation Bar

Click this icon to log out from the configuration manager.

Click this icon to open the entire directory tree. In addition, the directory tree's old state will be saved.

Click this icon to reestablish the directory tree's state before the most recent complete opening or closing.

Click this icon to close the entire directory tree. In addition, the directory tree's old state will be saved.

Appearance/Legibility

The appearance/legibility of the configuration manager can be affected by browser settings, e.g.:

- scaling/zooming of browsers (e.g. by pressing the Ctrl key and scrolling with the mouse wheel)

> **Note:** If the configuration manager is not legible because of scaling/zooming in the browser, you can restore the original view (e.g. in Mozilla Firefox under **View > Zoom > Normal**.

Selecting your Language

You have a choice of languages for the configuration manager.

You can select the required language as follows:

- Using the configuration manager

1. Open the **Settings > Configuration Manager** page.
2. In the **Language** list field under **Configuration Manager**, select the required language.

   German (Germany)

   English (United Kingdom)

Further steps:

– Save your settings before you leave the page.

Entering a Username for the Configuration Manager (SIP Account)

Important: If the telephone is a system telephone on an Auerswald PBX, the username for the configuration manager is determined by the PBX. The username is identical to the username entered in the PBX. Manual settings are not possible.

You can enter a username for the configuration manager as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a Username for the Configuration Manager

Requirements:

– The telephone is not a system telephone on an Auerswald PBX

1. Open the **Settings > Configuration manager** page.
2. In the **Username** entry field under **User**, enter the username. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter a Username for the Configuration Manager

– The telephone is not a system telephone on an Auerswald PBX

1. Tap on **All apps > Settings > Configuration manager**.
2. Tap on **Username** and enter the username in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
3. Tap on **OK**.

Entering a Password for the Configuration Manager (SIP Account)

Important: If the telephone is a system telephone on an Auerswald PBX, the password for the configuration manager is determined by the PBX. The pasword is identical to the password entered in the PBX. Manual settings are not possible.

You can enter a password for the configuration manager as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a Password for the Configuration Manager

Requirements:

– The telephone is not a system telephone on an Auerswald PBX

1. Open the **Settings > Configuration manager** page.
2. In the **Password** entry field under **User**, enter the password. Possible entries:

Up to 64 digits

Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter a Password for the Configuration Manager

– The telephone is not a system telephone on an Auerswald PBX

1. Tap on **All apps > Settings > Configuration manager**.
2. Tap on **Password** and enter the password in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
3. Tap on **OK**.

Deleting the Password for the Configuration Manager (Sip Account)

Caution: After the password has been deleted, the configuration manager is unprotected against attacks from the Internet.

- You should definitely enter a password to protect your telephone and your personal data.

Important: If the telephone is connected to an Auerswald PBX, the password for the configuration manager is determined by the PBX. The pasword is identical to the password entered in the PBX. It is not possible to delete the password manually.

You can delete the password for the configuration manager as follows:

- Using the telephone

Using the Telephone to Delete the Password for the Configuration Manager

– The telephone is not a system telephone on an Auerswald PBX

1. Tap on **All apps > Settings > Configuration manager**.
2. Tap on **Delete configuration manager password**.

Help

Via the help you can access all operating and configuration instructions for the telephone.

Opening Help

The **Help** area with links to a variety of help topics is located below the **Navigation** area. Help topics related to the currently open configuration page are provided.

At many setting points, the ? icon is located next to the label for the entry, list, or option fields, or check boxes. If you place the cursor over the icon, an information box with the corresponding Help topic appears (tool tip). Click the icon to open the associated Help topic.

- Click the requested Help link in the **Help** navigation bar or click ? next to the corresponding setting point.

  The relevant help page opens.

Navigating in the Help Window

There are several ways to navigate in the Help.

Navigating via the Table of Contents

Click the **Contents** tab (this text is dependent on the browser used) to go to the Table of Contents (the tab will be 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 on one of the topics in the Table of Contents you can open the help page associated with it on the right-hand side of the help window.

The icon indicates that additional topics are available under a specific topic. Click this icon to expand the sub-topics. You can reclose the sub-topics by clicking on the icon.

Notes:

The Table of Contents area and the selected page are separated by a vertical line or a scroll bar. To enlarge one of the areas (automatically makes the other area smaller), click and hold the cursor above the separator line and slide the line to the location you want. This setting will only apply to the Help window that is currently open.

The currently opened topic may be highlighted in the Table of Contents (for example, with a grey background). Scrolling through the Table of Contents may cause this highlighting to disappear. Click the icon in the Help window to display the currently open Help page in the Table of Contents.

Navigating via Expanding Texts

Some help texts contain expanding texts (that unfold). Expanding text is indicated by a blue font and is underlined. In addition, the icon is shown behind the expanding text.

You can expand the text by clicking on the icon or the line. You can reclose the text by clicking on the icon or the line.

Navigating via the Index

Click the **Index** tab (this text is dependent on the browser used) 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.

Click a letter of the alphabet to go directly to the keywords under that letter.

Click a keyword to open the associated help page on the right-hand side of the help window.

Notes:

The index area and the selected page are separated by a vertical line or a scroll bar. To enlarge one of the areas (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 will only apply to the Help window that is currently open.

Click the icon in the Help window to display the currently open Help page in the Table of Contents.

Navigating by Scrolling

Click the > icon to go to the next page of the Instructions.

Click the < icon to go to the previous page of the Instructions.

Navigating with the Back Button

Click the ← icon to go back to the previously opened help page.

> **Note:** You may have to scroll back to the top of the current help page to access the icon.

Navigating via Links

Some help texts contain links to sub-topics or to more detailed information. Links are in blue font and underlined.

Click a link to go to the associated 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 arranged above the current topic. The higher-level topics are shown in a blue font and the current topic is shown in a grey font.

By clicking on a higher-level topic you can go to the associated help page.

Searching in Help

You can search all of the Help pages for one or more terms.

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

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

2. Enter the required term in the entry field.

Notes:

The character * can be used as a wildcard in a search. For example, a search using "teleph*" will return hits for "telephone", "telephone book", "telephoning", and other terms that begin with "teleph".

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 browser used).

   The Help texts are being searched. This may take some time. When complete, 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 required title in the list.

   The corresponding Help page will be opened on the right-hand side of the Help window.

Notes:

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 (automatically makes the other area smaller), click and hold the cursor above the separator line and slide the line to the location you want. This setting will only apply to the Help window that is currently open.

Click the icon in the Help window to 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 help print function.

Notes:

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

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

1. In the help window, click the icon.

   The print dialogue box opens.

2. Select the required printer.

3. Click **Print**.

Icons in the Help Window

Click this icon to return to the previously opened help page.

Click this icon to move to the next page of the Instructions.

Click this icon to return to the previous page of the Instructions.

Click this icon to display the current help page in the Table of Contents.

Display: The expanding text is currently closed.

Click the icon or line to expand the text.

Display: The expanding text is currently shown.

Click the icon or line to hide the text.

Click the icon to open the print dialogue box.

Display: Sub-topics are closed.

Click the icon to open the sub-topics.

Display: Sub-topics are shown.

Click the icon to close the sub-topics.

Display: The topic does not have any sub-topics.

Click the icon to open the corresponding help page.

Telephoning

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

Important: The functions described in these instructions have been tested and described during operation as a system telephone on Auerswald PBXs. If the telephone is operated on other VoIP PBXs or VoIP providers, functionality may be partially or completely restricted.

Topics

– Incoming Calls (page 85)
– Call-waiting Calls (page 89)
– Outgoing Calls (page 92)
– Call (page 98)
– Query Call (page 100)
– Call Transfer (page 103)
– Conference Call (page 107)
– Hands-free Calling (page 110)
– Loudspeaker Listening (page 112)
– Headset Call (page 113)

Incoming Calls

Incoming calls are divided into the following categories:

- Alarm calls
- External calls
- Internal calls
- Group calling (a call made to a specific group)
- InterCom calls
- External callbacks
- Internal callbacks
- Door calls
- Call deblockers (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:

Accepting 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.

Rejecting 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, assuming no other telephones are called (for example, in a group call).

Forwarding Incoming Calls

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

Putting a Caller on Hold

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

Switching the Ringer Off

If you receive a call but would like to postpone accepting the call, you can switch off the ringer. You are still being called and can accept the call at any time.

Additional Options

– Forwarding a Caller to the Answering Machine (page 293)

Accepting an Incoming Call

When you receive a call, proceed as described below.

- Pick up the receiver or tap on .

  You will be connected with the caller.

> **Note:**
>
> If you are not present, or cannot accept the call for any other reason, the telephone number of the caller is saved in the caller list (assuming the telephone number is available and the call type is recorded 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 by tapping on (alarm calls are confirmed after first picking up the receiver).

Rejecting an Incoming Call

When you receive a call, proceed as described below.

- Tap on .

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

Putting a Caller On Hold

When you receive a call, proceed as described below.

1. Pick up the receiver or tap on .

   You will be connected with the caller.

2. Tap on .

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

3. Tap on .

   You will be connected with the caller.

Forwarding Incoming Calls

When you receive a call, proceed as described below.

1. Tap on .

2. Enter the destination number or select the required VoIP account and telephone number in the selection window.

   Important: Enter telephone numbers exactly as when dialling, for example, always enter external telephone numbers with a leading exchange line access number. In the factory settings, the PBX's exchange line access number is "0", but it can be changed in some PBXs (refer to the instructions for the PBX).

   Note: By tapping on you can forward the caller to the answering machine.

   ---

3. Tap on .

   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 tapping on . It is no longer necessary to select the function in advance over the display.

Call-waiting Calls

During a call, you are notified of another call (external or internal subscriber, alarm or someone at the door) by a call waiting signal (tone and/or notification on the display).

Options during a Call-waiting Call

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

Rejecting a Call-waiting Call

If you receive another call while you are already making 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, assuming no other telephones are called (for example, in a group call).

Accepting a Call-waiting Call

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

Forwarding a Call-waiting Call

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.

Switching Off the Call-waiting Tone

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

Rejecting a Call-waiting Call

– Call waiting must be enabled

If a call-waiting call is signalled, proceed as described below.

- Tap on .

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

Accepting a Call-waiting Call

– Call waiting must be enabled

If a call-waiting call is signalled, proceed as described below.

- Tap on the caller's business card or tap on .

  You will be connected with the caller. Your previous call partner hears the on-hold music.

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

Forwarding a Call-waiting Call

– Call waiting must be enabled

If a call-waiting call is signalled, proceed as described below.

1. Tap on .
2. Enter the destination number or select the required VoIP account and telephone number in the selection window.

Important: Enter telephone numbers exactly as when dialling, for example, always enter external telephone numbers with a leading exchange line access number. In the factory settings, the PBX's exchange line access number is "0", but it can be changed in some PBXs (refer to the instructions for the PBX).

3. Tap on .

   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 tapping on . It is no longer necessary to select the function in advance over the display.

Switching Off the Call-waiting Tone

– Call waiting must be enabled

If a call-waiting call is signalled, proceed as described below.

- Tap on .

  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 telephone number that you have entered will be dialled immediately.

Dialling a Telephone Number with Dial Preparation

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

Initiating an External Call with Calling Line Identity Restriction

If you prefer that the person you are calling does not see your telephone number, you can use Calling Line Identity Restriction.

Additional Options

- Initiating Targeted Exchange Line Access (Seite 271)
- Dialling from within the Contacts (Seite 118)
- Dialling from within the Caller List (Seite 136)
- Dialling from the Call Log (Seite 133)
- Dialling from within the Redial List (Seite 130)

Picking up the Receiver and Dialling the Telephone Number

1. Pick up the receiver or press the **Hook key**.
2. Dial a telephone number:
   - Manual entry: Enter the telephone number manually.

Important: Enter telephone numbers exactly as when dialling, for example, enter external telephone numbers with a leading exchange line access number. In the factory settings, the PBX's exchange line access number is "0", but it can be changed in some PBXs (refer to the instructions for the PBX).

Note:

When dialling through a standard SIP account, you can prevent automatic output of the area code by entering a leading "#" and thereby reach the VoIP provider's voice mailbox, for example.

As soon as you have dialled the first digit, you can cancel or restart the selection by tapping on 000...? or delete the most recently entered digit by tapping on .

- Selection: In the selection window select the required VoIP account and a telephone number.

Note: Tap on to display the external contact list and select an external account (exchange line). Tap on to display the internal contact list. Only internal telephone phone numbers can be dialled.

Once you have finished dialling the telephone number, the subscriber will be called.

Dialling a Telephone Number with Dial Preparation

1. Dial a telephone number.

Important: Enter telephone numbers exactly as when dialling, for example, enter external telephone numbers with a leading exchange line access number. In the factory settings, the PBX's exchange line access number is "0", but it can be changed in some PBXs (refer to the instructions for the PBX).

Note:

When dialling through a standard SIP account, you can prevent automatic output of the area code by entering a leading "#" and thereby reach the VoIP provider's voice mailbox, for example.

You can make corrections while entering the telephone number.

2. Pick up the receiver or tap on .

Note: If you would like to exit dial preparation without dialling the entered telephone number, tap on .

Initiating an External Call with Calling Line Identity Restriction

– The CLIR (calling-line identification restriction) service feature must be enabled by the network provider. This suppresses the display of the telephone number in some situations

– Calling number delivery must be enabled on the PBX

1. Pick up the receiver or tap on .
2. Tap on .

   The display will show to indicate that Calling Line Identity Restriction has been enabled.
3. Dial a telephone number (an external telephone number with an exchange line access number).

   Once you have finished dialling the telephone number, the subscriber will be called.

   Calling Line Identity Restriction will be deactivated as soon as you have ended the call.

Options for Unsuccessful Calls

The following options are available for unsuccessful calls:

Initiating Callback When Line is Busy

If you cannot get through to a busy subscriber despite repeated attempts, you can initiate a callback on busy. This function is available for internal calls.

If you have initiated a callback, the PBX will call you as soon as the other subscriber has hung up the receiver at the end of their current call. If you then pick up the receiver, the other subscriber will be called. If the other subscriber picks up the receiver, the connection for the call will be established. The callback procedure in the PBX is then deleted.

Initiating Callback on No Reply

If the subscriber being called does not pick up the receiver, you can initiate "callback on no reply" to reach this subscriber without having to call them repeatedly. This function is available for internal calls.

If you have initiated a callback, as soon as the other subscriber has hung up the receiver to end the call, the PBX will call you. If you then pick up the receiver, the other subscriber will be called. If the other subscriber picks up the receiver, the connection for the call will be established. The callback procedure in the PBX is then deleted.

Note: Callback is not possible in certain situations, such as when calling an external telephone number, when a public exchange is involved, or during a provider transition. In these cases, use the power dialling function.

Initiating a Priority Call When Do-not-disturb is Enabled

If it is essential that you reach a person (in emergencies), the do-not-disturb function can be circumvented by a priority call from an internal telephone.

Additional Options

– Power Dialling (Seite 257)

Initiating Callback when Line is Busy

– Both telephones must be connected to the same Auerswald PBX

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

Note: Use the Power Dialling function to retry a busy external connection.

---

1. Tap on .

   If callback is configured, you will see the message **Call completion activated**.

2. Hang up the receiver.

   As soon as the connection is no longer busy, the PBX will attempt to call you for 20 seconds.

3. Pick up the receiver to make the callback.

   Note:

   If you do not pick up the receiver within the 20 seconds that the PBX calls you, the callback instruction will be deleted.

   If you would like to cancel the callback, tap on .

   If you pick up the receiver, the subscriber will be called.

   Note: A callback will be stored in the PBX for up to 45 minutes. If the called subscriber has not terminated their call until then, the callback will automatically be deleted.

Initiating Callback on No Reply

– Both telephones must be connected to the same Auerswald PBX

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

1. Tap on .

   If callback is configured, you will see the message **Call completion activated**.

2. Hang up the receiver.

   As soon as the connection has been occupied, the PBX will call you back for 30 seconds.

3. Pick up the receiver to make the callback.

Note:

If you do not pick up the receiver within the 30 seconds when the PBX calls you, the callback instruction will be deleted.

If you would like to cancel the callback, tap on .

If you pick up the receiver, the subscriber will be called.

Initiating a Priority Call when Do-not-disturb is Enabled

– Do-not-disturb type **all (PBX)** selected at the call recipient

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

- Wait 10 seconds.

  The subscriber will now be called.

Ending a Query Call

If you make a query call, and the number is busy, or there is no response, proceed as described below.

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

- Tap on R.

Note: If you would like to try this with a different telephone number, tap on 000...?. You can then dial a new telephone number without having to explain the repeated attempt to the person waiting on the other line.

You are now reconnected with the call partner waiting on the other line.

Call

The system telephone allows you to make internal and external calls on the PBX.

Options during a Call

During a call, the following actions are possible:

Retrieving Information About a Call

During a call, you see information about the call and your call partner on the display, as well as general time information (date, time, calendar week, weekday).

Sending DTMF Signals

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

Mute

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

Additional Options

- Initiating a Query Call (page 100)
- Call Transfer (page 103)
- Pick-up during a Call (page 252)
- Recording a Call (page 313)

Information about a Call

During a call, you see information about the call and your call partner on the display, as well as general time information (date, time, calendar week, weekday).

Sending DTMF Signals

During a call, proceed as described below.

- Enter the digits and characters. Possible entries:

  Digits and the characters * and #

  The digits and characters dialled are shown on the display for a few seconds and you hear the corresponding sounds.

Muting a Call

During a call, proceed as described below.

1. Press the **Microphone key**.

   The currently active microphone on the receiver, device, or headset, will be switched off. The LED on the button blinks red.

2. If you would like to switch the microphone on again, press the **Microphone key** again.

Ending a Call

When your call partner ends the call, your telephone goes into the idle state. If you do not hang up the receiver, you will hear the busy signal through the loudspeaker of the base unit (only if the receiver was hung up incorrectly).

During a call, proceed as described below.

- Hang up the receiver.

Note: If you would like to end the current call, and then immediately make a new call, tap on instead, and start dialling the next number within 10 seconds.

Query Call

During a query call you are talking with one subscriber while your previous call partner is on hold on the PBX in the background (on-hold music is playing).

The telephone supports 10 call channels, two of which may be active simultaneously. When the channels in the telephone are put on hold in an Auerswald PBX, they become inactive, so up to nine calls may be on hold in addition to one active call.

A query call is initiated either by calling a query call subscriber, by picking up during a call, or by accepting a call signalled by the audible indication.

Initiating a Query Call

During a call, proceed as described below.

1. Tap on R.

   You will hear the internal dial tone. Your current call partner is kept on hold in the PBX (on-hold music playing).

   Note: Initiating a query call will end any recordings started previously, either automatically or manually.

2. Enter the destination number or select the required VoIP account and telephone number in the selection window.

   Important: Enter telephone numbers exactly as when dialling, for example, always enter external telephone numbers with a leading exchange line access number.

   The subscriber is called.

   Note:

   If the telephone number of the query call subscriber is located in the telephone's telephone book, you can initiate a query call by dialling directly from the telephone book (without first tapping on R).

If the telephone 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 first tapping on R).

Options during a Query Call

The following actions are possible during a query call:

Splitting

You can use the splitting function to alternate between the call partners.

Ending One of the Two Calls

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

Connecting the Other Two Call Partners to Each Other

If you would like to let your call partners speak with each other, you can connect them.

Splitting

During a query call, proceed as described below.

- Tap on the business card of the call partner to whom you would like to switch.

  The business card of the active call partner is connected to the toolbar.

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

Ending One of the Two Calls

– A query call that you initiated yourself

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

Or proceed as follows during a query call.

1. Tap on the business card of the call partner with whom you would like to end the conversation.

   The business card of the active call partner is connected to the toolbar.

2. Tap on .

   You will then have a one-to-one call with the call partner who had previously been on hold.

Connecting the Other Two Call Partners to Each Other

– A query call that you initiated yourself

– To connect two external call partners, the following is required: **Transfer of external calls to external** authorisation granted in the PBX.

To connect two call partners to each other, hang up the receiver during a query call.

Alternatively, proceed as described below.

- Tap on .

  The two call partners are connected with each other.

Call Transfer

A call partner can be transferred (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:

Transferring with Announcement

To transfer a call, first initiate a query call, announce the call, and then connect both call partners.

Transferring without Announcement

If you would like to transfer an external call 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 call to the internal subscriber will continue.

Placing an External Communication Partner in the Waiting Loop

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

> **Note:** If you have accepted a call-waiting call, for example, and have thus established a query call, you can place this caller in the waiting loop in the same way. The communication partner to be transferred must be the active partner.

Calling a Third Internal Subscriber and Transferring this Subscriber to an Active Call Partner

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

Transferring with Announcement

– A query call that you initiated yourself

– To connect two external call partners, the following is required: **Transfer of external calls to external** authorisation granted in the PBX.

During a query call, proceed as described below.

- Tap on .

  The two call partners are connected with each other.

Transferring without Announcement

– Internal transfer destination

During a call, proceed as described below.

1. Tap on R.

   You will hear the internal dial tone. Your current call partner is kept on hold in the PBX (on-hold music playing).

2. Dial an internal telephone number.

3. Tap on .

   The subscriber is called.

4. Hang up the receiver.

   The call to the internal subscriber will continue. 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: To perform an **open query call**, dial the internal base telephone number + park position and hang up instead of dialling the internal telephone number (refer to the instructions for the PBX). To make this operation more convenient, you can save the internal base telephone 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 External Communication Partner in Waiting Loop

– Internal transfer destination

– Telephone is a system telephone on an Auerswald PBX or placing in the waiting loop is performed on an Auerswald PBX for which the sequence **##07** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for waiting loop**.

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

1. Tap on .
2. Hang up the receiver.

   The external communication partner continues to listen to hold music.

   As soon as the internal subscriber hangs up the receiver, this external 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 external communication partner. You can then place him in the waiting loop again. If you do not pick up the call within 60 seconds, the exchange line connection is disconnected completely (for example, if your line was busy even for a short time).

Calling a Third Internal Subscriber and Transferring this Subscriber to an Active Call Partner

– A query call that you initiated yourself

During a query call, proceed as described below.

1. Tap on the business card of the call partner whom you would like to transfer.

   The business card of the active call partner is connected to the toolbar.

2. Tap on R.

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

   As soon as the subscriber being called picks up the receiver, you will have a third call.

   Important: Enter telephone numbers exactly as when dialling, for example, always enter external telephone numbers with a leading exchange line access number.

4. Tap on .

   Both previously active call partners are connected.

   You then return to an individual call with your first call partner.

Conference Call

During a conference call you are talking with two subscribers at once.

Initiating Conference Calls

– A query call that you initiated yourself

During a query call, proceed as described below.

- Tap on .

  You are now 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 put one of the conference call partners on hold in the background.

Ending a Call With One of the Conference Call Partners

When you end a conference call, but would like to continue talking with one of the conference call partners, you can end the call with the other conference call partner. Or, one of the call partners can simply hang up so you can continue talking with the other conference call partner alone.

Connecting the Other Two Conference Call Partners to Each Other

If you would like to leave a conference call that you initiated, but your conference call partners would like to continue talking with each other, you can connect the two parties with each other.

Ending a Conference Call Completely

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

Initiating Splitting during a Conference Call

– A conference call that you initiated yourself

During a conference call, proceed as described below.

1. Tap on the business card of the call partner to whom you would like to switch.
2. Tap on R.

   The business card of the active call partner is connected to the toolbar.

   You are now making a query call.

Ending a Call With One of the Conference Call Partners

– A conference call that you initiated yourself

During a conference call, proceed as described below.

1. Tap on the business card of the call partner with whom you would like to end the conversation.
2. Tap on .

   You are making a one-on-one call with the other conference call partner.

Connecting the Other Two Conference Call Partners to Each Other

– A conference call that you initiated yourself

– To connect two external call partners, the following is required: **Transfer of external calls to external** authorisation granted in the PBX.

During a conference call, proceed as described below.

- Tap on .

  The two conference call partners are connected with each other.

Ending a Conference Call Completely

– A conference call that you initiated yourself

During a conference call, proceed as described below.

- Put down the receiver or tap on .

  The conference call is completely disconnected.

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 need your hands for other tasks. In addition, other people in the room can participate in the call.

Initiating a Call in Hands-free Mode

- When your telephone rings, tap on or press the **Loudspeaker key** to initiate the call.

  You are now making the call in hands-free calling mode. The LED on the loudspeaker key blinks red.

- If you would like to call someone, dial the telephone number and tap on or press the **Loudspeaker key** to initiate the call.

  You are now making the call in hands-free calling mode. The LED on the loudspeaker key blinks red.

  Note: During headset operation, only the loudspeaker key can be used because is being used to initiate and end the headset call.

Ending a Call in Hands-free Mode

During hands-free calling mode, proceed as described below.

- Press the **Loudspeaker 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 follows:

- Press the **Loudspeaker key** twice. You can then hang up the receiver.

  You are now making the call in hands-free calling mode. The LED on the loudspeaker key blinks red.

Switching Off Hands-free Calling and Returning to Normal Calling

During hands-free calling mode, proceed as described below.

- Pick up the receiver.

  You are now making a normal call.

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

  You are now making a normal call or a headset call.

Loudspeaker Listening

During loudspeaker listening, both the loudspeaker in the receiver and the loudspeaker in the device are switched on. This enables other people in the room to listen in on the call. The call is continued using the microphone in the receiver (not hands-free operation).

Switching On Loudspeaker Listening during a Call

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

- Press the **Loudspeaker key**.

  You are now making a call in loudspeaker listening mode. The LED on the loudspeaker key illuminates red.

Switching Off Loudspeaker Listening and Returning to Normal Calling

During loudspeaker listening mode, proceed as described below.

- Press the **Loudspeaker key** twice.

  You are now making a normal call.

Ending a Call in Loudspeaker Listening Mode

During loudspeaker listening mode, proceed as described below.

- Hang up the receiver.

Headset Call

A headset enables you to participate in calls while using both of your hands for other tasks. This is a very useful feature, especially in certain professional areas (for example, in a call centre).

Initiating Headset Calls

– Headset operation must be enabled

- When your telephone rings, tap on or press the **Hook key** to initiate the call.

  You are now making a headset call.

- If you would like to call someone, dial the telephone number and tap on or press the **Hook key** to initiate the call.

  You are now making a headset call.

Ending a Call in Headset Operation

– Headset operation must be enabled

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

- Tap on or press the **Hook key** to end the call.

Initiating the Listen-in Function on the Receiver

– Headset operation must be enabled

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

- Pick up the receiver.

You are now making a headset call with an enabled receiver loudspeaker.

Ending the Listen-in Function Through the Receiver

– Headset operation must be enabled

During a headset call with an enabled receiver loudspeaker, proceed as described below.

- Hang up the receiver.

  You are now making a headset call.

- If you would like to involve the listening participants in the call, press the **Loudspeaker key**.

  You are now making the call in hands-free calling mode.

  Note: If you switch off headset operation during a headset call with an enabled receiver loudspeaker, you will be able to make a normal call using the receiver.

Contacts and Telephone Number Lists

This section describes the Contacts application and the lists of callers and calls stored in the telephone.

Topics

– Contacts (page 116)
– Redial List (page 130)
– Call Log (page 132)
– Caller List (page 135)

Contacts

The Contacts application is used for storing useful or frequently dialled telephone numbers along with the associated names. If a telephone number associated with a contact is transmitted during a call, the assigned name will be displayed (instead of the telephone number).

Additional entries can be stored with each contact, such as telephone numbers, e-mail addresses, postal addresses, and notes.

Internal telephone numbers (subscriber, groups, door, emergency call) and the PBX's telephone book are also displayed. If one of these entries does not have a name, the system telephone generates a name for use in the telephone book (for example, int. TN45, KW-A 05306, etc.). You cannot change entries within the system telephone's telephone book. You must make the changes using the PBX's configuration manager.

All contacts are displayed in alphabetical order in the contact list. Contacts with whom you frequently communicate will be displayed in the Favourites list, as well as in the contact list.

Note: During operation on an Auerswald PBX, accounts for synchronisation with the PBX will be generated automatically. The PBX's telephone book is synchronised automatically with the Contacts application.

Searching for and Displaying a Contact

You can search for and display a contact as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.
2. You can scroll through the contacts or search for a specific contact:
   - Scrolling: Draw your fingertip quickly upward or downward to scroll through the contacts.

Note:

Tap on the display with your fingertip to quickly stop rapid scrolling.

When you are scrolling through some alphabetically sorted lists the icon will be shown on the right. Drag the icon up or down to scroll to the required letter.

- Searching: Enter the first letter using the keypad.

Note:

If there is no contact for the letter entered (display "Contact not found"), or if the required contact is not shown, you can delete the entered letters by tapping on and entering another letter.

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

3. Tap on the name of the contact.

   All entries for the contact will be displayed.

Note: If the displayed contact is an internal telephone number or a short-code number in the PBX, only a single number will be shown for the contact.

4. Depending on which entries are present, select one of the following options:

   Dials the telephone number.

   Sends an e-mail.

   Starts a chat.

   Display the address on a card.

   Tap on a URL to open the associated website.

Note:

To define a telephone number as the default number, touch and hold the telephone number and then tap on **Make default number**.

To define an e-mail address as the default address, touch and hold the e-mail address and then tap on **Make default e-mail**.

5. To display all of the contacts, press the **Back key**.

Dialling from within the Contacts

You can dial from within the contacts as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.
2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. You can dial the default telephone number or another associated telephone number:
   - Default telephone number: Touch and hold the name of the contact and then tap on **Call contact**.
   - Different telephone number: Tap on the name of the contact and then tap on next to the required telephone number.

   The subscriber is called.

Creating a Contact

In addition to the contacts that are synchronised with the PBX's telephone book, you can create additional contacts on your telephone.

> **Note:** Any contacts that you create on your telephone will not be synchronised with the PBX's telephone book.

You can create contacts as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.
2. Press the **Menu key**.
3. Tap on **Add contact**.

   A dialogue with the available entries for the contact will be displayed.

4. Enter the appropriate data in the **Given name** and **Surname** fields. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: Tap on to open a dialogue for adding a photograph to a contact. You can add a photo at a later time under **Contacts/telephone book key > Name of the contact > Menu key > Edit contact**.

   ---

5. Enter the contact's telephone number in the field under **Telephone**. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

   Important: Enter telephone numbers exactly as when dialling, for example, enter external telephone numbers with a leading exchange line access number. In the factory settings, the exchange line access number of the PBX is "0", but it can be changed in some PBXs (refer to the instructions for the PBX).

   Note: Tap on ✚ to generate a new entry field. Tap on ▬ to delete an entry field that is not required.

   ---

6. To identify a telephone number as a home (private) or business number, for example, select the appropriate label from the list field to the left of the telephone number under **Telephone**. The default setting is **Home**.

7. To assign a telephone number to an account (default setting is **Undefined**), select an account from the list field to the right of the telephone number under **Telephone**.

   Note: When selecting a telephone number, any account assigned to that number will be considered only if you dial a telephone number through the **Contacts** application.

   ---

8. Enter the contact's e-mail address in the field under **E-mail**. Possible entries:

   Up to 64 digits

   Digits and characters

9. To identify an e-mail address as a home (private) or business address, for example, select the appropriate label from the list field to the left of the e-mail address under **E-mail**. The default setting is **Home**.

10. If required, create additional entries, such as **Postal address** and **Organisation**.

Note: Tap on **More** to open additional fields, such as **Notes** and **Website**.

11. Tap on **Done**.

Editing a Contact

Contacts created on the telephone can be edited at a later time. You can also merge several contacts into a single contact, or separate contacts with multiple entries.

Note: Contacts that are synchronised with the PBX's telephone book cannot be edited on the telephone. You can only change the PBX's telephone book using the PBX's configuration manager.

You can edit contacts as follows:

- Using the telephone

– Contact created on the telephone

1. Press the **Contacts/telephone book key**.
2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. Touch and hold the name of the contact and then tap on **Edit contact**.
4. Make your changes.

Note:

To merge two contacts, press the **Menu key**, then tap on **Join**. Then tap on the name of the contact that you wish to merge with the contact that is currently open for editing.

To separate a contact with several entries into individual contacts, press the **Menu key**, tap on **Separate**, and tap on **OK**.

5. Tap on **OK**.

Deleting a Contact

Contacts created on the telephone can be deleted at a later time.

> **Note:**
>
> Contacts that are synchronised with the PBX's telephone book cannot be deleted from the telephone. You can only change the PBX's telephone book using the PBX's configuration manager.
>
> If you wish synchronised contacts of the PBX‘s telephone book not to be displayed on the telephone, you can hide them (**Contact/telephone book key > Name of the contact > Menu key > Hide contact**).

You can delete contacts as follows:

- Using the telephone

– Contact created on the telephone

1. Press the **Contacts/telephone book key**.
2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. Touch and hold the name of the contact and then tap on **Delete contact**.
4. Tap on **OK**.

Sharing a Contact

You can use Bluetooth to forward individual contacts to other Bluetooth devices.

> **Note:**
>
> Contacts will be shared as business cards in vCard format.
>
> You can also share all contacts together through **Contacts/telephone book key > Menu key > Import/export**.

You can share contacts as follows:

- Using the telephone

– Completed pairing with the Bluetooth device

1. Press the **Contacts/telephone book key**.
2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. Tap on the name of the contact.
4. Tap on **Share**.
5. Tap on the name of the Bluetooth device under **Bluetooth devices**.
6. Confirm receipt of the contact on the other device, if required.

Options for Configuring Contacts

You can assign a ringtone to each contact. In addition you can forward incoming calls from this contact directly to the answering machine.

> **Note:** In addition, you can link an IP camera to a contact via (**Contacts/ telephone book key > Name of the contact > Menu key > Options** and enter DTMF signals for the corresponding door terminal.

You can configure contacts as follows:

- Using the telephone

– For call forwarding: Answering machine put into operation

1. Press the **Contacts/telephone book key**.
2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. Tap on the name of the contact.
4. Press the **Menu** key.

5. Tap on **Options**.
6. Tap on **Ringtone** and select the required ringtone from the list field.
7. Tap on **OK**.
8. Select or clear the **Incoming calls** check box.
   - ☑ Forwards incoming calls from this contact directly to the answering machine.
   - ☐ Does not forward incoming calls from this contact directly to the answering machine.
9. Only for more than one number stored for the contact: Select or clear the **Edit rules for all phone numbers simultaneously** check box.
   - ☑ Rules will be edited simultaneously for all phone numbers (contact specific settings).
   - ☐ Rules will be edited individually for each phone number (number specific settings).
10. Make further settings:
    - Contact specific settings: Under **TAM options**, select or clear the **Contact specific rules** check box.
      - ☑ Switches contact specific rules on.
      - ☐ Switches contact specific rules off. (No further action is required.)
    - Number specific settings: Under **Calls from ...**, select or clear the **Number specific settings** check box.
      - ☑ Switches number specific rules on.
      - ☐ Switches number specific rules off. (No further action is required.)
11. Tap on **Call acceptance**.
12. In the **Call acceptance** list field, select one of the following options:

    Announcement and recording: The announcement selected for the contact is played back. A message can be left afterwards.

    Announcement only: The announcement selected for the contact is played back, but the caller cannot leave a message.

    No call acceptance: A call from the contact is not accepted by the answering machine.
13. Tap on **Announcement**.
14. In the **Announcement** list field, select the announcement to be played back by the answering machine when a call from the corresponding contact arrives.

15. Tap on **OK**.

Hiding Contacts

You can hide a contact after it has been synchronised with the PBX‘s telephone book.

> **Note:** Contacts that are synchronised with the PBX's telephone book cannot be deleted from the telephone. You can only change the PBX's telephone book using the PBX's configuration manager.

You can hide contacts as follows:

- Using the telephone

– Contact synchronised with the PBX‘s telephone book

1. Press the **Contacts/telephone book key**.
2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. Touch and hold the name of the contact and then tap on **Hide contact**.
4. Tap on **OK**.

> **Notes:**
>
> You can also hide contacts by tapping on **Hide contact** in the detail view of the contact.
>
> You can display individual hidden contacts again via **Contacts/telephone book key > Menu key > Show hidden contacts > Name of the contact > Restore contact**.
>
> You can display all hidden contacts again via **Contacts/telephone book key > Menu key > Show hidden contacts > Menu key > Restore all contacts**.

Adding/Removing Favourites

Contacts with whom you frequently communicate will be displayed in the Favourites list, as well as in the contact list. Contacts that are stored in the telephone can also be added or removed manually to/from the favourites.

You can add or remove contacts as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.
2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. Touch and hold the name of the contact and then select one of the following options:

   Add to favourites: Adds the contact to your favourites and identifies the contact in the detail view with ★.

   Remove from favourites: Removes the contact from your favourites and identifies the contact in the detail view with ☆.

   Note: Another way to add or remove a contact from your favourites is to tap on ☆ (contact is not a favourite) or ★ (contact is a favourite) in the contact's detail view.

4. Tap on **Favourites** to display the list of favourites.

Adjusting Display Options

By default, all contacts in your accounts will be displayed in the contact list. However, you can adjust the display options of the contact list and, for example, display a custom selection of contacts or modify the sorting order.

You can adjust the display options as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.

2. Press the **Menu key**.
3. Tap on **Display options**.
4. Enable or disable the **Only contacts with phones** check box.
   - ☑ This will display only contacts that have telephone numbers.
   - ☐ Displays all contacts.
5. Tap on **Sort list by** and select one of the following options:

   Given name: Sorts the contact list according to given names.

   Surname: Sorts the contact list according to surnames.
6. Tap on **View contact names as** and select one of the following options:

   Given name first: Displays the given name before the surname.

   Surname first: Displays the surname before the given name.
7. Under **Choose contacts to display** tap on the name of the account.
8. Enable or disable the check boxes for the required contacts.
   - ☑ Displays the contacts.
   - ☐ Hides the contacts.
9. Tap on **Done**.

Adopting a Telephone Number from Dial Preparation

Telephone numbers can be adopted from dial preparation and added to existing or new contacts.

You can adopt telephone numbers as follows:

- Using the telephone

1. Dial a telephone number.
2. Tap on .
3. Add the telephone number to an existing or new contact:
   - Existing contact: Tap on the name of the contact, complete the required entries, and tap on **Done**.

- New contact: Tap on **Create new contact**, complete the required entries, and tap on **Done**.

Adopting a Telephone Number from a List of Telephone Numbers

Telephone numbers can be adopted from various lists of numbers, such as the redial list, call log, or caller list, and added to existing or new contacts.

You can adopt telephone numbers as follows:

- Using the telephone

1. Open the required list:
   - Redial list: Press the **Redial list key**.
   - Call log: Press the **Contacts/telephone book key**, and then tap on **Call log**.
   - Caller list: Press the **Message key**.
2. Touch and hold the telephone number and then tap on **Add to contacts**.
3. Add the telephone number to an existing or new contact:
   - Existing contact: Tap on the name of the contact, complete the required entries, and tap on **Done**.
   - New contact: Tap on **Create new contact**, complete the required entries, and tap on **Done**.

Adopting Telephone Numbers into Other Dialogs

Before entering the telephone number in a dialogue (for example, when configuring a speed dialling key or call forwarding for subscribers), you can select the required telephone numbers from the contacts.

You can adopt telephone numbers as follows:

- Using the telephone

After opening a dialogue for entering telephone numbers, proceed as described below.

1. Tap on .

   Note: If you have already entered digits, contacts and telephone numbers that include those digits will be displayed.

2. Scroll to the required contact or enter the first letter of the required contact using the keypad.
3. Tap on the name of the contact.

   The default telephone number will be adopted into the entry field for the telephone number.

Importing/Exporting Contacts

You can import contacts from an SD card, export them to the SD card, or use Bluetooth to forward contacts to another Bluetooth device, to share them.

Note:

Contacts will be imported/exported as business cards in vCard format.

You can also share individual contacts under **Contacts/telephone book key > name of the contact > menu key > Share**.

You can import/export contacts as follows:

- Using the telephone

– When importing/exporting: SD card inserted into slot (not write-protected during export)

– When forwarding via Bluetooth: Completed pairing with the Bluetooth device

1. Press the **Contacts/telephone book key**.
2. Press the **Menu key**.

3. Tap on **Import/export**.
4. Tap on **Share**.
5. In the **Import/export contacts** list field, select one of the following options:

   Import from SD card: Imports contacts from the SD card. Select the vCard file, if available.

   Export to SD card: Exports contacts to the SD card. Confirm the export of the contacts, if required.

   Share visible contacts: Forwards the contacts via Bluetooth. Confirm receipt of the contacts on the other device, if required.

Redial List

The redial list stores the dialled telephone numbers with the number of times they have been dialled, the date and time of dialling, and the duration of the call.

Opening the Redial List

You can open the redial list as follows:

- Using the telephone

1. Press the **Redial list key**.

   The redial list now opens. Icons in front of the telephone numbers indicate the type of call:

   - Successful outgoing call
   - Unsuccessful outgoing call (number busy or subscriber does not answer)

   Note: Tap on ⌄ to open the individual view for telephone numbers with multiple calls. Tap on ⌃ to close the individual view.

2. You can dial a telephone number or open the detail view for a call:
   - Dial the telephone number: Tap on 📞 next to the required entry.
   - Open the detail view: Tap on the required entry. Additional options will be available depending on the telephone number that is dialled.

Dialling from within the Redial List

You can dial from the redial list as follows:

- Using the telephone

1. Press the **redial list key**.

The redial list now opens.

Note: If you pick up the receiver while the redial list is open, the most recently dialled telephone number will be dialled immediately.

2. You can dial the telephone number without changes or edit the number before dialling:
   - Dial the telephone number without changes: Tap on next to the required entry. Or touch and hold the required entry and then tap on **Call <telephone number>**.
   - Edit telephone number before dialling: Touch and hold the required entry and then tap on **Edit number before call**. Make the required changes in dial preparation. Then lift the receiver or tap on .

   The subscriber is called.

Note: If you would like to exit the redial list without dialling a telephone number, press the **Back key**.

Deleting Entries from the Redial List

You can delete entries from the redial list as follows:

- Using the telephone

1. Press the **Redial list key**.

   The redial list now opens.

2. Touch and hold the required entry and then tap on **Remove from redial list**.

Note: To delete the entire redial list, press the **Menu key** and then tap on **Clear redial list**. Tap on **OK**.

Call Log

The calls made (incoming and outgoing) are saved in the call log along with the telephone number of the call partner, as well as the date, time and duration of the call. A previous call partner can be called directly from the call log.

Note: To switch the logging of calls on or off, select **Settings > Privacy & security**.

Opening the Call Log

You can open the call log as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.
2. Tap on **Call log**.

   The call log opens. Icons to the left of the telephone numbers indicate the type of call:

   - Outgoing call
   - Unsuccessful outgoing call (number busy or subscriber does not answer)
   - Incoming call
   - Missed call
   - Forwarded call (manually or via call forwarding, for example)
   - Rejected call (manually or via do-not-disturb, for example)

   Note: Tap on ⌄ to open the individual view for telephone numbers with multiple calls. Tap on ⌃ to close the individual view.

3. You can dial a telephone number or open the detail view for a call:
   - Dial the telephone number: Tap on 📞 next to the required entry.
   - Open the detail view: Tap on the required entry. Additional options will be available depending on the telephone number.

Dialling from the Call Log

You can dial from the call log as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.
2. Tap on **Call log**.

   The call log opens.

   Note: If you pick up the receiver while the call log is open, the most recently active telephone number will be dialled immediately.

3. You can dial the telephone number without changes or edit the number before dialling:
   - Dial the telephone number without changes: Tap on next to the required entry. Or touch and hold the required entry and then tap on **Call <telephone number>**.
   - Edit telephone number before dialling: Touch and hold the required entry and then tap on **Edit number before call**. Make the required changes in dial preparation. Then lift the receiver or tap on .

   The subscriber is called.

   Note: If you would like to exit the call log without dialling a telephone number, press the **Back key**.

Deleting Entries from the Call Log

You can delete entries from the call log as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.
2. Tap on **Call log**.

The call log opens.

3. Touch and hold the required entry and then tap on **Remove from call log**.

Note: To delete older entries from the call log, press the **Menu key** then tap on **Delete specific items**. In the **Age in days** field, enter the number of days and then tap on **OK**.

Caller List

The caller list stores the telephone numbers of missed calls, including the number of attempts, date, and time of the calls.

A caller can be called back directly from the caller list.

Note: Under **All apps > Settings > Privacy & security > Call log** you can set the type of incoming calls to be entered into the call log and displayed in the caller list.

Opening the Caller List

The LED on the message key indicates new entries in the caller list.

LED on the message key:	
Off	No entries present.
Red (blinking)	There are new entries.
Illuminated red	There are no new messages. There are only entries which you have already viewed.

You can open the caller list as follows:

- Using the telephone

1. Press the **Message key**.

   The available lists are displayed.

2. Select **Caller list** (this is skipped if the other lists are empty).

   The caller list now opens. Icons to the left of the telephone numbers indicate the type of call:

   - Missed call
   - Rejected call (manually or via do-not-disturb, for example)

   Note: Tap on ⌄ to open the individual view for telephone numbers with multiple calls. Tap on ⌃ to close the individual view.

   ---

3. You can dial a telephone number or open the detail view for a call:

- Dial the telephone number: Tap on next to the required entry.
- Open the detail view: Tap on the required entry. Additional options will be available depending on the telephone number that is dialled.

Dialling from within the Caller List

You can dial from within the caller list as follows:

- Using the telephone

1. Press the **Message key**.

   The available lists are displayed.

2. Select **Caller list** (this is skipped if the other lists are empty).

   The caller list now opens.

   Note: If you pick up the receiver while the caller list is open, the most recently active telephone number will be dialled immediately.

3. You can dial the telephone number without changes or edit the number before dialling:

   - Dial the telephone number without changes: Tap on next to the required entry. Or touch and hold the required entry and then tap on **Call <telephone number>**.
   - Edit telephone number before dialling: Touch and hold the required entry and then tap on **Edit number before call**. Make the required changes in dial preparation. Then lift the receiver or tap on .

   The subscriber is called.

   Note: If you would like to exit the caller list without dialling a telephone number, press the **Back key**.

Deleting Entries from the Caller List

You can delete entries from the caller list as follows:

- Using the telephone

1. Press the **Message key**.

   The available lists are displayed.

2. Select **Caller list** (this is skipped if the other lists are empty).

   The caller list now opens.

3. Touch and hold the required entry and then tap on **Remove from caller list**.

Note: To delete the entire caller list, press the **Menu key** and then tap on **Clear caller list**. Tap on **OK**.

Functions

This section describes how to configure and operate the functions on your telephone. It includes descriptions of what the functions do and – where possible – how to define these functions on programmable function keys.

Topics

– Announcement Before Answering for Group (System Telephone) (page 139)
– Automatic Bandwidth Amplification (page 145)
– Boss/Secretary Function (System Telephone) (page 149)
– Call Forwarding (page 157)
– Call Waiting (page 180)
– Calling Line Identity Restriction (CLIR) (page 184)
– Configuration Switchover (System Telephone) (page 188)
– Do-not-disturb (page 192)
– Door Function (System Telephone) (page 197)
– External Line Transfer (System Telephone) (page 204)
– Follow-me (page 208)
– Groups (System Telephone) (page 213)
– Headset Operation (page 226)
– InterCom OneWay/Hands-free (page 231)
– Macro Function (page 246)
– Pick-up (page 252)
– Power Dialling (page 257)
– Relays (System Telephone) (page 259)
– Speed Dialling (page 264)
– Targeted Exchange Line Access (System Telephone) (page 271)
– Telephone Line (page 276)
– Waiting Field Function (System Telephone (page 281)

Announcement Before Answering for Group (System Telephone)

For external calls, the announcement before answering ("Announcement bef. answer") function enables the caller to be greeted with an automatic announcement before the call is accepted. (Charges apply for the external caller.)

More Information on "Announcement before answering" for Group

You switch the "Announcement before answering" function on separately for each group.

Two types of "Announcement before answering" are possible:

Announcement before Answering on Busy

The caller hears the announcement for Announcement before answering only if all of the group members are busy. After this, the caller is automatically connected to the appropriate queue.

Announcement before Answering Always

The caller hears the announcement no matter 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 appropriate queue.

> **Note:** Using the configuration manager on the PBX you can define whether the telephones set to the "always" variant ring during or after an announcement. You can also define whether the caller hears on-hold music or the call tone after hearing the announcement.

Switching Announcement Before Answering for Group On/Off

You can switch the announcement before answering on or off as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– The telephone is a member of at least one group configured in the PBX

– Text before answering announcement available on the PBX and assigned to the group

To turn announcement before answering on or off for a group, press the **function key** configured for **Announcement bef. answer**.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All apps > Functions > Announcement bef. answer**
   - Functions sorted by group: **All apps > Functions > Groups > Announcement bef. answer**
2. In the **Operation** list field, select one of the following options:

   off: Switches off announcement before answering for the group.

   on busy: Switches on announcement before answering "on busy" for the group.

   always: Switches on continuous announcement before answering for the group.
3. Select the required group:
   - Manual entry: In the **Group** entry field, enter the group telephone number.
   - Selection: Tap on and select the group based on its name.
4. Tap on **Execute**.

Configuring and Operating a Function Key for Announcement Before Answering

Press the key while the telephone is the idle state to switch announcement before answering for the configured group on or off or to switch it over.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:

Green	The announcement before answering function is enabled for the configured group.
Off	The announcement before answering function is disabled for the configured group.

You can configure the function key for the announcement before answering function as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Announcement Before Answering

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Announcement bef. answer** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

Up to 64 digits

Digits and characters

Note: The key description is used for printing the label and in the display.

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

   off: Press the key to switch an announcement before answering off for the group.

   on busy: Press the key to switch on an announcement before answering "on busy" for the group.

   always: Press the key to switch a continuous announcement before answering for the group on.

   toggle on busy: Press the key to switch an announcement before answering for the group on or off dependent on its state.

   toggle always: Press the key to switch a continuous announcement before answering for the group on or off dependent on its state.

7. In the **Account** list field, select the system telephony account.

8. In the **Group** entry field, enter the group telephone number. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further settings:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– Text before answering announcement present on the PBX and assigned to the group

Using the Telephone to Configure a Function Key for Announcement Before Answering

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Text before answering**
   - Functions sorted by group: **Group > Announcement bef. answer**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   off: Press the key to switch an announcement before answering off for the group.

   on busy: Press the key to switch on an announcement before answering "on busy" for the group.

always: Press the key to switch a continuous announcement before answering for the group on.

toggle on busy: Press the key to switch an announcement before answering for the group on or off dependent on its state.

toggle always: Press the key to switch a continuous announcement before answering for the group on or off dependent on its state.

7. Select the required group:
   - Manual entry: In the **Group** entry field, enter the group telephone number.
   - Selection: Tap on and select the group based on its name.
8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– Text before answering announcement present on the PBX and assigned to the group

Automatic Bandwidth Amplification

The automatic bandwidth amplification function is used to improve the call quality during VoIP calls. Missing frequency ranges are added to the voice signal to achieve more natural speech reproduction and make speech easier to understand. In particular, the quality with which voice signals transmitted over connections with lower band width can be reproduced can be improved in this way.

Note: Automatic bandwidth amplification was developed to improve voice signals. However in the case of calls made in environments with loud backg-round noises, automatic bandwidth amplification has a negative effect on voice quality. The replaying of music, such as music on hold, is negatively affected by automatic bandwidth amplification.

Switching Automatic Bandwidth Amplification On/Off

If automatic bandwidth amplification is switched on, missing frequency ranges are added to the voice signal, to improve the call quality. If automatic bandwidth amplification is switched off, the voice signal is reproduced unchanged.

You can switch automatic bandwidth amplification on or off as follows:

- Using the telephone

To enable or disable automatic bandwidth amplification, press a **function key** that has been configured for automatic bandwidth amplification.

Alternatively, proceed as described below.

1. Tap on **All apps > Functions > Automatic bandwidth amplification**.
2. In the **Operation** list field, select one of the following options:

   switch on: Switches automatic bandwidth amplification on.

   switch off: Switches automatic bandwidth amplification off.
3. Tap on **Execute**.

Configuring and Operating a Function Key for Automatic Bandwidth Amplification

Press the key to switch the automatic bandwidth amplification function on or off or to switch it over.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Automatic bandwidth amplification is switched on.
Off	Automatic bandwidth amplification is switched off.

You can configure the function key for automatic bandwidth amplification as follows:

- Using the configuration manager
- Using the telephone

> **Note:** This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure and Operate a Function Key for Automatic Bandwidth Amplification

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   > **Note:** Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **Automatic bandwidth amplification** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch automatic bandwidth amplification on or off dependent on its state.

   switch on: Press the key to switch automatic bandwidth amplification on.

   switch off: Press the key to switch automatic bandwidth amplification off.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure and Operate a Function Key for Automatic Bandwidth Amplification

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Automatic bandwidth amplification**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch automatic bandwidth amplification on or off dependent on its state.

   switch on: Press the key to switch automatic bandwidth amplification on.

   switch off: Press the key to switch automatic bandwidth amplification off.

7. Tap **Assign**.

8. Tap on **Exit**.

Boss/Secretary Function (System Telephone)

The boss/secretary function protects the boss telephone from direct calls by forwarding them to the secretary telephone. The most important difference from call forwarding is that the boss telephone can still be called from the secretary telephone and the secretary can still transfer important calls to the boss telephone.

Procedure when Calling the Boss Telephone

If the boss/secretary function has been switched on, calls to the boss telephone are made as follows:

- All internal and external calls (also call through), as well as door calls and callbacks initiated by the caller, are rerouted to the relevant secretary's telephone. The following types of calls are not rerouted to the secretary's telephone even when the boss/secretary function has been switched on:
  - Alarm calls
  - InterCom calls (if permitted)
  - Wake-up calls
  - Callbacks initiated from the boss telephone
  - Callbacks after a system software update
  - Repeated calls from the boss telephone after an exchange transfer

  Important: When the boss/secretary function is switched on, incoming calls are also rerouted to the secretary telephone when the functions do-not-disturb, call restrictor incoming or subscriber call forwarding are enabled on the boss telephone. On the other hand, a call from the secretary telephone to the boss telephone is rerouted if call forwarding is enabled or will give a busy signal if do-not-disturb is enabled.

- The rerouted calls are shown on the display on the boss telephone and can be accepted by pressing the secretary key (pick-up).
- If a rerouted call is picked up on the secretary's telephone, the call can be treated normally. If multiple boss keys have been programmed, the red blinking LED lights up next to the boss key, indicating the boss telephone it is assigned to.

  Note: On the secretary's telephone, in addition to the boss key, it is also a good idea to configure a speed dialling key for the phone number of the boss telephone to keep track of whether it is busy or not.

- It is possible to initiate a query call to the boss telephone or to forward a call to the boss telephone by pressing a boss key on the secretary's telephone.

> **Note:** To recognise a call coming from the secretary's telephone, the secretary's telephone number can be entered in the telephone book on the boss telephone and assigned a specific ringtone.

Switching the Boss/Secretary Function on the Boss Telephone On/Off

You can switch the boss/secretary function on or off as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– A secretary key configured on the boss telephone

– A suitably configured boss key on the secretary telephone

- Press the **function key** configured as the secretary key.

Configuring and Operating the Secretary Key on the Boss Telephone

> **Notes:**
>
> It is not possible to configure boss keys and secretary keys on the same telephone at the same time. This means that a telephone cannot be both a boss telephone and a secretary telephone at the same time.
>
> A maximum of one secretary key can be configured on a boss telephone. Multiple secretary telephones must be linked in a group.

Press the key while in the telephone's idle state to switch the boss/secretary function on or off.

During an incoming call, rerouted calls are shown on the display of the boss telephone. Press the secretary key to pick up this call.

In addition, the corresponding LED indicates the status of the function.

LED Signalling on the Secretary Key:

Green	The boss/secretary function is enabled. Press the key to switch the boss/secretary function on or off.
Red (blinking)	The boss/secretary function is enabled. A call has just been forwarded to the associated secretary. Press the key to initiate a pick-up.
Off	The boss/secretary function is disabled. Press the key to enable the boss/secretary function.

You can configure the secretary key on the boss telephone as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure the Secretary Key on the Boss Telephone

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

   ---

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Secretary** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. Enter the internal telephone number of the secretary telephone in the **Secretary number** entry field.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– A suitably configured boss key on the secretary telephone

Using the Telephone to Configure the Secretary Key on the Boss Telephone

1. Tap on **All apps > Function keys**.

2. Press the function key that you would like to assign.

3. Select the **Level 1** option.

   Important: This function can only be configured on the first key level.

The list of available functions is displayed.

4. Tap on:
   - Functions listed alphabetically: **Secretary**
   - Functions sorted by group: **Boss / Secretary > Secretary**

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.
6. Select the telephone number of the secretary telephone:
   - Manual entry: Enter an internal telephone number in the **Secretary number** entry field.
   - Selection: Tap on and select an internal telephone number.
7. Tap on **Assign**.
8. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– A suitably configured boss key on the secretary telephone

Configuring and Operating the Boss Key on the Secretary Telephone

Notes:

It is not possible to configure boss keys and secretary keys on the same telephone at the same time. This means that a telephone cannot be both a boss telephone and a secretary telephone at the same time.

A maximum of five boss keys can be configured on one telephone.

Press the key to initiate a call or a callback to the corresponding boss telephone.

In addition, the corresponding LED indicates the status of the function.

LED Signalling on the Boss Key:	
Green	The boss/secretary function is enabled.
Red (blinking)	The boss/secretary function is enabled. The call received has been forwarded to the corresponding boss telephone. Press the key to initiate a call back on the boss telephone.
Off	The boss/secretary function is disabled.

You can configure the boss key on the secretary telephone as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure the Boss Key on the Secretary Telephone

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

   ---

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Boss** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. Enter the internal telephone number of the boss telephone in the **Boss number** entry field.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– A suitably configured secretary key on the boss telephone

Using the Telephone to Configure the Boss Key on the Secretary Telephone

1. Tap on **All apps > Function keys**.

2. Press the function key that you would like to assign.

3. Select the **Level 1** option.

   Important: This function can only be configured on the first key level.

   The list of available functions is displayed.

4. Tap on:
   - Functions listed alphabetically: **Boss**
   - Functions sorted by group: **Boss / Secretary > Boss**

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.
6. Select the telephone number of the boss:
   - Manual entry: Enter an internal telephone number in the **Boss number** entry field.
   - Selection: Tap on and select an internal telephone number.
7. Tap on **Assign**.
8. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– A suitably configured secretary key on the boss telephone

Call Forwarding

Call forwarding is a method for automatically redirecting calls. The system distinguishes between the following calls:

- Calls made to individual telephones: Call forwarding for subscribers (scr.) in the telephone (also for standard VoIP telephones) or call forwarding for subscribers (scr.) in the PBX (only for system telephones).
- Calls made to groups: Call forwarding for groups in the PBX, only for system telephones
- Calls made to connections: Call forwarding for external telephone numbers in the PBX, only for system telephones.

Call Forwarding Variations

The telephone supports several different variations of call forwarding.

> **Important:** Call forwarding for external telephone numbers is possible only when the telephone is operated as a system telephone on an Auerswald PBX. Call forwarding for subscribers to other internal telephones is possible only when the telephone is called via the same PBX.

Call Forwarding (Scr.) and Call Forwarding (Scr. in PBX

When subscriber call forwarding 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 their substitute can take these calls on another telephone.

Subscriber call forwarding ensures that the subscriber in question or their substitute is always available at their own phone number, even if the subscriber cannot take a call on their own telephone.

Important: Subscriber call forwarding does not function for incoming group calls on your telephone. If you would like 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 set up a call forwarding for groups.

Note: Use the Follow-me function if you wish to set up call forwarding for subscribers at the target.

Call forwarding (scr.) is switched on at the telephone. Forwarded calls are saved in the call log. This function is also available for VoIP telephones.

Call forwarding (scr. in PBX) is switched on in the PBX. The telephone will receive any information about forwarded calls. The calls are not saved in the call log.

Call Forwarding for Groups

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 telephone number, even if the calls cannot be taken by a member of the group.

To set up call forwarding for groups, refer to the instructions for the PBX.

Call Forwarding for External Telephone Numbers

When call forwarding for external numbers is used, calls directed 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 phone numbers can be configured for the current configuration or for the permanent configuration.

Call forwarding for external phone numbers is set up and carried out via the system telephone of the PBX.

Note: If you would also like to forward internal calls, use call forwarding for subscribers or groups instead of call forwarding for external phone numbers. This also enables forwarding to internal telephones.

Call Forwarding Types

As there can be many reasons for not accepting a call, (i.e. absence or on another call), three kinds of call forwarding are provided:

"Call fwd. unconditional" (Unconditional Call Forwarding)

The telephone being called does not ring. The call is forwarded immediately.

Call Forwarding on Busy

When the telephone being called is busy, the call is forwarded immediately.

Call Forwarding on No Reply

The telephone being called will ring for a defined period of time. If the call is not accepted, it will be forwarded.

Notes:

A different destination can be configured for each of the three kinds of call forwarding.

If **Call fwd. on busy** and **Call fwd. on no reply** are enabled at the same time, both will apply. The call is forwarded to the different, appropriate telephone numbers, depending on which situation occurs – the telephone is busy or nobody answers.

If **Call fwd. unconditional** is enabled in addition to the **Call fwd. on busy** and/or **Call fwd. on no reply** all calls are forwarded immediately. In this case, the other kinds of call forwarding are overridden, but remain enabled. As soon as **Call fwd. unconditional** is disabled, the other types that are still enabled are again applicable.

Switching Call Forwarding for Subscribers On/Off

Note: This function is switched on in the telephone. Forwarded calls are registered in the call log. This function is also available for standard VoIP telephones.

You can switch call forwarding for subscribers on or off as follows:

- Using the telephone

Requirements:

– For internal destination numbers: Telephone must be connected to a PBX.

To switch call forwarding for subscribers on or off, press a **function key** configured for **Call fwd. (scr.)**.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All Apps > Functions > Call fwd. (scr.)**
   - Functions sorted by group: **All apps > Functions > Availability > Call fwd. (scr.)**
2. In the **Operation** list field, select one of the following options:

   switch on: Switches on call forwarding for subscribers.

   off: Switches off call forwarding for subscribers. (No further action is required.)
3. In the **Forwarding type** list field, select one of the following options:

   unconditional: Switches "Call fwd. unconditional" (unconditional call forwarding) on or off for subscribers.

   on busy: Switches "Call fwd. on busy" (call forwarding on busy) on or off for subscribers.

   not responding: Switches call forwarding "on no reply" on or off for subscribers.
4. In the **Account** list field, select the required account.
5. Select the call forwarding destination:
   - Manual entry: In the **Forwarding destination** entry field, enter the destination number. Possible entries:

     Up to 40 digits

     Digits and the characters * and #

     Important: Enter telephone numbers exactly as when dialling, for example, always enter external telephone numbers with a leading exchange line access number “0” (exception: if the selected account is **publ. exchange**).

   - Selection: Tap on and select the destination number based on its name.

6. Tap on **Execute**.

Configuring and Operating a Function Key for Call Forwarding for Subscribers

Press the key assigned to **Call fwd. (scr.)** to switch call forwarding for subscribers for the configured destination on or off or to switch it over.

The key assigned to **Call fwd. (scr.), deactivate all** switches off all currently configured call forwardings for subscribers.

> **Note:** When switching off all call forwardings for a subscriber via **Call fwd. (scr.), deactivate all**, call forwarding configured via Bluetooth device surveillance will also be switched off.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key (Not Applicable If Assigned with "deactivate all"):	
Red	Subscriber call forwarding is enabled for the configured destination.
Yellow	Subscriber call forwarding is enabled for a different destination.
Yellow	Only for **Call fwd. unconditional**: Call forwarding of Bluetooth device surveillance is enabled.
Off	Subscriber call forwarding is disabled.

You can configure the function key for call forwarding for subscribers as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Call Forwarding for Subscribers

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Call fwd. (scr.)** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable call forwarding for subscribers dependent on its state.

   switch on: Press the key to switch call forwarding for subscribers on.

   switch off: Press the key to switch off call forwarding for subscribers.

7. In the **Forwarding type** list field, select one of the following options:

   unconditional: Assigns the unconditional call forwarding for subscribers function to a key.

   on busy: Assigns the call forwarding "on busy" for subscribers function to a key.

   not responding: Assigns the call forwarding "on no reply" for subscribers function to a key.

8. In the **Account** list field, select the required account.

9. In the **Forwarding destination** entry field, enter the destination number. Possible entries:

Up to 40 digits

Digits and the characters * and #

Important: Enter telephone numbers exactly as when dialling, for example, always enter external telephone numbers with a leading exchange line access number “0” (exception: if the selected account is **publ. exchange**).

---

10. In the **Permission level** list field, select one of the following options:

    User: The function key can be edited by users, sub-administrators and administrator.

    Sub-administrator: The function key can be edited by sub-administrators and administrators.

    Administrator: The function key can only be edited by administrators.

Further settings:

– Save your settings before you leave the page.

Requirements for using the function:

– For internal destination numbers: Telephone must be connected to a PBX.

Using the Telephone to Configure a Function Key for Call Forwarding for Subscribers

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

---

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

- Functions listed alphabetically: **Call fwd. (scr.)**
- Functions sorted by group: **Availability > Call fwd. (scr.)**

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

   ---

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

   toggle: Press the key to enable or disable call forwarding for subscribers dependent on its state.

   switch on: Press the key to switch call forwarding for subscribers on.

   switch off: Press the key to switch off call forwarding for subscribers.

7. In the **Forwarding type** list field, select one of the following options:

   unconditional: Assigns the unconditional call forwarding for subscribers function to a key.

   on busy: Assigns the call forwarding "on busy" for subscribers function to a key.

   not responding: Assigns the call forwarding "on no reply" for subscribers function to a key.

8. In the **Account** list field, select the required account.

9. Select the call forwarding destination:

   - Manual entry: In the **Forwarding destination** entry field, enter the destination number. Possible entries:

     Up to 40 digits

     Digits and the characters * and #

     Important: Enter telephone numbers exactly as when dialling, for example, always enter external telephone numbers with a leading exchange line access number “0” (exception: if the selected account is **publ. exchange**).

   - Selection: Tap on and select the destination number based on its name.

10. Tap on **Assign**.

11. Tap on **Exit**.

Requirements for using the function:

– For internal destination numbers: Telephone must be connected to a PBX.

Using the Configuration Manager to Configure a Function Key for Switching Off All Call Forwarding for Subscribers

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Call fwd. (scr.), deactivate all** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Permission level** list field, select one of the following options:

User: The function key can be edited by users, sub-administrators and administrator.

Sub-administrator: The function key can be edited by sub-administrators and administrators.

Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– For internal destination numbers: Telephone must be connected to a PBX.

Using the Telephone to Configure a Function Key for Switching Off All Call Forwarding for Subscribers

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Call fwd. (scr.), deactivate all**
   - Functions sorted by group: **Availability > Call fwd. (scr.), deactivate all**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

6. Tap on **Assign**.
7. Tap on **Exit**.

Requirements for using the function:

– For internal destination numbers: Telephone must be connected to a PBX.

Switching Call Forwarding for Subscribers in the PBX On/Off

Note: The function is switched on in the PBX. The telephone does not have any messages about forwarded calls. The calls are not saved in the call log.

You can switch call forwarding for subscribers in the PBX on or off as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

To enable or disable call forwarding for subscribers, press a **function key** configured for **Call fwd. (scr. in PBX)**.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All apps > Functions > Call fwd. (scr. in PBX)**
   - Functions sorted by group: **All apps > Functions > Availability > Call fwd. (scr. in PBX)**
2. In the **Operation** list field, select one of the following options:

   switch on: Switches on call forwarding for subscribers.

   switch off: Switches off call forwarding for subscribers. (No further action is required.)

3. In the **Forwarding type** list field, select one of the following options:

   unconditional: Switches "Call fwd. unconditional" (unconditional call forwarding) on or off for subscribers.

   on busy: Switches "Call fwd. on busy" (call forwarding on busy) on or off for subscribers.

   not responding: Switches call forwarding "on no reply" on or off for subscribers.

4. Select the call forwarding destination:

   - Manual entry: In the **Forwarding destination** entry field, enter the destination number. Possible entries:

     Up to 40 digits

     Digits and the characters * and #

     Important: Enter telephone numbers exactly as you do when dialling them, e.g. always enter external telephone numbers with a preceding exchange line access number (exception: if the selected account is **publ. exchange**).

   - Selection: Tap on and select the destination number based on its name.

5. Tap on **Execute**.

Configuring and Operating a Function Key for Call Forwarding for Subscribers in the PBX

Press the key to which **Call fwd. (scr. in PBX)** has been assigned to switch call forwarding for subscribers for the configured destination in the PBX on or off, or toggle it.

The key assigned to switch off all call forwarding for subscribers (**Call fwd. (scr.), deactivate all**) switches off call forwarding for subscribers.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key (Not Applicable if Assigned with "Deactivate All"):	
Red	Subscriber call forwarding is enabled for the configured destination.
Yellow	Subscriber call forwarding is enabled for a different destination.
Off	Subscriber call forwarding is disabled.

You can configure the function key for call forwarding for subscribers in the PBX as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Call Forwarding for Subscribers in the PBX

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **Call fwd. (scr. in PBX)** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch call forwarding for subscribers on or off.

   switch on: Press the key to switch on call forwarding for subscribers.

   switch off: Press the key to switch off call forwarding for subscribers.

7. In the **Forwarding type** list field, select one of the following options:

unconditional: Assigns the unconditional call forwarding for subscribers function to a key.

on busy: Assigns the call forwarding "on busy" for subscribers function to a key.

not responding: Assigns the call forwarding "on no reply" for subscribers function to a key.

8. In the **Forwarding destination** entry field, enter the destination number. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

   Important: Enter telephone numbers exactly as you do when dialling them, e.g. always enter external telephone numbers with a preceding exchange line access number (exception: if the selected account is **publ. exchange**).

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Call Forwarding for Subscribers in the PBX

1. Tap on **All apps > Function keys**.

2. Press the function key you would like to define.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Call fwd. (scr. in PBX)**
   - Functions sorted by group: **Availability > Call fwd. (scr. in PBX)**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch call forwarding for subscribers on or off, depending on current status.

   switch on: Press the key to switch on call forwarding for subscribers.

   switch off: Press the key to switch off call forwarding for subscribers.

7. In the **Forwarding type** list field, select one of the following options:

   unconditional: Assigns the unconditional call forwarding for subscribers function to a key.

   on busy: Assigns the call forwarding "on busy" for subscribers function to a key.

   not responding: Assigns the call forwarding "on no reply" for subscribers function to a key.

8. Select the call forwarding destination:

   - Manual entry: In the **Forwarding destination** entry field, enter the destination number. Possible entries:

Up to 40 digits

Digits and the characters * and #

Important: Enter telephone numbers exactly as you do when dialling them, e.g. always enter external telephone numbers with a preceding exchange line access number (exception: if the selected account is **publ. exchange**).

- Selection: Tap on and select the destination number based on its name.

9. Tap on **Assign**.
10. Tap on **Exit**.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Switching Call Forwarding On/Off for External Telephone Numbers

You can switch call forwarding of external telephone numbers on or off as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– **Features to be configured by the network provider (CF, keypad):** authorisation granted in the PBX

To switch call forwarding for external telephone numbers on or off, press a **function key** configured for **Call fwd.: MSN/DDI**.

Alternatively, proceed as described below.

1. Tap on **All apps > Functions > Call fwd.: MSN/DDI**.
2. In the **Operation** list field, select one of the following options:

   switch on: Switches on call forwarding for external numbers.

   off: Switches off call forwarding for external numbers. (No further action is required.)

3. In the **Forwarding type** list field, select one of the following options:

   unconditional: Switches on or off "Call fwd. unconditional" (unconditional call forwarding) for external numbers.

   on busy: Switches on or off call forwarding for external numbers on busy.

   not responding: Switches on or off call forwarding for external numbers on no reply on or off.

4. In the **Forwarding configuration** list field, select one of the following options:

   current configuration: Call forwarding for external telephone numbers is switched on or off in the current configuration.

   permanent configuration: Call forwarding for external telephone numbers is switched on or off in the permanent configuration.

   Note: Call forwarding can only be switched on for the current configuration if all call forwarding is switched off for the permanent configuration.

   ---

5. Enter the PBX's external telephone number that is to be forwarded (without exchange line access number but with area code), in the **Number to redirect** entry field. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

6. Select the call forwarding destination:

   - Manual entry: In the **Forwarding destination** entry field, enter the destination number. Possible entries:

     Up to 40 digits

     Digits and the characters * and #

     Important: Enter telephone numbers exactly as when dialling, for example, enter external telephone numbers with a leading exchange line access number.

   - Selection: Tap on and select the destination number based on its name.

7. Tap on **Execute**.

Configuring and Operating a Function Key for Call Forwarding for External Phone Numbers

Press the key assigned to **Call fwd.: MSN/DDI** to switch call forwarding of external telephone numbers for the configured destination on or off.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:

Red	In the selected configuration, call forwarding for external telephone numbers is switched on in the PBX for the configured destination.
Yellow	Call forwarding for external numbers has been configured for busy lines or when there is no reply. However, this is overridden by "Call fwd. unconditional" (unconditional call forwarding) for external numbers.
Yellow	Call forwarding for external telephone numbers is switched on in the PBX for a different destination or a different configuration.
Off	Call forwarding for external numbers is switched off in the PBX.

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 from a few seconds up to a minute), the LED blinks yellow.

You can configure the function key for call forwarding for external phone numbers as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Call Forwarding for External Phone Numbers

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Call fwd.: MSN/DDI** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch call forwarding for external numbers on or off.

   switch on: Press the key to switch call forwarding for external numbers on.

   off: Press the key to switch off call forwarding for external numbers.

7. In the **Forwarding type** list field, select one of the following options:

   unconditional: Assigns the unconditional call forwarding of external numbers function to a key.

   on busy: Assigns the "on busy" call forwarding of external numbers function to a key.

   not responding: Assigns the "on no reply" call forwarding of external numbers function to a key.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. In the **Forwarding configuration** list field, select the configuration:

   current configuration: Call forwarding for external telephone numbers is switched on or off or switched over only in the current configuration.

   permanent configuration: Call forwarding for external telephone numbers is switched on or off or switched over in the permanent configuration.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

Note: Call forwarding can be switched on for the current configuration only if all call forwarding is switched off for the permanent configuration.

9. In the **Account** list field, select the system telephony account.
10. Enter the PBX's external telephone number that is to be forwarded (without exchange line access number but with area code), in the **Number to redirect** entry field. Possible entries:

    Up to 40 digits

    Digits and the characters * and #
11. In the **Forwarding destination** entry field, enter the destination number. Possible entries:

    Up to 40 digits

    Digits and the characters * and #

    Important: Enter telephone numbers exactly as when dialling, for example, enter external telephone numbers with a leading exchange line access number. (exception: selected account is **publ. exchange**).
12. In the **Permission level** list field, select one of the following options:

    User: The function key can be edited by users, sub-administrators and administrator.

    Sub-administrator: The function key can be edited by sub-administrators and administrators.

    Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Features to be configured by the network provider (CF, keypad):** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for Call Forwarding for External Phone Numbers

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap on **Call fwd.: MSN/DDI**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch call forwarding for external numbers on or off.

   switch on: Press the key to switch call forwarding for external numbers on.

   off: Press the key to switch off call forwarding for external numbers.
7. In the **Forwarding type** list field, select one of the following options:

unconditional: Assigns the unconditional call forwarding of external numbers function to a key.

on busy: Assigns the "on busy" call forwarding of external numbers function to a key.

not responding: Assigns the "on no reply" call forwarding of external numbers function to a key.

decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. In the **Forwarding configuration** list field, select the configuration:

   current configuration: Call forwarding for external telephone numbers is switched on or off or switched over only in the current configuration.

   permanent configuration: Call forwarding for external telephone numbers is switched on or off or switched over in the permanent configuration.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

Note: Call forwarding can be switched on for the current configuration only if all call forwarding is switched off for the permanent configuration.

---

9. Enter the PBX's external telephone number that is to be forwarded (without exchange line access number but with area code), in the **Number to redirect** entry field. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

10. Select the call forwarding destination:

    - Manual entry: In the **Forwarding destination** entry field, enter the destination number. Possible entries:

      Up to 40 digits

      Digits and the characters * and #

Important: Enter telephone numbers exactly as when dialling, for example, enter external telephone numbers with a leading exchange line access number. (exception: selected account is **publ. exchange**).

    - Selection: Tap on and select the destination number based on its name.

11. Tap on **Assign**.

12. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Features to be configured by the network provider (CF, keypad):** authorisation granted in the PBX

Call Waiting

If you are already in a call, the call waiting function plays the call waiting tone to notify you that another communication partner is calling.

Switching Call Waiting On/Off

If call waiting is switched on, you will be notified of any incoming calls if already on another call.

If the audible indication and call waiting are switched on, a tone in the receiver will notify the user (when already on a call) that another call is incoming. If the audible indication is switched off, incoming calls will be signalled only in the display.

> **Note:** This function is switched on in the telephone. The call waiting function that is accessible in the telephone should be switched on at all times to ensure that the PBX will pass all calls to the telephone (but this is unnecessary if the telephone is being used as a system telephone on an Auerswald PBX).

You can switch call waiting on or off as follows:

- Using the telephone

To enable or disable call waiting, press the **function key** configured for call waiting.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All apps > Functions > Call waiting**
   - Functions sorted by group: **All apps > Functions > Availability > Call waiting**
2. In the **Operation** list field, select one of the following options:

   switch on: Enables call waiting.

   off: Disables call waiting. (No further selection is required.)
3. In the **Audible indication** list field, select one of the following options:

   switch on: Enables the audible indication.

   off: Disables the audible indication.
4. Tap on **Execute**.

Configuring and Operating a Function Key for Call Waiting

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

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Call waiting is switched on and all of the settings assigned to the key are in agreement.
Yellow	Call waiting is switched on but at least one of the settings assigned to the key is not in agreement.
Off	Call waiting is switched off.

You can configure the function key for call waiting as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Call Waiting

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Call waiting** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable call waiting dependent on its state.

   switch on: Press the key to enable call waiting.

   switch off: Press the key to disable call waiting. (No further selection is required.)

7. In the **Audible indication** list field, select one of the following options:

   switch on: Press the key to switch the audible indication on (when call waiting is switched on).

   switch off: Press the key to switch the call waiting tone off (when call waiting is switched on).

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Call Waiting

1. Tap on **All apps > Function keys**.

2. Press the function key that you would like to assign.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Call waiting**
   - Functions sorted by group: **Availability > Call waiting**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable call waiting dependent on its state.

   switch on: Press the key to enable call waiting.

   switch off: Press the key to disable call waiting. (No further selection is required.)

7. In the **Audible indication** list field, select one of the following options:

   switch on: Press the key to switch the audible indication on (when call waiting is switched on).

   switch off: Press the key to switch the call waiting tone off (when call waiting is switched on).

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. Tap on **Assign**.

9. Tap on **Exit**.

Calling Line Identity Restriction (CLIR)

Calling Line Identity Restriction enables the caller to make a call without revealing their telephone number to the person being called.

Switching CLIR On/Off

If Calling Line Identity Restriction (CLIR) is switched on, will be displayed in the telephony application's toolbar before the call is initiated.

Notes:

Anonymous calls are not possible with some VoIP providers. If you intend to use this function, first ask your provider if this service attribute is supported.

This function can only be used on one of the PBX's land line connections if the "case-by-case restriction of calling line identification (CLIR)" has been requested from, and activated by, the network provider.

You can switch the Calling Line Identity Restriction function on or off as follows:

- Using the telephone

To switch CLIR on or off, press the relevant button in the telephony application's toolbar or a **function key** that has been configured for Calling Line Identity Restriction.

Alternatively, proceed as described below.

1. Tap on **All apps > Functions > Calling line identity restriction**.
2. In the **Operation** list field, select one of the following options:

   toggle: Switches Calling Line Identity Restriction (CLIR) on or off dependent on its state.

   switch on: Switches Calling Line Identity Restriction (CLIR) on.

   switch off: Switches Calling Line Identity Restriction (CLIR) off.
3. Tap on **Execute**.

Configuring and Operating a CLIR Function Key

Press the key to switch Calling Line Identity Restriction (CLIR) on or off or to switch it over.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Calling Line Identity Restriction (CLIR) is enabled.
Off	Calling Line Identity Restriction (CLIR) is disabled.

You can configure a CLIR function key as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for CLIR

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Calling line identification restriction** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

Up to 64 digits

Digits and characters

Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable Calling Line Identity Restriction (CLIR) dependent on its state.

   switch on: Press the key to enable Calling Line Identity Restriction (CLIR).

   switch off: Press the key to disable CLIR.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Support for Calling Line Identity Restriction (CLIR) from VoIP provider

– For the PBX's land line connections: CLIR service feature (display of telephone number suppressed in some situations) enabled by the network operator

Using the Telephone to Configure a Function Key for CLIR

1. Tap on **All apps > Function keys**.

2. Press the function key that you would like to assign.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Calling line identity restriction**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable Calling Line Identity Restriction (CLIR) dependent on its state.

   switch on: Press the key to enable Calling Line Identity Restriction (CLIR).

   switch off: Press the key to disable CLIR.

7. Tap on **Assign**.

8. Tap on **Exit**.

Requirements for using the function:

– Support for Calling Line Identity Restriction (CLIR) from VoIP provider

– For the PBX's land line connections: CLIR service feature (display of telephone number suppressed in some situations) enabled by the network operator

Configuration Switchover (System Telephone)

If multiple configurations (system profiles) have been saved in the PBX, e.g. for day, night, etc., switching from one configuration to another can be performed manually and/or at specific times.

Manually Switching the Configuration

You can switch over the configuration manually as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– At least two configurations set up in the PBX

– **Configuration switching** authorisation granted in the PBX

To switch over a configuration in the PBX, press the **function key** configured for configuration switchover.

Alternatively, proceed as described below.

1. Tap on **All apps > Functions > Configuration**.
2. Select the identification number of the required configuration:
   - Manual entry: Enter the identification number in the **Configuration to activate** entry field.
   - Selection: Tap on and select the identification number based on its name.
3. Tap on **Execute**.

   The selected configuration is switched on.

Configuring and Operating a Function Key for Configuration Switchover

Press the key to enable the configuration that has been set up.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The configuration saved in the key is enabled.
Off	The configuration saved in the key is disabled.

You can configure the function key for configuration switchover as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Configuration Switchover

Requirements:

– At least two configurations set up in the PBX

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Switch config.** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. In the **Configuration to activate** list field, select the configuration.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Configuration switching** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for Configuration Switchover

Requirements:

– At least two configurations set up in the PBX

1. Tap on **All apps > Function keys**.

2. Press the function key that you would like to assign.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Switch config.**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. Select the identification number of the required configuration:

   - Manual entry: Enter the identification number in the **Configuration to activate** entry field.
   - Selection: Tap on and select the identification number based on its name.

7. Tap on **Assign**.

8. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Configuration switching** authorisation granted in the PBX

Do-not-disturb

The do-not-disturb function offers the option of blocking calls to your own 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.

Switching the Do-not-disturb Function On/Off

If do-not-disturb is switched on, relevant call types will not be signalled on the telephone.

The do-not-disturb type indicates how it works when enabled.

Notes:

Rejected calls are not added to the caller list on the telephone.

The function is switched on in the telephone and can be used alternatively or in addition to the do-not-disturb function in the Auerswald PBX. A call deblocker that is configured and enabled in the Auerswald PBX will only apply when the telephone is used as a system telephone in the PBX. Likewise, a priority call made from an internal telephone on the PBX will only apply when the telephone is used as a system telephone in the PBX.

You can switch do-not-disturb on or off as follows:

- Using the telephone

To activate or deactivate the do-not-disturb function, press the **function key** configured for do-not-disturb.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All apps > Functions > Do-not-disturb**
   - Functions sorted by group: **All apps > Functions > Availability > Do-not-disturb**
2. In the **Operation** list field, select one of the following options:

switch on: Enables the do-not-disturb function.

off: Disables the do-not-disturb function. (No further selection is required.)

3. In the **Reject callers** list field, select one of the following options:

   reject all callers: When do-not-disturb is switched on, all incoming calls will be rejected.

   reject anonymous: When do-not-disturb is switched on, all anonymous calls will be rejected.

   reject if not in contacts: When do-not-disturb is switched on all calls are rejected except for calls from contacts listed in the telephone book.

4. Tap on **Execute**.

Configuring and Operating a Function Key for Do-not-disturb

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

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Do-not-disturb is switched on and all of the settings assigned to the key are in agreement.
Yellow	Do-not-disturb is switched on but at least one of the settings assigned to the key is not in agreement.
Off	The do-not-disturb function is disabled.

You can configure the function key for do-not-disturb as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Do-not-disturb

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Do-not-disturb** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable do-not-disturb dependent on its state.

   switch on: Press the key to switch the do-not-disturb function on.

   switch off: Press the key to switch off the do-not-disturb function. (No further selection is required.)

7. In the **Reject callers** list field, select one of the following options:

   reject all callers: Press the key to switch rejection of all incoming calls on (when do-not-disturb is switched on).

   reject anonymous: Press the key to switch rejection of anonymous calls on (when do-not-disturb is switched on).

   reject if not in contacts: Press the key to switch on rejection of all calls except the ones from contacts entered in the telephone book (when do-not-disturb is switched on).

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Do-not-disturb

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:
   - Functions listed alphabetically: **Do-not-disturb**
   - Functions sorted by group: **Availability > Do-not-disturb**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

toggle: Press the key to enable or disable do-not-disturb dependent on its state.

switch on: Press the key to switch the do-not-disturb function on.

switch off: Press the key to switch off the do-not-disturb function. (No further selection is required.)

7. In the **Reject callers** list field, select one of the following options:

   reject all callers: Press the key to switch rejection of all incoming calls on (when do-not-disturb is switched on).

   reject anonymous: Press the key to switch rejection of anonymous calls on (when do-not-disturb is switched on).

   reject if not in contacts: Press the key to switch on rejection of all calls except the ones from contacts entered in the telephone book (when do-not-disturb is switched on).

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. Tap on **Assign**.

9. Tap on **Exit**.

Door Function (System Telephone)

A door terminal connected with the interface of the PBX enables the following functions. A call with the door (intercom) can be held from any telephone. 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 performed on the system telephone even without a pending door call.

Using the Door Function

You can use the door function as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– Telephone number configured in the PBX for the door terminal

– Relays configured in the PBX for opening the door and the stairwell light

– **Open door** authorisation granted in the PBX

To operate the door function, press the **function key** configured for the door function.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All Apps > Functions > Door function**
   - Functions sorted by group: **All apps > Functions > Door/Relay > Door function**
2. In the **Operation** list field, select one of the following options:

   Open: Opens the door.

   switch on light: Switches the stairwell light on.

   open door - switch on light: Opens the door and switches the stairwell light on.
3. Select a door:
   - Manual entry: Enter a telephone number in the **Door number** entry field.

- Selection: Tap on and select a door.

4. Tap on **Execute**.

Notes:

The **switch on light** door function separately switches on the relay of the associated door terminal within the time defined in the PBX.

To establish a call connection with the door terminal, you must press an suitably configured speed dialling key.

Own Telephone Rings (Door Call) – Open Door

You can accept a door call/open the door as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– Telephone number configured in the PBX for the door terminal

– Relays configured in the PBX for opening the door and the stairwell light

– **Open door** authorisation granted in the PBX

When you receive a door call, open the door by pressing the **function key** configured to open the door.

Alternatively, proceed as described below.

- Tap on .

  The door is opened.

Note: If the relay of the associated door terminal is used for switching the stairwell light, it can be switched on by tapping on within the time defined in the PBX.

Door Knock – Open Door

During a call, you can generally handle an incoming door call as you would an incoming external subscriber. In particular, you can reject, ignore, or accept, a door call, and open the door for the visitor, by using the door opening function.

You can open the door as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– Telephone number configured in the PBX for the door terminal

– Relays configured in the PBX for opening the door and the stairwell light

– **Open door** authorisation granted in the PBX

– Call waiting must be enabled

When you receive a door call, open the door by pressing the **function key** configured to open the door.

Alternatively, proceed as described below.

- Tap on .

  The door is opened.

  Note: If the relay of the associated door terminal is used for switching the stairwell light, it can be switched on by tapping on within the time defined in the PBX.

Configuring and Operating a Function Key for the Door Function

Press the key to switch the door opening function and/or the light on.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

Note: To use the intercom function, you can also assign the door number to a speed dialling key.

LED Signalling on the Key:

Green	The door opening function and/or the light are switched on.
Yellow	The light is switched on.
Off	None of the functions configured on the key are enabled.

You can configure the function key for the door function as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for the Door Function

Requirements:

– Telephone number configured in the PBX for the door terminal

– Relays configured in the PBX for opening the door and the stairwell light.

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Door function** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   open door: Press the key to open the door.

   switch on light: Press the key to switch the stairwell light on.

   open door - switch on light: Press the key to open the door and switch the stairwell light on.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

   Note: The **switch on light** door function triggers separate switching of the 3rd relay of the associated door terminal within the time defined in the PBX.

7. Enter a telephone number in the **Door number** entry field. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for the Door Function

Requirements:

– Telephone number configured in the PBX for the door terminal

– Relays configured in the PBX for opening the door and the stairwell light

1. Tap on **All apps > Function keys**.
2. Press the **function key** that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Door function**
   - Functions sorted by group: **Door function/Relay > Door function**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   open door: Press the key to open the door.

   switch on light: Press the key to switch the stairwell light on.

   open door - switch on light: Press the key to open the door and switch the stairwell light on.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

Note: The **switch on light** door function triggers separate switching of the 3rd relay of the associated door terminal within the time defined in the PBX.

7. Select the door:
   - Manual entry: Enter a telephone number in the **Door number** entry field.
   - Selection: Tap on and select a door.
8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Open door** authorisation granted in the PBX

External Line Transfer (System Telephone)

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

How External Line Transfer Works

External line transfer works like this:

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

  Important:

  For an external line transfer, the telephone making the transfer needs the authorisation level itself to transfer external calls externally (**Transfer of external calls to external**).

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

- After the function key assigned to external 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 apply until the first successful outgoing external call or until the time limitation has elapsed for initiating the external call.

  Note: The external line transfer function is configured in the PBX.

Configuring and Operating a Function Key for External Line Transfer

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

LED Signalling on the Key:

None

You can configure the function key for external line transfer as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for External Line Transfer

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

   ---

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Ext. line transfer** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.
7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Transfer of external calls to external** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for External Line Transfer

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:
   - Functions listed alphabetically: **External line transfer**

- Functions sorted by group: **Exchanges / Lines > Ext.line transfer**

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. Tap on **Assign**.
7. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Transfer of external calls to external** authorisation granted in the PBX

Follow-me

Follow-me is a type of "unconditional internal subscriber call forwarding" that is configured on the individual destination telephone (instead of on the forwarding telephone). This gives you the option of moving from room to room and taking the calls with you.

Switching Follow-me On/Off

You can switch follow-me on or off as follows:

- Using the telephone

Requirements:

– **Controlling of the PBX via telephone** authorisation assigned in the PBX

– **Call forwarding (groups)/Follow-me** authorisation assigned in the PBX

To enable or disable the Follow-me function, press a **function key** configured for the Follow-me function.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All apps > Functions > Follow-me**
   - Functions sorted by group: **All apps > Functions > Availability > Follow-me**
2. In the **Operation** list field, select one of the following options:

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

   switch on: Enables Follow-me for a subscriber.

   switch off: Disables Follow-me for a subscriber.
3. Select the subscriber whose calls you want to be forwarded:
   - Manual entry: In the **Number to redirect** entry field, enter an internal telephone number.
   - Selection: Tap on and select an internal telephone number.

Note: Follow-me can also be disabled on the forwarded telephone by using "Disable Follow-me" on the subscriber's own phone number.

4. Tap on **Execute**.

Configuring and Operating a Function Key for Follow-me

Press the Follow-me key to switch Follow-me on or off, or toggle it, for an internal subscriber.

LED Signalling on the Key:

None

You can configure the function key for Follow-me as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Follow-me

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **Follow-me** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   disable all: Press the key to switch all Follow-mes off.

   switch on: Press the key to switch Follow-me on.

   switch off: Press the key to switch Follow-me off.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Number to redirect** entry field, enter the internal telephone number of the subscriber whose calls are to be redirected.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– **Controlling of the PBX via telephone** authorisation assigned in the PBX

– **Call forwarding (groups)/Follow-me** authorisation assigned in the PBX

Using the Telephone to Configure a Function Key for Follow-me

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Follow-me**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   disable all: Press the key to switch all Follow-mes off.

   switch on: Press the key to switch Follow-me on.

   switch off: Press the key to switch Follow-me off.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. Select the subscriber whose calls you want to be forwarded:

   - Manual entry: In the **Number to redirect** entry field, enter an internal telephone number.
   - Selection: Tap on and select an internal telephone number.

8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– **Controlling of the PBX via telephone** authorisation assigned in the PBX

– **Call forwarding (groups)/Follow-me** authorisation assigned in the PBX

Groups (System Telephone)

In addition to internal subscribers, the PBX can also manage groups. The internal subscribers can become members of any (multiple) group(s). These groups can be used, for example, to group internal subscribers into particular departments or teams (Support, Marketing, Sales).

Membership in a group does not necessarily mean that a subscriber receives calls sent to the group. A subscriber that is logged out is not involved in any group functions. This can be especially important for employees of a support department, who should not be available to customers around the clock, but instead rotate in and out of the hotline.

Detailed Information about Group Functions (Call Types)

Notes:

If a group (subgroup) has been configured in the PBX as a member of a group (main group), and a subscriber is a member of both of these groups simultaneously, that subscriber will be handled only as a member of the main group, during a call.

Subgroups (i.e. groups that have been configured in the PBX as members of other groups) are “permanently logged in as incoming” and “permanently logged in as outgoing” in the associated main group.

There are three different ways to log in:

Incoming:

When logging into a group as "incoming", the subscriber will then be in that group's call distribution for internal, external, and door calls.

Outgoing:

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

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

Incoming and Outgoing

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

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

Logging the Telephone In/Out

You can log in or out as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– The telephone is a member of at least one group configured in the PBX

– **Controlling of the PBX via telephone** authorisation granted in the PBX

To log a telephone in to a group, or out of it, press the **function key** configured for group functions.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All Apps > Functions > Group**
   - Functions sorted by group: **All apps > Functions > Groups > Group**
2. In the **Operation** list field, select one of the following options:

   login: Logs the telephone in to the group.

   logout: Logs the telephone out of the group.
3. In the **Call direction** list field, select one of the following options:

outgoing: Select the type of call for outgoing.

incoming: Select the type of call for incoming.

incoming & outgoing: Selects the type of call for incoming & outgoing.

4. Select the required group:
   - Manual entry: In the **Group** entry field, enter the group telephone number.
   - Selection: Tap on and select the group based on its name.
5. Tap on **Execute**.

Logging the Telephone out of All Groups

You can log out as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– The telephone is a member of at least one group configured in the PBX

– **Controlling of the PBX via telephone** authorisation granted in the PBX

To log out of all groups, press the **function key** configured for logging out of all groups.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **Select application > Functions > Group function off**
   - Functions sorted by group: **All apps > Functions > Groups > Group function off**
2. Tap on **Execute**.

Configuring and Operating a Function Key for the Group Function

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

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The telephone is logged in to the group for incoming and outgoing calls.
Yellow	The phone is logged in to the group as incoming or outgoing according to the **Call direction** key assignment.
Off	The telephone is logged out of the group according to the **Call direction** key assignment.

You can configure the function key for the group function as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for the Group Function

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Group** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle log state: Press this key to log the telephone in or out, dependent on its state.

   login: Press the key to log the telephone in to the group.

   logout: Press the key to log the telephone out of the group.

7. In the **Call direction** list field, select one of the following options:

   outgoing: Press the key to switch the "outgoing" call type on.

   incoming: Press the key to switch the "incoming" call type on.

   incoming & outgoing: Press the key to switch the "incoming & outgoing" call type on.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. In the **Account** list field, select the system telephony account.

9. In the **Group** entry field, enter the group telephone number.

10. In the **Permission level** list field, select one of the following options:

    User: The function key can be edited by users, sub-administrators and administrator.

    Sub-administrator: The function key can be edited by sub-administrators and administrators.

    Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Controlling of the PBX via telephone** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for the Group Function

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Group**
   - Functions sorted by group: **Groups > Group**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

toggle log state: Press this key to log the telephone in or out, dependent on its state.

login: Press the key to log the telephone in to the group.

logout: Press the key to log the telephone out of the group.

7. In the **Call direction** list field, select one of the following options:

   outgoing: Press the key to switch the "outgoing" call type on.

   incoming: Press the key to switch the "incoming" call type on.

   incoming & outgoing: Press the key to switch the "incoming & outgoing" call type on.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. Select the required group:
   - Manual entry: In the **Group** entry field, enter the group telephone number.
   - Selection: Tap on and select the group based on its name.

9. Tap on **Assign**.

10. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Controlling of the PBX via telephone** authorisation granted in the PBX

Configuring and Operating a 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:	
Green	The telephone is logged in as incoming in all groups in which it is a member and in one group as outgoing.
Yellow	The telephone is logged in to at least one group.
Off	The telephone is not logged in to any groups.

You can configure the function key for logging out of all groups as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Logging Out of All Groups

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Group function off** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.
7. In the **Permission level** list field, select one of the following options:

User: The function key can be edited by users, sub-administrators and administrator.

Sub-administrator: The function key can be edited by sub-administrators and administrators.

Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Controlling of the PBX via telephone** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for Logging Out of All Groups

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap on:
   - Functions listed alphabetically: **Group function off**
   - Functions sorted by group: **Groups > Group function off**

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. Tap on **Assign**.

7. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Controlling of the PBX via telephone** authorisation granted in the PBX

Configuring and Operating a Function Key for Displaying the Group State

Press the key while the telephone is in the idle state to display the current group state of the subscribers (logged out, logged in as incoming and/or outgoing) on the LEDs of configured speed dialling keys for approx. 10 seconds. For this purpose the speed dialling keys must be assigned to the corresponding subscriber telephone numbers. Press the key again within 10 seconds to cancel the display.

LED Signalling on the Key:

Green (blinking)	The group state is being queried.
Off	The group state is not being queried.

LED Signalling on the Speed Dialling Keys Assigned to Subscriber Telephone Numbers:

Red	The telephone is logged out of the group.
Green	The telephone is logged in to the group for incoming and outgoing calls.
Yellow	The telephone is logged in to the group for incoming calls.
Yellow (blinking)	The telephone is logged into the group for outgoing calls.

You can configure the function key for displaying the group state as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Displaying the Group State

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Group state** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– Speed dialling keys assigned to the corresponding subscriber telephone numbers

Using the Telephone to Configure a Function Key for Displaying the Group State

Requirements:

– The telephone is a member of at least one group configured in the PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:
   - Functions listed alphabetically: **Group state**
   - Functions sorted by group: **Groups > Group state**

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. Select the required group:
   - Manual entry: In the **Group** entry field, enter the group telephone number.
   - Selection: Tap on and select the group based on its name.
7. Tap on **Assign**.
8. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– Speed dialling keys assigned to the corresponding subscriber telephone numbers.

Headset Operation

A headset enables you to participate in calls without actually holding the receiver. This is a very useful feature, especially in certain professional areas (for example, in a call centre).

The Comfortel 3200/3500 supports the operation of cable-connected headsets as well as cordless headsets with a DHSG interface, for example, from Auerswald, Jabra, or Plantronics, as well as Bluetooth headsets (Bluetooth optional on COMfortel 3200).

Switching Headset Operation On/Off

If headset operation is switched on, press the **Hook key** to initiate or end a headset call. If headset operation is switched off, press the **Hook key** to initiate or end a call without the need to pick up the receiver (hands-free calling).

You can switch headset operation on or off as follows:

- Using the telephone

Requirements:

– Attached headset

To switch headset operation on or off, press the **function key** configured for the headset.

Alternatively, proceed as described below.

1. Tap on **All apps > Functions > Headset**.
2. In the **Operation** list field, select one of the following options:

   switch on: Switches headset operation on.

   switch off: Switches headset operation off.
3. In the **Auto-accept** list field, select one of the following options:

   switch off: Switches off automatic call acceptance when headset operation is switched on.

   switch on: Switches on automatic call acceptance when headset operation is switched on.

   switch on (play tone): Switches on automatic call acceptance (with attention tone) when headset operation is switched on.

Notes:

Switching on automatic call acceptance automatically switches off any answering machine in a telephone. Conversely, switching on an answering machine will switch off automatic call acceptance (auto-accept).

The COMfortel DECT headset's **automatic call acceptance** function applies solely to call acceptance between the COMfortel DECT headset and the associated base station. Its settings do not affect automatic call acceptance between the headset and the telephone.

4. Enter a value in the **Auto-accept timeout** entry field. Possible entries:

   0 to **99**: After 0 to 99 seconds, an incoming call is automatically accepted, depending on the entry.

5. Tap on **Execute**.

Configuring and Operating a Function Key for Headset Operation

Press the key to switch headset operation on or off or to switch it over.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Headset operation is enabled.
Yellow	Headset operation is switched on but at least one of the settings assigned to the function key is not in agreement.
Off	Headset operation is disabled.

You can configure the function key for headset operation as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Headset Operation

1. Open the **Applications > Function keys** page.

2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Headset** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable headset operation dependent on its state.

   switch on: Press the key to enable headset operation.

   switch off: Press the key to disable headset operation. (No further selection is required.)

7. In the **Auto-accept** list field, select one of the following options:

   switch off: Press the key to switch off automatic call acceptance when headset operation is switched on.

switch on: Press the key to switch automatic call acceptance on when headset operation is switched on.

switch on (play tone): Press the key to switch on automatic call acceptance and the attention tone when headset operation is switched on.

decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. Enter a value in the **Auto-accept timeout** entry field. Possible entries:

   0 to **99**: After 0 to 99 seconds, an incoming call is automatically accepted, depending on the entry.

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Attached headset

Using the Telephone to Configure a Function Key for Headset Operation

1. Tap on **All apps > Function keys**.
2. Press the **function key** that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

The list of available functions is displayed.

4. Tap on **Headset**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable headset operation dependent on its state.

   switch on: Press the key to enable headset operation.

   switch off: Press the key to disable headset operation. (No further selection is required.)

7. In the **Auto-accept** list field, select one of the following options:

   switch off: Press the key to switch automatic call acceptance off when headset operation is switched on.

   switch on: Press the key to switch automatic call acceptance on when headset operation is switched on.

   switch on (play tone): Press the key to switch automatic call acceptance and the attention tone on when headset operation is switched on.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

8. Enter a value in the **Auto-accept timeout** entry field. Possible entries:

   0 to **99**: After 0 to 99 seconds, an incoming call is automatically accepted, depending on the entry.

9. Tap on **Assign**.

10. Tap on **Exit**.

Requirements for using the function:

– Attached headset

InterCom OneWay/Hands-free

The InterCom function enables an announcement to a single system telephone or to all system telephones in a group from any internal telephone without someone having to actively accept a call (for example, in a doctor's office).

If the InterCom destination is a single system telephone, the caller can 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.

How InterCom OneWay Works

InterCom OneWay works as follows:

- Depending on the InterCom destination, one system telephone or all system telephones 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.
- The announcement is made.

  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 have 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 have elapsed.

Using InterCom OneWay

Requirements:

– InterCom permitted at InterCom destination/s

– A function key configured for InterCom OneWay

– Telephone is a system telephone on an Auerswald PBX or InterCom OneWay is performed on an Auerswald PBX for which the sequence **##11** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for InterCom OneWay**.

Note: InterCom OneWay can also be performed on any internal ltelephone (see instructions for the PBX).

Depending on the configured type of operation, proceed as described below.

1. Press the **function key** for InterCom OneWay or press and hold the **function key**.

   The LED of the function key will shine yellow or green to signalise the existing call connection.

2. Press the **function key** again or release the **function key** to end InterCom OneWay.

Configuring and Operating a Function Key for InterCom OneWay

Press the key while in the telephone‘s idle state to dial the subscriber or group number configured for this key and initiate InterCom OneWay. Depending on the configured type of operation, you must keep the key pressed during the announcement (the connection ends as soon as you release the key) or press the key for a short moment to toggle the function (the key must be pressed once at the start and once at the end).

In addition, when functions are assigned on the first key level, the status of the connection to the InterCom destination is indicated by the corresponding LED.

LED Signalling on the Key (When Assigned to an Internal Subscriber Number):	
Green	There is an active connection to the InterCom destination.
Off	There is no active connection to the InterCom destination.

LED Signalling on the Key (When Assigned to an Internal Group Number):

Green	There are active connections to all InterCom destinations.
Green (blinking)	The InterCom call is sent to the PBX.
Yellow	There is an active connection to at least one InterCom destination.
Red	No InterCom destination can be reached.

You can configure the function key for InterCom OneWay as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for InterCom OneWay

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

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3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **InterCom OneWay** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

Up to 64 digits

Digits and characters

Note: The key description is used for printing the label and in the display.

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

   hold: Key must be kept pressed during an announcement.

   toggle: Press the key for a short moment to start the announcement. Another short pressure of the key ends the announcement.

7. In the **Account** list field, select the account for the required PBX.

8. In the **InterCom destination** entry field, enter the required internal telephone number.

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone is a system telephone on an Auerswald PBX or InterCom OneWay is performed on an Auerswald PBX for which the sequence **##11** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for InterCom OneWay**.

– InterCom permitted at InterCom destination

Using the Telephone to Configure a Function Key for InterCom OneWay

1. Tap on **All apps > Function keys**.

2. Press the function key that you would like to assign.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **InterCom OneWay**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   hold: Key must be kept pressed during an announcement.

   toggle: Press the key for a short moment to start the announcement. Another short pressure of the key ends the announcement.

7. In the **Account** list field, select the account for the required PBX.

8. In the **InterCom destination** entry field, enter the required internal telephone number.

9. Tap on **Assign**.

10. Tap on **Exit**.

Requirements for using the function:

– Telephone is a system telephone on an Auerswald PBX or InterCom OneWay is performed on an Auerswald PBX for which the sequence **##11** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for InterCom OneWay**.

– InterCom permitted at InterCom destination

How InterCom Speakerphone Works

InterCom speakerphone works as follows:

- A system telephone is called via InterCom speakerphone.
- After a short ringtone the system telephone automatically accepts the call.
- The speakerphone function is carried out.

> **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 have elapsed, the connection is automatically interrupted if the receiver is not picked up before 120 seconds have elapsed.

Using InterCom Speakerphone

Requirements:

– InterCom permitted at InterCom destination

– A function key configured for InterCom speakerphone

– Telephone is a system telephone on an Auerswald PBX or InterCom speakerphone is performed on an Auerswald PBX for which the sequence **##12** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for InterCom speakerphone**.

> **Note:** InterCom speakerphone can also be performed on any internal telephone (see instructions for the PBX).

Depending on the configured type of operation, proceed as described below.

1. Press the **function key** for InterCom speakerphone or press and hold the **function key**.

   The LED of the function key will shine green to signalise the existing call connection.

2. Press the **function key** again or release the **function key** to end InterCom speakerphone.

Configuring and Operating a Function Key for InterCom Speakerphone

Press the key while in the telephone‘s idle state to dial the subscriber or group number configured for this key and initiate InterCom OneWay. Depending on the configured type of operation, you must keep the key pressed during the announcement (the connection ends as soon as you release the key) or press the key for a short moment to toggle the function (the key must be pressed once at the start and once at the end).

In addition, when functions are assigned on the first key level, the status of the connection to the InterCom destination is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	There is an active connection to the InterCom destination.
Green (blinking)	The InterCom call is sent to the PBX.
Red	InterCom destination cannot be reached.
Off	There is no active connection to the InterCom destination.

You can configure the function key for InterCom speakerphone as follows:

- Using the configuration manager
- Using the telephone

> **Note:** This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for InterCom Speakerphone

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   > **Note:** Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

Level 1: Keys are assigned on the first key level.

Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **InterCom speakerphone** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

---

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

   hold: Key must be kept pressed during an announcement.

   toggle: Press the key for a short moment to start the announcement. Another short pressure of the key ends the announcement.

7. In the **Account** list field, select the account for the required PBX.

8. In the **InterCom destination** entry field, enter the required internal telephone number.

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone is a system telephone on an Auerswald PBX or the InterCom speakerphone function is performed on an Auerswald PBX for which the sequence **##12** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for InterCom speakerphone**.

– InterCom permitted at InterCom destination

Using the Telephone to Configure a Function Key for InterCom Speakerphone

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap on **InterCom speakerphone**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   hold: Key must be kept pressed during an announcement.

   toggle: Press the key for a short moment to start the announcement. Another short pressure of the key ends the announcement.
7. In the **Account** list field, select the account for the required PBX.
8. In the **InterCom destination** entry field, enter the required internal telephone number.

9. Tap on **Assign**.
10. Tap on **Exit**.

Requirements for using the function:

– Telephone is a system telephone on an Auerswald PBX or the InterCom speakerphone function is performed on an Auerswald PBX for which the sequence **##12** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for InterCom speakerphone**.

– InterCom permitted at InterCom destination

Switching InterCom Permission On/Off

You can switch InterCom permission on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch InterCom Permission On/Off

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **InterCom**, select or clear the **InterCom permission** check box.
   - ☑ Switches InterCom permission on.
   - ☐ Switches InterCom permission off.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Switch InterCom Permission On/Off

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– **Controlling of the PBX via telephone** authorisation granted in the PBX

For InterCom calls, InterCom permission must be enabled for the system telephone being called.

Press the **function key** configured for InterCom permission to switch InterCom permission on or off.

Alternatively, proceed as described below.

1. Tap on **All apps > Functions > InterCom (perm.)**.
2. Select one of the following options:

   switch on: Enables InterCom permission.

   switch off: Disables InterCom permission.
3. Tap on **Execute**.

Configuring the InterCom Type

You can configure the InterCom type as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure InterCom Type

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Select the required **InterCom type**.

Note: You can choose between **hands-free calling** and **announcement**.
The standard setting is **hands-free calling**.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Über das Telefon InterCom Art einstellen

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **InterCom type**.
4. Select the required **InterCom type**.

> **Note:** You can choose between **hands-free calling** and **announcement**.
> The standard setting is **hands-free calling**.

Further steps:

– Make further settings.

Configuring and Operating a Function Key for InterCom permission

Press the key assigned to **InterCom (perm.)** to switch the InterCom permission function on or off or to switch it over.

In addition, when functions are assigned on the first key level, 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.

You can configure the the function key for InterCom permission as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for InterCom Permission

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtensi-on300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **InterCom (perm.)** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable InterCom permission dependent on its state.

   switch on: Press the key to enable InterCom permission.

   switch off: Press the key to disable InterCom permission.

7. In the **Permission level** list field, select one of the following options:

User: The function key can be edited by users, sub-administrators and administrator.

Sub-administrator: The function key can be edited by sub-administrators and administrators.

Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– **Controlling of the PBX via telephone** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for InterCom Permission

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap on **InterCom (perm.)**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable InterCom permission dependent on its state.

   switch on: Press the key to enable InterCom permission.

   switch off: Press the key to disable InterCom permission.

7. Tap on **Assign**.

8. Tap on **Exit**.

Requirements for using the function:

– **Controlling of the PBX via telephone** authorisation granted in the PBX

Macro Function

Using the macro function you can assign digits and various consecutive commands, for example, for accessing an answering machine remotely or programming a function on the PBX, to a function key.

Macro Execution Process

Below you will find a description of the procedure based on an example key to which the command sequence **HZ300CW2Z#22#Lg** has been assigned:

- Command **Z300**: When you press the macro key, telephone number 300 (e.g. answering machine) is entered in the dial preparation.
- Command **H**: The telephone dials the telephone number from the dial preparation and switches to hands-free calling.
- 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#.
- Command **Lg**: The LED next to the function key switches on (green).

Important: The state of the LED remains the same after a macro is executed – until the next time the command Lo, Lg, Lr or Ly is executed with the same key. If the LED is not to be used for status indication, we recommend you add the command Lo (disable LED) to the end of a macro.

If you would like to end macro execution, press the **Hook 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 if the macro contains a programming code that is not authorised.

Configuring and Operating a Function Key for the Macro Function

Press the key while the telephone is in the idle state to execute a macro. If the H command (hang-up/pick-up 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.

In addition, you can read the status of the relevant macro on the LED.

LED Signalling on the Key:

Depending on the purpose of the commands Lo, Lg, Lr and Ly.

Note: The commands for controlling LEDs are used on both levels of the keys. This makes it possible, for instance, to use the macro to switch the LED on the one key level and to use the macro to switch LED off on the other key level. In this way you can read the switching status of a simultaneously switched function on the LED.

You can configure a function key for the macro function as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch key).

Using the Configuration Manager to Configure a Function Key for the Macro Function

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

---

3. Click one of the following tabs:

Level 1: Keys are assigned on the first key level.

Level 2: Keys are assigned on the second key level.

Note:

The **Macro** function fills both key levels. If one level has a macro assigned to it, the other level is also automatically filled with an empty macro.

Both macros can later be processed and executed independently of each other.

If one level has a macro deleted from it, the macro is also automatically deleted from the other level.

---

4. In the list field next to the function key that you would like to define, select the **Macro** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

---

6. In the **Account** list field, select the required account.

7. Enter the macro in the **Macro** entry field. Possible entries:

   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
H	Hang-up/pick-up with the hook key
C	Wait for a connection
Lo	The LED on the function key switches off
Lr	The LED on the function key switches on (red)
Ly	The LED on the function key switches on (yellow)
Lg	The LED on the function key switches on (green)

Notes:

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 (wait for a connection).

The commands for controlling LEDs are used on both levels of the keys. This makes it possible, for instance, to use the macro to switch the LED on the one key level and to use the macro to switch the LED off on the other key level. In this way you can read the switching status of a simultaneously switched function on the LED.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for the Macro Function

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

Notes:

The **Macro** function fills both key levels. If one level has a macro assigned to it, the other level is also automatically filled with a macro.

Both macros can be executed independently of each other.

If one level has a macro deleted from it, the macro is also automatically deleted from the other level.

4. Tap on **Macro**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the required account.

7. In the **Macro (Level 1)** entry field, enter the macro for key level 1. Possible entries:

   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
H	Hang-up/pick-up with the hook key
C	Wait for a connection
Lo	The LED on the function key switches off
Lr	The LED on the function key switches on (red)
Ly	The LED on the function key switches on (yellow)
Lg	The LED on the function key switches on (green)

Notes:

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 (wait for a connection).

8. In the **Macro (Level 2)** entry field, enter the macro for key level 2.
9. Tap on **Assign**.
10. Tap on **Exit**.

Pick-up

Using pick-up you can take a call on your own phone that was originally sent to another internal telephone.

If the call has already been accepted, the call can be taken over using the same procedure (assuming call take-over has been allowed by the subscriber being called). This function is useful when dealing with answering machines, for example.

Performing Pick-up

Requirements:

– **Pick-up** authorisation granted in the PBX

– Telephone is a system telephone on an Auerswald PBX or pick-up is performed on an Auerswald PBX for which the sequence **##06** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for pickup**.

If an internal telephone rings somewhere near you, proceed as described below.

1. Tap on **All apps > Functions > Pick-up**.

   Alternatively, press a **function key** configured for pick-up.

2. In the **Pick-up destination** entry field, enter the ringing telephone's internal telephone number.

   Note: If you would like to take a call that is directed to a group, select the pick-up for the group telephone number.

3. Tap on **Execute**.

4. Pick up the receiver or tap on .

Pick-up during a Call

Requirements:

– **Pick-up** authorisation granted in the PBX

– A **function key** configured for pick-up

– Telephone is a system telephone on an Auerswald PBX or pick-up is performed on an Auerswald PBX for which the sequence **##06** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for pickup**.

If you are already taking a call, and an internal telephone rings somewhere near you, proceed as described below.

1. Press the **function key** configured for pick-up.
2. In the selection window, select the required VoIP account and a telephone number.

   Note: If you would like to take a call that is directed to a group, select the pick-up for the group telephone number.

3. Tap on the caller's business card or tap on .

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

Configuring and Operating a Function Key for Pick-up

Open the selection window by pressing the key that is not assigned to a specific pick-up number. You can then enter the internal phone number of the telephone that is ringing.

Open the caller's business card by pressing the key assigned to a specific pick-up number.

In addition, if you press the key, this initiates a call take-over on telephones or answering machines for which permission has been given (refer to the instructions for the PBX).

LED Signalling on the Key:

None

Note: If you frequently take pick-ups 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, following confirmation, take the call on your telephone.

You can configure the function key for pick-up as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Pick-up

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Pick-up** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the account for the required PBX.

7. Enter the required internal telephone number in the **Pick-up destination** entry field.
8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone is a system telephone on an Auerswald PBX or pick-up is performed on an Auerswald PBX for which the sequence **##06** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for pickup**.

– **Pick-up** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for Pick-up

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap on **Pick-up**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

Up to 64 digits

Digits and characters

Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the required account.
7. If you would like to assign a fixed pick-up number to the function key, select the required pick-up number.
   - Manual entry: Enter an internal telephone number in the **Pick-up destination** entry field.
   - Selection: Tap on and select an internal telephone number.
8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– Telephone is a system telephone on an Auerswald PBX or pick-up is performed on an Auerswald PBX for which the sequence **##06** was entered under **Settings > Providers & PBXs > Special numbers > Keypad sequence for pickup**.

– **Pick-up** authorisation granted in the PBX

Power Dialling

If the telephone being called is busy, but automatic callback on busy is not possible, the power dialling function can be activated instead. With power dialling, the telephone makes repeated attempts to reach the subscriber being called, at short time intervals.

How Power Dialling Works

You perform power dialling as follows:

- The telephone makes repeated attempts to reach the subscriber being called, at short time intervals (every 10 seconds).
- As soon as the subscriber is no longer busy, and the telephone detects a ringing tone, it switches the loudspeaker on.
- The connection is then established, when the person being called picks up the receiver. If they do not pick up the receiver, power dialling is ended.
- If power dialling is not successful, the telephone automatically cancels the function after 10 minutes.

> **Note:** If interruptions occur (for example, calls that are initiated in the meantime), this time period is extended accordingly.

Initiating Power Dialling

If the connection is busy and callback is not possible, proceed as described below.

1. Tap on .

> **Note:** Avoid leaving the telephone once power dialling has been initiated since, whenever a connection is established, the loudspeaker on the telephone will be automatically switched on.

Power dialling is initiated.

Cancelling Power Dialling

Requirements:

– Power dialling has been initiated

If you would like to cancel power dialling in progress, proceed as described below.

- The telephone is not in the idle state. It is currently attempting to reach the subscriber in question: Press the **Hook key** or tap on .

Relays (System Telephone)

If the PBX is equipped with one or more relays, they can be switched on and off, depending on the relay function configured for each telephone.

Switching Relays On/Off

You can switch relays on or off as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– **Switching of relay** authorisation granted in the PBX

– Relay configured in the PBX with **Configuration-dependent** or **PC relay** operating mode

To switch a relay on or off, press the **function key** configured for switching relays.

Alternatively, proceed as described below.

1. Tap on:
   - Functions listed alphabetically: **All Apps > Functions > Relay**
   - Functions sorted by group: **All apps > Functions > Door/Relay > Relay**
2. In the **Operation** list field, select one of the following options:

   switch on: Switches the relay on.

   switch off: Switches the relay off.
3. Select the relay:
   - Manual entry: Enter a relay ID in the **Relay ID** entry field.
   - Selection: Tap on and select a relay ID.
4. Tap on **Execute**.

Configuring and Operating a Function Key for Switching Relays

Press the key to switch the configured relay on or off or to switch it over.

In addition, when functions are defined on the first key level, 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.

You can configure the function key for switching relays as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Switching Relays

Requirements:

– Relay configured in the PBX with **Configuration-dependent** or **PC relay** operating mode

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Relay** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch the relay on or off dependent on its state.

   switch on: Press the key to switch the relay on.

   switch off: Press the key to switch the relay off.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Account** list field, select the system telephony account.

8. In the **Relay ID** entry field, enter the relay telephone number.

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Switching of relay** authorisation granted in the PBX

Using the Telephone to Configure a Function Key for Switching Relays

Requirements:

– Relay configured in the PBX with **Configuration-dependent** or **PC relay** operating mode

1. Tap on **All apps > Function keys**.
2. Press the **function key** that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Relays**
   - Functions sorted by group: **Door / Relay > Relay**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch the relay on or off dependent on its state.

   switch on: Press the key to switch the relay on.

   switch off: Press the key to switch the relay off.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. Select the relay:

   - Manual entry: Enter a relay ID in the **Relay ID** entry field.
   - Selection: Tap on and select a relay ID.

8. Tap on **Assign**.

9. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– **Switching of relay** authorisation granted in the PBX

Speed Dialling

With the speed dialling function you can define a function key with not only internal and external phone numbers, but also with programming sequences on the PBX. You can dial the saved codes easily by pressing the key.

Options for Using Speed Dialling Keys

Speed dialling keys can be used in the following ways:

To Dial a Phone Number

The speed dial number will be dialled automatically. If the receiver is hung up, the saved phone number is first used for 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.

To Dial a Portion of a Phone Number

The telephone enables you to assign a portion of a phone number to a speed dialling key (for example, telephone provider prefixes). You can then assemble the phone number parts by pressing several speed dialling keys in sequence. The names assigned to the phone numbers are shown one after the other on the display.

Assignment Overview

Speed dialling keys assigned to internal subscriber and group phone numbers allow the user to view the LEDs and gain an overview of which subscribers and groups are active or busy.

Pick-up and Call Take-over

Speed dialling keys defined with internal subscriber and group phone numbers enable the pick-up 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.

Configuring and Operating a Function Key for Speed Dialling

Press the key while the telephone is in the idle state to transfer the telephone number saved in the key to dial preparation – can also be used to complement a number.

Exception: If the saved telephone number is an internal phone number, and is currently being called, you will pick up this call.

After picking up the receiver, press the key to dial the telephone 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 telephone number is defined on the first key level, the status of the subscriber or group is indicated by the corresponding LED.

LED Signalling on the Key (When Assigned to an Internal Subscriber Telephone Number):

Red	A call is in progress on the internal telephone. Press the key to initiate a call take-over.
Red (blinking)	The internal telephone is currently being called or a call is waiting on that telephone. Press the key to initiate a pick-up.
Green	The internal telephone is configured as a boss telephone.
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 subscriber call forwarding has been configured).
Yellow (blinking)	Only when internal VoIP subscriber and display of the registration status is switched on: 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 Assigned to an Internal Group Phone Number):

Red	Calls are in progress on all logged-in telephones or no telephone in the group is logged in.
Red (blinking)	A logged in telephone is currently being called or a call is waiting on that telephone. Press the key to initiate a pick-up.
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 Assigned to an External Phone Number):

Green (blinking)	A call was made from the external subscriber's telephone and the call was not accepted (assuming the external number is transferred).

Note: The function cannot be carried out if the account assigned to a function key has been deleted. When you press the key, a dialogue opens where you can assign a new account to the key. Tap on **New account** next to the account ID, select a new account from the list field and tap on **Submit**.

You can configure the function key for speed dialling as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Speed Dialling

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Speed dialling** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **BLF for SIP account** list field, select one of the following options:

   enable: Switches BLF resource list subscription on.

   disable: Switches BLF resource list subscription off.

7. In the **Account** list field, select the required account.

8. Enter a telephone number in the **Destination number** entry field.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Speed Dialling

1. Tap on **All apps > Function keys**.

2. Press the **function key** that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

   ---

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Speed dialling**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

   ---

6. In the **BLF for SIP account** list field, select one of the following options:

enable: Switches BLF resource list subscription on.

disable: Switches BLF resource list subscription off.

7. In the **Account** list field, select the required account.
8. Select a telephone number from the **Destination number** entry field:
   - Manual entry: Enter a telephone number in the **Destination number** entry field.
   - Selection: Tap on and select a telephone number.
9. Tap on **Assign**.
10. Tap on **Exit**.

Switching Automatic Dialling for Speed Dialling On/Off

If automatic pick-up during speed dialling is enabled, and you press a speed dialling key while the telephone is in the idle state, this automatically picks up a call (when headset is in use) or switches the telephone to hands-free operation.

You can switch automatic dialling for speed dialling on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Auto-dial for Speed Dialling On/Off

1. Open the **Settings > Language & keyboard** page.
2. Select or clear the **Auto-dial for speed dial key** check box.
   - ☑ Switches auto-dial for speed dial key on.
   - ☐ Switches auto-dial for speed dialling off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Auto-dial for Speed Dialling On/Off

1. Tap on **All apps > Settings > Language & keyboard > Built-in keyboard**.
2. Select or clear the **Auto-dial for speed dial key** check box.
   - ☑ Switches auto-dial for speed dial key on.
   - ☐ Switches auto-dial for speed dialling off.

Switching the Display of the Registration Status On/Off

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.

You can switch the display of the registration status on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Display of the Registration Status On/Off

1. Open the **Settings > Display & LED** page.
2. Select or clear the **Registration status for VoIP subscribers** check box.
   - ☑ Switches the registration status display on.
   - ☐ Switches the registration status display off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Display of the Registration Status On/Off

1. Tap on **All apps > Settings > Display & LED**.
2. Select or clear the **Registration status for VoIP subscribers** check box under **LED settings**.

☑ Switches the display of the registration status on.

☐ Switches the display of the registration status off.

Targeted Exchange Line Access (System Telephone)

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

Initiating Targeted Exchange Line Access

You can initiate targeted exchange line access as follows:

- Using the telephone

Requirements:

– Telephone must be a system telephone on an Auerswald PBX

– A function key configured for targeted exchange line access

1. Press a **function key** configured for targeted exchange line access.

   The assigned VoIP account is activated for the next call. The account name is shown in the selection window.

2. Dial a phone number (an external phone number without an exchange line access number).

   Note: The external phone number must always be dialled with the corresponding area code, even if it is your own area code. The special numbers provided by the VoIP provider, for checking one's account status or dialling, for example, usually do not include an area code.

3. Pick up the receiver or tap on .

   The subscriber is called.

   Notes:

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

If you would like to transfer the defined MSN (your external telephone number) during external calls, calling line identification must be activated (shown in display).

Configuring and Operating a Function Key for Targeted Exchange Line Access

Press the key to initiate targeted exchange line access. You can then immediately dial the external phone number (without exchange line access number).

In addition, when functions are defined on the first key level, the status of the account is indicated by the corresponding LED.

LED Signalling on the Key:	
Red	All of the account‘s call channels are occupied (call not possible).
Yellow	At least one of the account's call channels is available. Press the key to use the call channel that is still available.
Off	All of the account's call channels are available. Press the key to occupy one of the available call channels.

You can configure the function key for targeted exchange line access as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for Targeted Exchange Line Access

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Exchange line** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. In the **MSN** entry field, enter the external phone number that you want to transfer during targeted exchange line access (without an exchange line access number and without a prefix). Possible entries:

   Up to 40 digits

   Digits

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Targeted Exchange Line Access

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **Exchange line**
   - Functions sorted by group: **Exchanges / lines > Exchange line**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the required account.
7. In the **MSN** entry field, enter the external phone number that you want to transfer during targeted exchange line access (without an exchange line access number and without a prefix). Possible entries:

Up to 40 digits

Digits

8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

Telephone Line

With the **Telephone line** function you can assign a function key to a specific account and then use that function key to route outgoing calls through this account.

In addition, a function key assigned to **Telephone line** can be used to monitor incoming calls and put them on hold when required.

Several function keys can be configured for the same account.

> **Note:** The **Telephone line** function uses only your own accounts, which have been configured in the telephone (see the Settings > Accounts section).

Configuring and Operating a Function Key for the Telephone Line

Press the key assigned to **Telephone line** to initiate an outgoing call through the account (assuming there are no pending incoming calls for the assigned account).

If you press the key during an incoming call through the assigned account then, when you pick up the receiver, the system will put the caller on hold.

All keys assigned to **Telephone line** for the same account form one group. If a connection is established through the account, one of the keys in this group, that is not yet assigned to a call, will automatically be selected to represent the connection state.

If you have placed several callers on hold using the keys (yellow illuminated LED), you can connect the business card of the required caller to the toolbar by pressing the relevant key once again (yellow blinking LED).

> **Notes:**
>
> The business card connected to the toolbar is active.
>
> Business cards have various outline colours: green for the active business card, light blue for a business card that requires attention, and grey for a business card that is shown only for informational purposes.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key (When Assigned to an Internal Subscriber Telephone Number):

Red	A call is currently being held on the telephone or the user is attempting to establish a connection.
Red (blinking)	The telephone is now being called and the caller‘s business card is not connected to the toolbar (in the background. If you pick up the receiver and press the key, this puts the call on hold.
Red (blinking twice)	The telephone is now being called and the caller‘s business card is connected to the toolbar. If you pick up the receiver and press the key, this puts the call on hold.
Yellow	The call is held locally in the telephone and the caller's business card is not connected to the toolbar. Press the key twice to pick up the call.
Yellow (blinking twice)	The call is held locally in the telephone and the caller's business card is connected to the toolbar. Press the key once to pick up the call.
Yellow (blinking fast)	The telephone calls the telephone number after the function key has been pressed.
Off	No call is pending. Press the key to initiate a call through the assigned account. Timeout: The function key is blocked for approximately 2 to 3 seconds after completion of a call over **Telephone line**.

Note: The function cannot be carried out if the account assigned to a function key has been deleted. When you press the key, a dialogue opens where you can assign a new account to the key. Tap on **New account** next to the account ID, select a new account from the list field and tap on **Submit**.

You can configure the function key for the **Telephone line** function as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for the Telephone Line

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   Note: The **Telephone line** function is assigned to both key levels. When one level is assigned, the other level is automatically assigned as well.

4. In the list field next to the function key that you would like to define, select the **Telephone line** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **MSN** entry field, enter the telephone number for the account:

   - PBX account: Enter the internal telephone number in the **MSN** entry field. Possible entries:

     Max. 40 digits

     Digits

- SIP account: Enter the telephone number of the account or, in the case of SIP trunking, the DDI main number and DDI extension without prefix, in the **MSN** entry field. Possible entries:

  Max. 40 digits

  Digits

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for the Telephone Line

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

   Note: The **Telephone line** function is assigned to both key levels. When one level is assigned, the other level is automatically assigned as well.

4. Tap on:
   - Functions listed alphabetically: **Telephone line**.
   - Functions sorted by group: **Exchanges / Lines > Telephone line**.

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the required account.

7. In the **MSN** entry field, enter the telephone number for the account:

   - PBX account: Enter the internal telephone number in the **MSN** entry field. Possible entries:

     Max. 40 digits

     Digits

   - SIP account: Enter the telephone number of the account or, in the case of SIP trunking, the DDI main number and DDI extension without prefix, in the **MSN** entry field. Possible entries:

     Max. 40 digits

     Digits

8. Tap on **Assign**.

9. Tap on **Exit**.

Waiting Field Function (System Telephone

In a waiting field, callers can be parked either automatically or by pressing the key, and then individually retrieved and forwarded.

> **Important:** The **Waiting field** function is only available when the telephone is used on a COMpact 4000, COMpact 5000/R and COMmander 6000/R/RX PBX.

Configuring a Waiting Field

The waiting field is configured as described in the following:

- Use the configuration manager of the PBX to configure automatic call acceptance for the waiting field.

- Using the configuration manager or, respectively, the configuration software of the PBX, select a system telephone as the waiting field reception.

  > **Notes:**
  >
  > To operate the waiting field with multiple waiting field receptions, a group must be configured and selected as the waiting field reception. The maximum number of waiting field receptions is limited by the number of possible group members.
  >
  > If multiple system telephones have been configured and enabled as waiting field receptions, multiple employees can operate the waiting field simultaneously. Incoming calls and waiting callers are then signalled in all the waiting field receptions. However, if someone is talking to a caller in one of the waiting field receptions, this caller is not signalled in the other waiting field receptions.

- On each waiting field reception telephone, assign one or more external waiting field keys to the **Shared line** function (waiting field keys), which can be used to monitor and process exchange line calls.

- After configuring a waiting field key on a system telephone, the waiting field reception function on the system telephone in question is automatically enabled and can be switched on and off, if necessary.

Sequence for Call Acceptance in Waiting Field

Call acceptance in the waiting field is carried out as follows:

- If all of the waiting field receptions have been switched off, the telephones ring according to normal call distribution.
- After switching on one or more waiting field receptions, the calls in the respective waiting field are signalled on those keys (waiting field keys) of the enabled waiting field receptions which have been assigned to the **Shared line** function.

> **Important:**
>
> After switching on the waiting field reception, any call forwarding for subscribers configured for the telephone, parallel calls as well as the do-not-disturb function are switched off. Not until the waiting field reception is switched off (on the telephone) will these functions (for example, call forwarding on an answering machine) become available again. The function in question (except parallel calling) must be switched on again.
>
> For existing calls, incoming exchange line calls are signalled by blinking LEDs and also by an attention tone, if enabled. For multiple active waiting field receptions, a caller placed in the waiting field is also signalled in the other waiting field receptions by the attention tone.

- The caller can be accepted normally by picking up the receiver or placed in the waiting field by pressing the associated waiting field key. If the automatic call acceptance is set to on busy or according to a time, callers are also automatically placed in the waiting field.
- A caller who has been placed in the waiting field, hears hold music. If a group is configured as waiting field reception and text before answering is enabled, the caller hears the text before answering announcement first.
- A caller is kept a max. of 16 minutes without interruption in the waiting field. If the waiting time is not interrupted by a call to the waiting caller or the call is forwarded, the connection is disconnected.
- You are reminded that the subscriber is still waiting by a short tone once per minute.
- Press the corresponding waiting field key to initiate a call with a caller in the waiting field.
- An external caller in the waiting field can be rerouted internally as normal. If the line of the person being called is busy, the external subscriber can be placed in that person's queue. If the person being called does not accept the call, the external caller is put back in the waiting field. This is signalled by an attention tone, if enabled.
- If there is no one in the waiting field, you can make calls as normal and use the keys on the telephone without limitations.

- As long as information about a call in the queue is showing on the display (LED lights up in yellow), several of the keys are without function and as soon as you picked up the receiver, you are connected to the call in the queue. You can prevent this by pressing the **Home** key. After this, the LED lights up in red and the display is in the idle state. Now you can make a call as normal, for instance, by selecting a phone number from the telephone book.

Switching Waiting Field Reception On/Off

The waiting field reception can be switched on and off as follows:

- Using the telephone

Requirements:

– The telephone has been selected in the PBX as a waiting field reception

To switch the waiting field reception on or off, press a **function key** that has been configured for the waiting field reception.

Alternatively, proceed as described below.

1. Tap on **All apps > Functions > W.fld.reception**.
2. Wählen Sie im Listenfeld **Operation** eine der folgenden Optionen:

   einschalten: Schaltet die Wartefeldzentrale ein.

   ausschalten: Schaltet die Wartefeldzentrale aus.

   Important:

   It is only possible to switch a waiting field reception off if no callers are in the waiting field. For multiple waiting field receptions, this limitation only applies when only one waiting field reception is switched on.

   When the waiting field reception is switched off, the subscriber is automatically logged out of the waiting field group incoming; the subscriber is automatically logged on again when the waiting field reception is switched on again.

3. Tap on **Execute**.

Configuring and Operating a Function Key for Shared Line

Press the key assigned to **Shared line)** (waiting field key) to place the caller signalled by the key in the waiting field or to establish a connection to the caller from the waiting field. Whether you press the key depends on the current status as displayed by the LED signalling next to the key.

LED Signalling on the Key:

Red	A call is currently being held on the telephone or the user is attempting to establish a connection.
Red (blinking	The telephone is now being called and the caller‘s business card is not connected to the toolbar (in the background. If you pick up the receiver and press the key, this puts the call on hold.
Red (blinking twice)	The telephone is now being called and the caller‘s business card is connected to the toolbar. If you pick up the receiver and press the key, this places the call in the waiting field.
Green	The call is being held in the waiting field and the caller‘s business card is not connected to the toolbar (in the background).
Green (blinking twice)	The call is being held in the waiting field and the caller‘s business card is connected to the toolbar.
Yellow	The call is held locally in the telephone and the caller's business card is not connected to the toolbar. Press the key twice to pick up the call.
Yellow (blinking twice)	The call is held locally in the telephone and the caller's business card is connected to the toolbar. Press the key once to pick up the call.
Yellow (blinking fast)	The telephone calls the telephone number after the function key has been pressed.
Off	No call is pending. Press the key to initiate a call through the assigned account. Timeout: The function key is blocked for approximately 2 to 3 seconds after completion of a call over **Shared line**.

Note: If a caller is placed in the waiting field by pressing the waiting field key, the LED then lights up in yellow next to the key. If a caller is placed in the

waiting field either automatically or by another waiting field reception, the LED then lights up in red.

You can configure the function key for the **Shared line** function as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function key for Shared Line

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtensi-on300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   Note: The **Shared line** function fills both key levels. If one level has a macro assigned to it, the other level is also automatically filled with a macro.

4. In the list field next to the function key that you would like to define, select the **Shared line** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

Up to 64 digits

Digits and characters

Note: The key description is used for printing the label and in the display.

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6. In the **Type of shared line**, select the type of the shared line.
7. In the **Account** list field, select the account of the required PBX.
8. In the **URL of shared line** entry field, enter the telephone number of the account:
   - PBX account: In the **URL of shared line** entry field, enter the internal telephone number. Possible entries:

     Up to 40 digits

     Digits
   - SIP account: In the **URL of shared line** entry field, enter the telephone number of the accout. Possible entries:

     Up to 40 digits

     Digits

Note: When you are using SIP trunking accounts and ISDN point-to-point connections (PTP), you cannot assign calls using the DDI. Do not enter anything in the **MSN/URL** entry field. The assignment will be made via the account.

---

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– Telephone has been selected as waiting field reception in the PBX

Using the Telephone to Configure a Function Key for Shared Line

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

   Note: The **Shared line** function fills both key levels. If one level has a macro assigned to it, the other level is also automatically filled with a macro.

4. Tap on:
   - Functions listed alphabetically: **Shared line**
   - Functions sorted by group: **Exchanges/Lines > Shared line**

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Type of shared line** list field, select the type of the shared line.
7. In the **Account** list field, select the required account.
8. In the **MSN/URL** entry field, enter the telephone number of the account:
   - PBX account: In the **URL of shared line** entry field, enter the internal telephone number. Possible entries:

Up to 40 digits

Digits

- SIP account: In the **URL of shared line** entry field, enter the telephone number of the accout. Possible entries:

  Up to 40 digits

  Digits

Note: When you are using SIP trunking accounts and ISDN point-to-point connections (PTP), you cannot assign calls using the DDI. Do not enter anything in the **MSN/URL** entry field. The assignment will be made via the account.

---

9. Tap on **Assign**.
10. Tap on **Exit**.

Requirements for using the function:

– Telephone must be a system telephone on an Auerswald PBX

– Telephone has been selected as waiting field reception in the PBX

Configuring the Function Key to Switch the Waiting Field Reception On/Off

Press the key while the telephone is in the idle state to switch the waiting field reception or or off or to switch it over.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The waiting field reception is switched on.
Off	The waiting field reception is switched off.

You can configure the function key for the waiting field reception as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key to Switch the Waiting Field Reception On/Off

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **W.fld.reception** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. in the **Operation** list field, select one of the following options:

   toggle: Press the key to switch the waiting field reception on or off dependent on its state.

   switch on: Press the key to switch the waiting field reception on.

   switch off: Press the key to switch the waiting field reception off.

7. In the **Account** list field, select the required account.
8. In the **Permission level** list field, select one of the following options:

User: The function key can be edited by users, sub-administrators and administrator.

Sub-administrator: The function key can be edited by sub-administrators and administrators.

Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Telephone has been selected as waiting field reception in the PBX

Using the Telephone to Configure a Function Key to Switch the Waiting Field Reception On/Off

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap on:
   - Functions listed alphabetically: **W.fld.reception**.
   - Functions sorted by groups: **Exchanges/Lines > W.fld.reception**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

6. in the **Operation** list field, select one of the following options:

   toggle: Press the key to switch the waiting field reception on or off dependent on its state.

   switch on: Press the key to switch the waiting field reception on.

   switch off: Press the key to switch the waiting field reception off.

7. In the **Account** list field, select the required account.

8. Tap on **Assign**.

9. Tap on **Exit**.

Requirements for using the function:

– Telephone has been selected as waiting field reception in the PBX

Local Answering Machine

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

Note: The answering machine function is only available on a COMfortel 3200/3500 with an SD card inserted.

Topics

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– Answering Machine Accepts Call – Call Acceptance (page 294)
– Basic Settings (page 295)
– Readiness (page 299)
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Forwarding a Caller to the Answering Machine

Requirements:

– Readiness is switched off on the answering machine

– SD card inserted into slot (not write-protected)

When you receive a call, proceed as described below.

1. Tap on .

   The answering machine accepts the call.

Answering Machine Accepts Call – Call Acceptance

Note: If the listen-in function has been enabled on the answering machine, the loudspeaker on the telephone is switched on for listening in when a call is accepted by the answering machine.

If the answering machine has already accepted the call, proceed as described below.

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

   You are now connected with the caller.

Basic Settings

Default settings have already been configured for the basic functions on the answering machine. You can tailor these basic functions to suit your own specific requirements as described below.

Switching Automatic Playback On/Off

If automatic playback is enabled, new recordings are played back automatically after the answering machine list is opened.

You can switch automatic playback on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Automatic Playback On/Off

1. Open the **Settings > Answering machine** page.
2. Under **Answering machine settings**, select or clear the **Automatic playback** check box.
   - ☑ Switches automatic playback on.
   - ☐ Switches automatic playback off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Automatic Playback On/Off

1. Tap on **All apps > Settings > Answering machine**.
2. Select or clear the **Automatic playback** check box.
   - ☑ Switches automatic playback on.
   - ☐ Switches automatic playback off.

Switching the Call Information for New Messages On/Off

If call information for new messages is enabled, you are told when the call was received before the message is played.

You can switch call information on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Call Information for New Messages On/Off

1. Open the **Settings > Answering machine** page.
2. Select or clear the **Call information** check box under **Answering machine settings**.
   - ☑ Switches on the date and time display before the message/voice memo.
   - ☐ Switches off the date and time display before the message/voice memo.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Call Information for New Messages On/Off

1. Tap on **All apps > Settings > Answering machine**.
2. Select or clear the **Call information** check box.
   - ☑ Switches on the date and time display before the message/voice memo.
   - ☐ Switches off the date and time display before the message/voice memo.

Switching the Separator Tone for New Messages On/Off

If the separator tone is switched on for new messages, you will hear a tone after each message if you listen to several new messages. This makes it easier to distinguish the individual messages from each other.

You can switch the separator tone on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Separator Tone for New Messages On/Off

1. Open the **Settings > Answering machine** page.
2. Under **Settings for answering machine** select or clear the **Separator tone** check box.
   - ☑ Switches on the separator tone between messages.
   - ☐ Switches off the separator tone between messages.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Separator Tone for New Messages On/Off

1. Tap on **All apps > Settings > Answering machine**.
2. Select or clear the **Separator tone** check box.
   - ☑ Switches on the separator tone between messages.
   - ☐ Switches off the separator tone between messages.

Switching the Listen-in Function On/Off

If the listen-in function is enabled, the loudspeaker on the telephone is switched on for listening in when a call is accepted by the answering machine. Depending on whether you would also like to listen to your own announcement on the answering machine each time, you can specify whether the telephone loudspeaker is switched on or off when this announcement is played.

You can switch the listen-in function on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Listen-in Function On/Off

1. Open the **Settings > Answering machine** page.
2. In the **Listening-in** list field, select one of the following options:

   No listen-in: Switches listening-in off.

   Listen-in with announcement: Switches listening-in on. Even when the announcement is played, the telephone's loudspeaker is switched on.

   Listen-in without announcement: Switches listening-in on. When the announcement is played, the telephone's loudspeaker is switched off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Listen-in Function On/Off

1. Tap on **All apps > Settings > Answering machine**.
2. Tap on **Listening-in** and select one of the following options from the list field:

   No listen-in: Switches listening-in off.

   Listen-in with announcement: Switches listening-in on. Even when the announcement is played, the telephone's loudspeaker is switched on.

   Listen-in without announcement: Switches listening-in on. When the announcement is played, the telephone's loudspeaker is switched off.

Readiness

To enable the answering machine to take calls and record messages, readiness must be switched on, and the SD card must be inserted.

If readiness and call waiting are switched on, the answering machine can also take and record a second incoming call at the same time as the current call.

> **Note:** If a voice mailbox is assigned to the telephone as a system telephone on an Auerswald PBX, this voice mailbox accepts all the calls received from the system telephone account and takes precedence over the local answering machine. If calls come in over a different account, the local answering machine accepts them according to its configuration.

Switching Readiness On/Off

> **Note:**
>
> Even when readiness is switched on, the system will only accept calls of the types for which call acceptance has been enabled.
>
> You can also switch readiness on and off remotely.

You can switch readiness on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Readiness On/Off

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine** page.
2. Select or clear the **Answering machine** check box under **Answering machine settings**.

☑ Enables readiness.

☐ Disables readiness.

If readiness is switched on, the icon appears in the status line.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Readiness On/Off

Requirements:

– SD card inserted into slot (not write-protected)

To switch readiness on or off, press the **function key** that has been configured for readiness.

Alternatively, proceed as described below.

1. Tap on **Settings > Answering machine**.
2. Select or clear the **TAM readiness** check box.

   ☑ Enables readiness.

   ☐ Disables readiness.

   If readiness is switched on, the icon appears in the status line.

Configuring and Operating a Function Key for Readiness

Press the key to which **TAM readiness** has been assigned to switch the readiness of the answering machine on or off, or toggle it.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The readiness of the answering machine is switched on.
Off	The readiness of the answering machine is switched off.

You can configure a function key for readiness as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Readiness

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **TAM readiness** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch readiness on or off dependent on its state.

   switch on: Press the key to switch readiness on.

   switch off: Press the key to switch readiness off.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Readiness

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **TAM readiness**.
   - Functions sorted by group: **Answering machine > TAM readiness**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

toggle: Press the key to switch readiness on or off dependent on its state.

switch on: Press the key to switch readiness on.

switch off: Press the key to switch readiness off.

decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. Tap on **Assign**.
8. Tap on **Exit**.

Call Acceptance

You can tailor the times and rules for call acceptance to meet the needs of the user.

Configuring the Call Acceptance Time

The call acceptance time indicates the number of seconds after which the answering machine accepts a call.

You can configure the call acceptance time as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Call Acceptance Time

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine > Call acceptance** page.
2. Under **Settings for call acceptance** enter a value in the **Call accept time (1-99 seconds)** entry field. Possible entries:

   1 to **99**: Depending on the setting, the answering machine takes the call after 1 to 99 seconds.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Call Acceptance Time

1. Tap on **All apps > Settings > Answering machine > Call acceptance**.
2. Tap on **Call acceptance time (seconds)** and enter the required time until the call acceptance in the relevant entry field. Possible entries:

1 to **99**: Depending on the setting, the answering machine takes the call after 1 to 99 seconds.

3. Tap on **OK**.

Switching Acceptance of Group Calls On/Off

If the acceptance of group calls is switched on, calls for groups in which the telephone is a member are also taken.

You can switch the acceptance of group calls on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Acceptance of Group Calls On/Off

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine > Call acceptance** page.
2. Select or clear the **Group calls** check box under the **Call acceptance settings**.
   - ☑ Switches the acceptance of group calls on.
   - ☐ Switches the acceptance of group calls off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Acceptance of Group Calls On/Off

1. Tap on **All apps > Settings > Answering machine > Call acceptance**.
2. Select or clear the **Group calls** check box.

☑ Switches the acceptance of group calls on.

☐ Switches the acceptance of group calls off.

Call Acceptance Rules

Call acceptance and announcement assignment can be configured on a call-specific basis.

More Details about Call Acceptance Rules

The type of call acceptance can be configured depending on the type of call. The system distinguishes between the following call types:

A **Anonymous calls** (caller transmits no telephone number)

B **From contact** (caller transmits a telephone number contained in the telephone book)

C **External calls** (caller is an external subscriber)

D **Internal calls** (caller is an internal subscriber)

E **Door calls** (caller is any door terminal)

F **Miscellaneous calls**

The sequence displayed here corresponds to the sequence that is taken into account in the settings. Relevant call types, for which call acceptance has not been configured, are ignored when there is an incoming call. Instead, the system searches for the next applicable call type. If no setting has been made for any of the relevant call types, the settings for the call type **Miscellaneous calls** are used.

The following call types are generally not taken (accepted) by the answering machine:

- Callbacks
- InterCom calls
- Wake-up calls
- Alarm calls

The answering machine cannot differentiate between scheduled calls, fallback subscribers, or unsuccessful attempts to connect calls, and normal internal calls, and so it takes all these calls.

Example

The following example illustrates taking the settings into account:

Initial situation

- Call acceptance and announcements are configured differently for external calls (call type **C**), internal calls (call type **D**) and anonymous calls (call type **A**).
- The call acceptance rules for calls from a telephone book contact (**B**) and door calls (**E**) have been disabled.
- For miscellaneous calls (**F**) **Announcement and recording** has had the default announcement assigned to it.
- The answering machine is switched on.

Call 1

Properties of call 1:

- Caller is an external subscriber who transmits a telephone number.
- The transferred telephone number is entered in the telephone book as a contact.

Sequence for call 1:

- Call type **A** does not apply due to the call number presentation that is present.
- No call acceptance rule has been enabled for the first applicable call type **B**.
- The existing setting for the next applicable call type **C** is used.

Call 2

Properties of call 2:

- The caller is a door terminal.

Sequence for call 2:

- Call types **A** to **D** are not taken into account for door calls.
- The call acceptance rule for call type **E** is disabled.
- The setting present for miscellaneous calls **F** is used, which in this case is the **Announcement and recording** setting with the default announcement.

Configuring Call Acceptance Rules

You can configure the call acceptance rules as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure Call Acceptance Rules

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine > Call acceptance** page.
2. Under **Call acceptance rules**, if required, select the check box for the call type for which you would like to configure call acceptance.

   The **Call acceptance** and **Announcement** list fields are displayed.
3. Depending on the call type, proceed as follows.
   - All call types except **From contact**: Open the **Call acceptance** list field and select one of the following options for the relevant call type.

     Announcement and recording: At the end, the caller hears the selected announcement and can then leave a message on the answering machine.

     Only announcement: At the end, the caller hears the selected announcement, but cannot leave a message on the answering machine.

     No call acceptance: The call made by the corresponding caller is not accepted by the answering machine.
   - Only **From contact**: You can only configure call acceptance for contacts from the telephone's Contacts/Telephone book list.
4. Depending on the call type, select the required announcement in the announcement list, as described below.
   - All call types except **From contact**: Open the **Announcement** list field and select the required announcement.
   - Only **From contact**: You can only configure the announcement for contacts from the telephone's Contacts/Telephone book list.
5. If required, enable the rule set above, depending on the call type.

   ☑ Enables the call acceptance rule for the relevant call type.

   ☐ Enables the call acceptance rule for the relevant call type.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure Call Acceptance Rules

Requirements:

– SD card inserted into slot (not write-protected)

1. Tap on **All apps > Settings > Answering machine > Call acceptance > Call acceptance rules**.

2. If required, select the check box for the call type for which you would like to configure call acceptance.

   The **Call acceptance** and **Announcement** list fields are displayed.

3. Depending on the call type, proceed as follows.

   - All call types except **From contact**: Tap on **Call acceptance** and select one of the following options for the relevant call type.

     Announcement and recording: At the end, the caller hears the selected announcement and can then leave a message on the answering machine.

     Only announcement: At the end, the caller hears the selected announcement, but cannot leave a message on the answering machine.

     No call acceptance: The call made by the corresponding caller is not accepted by the answering machine.

   - Only **From contact**: Press the **Contact/Telephone book** key, open the required contact, press the **Menu key** and then select one of the following options in **Options > Contact-specific rules > Call acceptance**:

     Announcement and recording: At the end, the caller hears the selected announcement and can then leave a message on the answering machine.

     Only announcement: At the end, the caller hears the selected announcement, but cannot leave a message on the answering machine.

     No call acceptance: The call made by the corresponding caller is not accepted by the answering machine.

   If you press the **Back key** you return to the **Settings for call acceptance rules**.

4. Depending on the call type, select the required announcement in the announcement list, as described below.

   - All call types except **From contact**: Tap on **Announcement** and select the required announcement.

- Only **From contact**: Press the **Contact/Telephone book** key, open the required contact, press the **Menu key** and then select the required announcement in **Options > Contact-specific rules > Announcement**.

  If you press the **Back key** you return to the **Settings for call acceptance rules**.

The system displays the name of the announcement, with its creation date and time.

5. If required, enable the rule set above, depending on the call type.

☑ Enables the call acceptance rule for the relevant call type.

☐ Enables the call acceptance rule for the relevant call type.

Configuring the Maximum Recording Time

The maximum recording time indicates the number of minutes after which the answering machine ends a recording automatically (provided the caller has not already hung up).

You can configure the maximum recording time as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Maximum Recording Time

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine > Call acceptance** page.
2. Under **Recording times**, enter a value in the **Recording time (1...99 minutes)** entry field. Possible entries:

   1 to **98**: The maximum recording time is configured (1 to 98 minutes).

   99: The recording time is unlimited (maximum storage utilisation).

Note: Recordings with a recording time shorter than 1 second are discarded by the telephone.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Maximum Recording Time

1. Tap on **All apps > Settings > Answering machine > Call acceptance**.
2. Tap on **Recording time (seconds)** and enter the required time until the call is accepted in the relevant entry field. Possible entries:

   1 to **98**: The maximum recording time is configured (1 to 98 minutes).

   99: The recording time is unlimited (maximum storage utilisation).
3. Tap on **OK**.

Note: Recordings with a recording time shorter than 1 second are discarded by the telephone.

Configuring the Maximum Recording Time for Door Calls

The maximum recording time for door calls indicates the number of minutes after which the answering machine ends the recording of a door call automatically.

Note that the recording cannot be actively ended from the door terminal. Therefore, a door call recording lasts as long as you have defined it.

You can configure the maximum recording time for door calls as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Maximum Recording Time for Door Calls

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine > Call acceptance** page.

2. Under **Recording times**, enter a value in the **Recording time for door calls (1...99 minutes)** entry field. Possible entries:

   1 to **98**: The maximum recording time is configured (1 to 98 minutes).

   99: The recording time is unlimited (maximum storage utilisation).

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Maximum Recording Time for Door Calls

1. Tap on **All apps > Settings > Answering machine > Call acceptance**.
2. Tap on **Recording time (seconds)** and enter the required time until the call acceptance in the relevant entry field. Possible entries:

   1 to **98**: The maximum recording time is configured (1 to 98 minutes).

   99: The recording time is unlimited (maximum storage utilisation).
3. Tap on **OK**.

Call Recording

The call recording function enables telephone calls to be recorded, for example, for evaluation later. In addition to the automatic recording of all calls, it is also possible to record calls manually. This functions independently of the automatic call recording function and allows calls to be recorded in pieces.

Call recordings can be played from the answering machine list.

Note: The SD card must be inserted before you can record a call.

Recording a Call

If automatic call recording is enabled, every call you make is automatically recorded.

Note: Before you record a call you must always obtain the agreement of the call partner. If you record the call without the knowledge of the call partner, you make yourself liable to punishment in law (for breaching the right to confidentiality of the spoken word). For reasons of data protection, the call partner should be notified that the call is being recorded by an announcement.

Requirements:

– SD card inserted into slot (not write-protected)

To start or end recording during a call, press the **function key** configured for starting call recording.

Alternatively, during a call, proceed as described below.

1. Tap on to start recording the call.

   The call is recorded.
2. Tap on to stop recording the call.

Note:

Recordings with a recording time shorter than 1 second are discarded by the telephone.

Call recording ends immediately when a query call is begun.

Configuring and Operating a Function Key for Starting Call Recordings

Press the key during a call to switch call recording on. Press the key again to switch it off.

In addition to this, you can check the status of the function by looking at the relevant LED for an assignment at the first key level.

LED Signalling on the Key:

Red (blinking) The current call is recorded.

You can configure a function key for starting call recording as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for Starting Call Recordings

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **TAM call recording** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Starting Call Recordings

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

- Functions listed alphabetically: **TAM call recording**.
- Functions sorted by group: **Answering machine > TAM call recording**.

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. Tap on **Assign**.
7. Tap on **Exit**.

Switching Automatic Call Recording On/Off

If automatic call recording has been enabled, every call (incoming and outgoing) is recorded completely.

Note:

Before you record a call you must always obtain the agreement of the call partner. If you record the call without the knowledge of the call partner, you make yourself liable to punishment in law (for breaching the right to confidentiality of the spoken word). For reasons of data protection, the call partner should be notified that the call is being recorded by an announcement.

Recordings with a recording time shorter than 1 second are discarded by the telephone.

Automatic call recording ends immediately when a query call is begun.

You can switch automatic call recording on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Automatic Call Recording On/Off

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine** page.
2. Select or clear the **Automatic call recording** check box under the **Call recording settings**.
   - ☑ Enables automatic call recording.
   - ☐ Disables automatic call recording.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Automatic Call Recording On/Off

Requirements:

– SD card inserted into slot (not write-protected)

To enable or disable the readiness function, press a **function key** that has been configured for automatic call recording.

Alternatively, proceed as described below.

1. Tap on **Settings > Answering machine > Call recording**.
2. Select or clear the **Automatic call recording** check box.
   - ☑ Enables automatic call recording.
   - ☐ Disables automatic call recording.

Configuring and Operating a Function Key for Automatic Call Recording

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

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Red	Automatic call recording is enabled.
Off	Automatic call recording is disabled.

You can configure a function key for automatic call recording as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Automatic Call Recording

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **TAM automatic call recording** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

Up to 64 digits

Digits and characters

Note: The key description is used for printing the label and in the display.

---

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

   switch off: Press the key to switch automatic call recording off.

   toggle: Press the key to switch automatic call recording on or off dependent on its state.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

   switch on: Press the key to switch automatic call recording on.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Automatic Call Recording

1. Tap on **All apps > Function keys**.

2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

   ---

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:
   - Functions listed alphabetically: **TAM automatic call recording**.
   - Functions sorted by group: **Answering machine > TAM automatic call recording**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.
6. In the **Operation** list field, select one of the following options:

   toggle: Press the key to switch automatic call recording on or off dependent on its state.

   switch on: Press the key to switch automatic call recording on.

   switch off: Press the key to switch automatic call recording off.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.
7. Tap on **Assign**.
8. Tap on **Exit**.

Switching an Announcement for Call Recording On/Off

To inform the call partner that the call is being recorded, an announcement should be played before call recording.

Note: Before you record a call you must always obtain the agreement of the call partner. If you record the call without the knowledge of the call partner, you make yourself liable to punishment in law (for breaching the right to confidentiality of the spoken word).

You can switch the announcement for call recording on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch an Announcement for Call Recording On/Off

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Open the **Settings > Answering machine** page.
2. Select or clear the **Automatic call recording** check box under the **Call recording settings**.
   - ☑ Switches the announcement prior to call recording on.
   - ☐ Switches the announcement prior to call recording off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch an Announcement for Call Recording On/Off

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

To enable or disable the readiness function, press a **function key** that has been configured for automatic call recording.

Alternatively, proceed as described below.

1. Tap on **Settings > Answering machine > Call recording**.
2. Select or clear the **Announcement prior to call recording** check box.
   - ☑ Switches the announcement prior to call recording on.
   - ☐ Switches the announcement prior to call recording off.

Selecting an Announcement for Call Recording

To inform the communications partner that the call is being recorded, you can speak or upload your own announcements, save them on the SD card, and then select them.

You can select an announcement for call recording as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Select an Announcement for Call Recording

Requirements:

– SD card inserted into slot (not write-protected)

– Announcements saved on the SD card

1. Open the **Settings > Answering machine** page.
2. In the **Announcement** list field under **Call recording settings**, select the required announcement.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Select an Announcement for Call Recording

Requirements:

– SD card inserted into slot (not write-protected)

– Announcements saved on the SD card

1. Tap on **Settings > Answering machine > Call recording**.
2. Tap on **Announcement** and select the required announcement from the list field.

Forwarding Messages by E-mail

If the forwarding of messages by e-mail is enabled, the answering machine can inform the e-mail address configured in the telephone when new messages are present.

Alternatively the message can be forwarded as audio file (*.wav).

> **Note:** Under **Settings > E-mail > Internationalisation** you can configure the language of the e-mails and adapt a user-defined language template for e-mails to your requirements.

Switching the Forwarding of Messages by E-mail On/Off

If the forwarding of messages by e-mail is enabled, new messages are forwarded by e-mail to the e-mail address configured in the telephone.

You can switch the forwarding of messages by e-mail on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Forwarding of Messages by E-mail On/Off

Requirements:

– Forwarding of messages by e-mail is configured in the telephone

1. Open the **Settings > Answering machine > E-mail notification** page.
2. Select or clear the **E-mail notification** check box under the **Settings for forwarding by e-mail**.
   - ☑ Switches the forwarding of messages by e-mail on.
   - ☐ Switches the forwarding of messages by e-mail off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Forwarding of Messages by E-mail On/Off

Requirements:

– Forwarding of messages by e-mail is configured in the telephone

To enable or disable the forwarding of messages by e-mail, press a **function key** configured for the forwarding of messages by e-mail.

Alternatively, proceed as described below.

1. Tap on **Settings > Answering machine > E-mail notification**.
2. Select or clear the **E-mail notification** check box.
   - ☑ Switches the forwarding of messages by e-mail on.
   - ☐ Switches the forwarding of messages by e-mail off.

Switching the Forwarding of E-mail in HTML Format On/Off

If the forwarding of e-mails in HTML format is switched on, e-mails are formatted in the file format *.html and then sent.

You can switch the separator tone on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Forwarding of E-mail in HTML Format On/Off

1. Open the **Settings > Answering machine > E-mail notification** page.
2. Select or clear the **Send e-mail in HTML format** check box under the **Settings for forwarding by e-mail**.
   - ☑ Switches the forwarding of e-mail in HTML format on.
   - ☐ Switches the forwarding of e-mail in HTML format off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Forwarding of E-mail in HTML Format On/Off

1. Tap on **Settings > Answering machine > E-mail notification**.
2. Select or clear the **Send e-mail in HTML format** check box.
   - ☑ Switches the forwarding of e-mail in HTML format on.
   - ☐ Switches the forwarding of e-mail in HTML format off.

Switching the Attaching of Incoming Messages as Files On/Off

If attaching messages as files has been enabled, new messages are attached to e-mail messages in .wav format, and then sent.

You can switch the attaching of incoming messages as files on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Attaching of Incoming Messages as Files On/Off

1. Open the **Settings > Answering machine > E-mail notification** page.
2. Select or clear the **Attach message as file** check box under the **Settings for forwarding by e-mail**.
   - ☑ Switches the adding of messages as file attachments on.
   - ☐ Switches the adding of messages as file attachments off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Attaching of Incoming Messages as Files On/Off

1. Tap on **Settings > Answering machine > E-mail notification**.
2. Select or clear the **Attach message as file** check box.

☑ Switches the adding of messages as file attachments on.

☐ Switches the adding of messages as file attachments off.

Switching the Marking of Sent Messages as Read on the Answering Machine On/Off

If the marking of sent messages as read has been switched on, and the messages have been successfully sent, the messages are marked as read.

You can switch the marking of sent messages on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Marking of Sent Messages as Read On/Off

1. Open the **Settings > Answering machine > E-mail notification** page.
2. Select or clear the **Mark sent messages as read** check box under **Settings for forwarding by e-mail**.

   ☑ Switches the marking of sent messages as read on.

   ☐ Switches the marking of sent messages as read off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Marking of Sent Messages as Read On/Off

1. Tap on **Settings > Answering machine > E-mail notification**.
2. Select or clear the **Mark sent messages as read** check box.

   ☑ Switches the marking of sent messages as read on.

   ☐ Switches the marking of sent messages as read off.

Entering the Address of the E-mail Recipient

The messages are forwarded to the e-mail address configured in the telephone.

You can enter the address of the e-mail recipient as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter the E-mail Recipient Address

1. Open the **Settings > Answering machine > E-mail notification** page.
2. Under **Settings for forwarding by e-mail** enter the e-mail address in the **E-mail recipient** entry field. Possible entries:

   E-mail address (example: info@auerswald.de)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter the E-mail Recipient Address

1. Tap on **Settings > Answering machine > E-mail notification**.
2. Tap on **E-mail recipient** and enter the e-mail address in the relevant entry field. Possible entries:

   E-mail address (example: info@auerswald.de)
3. Tap on **OK**.

Sending a Test E-mail

After you have configured the forwarding of messages by e-mail you can send a test e-mail.

You can send a test e-mail as follows:

- Using the telephone

Requirements:

– Forwarding of messages by e-mail is configured in the telephone

1. Tap on **Settings > Answering machine > E-mail notification**.
2. Tap on **Send test e-mail**.

   The test e-mail is sent.

Configuring and Operating a Function Key for Call Forwarding by E-mail

Press the key to which **TAM e-mail** has been assigned to switch the forwarding of messages by e-mail on or off, or toggle it.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The forwarding of messages by e-mail is switched on.
Off	The forwarding of messages by e-mail is switched off.

You can configure a function key for call forwarding by e-mail as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Forwarding by E-mail

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

Level 1: Keys are assigned on the first key level.

Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **TAM e-mail** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

---

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

   toggle: Press the key to switch forwarding by e-mail on or off dependent on its state.

   switch on: Press the key to switch forwarding by e-mail on.

   switch off: Press the key to switch forwarding by e-mail off.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– Forwarding of messages by e-mail is configured in the telephone

Using the Telephone to Configure a Function Key for Forwarding by E-mail

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **TAM e-mail**.
   - Functions sorted by group: **Answering machine > TAM e-mail**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch forwarding by e-mail on or off dependent on its state.

   switch on: Press the key to switch forwarding by e-mail on.

   switch off: Press the key to switch forwarding by e-mail off.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. Tap on **Assign**.
8. Tap on **Exit**.

Requirements for using the function:

– Forwarding of messages by e-mail is configured in the telephone

E-mail Settings

You configure the settings for the answering machine's e-mail account independently of the settings for other e-mail accounts.

> **Note:** Please contact your e-mail provider or system administrator to obtain the necessary information for the account settings.

Entering the Address of the E-mail Sender

The e-mail sender address configured in the telephone is displayed to the e-mail recipient.

You can enter the e-mail sender address as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter the E-mail Sender Address

1. Open the **Settings > E-Mail > Outgoing mail server** page.
2. Under **Settings for outgoing mail server**, enter the e-mail address in the **Sender** entry field. Possible entries:

   E-mail address (example: info@auerswald.de)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter the E-mail Sender Address

1. Tap on **Settings > E-Mail**.
2. Tap on **Sender** and enter the e-mail address in the relevant entry field. Possible entries:

   E-mail address (example: info@auerswald.de)

3. Tap on **OK**.

Configuring the IP Address of the Outgoing Mail Server

Forwarded messages are sent using the outgoing mail server (SMTP server).

You can configure the IP address of the outgoing mail server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the IP Address of the Outgoing Mail Server

1. Open the **Settings > E-Mail > Outgoing mail server** page.
2. Under **Outgoing mail server**, enter the IP address of the outgoing mail server in the **Address** input field. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.240)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the IP Address of the Outgoing Mail Server

1. Tap on **Settings > E-Mail**.
2. Under **Outgoing mail server**, tap on **Address** and then enter the IP address of the outgoing mail server in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.240)
3. Tap on **OK**.

Configuring the Outgoing Mail Server Port

You can configure the port of the outgoing mail server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Port of the Outgoing Mail Server

1. Open the **Settings > E-Mail > Outgoing mail server** page.
2. Under **Outgoing mail server**, enter the port number of the outgoing mail server in the **Port** input field. Possible entries:

   1 to **65535** (example standard SMTP port: 25)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Port of the Outgoing Mail Server

1. Tap on **Settings > E-Mail**.
2. Under **Outgoing mail server**, tap on **Port** and then enter the port of the outgoing mail server in the entry field. Possible entries:

   1 to **65535** (example standard SMTP port: 25)
3. Tap on **OK**.

Setting the Type of Authentication

You can set the type of authentication required by the e-mail server in the telephone.

You can configure the type of authentication required by the e-mail server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set the Type of Authentication

1. Open the **Settings > E-Mail > Outgoing mail server** page.
2. In the **Type of authentication** list field under **Authentication**, select one of the following options:

   No authentication: Authentication is not performed.

   Username/Password: Authentication is performed with the username and password.

   MD5 challenge-response: Authentication is performed with an MD5 challenge-response. Here, the password is not transferred in plain (unencrypted) text.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Set the Type of Authentication

1. Tap on **Settings > E-Mail**.
2. Under **Authentication**, tap on **Type of authentication** and select one of the following options from the list field:

   No authentication: Authentication is not performed.

   Username/Password: Authentication is performed with the username and password.

   MD5 challenge-response: Authentication is performed with an MD5 challenge-response. Here, the password is not transferred in plain (unencrypted) text.

Entering the Username for the Outgoing Mail Server

You can enter the username for the outgoing mail server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter the Username for the Outgoing Mail Server

1. Open the **Settings > E-Mail > Outgoing mail server** page.
2. Under **Authentication**, enter the username in the **Username** entry field. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter the Username for the Outgoing Mail Server

1. Tap on **Settings > E-Mail**.
2. Under **Authentication**, tap on **Username** and then enter the username in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
3. Tap on **OK**.

Entering the Password for the Outgoing Mail Server

You can enter a password for authentication as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter the Password for the Outgoing Mail Server

1. Open the **Settings > E-Mail > Outgoing mail server** page.
2. Under **Authentication**, enter the password in the **Password** entry field. Possible entries:

Up to 64 digits

Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter the Password for the Outgoing Mail Server

1. Tap on **Settings > E-Mail**.
2. Under **Authentication**, tap on **Password** and then enter the password in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
3. Tap on **OK**.

Switching Encryption On/Off

If encryption is switched on, Transport Layer Security (TLS) is used to encrypt the messages before they are transferred to the e-mail server.

You can switch encryption on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Encryption On/Off

1. Open the **Settings > E-Mail > Outgoing mail server** page.
2. Under **Authentication**, select one of the following options from the **Encryption** list field:

Encryption disabled: Switches encryption off.
Encryption (SSL) after STARTTLS: Switches encryption on after STARTTLS.
Encryption (SSL) immediately: Switches encryption immediately on.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Encryption On/Off

1. Tap on **Settings > E-Mail**.
2. Tap on **Encryption**and select one of the following options from the list field.

   Encryption disabled: Switches encryption off.
   Encryption (SSL) after STARTTLS: Switches encryption on after STARTTLS.
   Encryption (SSL) immediately: Switches encryption immediately on.

E-mail Internationalisation

E-mail internationalisation allows you to configure the language of the e-mails sent by the answering machine and adapt a user-defined language template for e-mails to your requirements.

> **Note:** Under **Settings > Answering machine > E-mail notification** you can configure the forwarding of messages by e-mail.

Language Files

Three language templates are provided for the e-mails sent by the answering machine. The language templates contain several text modules which are used to generate e-mails. The language templates are in *.xml format.

German Language Template

The German language template contains the following text modules:

- **Allgemein**: General text modules
- **Datum und Uhrzeit**: Text modules with variables for date and time
- **Mailbox: Neue Nachricht**: Text modules for information about a new message
- **Test E-Mail**: Text modules to create a test e-mail

Users cannot configure the German language template.

English Language Template

The English language template contains the following text modules:

- **General**: General text modules
- **Date and time**: Text modules with variables for date and time
- **Mailbox: New message**: Text modules for information about a new message
- **Test e-mail**: Text modules to create a test e-mail

Users cannot configure the English language template.

User-defined Language Template

The user-defined language template is automatically generated in the language set for the configuration manager (German or English).

The user-defined language template contains the text modules described above in the respective language and can be configured by the user.

Reading a Language Template

You can read the German and English language templates, but cannot configure them.

You can read a language template as follows:

- Using the configuration manager

1. Open the **Settings > E-mail > Internationalisation** page.
2. Under **Language template management**, in the line of the required language template in the **Selection** list field, select one of the following options:

   General/**Allgemein**: General text modules

   Date and time/**Datum und Uhrzeit**: Text modules with variables for date and time

   Mailbox: New message/**Mailbox: Neue Nachricht**: Text modules for information about a new message

   Test e-mail/**Test E-Mail**: Text modules to create a test e-mail
3. In the line of the required language template, click **Read**.

   The selected text module opens.

Configuring a Language Template

You can configure the user-defined language template and adapt the text modules to your requirements.

You can configure a language template as follows:

- Using the configuration manager

1. Open the **Settings > E-mail > Internationalisation** page.

2. Under **Language template management**, in the line of the required language template in the **Selection** list field, select one of the following options:

   General/**Allgemein**: General text modules

   Date and time/**Datum und Uhrzeit**: Text modules with variables for date and time

   Date:
   - Day: *DD*
   - Month: *MM*
   - Year: *YYYY*

   Time:
   - Hour (24-hour format): *hh24*
   - Hour (12-hour format): *hh12*
   - Minute: *mm*
   - Second: *ss*
   - am/pm (only English language template): *ampm*

   Mailbox: New message/**Mailbox: Neue Nachricht**: Text modules for information about a new message

   Test e-mail/**Test E-Mail**: Text modules to create a test e-mail

3. In the line of the required language template, click **Configure**.

   The selected text module opens.

4. Make the required changes.

   Note: The text modules used to configure the language template are displayed in the left column of the dialogue. You can make your changes in the right column.

Further steps:

– Save your settings before you leave the page.

Importing a Language Template

You can import a language template, for example to use a centrally configured, identical language template for different telephones.

You can import a language template as follows:

- Using the configuration manager

Notes:

When you import a language template, the user-defined language template in the telephone will be overwritten.

The file structure of the imported language template must coincide with the file structure of the user-defined language template. To ensure this, export the user-defined language template to your PC. Edit the text fields of the language template without changing the structure of the *.xml file. After you have imported the language template, your modifications will be displayed in the user-defined language template.

Requirements:

– Language template (*.xml) saved on a data storage medium (PC)

1. Open the **Settings > E-mail > Internationalisation** page.
2. Under **Import language template**, click **Search**.

   A file selection dialogue opens.
3. Select the required language template ***.xml** and click **Open** (this text is dependent on the operating system used).

   The template is displayed in the entry field.
4. Click **Save**.

   The language template is imported and displayed as user-defined language template under **Language template management**.

Exporting a Language Template

You can export the user-defined language template, for example in order to configure the language template centrally and then import it into different telephones.

You can export a language template as follows:

- Using the configuration manager

1. Open the **Settings > E-mail > Internationalisation** page.
2. Under **Language template management**, click the name of the user-defined language template.
3. Click **Export**.

   The user-defined language template is exported.

Configuring the Language

By selecting a language template, you configure the language for the e-mails sent by the answering machine.

You can configure the language as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Language

1. Open the **Settings > E-mail > Internationalisation** page.
2. Under **Language settings**, in the **Language template** list field, select one of the following options:

   English: The English language template will be used.

   deutsch: The German language template will be used.

   user-defined: The user-defined language template will be used.

Further steps

– Save your settings before you leave the page.

Using the Telephone to Configure the Language

1. Tap on **Settings > E-Mail**.
2. Tap on **Language** and select one of the following options from the list field:

English: The English language template will be used.

deutsch: The German language template will be used.

user-defined: The user-defined language template will be used.

Importing a Logo

You can import your own logo. It will then be used in the e-mails sent by the answering machine.

You can import a logo as follows :

- Using the configuration manager

Note:

The logo must have the file format *.jpg and should have a size of 160 x 60 pixels (width x height).

The file may have a size of 50 kB max. The memory for all logos is limited to 500 kB.

If do not import your own logo, the Auerswald logo included in the scope of supply will be used.

Requirements:

– Language file (*.jpg) saved on a data storage medium (PC)

1. Open the **Settings > E-mail > Internationalisation** page.
2. Under **Import logo**, click **Search**.

   A file selection dialogue opens.
3. Select the file with the required logo ***.jpg** and click **Open** (this text is dependent on the operating system used).

   The file is displayed in the entry field.
4. Click **Save**.

   The logo is imported and displayed under **Logo**.

Note: To delete an imported logo, click **Delete** under **Delete logo**.

Remote Access

Remote access is used to access and operate the answering machine from another internal telephone or from an external telephone.

Remote Access Variants

The answering machine supports two different remote access variants:

Remote access

The answering machine always accepts a call after the configured call acceptance time.

After the answering machine has accepted the call, you can initiate remote access during the announcement and the 10 seconds that follow (by pressing the * key + user remote access PIN + # key).

Remote access with quick access

The answering machine automatically accepts a call when the quick remote access number is transmitted and new messages are present. Otherwise, if no new messages are present, the time it takes to accept a call is 10 seconds (approx. 2 rings) longer than the configured call acceptance time.

As soon as the answering machine has accepted the call, you can start remote access. You do not need to enter the remote access PIN.

Note:

When quick access is enabled, the call acceptance time varies only if the quick remote access number has been correctly transmitted. For all other callers, the answering machine accepts the call after the configured call acceptance time (no matter whether new messages are present or not).

Using quick access is not appropriate if you have configured settings on your PBX or telephone that cause the telephone to delay making a call (for example, subscriber call forwarding on no reply).

Configuring Remote Access

Remote access is configured as described below:

- Switch remote access on.
- Enter a remote access PIN.
- Configure remote access with quick access. This will simplify remote access for the user because they will no longer need to enter their remote access PIN. Their telephone number will be transmitted instead. To do so, enter one or two quick remote access numbers.
- If you would like the answering machine to notify you as soon as a new message is present, configure message forwarding and switch it on when required.

Switching Remote Access On/Off

You can switch remote access on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Remote Access On/Off

1. Open the **Settings > Answering machine** page.
2. Select or clear the **Remote access** check box under **Remote access settings**.
   - ☑ Enables the remote access function.
   - ☐ Disables the remote access function.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Remote Access On/Off

To enable or disable remote access, press the **function key** that has been configured for remote access.

Alternatively, proceed as described below.

1. Tap on **Settings > Answering machine**.
2. Select or clear the **Remote access** check box.
   - ☑ Enables the remote access function.
   - ☐ Disables the remote access function.

Entering a PIN for Remote Access

To enable you to use the remote access feature you must enter a PIN. You can change the PIN at any time.

> **Important:** When operating as a system telephone on an Auerswald PBX, the PBX specifies the remote access PIN. The remote access PIN matches the user PIN entered on the PBX.

You can enter the password as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a PIN for Remote Access

Requirements:

– The telephone is not a system telephone on an Auerswald PBX

– Remote access is enabled

1. Open the **Settings > Answering machine** page.
2. In the **Remote access PIN** entry field, enter the PIN. Possible entries:

6 digits

Digits and characters #

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter a PIN for Remote Access

Requirements:

– The telephone is not a system telephone on an Auerswald PBX

– Remote access permitted

1. Tap on **All apps > Settings > Answering machine > Remote access**.
2. Select the **Remote Access** check box.

   The system displays the setting options for remote access.
3. Tap on **Remote access PIN** and enter the PIN in the relevant entry field. Possible entries:

   6 digits

   Digits and characters #
4. Tap on **OK**.

Entering a Quick Remote Access Number

Up to two quick access telephone numbers can be entered for remote access toll saver with quick access. The caller who transmits this quick remote access number when they make a call can, if quick access is configured, access all the recordings saved on the answering machine without having to enter their remote access PIN.

You can enter a quick remote access number as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter Quick Remote Access Numbers

Requirements:

– Remote access is enabled

1. Open the **Settings > Answering machine** page.
2. In the **Quick remote access number 1** entry field, enter quick remote access number 1. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

   Important: Enter telephone numbers exactly as you do when dialling them, e.g. always enter external telephone numbers with a preceding exchange line access number. (Exception: selected account is **publ. exchange**).
3. In the **Account quick remote access number 1** list field, select the required account.
4. Repeat steps 2 to 4 for inputting quick access number 2.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter Quick Remote Access Numbers

Requirements:

– Remote access is enabled

1. Tap on **All apps > Settings > Answering machine > Remote access**.
2. Tap on **Quick remote access number 1** and enter quick remote access number 1 in the entry field. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

Important: Enter telephone numbers exactly as you do when dialling them, e.g. always enter external telephone numbers with a preceding exchange line access number. (Exception: selected account is **publ. exchange**).

3. Tap on **OK**.
4. Tap on **Account quick remote access number 1** and select the required account from the list field.
5. Repeat step 2 to 4 for inputting quick access number 2.

Performing Remote Access

You can perform remote access as follows:

- Using a character string on an external telephone
- Using a character string on an internal telephone

Requirements:

– Remote access is configured

– The internal or external telephone supports DTMF dialling

– Knowledge of the remote access PIN

– When readiness is switched off on the answering machine: quick access and transfer of a previously entered quick remote access number by the calling telephone is configured

1. Call the telephone.

   After the set call acceptance time the answering machine takes the call. You hear the configured announcement.

   Note: When quick access is configured you also immediately hear the announcement for remote access (remote.wav) and can start remote access (without entering the PIN).

2. To start the remote access during the announcement, enter the following DTMF numbers: *** Remote access PIN #**

Note: If you mistype the remote access PIN you can start again by typing it again without * (asterisk).

You then hear the remote.wav announcement for remote access.

3. The numbers listed below are used to perform remote access.

   0: Opens the Help menu.

   1: Opens the main menu.

   2: Plays new messages.

   3: Plays all messages.

   4: Jumps back to the previous recording.

   5: Repeats the recording you are currently listening to.

   6: Jumps to the next recording.

   7: Deletes the recording you are currently listening to.

   8: Ends the playback.

   *** 10**: Switches the answering machine off.

   *** 11**: Switches the answering machine on.

   *** 70**: Deletes all of the recordings.

   *** 99**: Records a voice memo. To save your memo, hang up the receiver or press **#**. To cancel, press *****.

   Disconnect: Ends remote access.

Configuring and Operating a Function Key for Remote Access

Press the key to which **TAM remote access** has been assigned to switch the answering machine's remote access function on or off, or toggle it.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Remote access to the answering machine is switched on.
Off	Remote access to the answering machine is switched off.

You can configure a function key for remote access as follows:

- Using the configuration manager

- Using the telephone

Using the Configuration Manager to Configure a Function Key for Remote Access

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **TAM remote access** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable remote access dependent on its state.

   switch on: Press the key to enable remote access.

   switch off: Press the key to disable remote access.

   decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Remote Access

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **TAM remote access**.
   - Functions sorted by group: **Answering machine > TAM remote access**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

toggle: Press the key to enable or disable remote access dependent on its state.

switch on: Press the key to enable remote access.

switch off: Press the key to disable remote access.

decide each time a key is pressed: Press the key to open the dialogue in which you select the option.

7. Tap on **Assign**.
8. Tap on **Exit**.

Announcements

In addition to default announcements, the answering machine lets you manage 25 customised announcements.

You can use the configuration manager to transfer existing announcements in *.wav format to the SD card or use the telephone to speak new announcements onto it.

The announcements can be assigned to different types of calls as well as to different callers.

Changing the Language for the Default Announcement

You can change the language used for the default announcement from English to another language, and vice versa. Language files for German and English are preinstalled in the factory settings, but you can also upload additional language packages in *.fs format.

You can change the language for the default announcement as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Change the Language of the Default Announcement

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the **Settings > Answering machine > Announcements** page.
2. In the **Language** list field under **Language settings**, select the required language file.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Change the Language of the Default Announcement

Requirements:

– SD card inserted into slot (not write-protected)

1. Tap on **Settings > Answering machine**.
2. Tap on **Default language** and select the required language file from the list field.

Uploading Language Files

The answering machine's default announcements, and also the spoken user guidance for remote access, are stored in "language files" (for English-language announcements this is **english.fs**).

Up to four language files can be stored and used simultaneously. This makes it possible to use different languages for the answering machine.

You can upload a language file as follows:

- Using the configuration manager

Requirements:

– Language file (*.fs) saved on a data storage medium (PC)

1. Open the **Settings > Answering machine > Announcements** page.
2. Under **Language settings**, click **Search**.

   A file selection dialogue opens.
3. Select the ***.fs** file with the required language and click **Open** (this text is dependent on the operating system used).

   The file is displayed in the entry field.
4. Click **Save**.

   The language file is imported and displayed in the list.

Further steps:

– Save your settings before you leave the page.

Uploading an Announcement

Announcement files that are saved on the hard disk in *.wav format can be uploaded for use as announcements.

You can upload announcements as follows:

- Using the configuration manager

Requirements:

– SD card inserted into slot (not write-protected)

– Announcement in audio format (*.wav) saved on the hard disk

1. Open the **Settings > Answering machine > Announcements** page.
2. Under **Announcements**, click the required free announcement in the list field.

   The system displays the **Search** and **Save** buttons.
3. Open the folder in which the announcement has been saved, and select the announcement.
4. Click **Open** (this text is dependent on the operating system used).
5. Click **Save**.
6. Click **OK**.

   The selected announcement is displayed in the announcements list.

Further steps:

– Change the name of the announcement, if required.

– Save your settings before you leave the page.

Changing an Announcement Name

To make it easier to select the announcements, you can change each individual announcement name that has been automatically assigned by the configuration manager or that has been entered when you recorded the announcement.

You can change an answering machine announcement as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Change an Announcement Name

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Open the **Settings > Answering machine > Announcements** page.
2. Under **Announcements**, click the required announcement in the announcements list.
3. Click **Configure**.
4. In the **Name** entry field, enter the required name.
5. Click **Save**.
6. Click **OK**.

Using the Telephone to Change an Announcement Name

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Press the **Message key**.
2. Select the answering machine list.
3. In the list field on the left, above the answering machine list, select the **Announcements** option.
4. Select the announcement whose name you would like to change.

5. Press the **Menu key**.
6. Tap on **Edit name**.
7. In the entry field, enter the required name. Possible entries:

   Up to 16 digits

   Digits and characters
8. Tap on **OK**.

Recording an Announcement

You can record the announcement as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

1. Press the **Message key**.
2. Select the answering machine list.
3. In the list field on the left, above the answering machine list, select the **Announcements** option.
4. Select a free announcement.
5. Tap on ●, to start the recording.

   You now see the entry field in which you enter the announcement's name.
6. Enter a name for the announcement. Possible entries:

   Up to 16 digits

   Digits and characters
7. Tap on **OK**.

   The recording starts.
8. Record your announcement.

9. Tap on ■ to stop recording the announcement.

Note:

You can record the recorded announcement again (●) or listen to the announcement (▶).

To set the new announcement as the default announcement, tap on . If you tap on , the announcement will no longer be used as the default announcement.

Recordings with a recording time of less than 3 seconds are rejected by the telephone.

Switching an Announcement On or Off

You can switch an announcement on or off as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Press the **Message key**.
2. Select the answering machine list.
3. In the list field on the left, above the answering machine list, select the **Announcements** option.
4. Select an announcement.
5. Tap on:
   - to switch on the announcement instead of the default announcement.
   - , to switch off the announcement and replace it with the default announcement.

Configuring and Operating a Function Key for TAM Announcement

Press the key to which **TAM announcement** has been assigned to switch on an announcement and the call acceptance rules defined for this announcement.

In addition to this, you can check the status of the function by looking at the relevant LED for an assignment at the first key level.

LED Signalling on the Key:	
Green	The announcement is switched on.
Yellow	The announcement is switched on, call acceptance differs from the key assignment.
Off	The announcement is switched off.

You can configure the function key for the announcement as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for TAM Announcement

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **TAM announcement** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Acceptance behaviour** list field, select one of the following options:

   Announcement and recording: The caller hears the announcement selected in the next step and can leave a message on the answering machine.

   Announcement only: The caller hears the announcement selected in the next step, but cannot leave a message on the answering machine.

   No call acceptance: The call of the corresponding caller is not accepted by the answering machine.

   No rule: Switches the call acceptance rule off.

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

   Default: The type of call is not taken into account.

   Anonymous calls: The caller does not transmit a telephone number.

   External calls: The caller is an external subscriber.

   Internal calls: The caller is an internal subscriber.

   Door calls: The caller is a door.

   Any calls: Any caller.

8. In the **Announcement** list field select the required announcement.

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for TAM Announcement

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **TAM announcement**.
   - Functions sorted by group: **Answering machine > TAM announcement**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Acceptance behaviour** list field, select one of the following options:

Announcement and recording: The caller hears the announcement selected in the next step and can leave a message on the answering machine.

Announcement only: The caller hears the announcement selected in the next step, but cannot leave a message on the answering machine.

No call acceptance: The call of the corresponding caller is not accepted by the answering machine.

No rule: Switches the call acceptance rule off.

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

   Default: The type of call is not taken into account.

   Anonymous calls: The caller does not transmit a telephone number.

   External calls: The caller is an external subscriber.

   Internal calls: The caller is an internal subscriber.

   Door calls: The caller is a door.

   Any calls: Any caller.

8. In the **Announcement** list field select the required announcement.
9. Tap on **Assign**.
10. Tap on **Exit**.

Deleting an Announcement

You can delete an announcement as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Delete an Announcement

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Open the **Settings > Answering machine > Announcements** page.
2. Under **Announcements**, click the announcement you want to delete in the announcements list.

   The system displays the **Delete** button.
3. Click **Delete**.
4. Click **OK**.

   The announcement is deleted from the SD card.

Using the Telephone to Delete an Announcement

You can delete an announcement as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

– At least one announcement is saved on the SD card

1. Press the **Message key**.
2. Select the answering machine list.
3. In the list field on the left, above the answering machine list, select the **Announcements** option.
4. Select the announcement you want to delete.
5. Tap on .

   The announcement is deleted from the SD card.

Answering Machine List

The telephone's answering machine list can save up to 250 messages, voice memos, and call recordings, recorded by the answering machine, with the date and time of recording, and the telephone number of the caller/call partner. The recordings are numbered consecutively. The last/latest recording is assigned the number 1.

You can return the call of someone who has called you directly from the answering machine list.

From the answering machine list you can also access the following functions:

- Access the answering machine archive
- Record announcements for the answering machine
- Record voice memos

Opening the Answering Machine List

You can open the answering machine list to check recordings (messages, voice memos and call recordings), or to delete them, or move them into an archive, or to record announcements.

The **Message key** LED shows you that there are recordings present in the answering machine list.

LED Signalling on the Message Key:	
Off	No recordings present.
Red (blinking)	New recordings are present.
Red	No new messages are present. Only recordings that have already been listened to are present.

You can open the answering machine list as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

To open the answering machine list, press a **function key** that has been configured to open the answering machine list.

Alternatively, proceed as described below.

1. Press the **Message key**.

This displays the available lists (this function is skipped if the other lists are empty).

2. Select the answering machine list.

   The answering machine list is displayed.

Note:

If you have enabled automatic playback in **All apps > Settings > Answering machine**, the new recordings are played automatically, one after the other, after you open the answering machine list. The latest recording is played first.

You can also enable or disable the automatic playback from the answering machine list by pressing the **Menu key** and tapping on **Settings**.

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3. In the list field on the left, above the answering machine list, select the required option:

   All entries: Displays all the entries saved in the answering machine list.

   Messages only: Only displays the messages saved in the answering machine list.

   Voice memos only: Only displays the voice memos saved in the answering machine list.

   Call recordings only: Only displays the call recordings saved in the answering machine list.

   Archive: Displays the answering machine list archive.

   Announcements: Displays the saved and free announcements for the answering machine.

   Record voice memo: Starts the recording of a voice memo.

4. Select a recording.

5. Select the required option:

    Starts the recording playback

   Sends the recording to the e-mail address entered for e-mail notification.

   Moves the recording to the archive.

   Fetches the recording from the archive

   Marks the recording as already listened to

   Marks the recording as new.

   Deletes the displayed recording. To delete all the entries except the announcements from the answering machine list, press the **Menu key** and then tap on **Delete all messages** and then **OK**.

   Calls the telephone number of the caller who left the message.

Listening to Recordings (Messages, Voice Memos and Call Recordings)

You can listen to recordings as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the answering machine list.
2. In the list field on the left, above the answering machine list, select the required option:

   All entries: Displays all the entries saved in the answering machine list.

   Messages only: Only displays the messages saved in the answering machine list.

   Voice memos only: Only displays the voice memos saved in the answering machine list.

   Call recordings only: Only displays the call recordings saved in the answering machine list.

   Archive: Displays the answering machine list archive.
3. Select a recording.
4. Tap on ▶.
5. Select the required option:

   ⏸ Interrupts the recording playback.

   ◀◀ Jumps backwards 5 seconds when the recording is being played back.

   ■ Ends the recording playback.

   ▶▶ Jumps forwards 5 seconds when the recording is being played back.

   🗑 Deletes the selected recording.

   ↶ Ends the playback of the recording and closes the menu.

Note: Buttons ◀◀ and ▶▶ are only active while the recorded message is being played back, not while the call information is being played back.

Forwarding Recordings (Messages, Voice Memos and Call Recordings) by E-mail

From the answering machine recordings can be forwarded by e-mail with the settings made for e-mail notification.

You can configure the forwarding of recordings as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

– Address of the e-mail recipient entered (**Settings > Answering machine > E-mail notification** menu)

– Outgoing mail server entered (**Settings > Answering machine > E-mail settings** menu)

1. Open the answering machine list.
2. In the list field on the left, above the answering machine list, select the required option:

   All entries: Displays all the entries saved in the answering machine list.

   Messages only: Only displays the messages saved in the answering machine list.

   Voice memos only: Only displays the voice memos saved in the answering machine list.

   Call recordings only: Only displays the call recordings saved in the answering machine list.

   Archive: Displays the answering machine list archive.
3. Select a recording.
4. Tap on .

   The recording is forwarded to the specified e-mail recipient.

Dialling from the Answering Machine List

From the answering machine list you can initiate a callback to the caller who left the selected message.

You can dial from the answering machine list as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the answering machine list.
2. In the list field on the left, above the answering machine list, select the required option:

   All entries: Displays all the entries saved in the answering machine list.

   Messages only: Only displays the messages saved in the answering machine list.

   Voice memos only: Only displays the voice memos saved in the answering machine list.

   Call recordings only: Only displays the call recordings saved in the answering machine list.

   Archive: Displays the answering machine list archive.

   Announcements: Displays the saved and free announcements for the answering machine.

   Record voice memo: Starts the recording of a voice memo.
3. Select a message.
4. Tap on .

   This dials the telephone number of the caller who left the message.

Deleting Recordings (Messages, Voice Memos and Call Recordings)

You can delete all the messages on the answering machine at once (together with the voice memos and call recordings), or delete them individually.

You can delete an announcement as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the answering machine list.
2. In the list field on the left, above the answering machine list, select the required option:

   All entries: Displays all the entries saved in the answering machine list.

   Messages only: Only displays the messages saved in the answering machine list.

   Voice memos only: Only displays the voice memos saved in the answering machine list.

   Call recordings only: Only displays the call recordings saved in the answering machine list.

   Archive: Displays the answering machine list archive.
3. Select the recording you want to delete.
4. Tap on 🗑.

   The recording is deleted.

Note: To delete all the entries (messages, voice memos and call recordings) in the answering machine list simultaneously, press the **Menu key**, tap on **Delete all messages**, and then tap on **OK**.

Configuring and Operating a Function Key for the Answering Machine List

Press the key to which **TAM open** has been assigned to open the answering machine list.

In addition to this, you can check the status of the function by looking at the relevant LED for an assignment at the first key level.

LED Signalling on the Key:

Red	There is a dedicated connection to the answering machine.
Red (blinking)	A message is currently being recorded on the answering machine. You can take the call by picking up the receiver.
Yellow	The answering machine's capacity has exceeded the warning threshold.
Yellow (blinking)	The answering machine is full.
Green	No new messages are present. Only recordings that have already been listened to are present.
Green flashing	New messages are present.
Off	The answering machine is empty.

You can configure the function key for the answering machine list as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for the Answering Machine List

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **TAM open** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for the Answering Machine List

1. Tap on **All apps > Function keys**.
2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

- Functions listed alphabetically: **TAM open**.
- Functions sorted by group: **Answering machine > TAM open**.

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

   ---

6. Tap on **Assign**.
7. Tap on **Exit**.

Voice Memos

You can use the answering machine to save your own voice memos. It can store up to 250 voice memos along with the date and time at which they were recorded. The recordings are numbered consecutively. The last/latest recording is assigned the number 1.

You can listen to, edit, and delete voice memos like any other messages.

Recording Memos

You can record the voice memos as follows:

- Using the telephone

To record a voice memo, press the **function key** that has been configured to record voice memos.

Alternatively, proceed as described below.

1. Press the **Message key**.
2. Select the answering machine list.
3. In the list field on the left, above the answering machine list, select the required option:

   All entries: Displays all the entries saved in the answering machine list.

   Messages only: Only displays the messages saved in the answering machine list.

   Voice memos only: Only displays the voice memos saved in the answering machine list.

   Call recordings only: Only displays the call recordings saved in the answering machine list.

   Archive: Displays the answering machine list archive.

   Announcements: Displays the saved and free announcements for the answering machine.

   Record voice memo: Starts the recording of a voice memo.
4. Speak your voice memo:
   - Speak into the telephone's microphone.
   - Alternatively, pick up the receiver and speak into its microphone to improve the sound quality of the voice memo.

5. Tap on ■ to stop recording the announcement.

Note: Recordings with a recording time of less than 3 seconds are rejected by the telephone.

Listening to Voice Memos

You can listen to voice memos as follows:

- Using the telephone

Requirements:

– SD card inserted into slot (not write-protected)

1. Open the answering machine list.
2. In the list field on the left, above the answering machine list, select the required option:

   All entries: Displays all the entries saved in the answering machine list.

   Messages only: Only displays the messages saved in the answering machine list.

   Voice memos only: Only displays the voice memos saved in the answering machine list.

   Call recordings only: Only displays the call recordings saved in the answering machine list.

   Archive: Displays the answering machine list archive.

   Announcements: Displays the saved and free announcements for the answering machine.

   Record voice memo: Starts the recording of a voice memo.
3. Select a voice memo.
4. Tap on ▶.
5. Select the required option:

   ⏸ Interrupts the recording playback.

   ◀◀ Jumps backwards 5 seconds when the recording is being played back.

   ■ Ends the recording playback.

▶▶ Jumps forwards 5 seconds when the recording is being played back.

Deletes the selected recording.

Ends the playback of the recording and closes the menu.

Note: The ◀◀ and ▶▶ buttons are only active while the recorded voice memo is being played back, not while the voice memo information is being played back.

Configuring and Operating a Function Key for Recording Voice Memos

Press the key to which **TAM voice memo** has been assigned to switch recording mode for voice memos in the answering machine list on.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Yellow (blinking)	The connection to the answering machine is being created.
Green	The answering machine is in recording mode.
Off	Recording is not enabled on the answering machine.

You can configure a function key for recording voice memos as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for Recording Voice Memos

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key you would like to define, select **TAM voice memo**.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Recording Voice Memos

1. Tap on **All apps > Function keys**.

2. Press the function key you would like to define.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on:

   - Functions listed alphabetically: **TAM voice memo**.
   - Functions sorted by group: **Answering machine > TAM voice memo**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. Tap on **Assign**.

7. Tap on **Exit**.

E-mail and Instant Messaging

This section describes how you configure e-mail accounts in the Mail application. It also tells you how to read and write e-mails.

You will also see how send and receive instant messages with the Instant Messaging App.

Topics

– E-mail Account (page 382)
– E-mail (page 386)
– Instant Messaging (page 389)

E-mail Account

You must add (configure) an e-mail account before you can send and receive e-mails with your telephone. You can use more than one e-mail account on your telephone.

Adding an E-mail Account

The dialogue in which you add (create) an account appears automatically the first time you open the Mail application.

Depending on your e-mail provider, you can create an account either automatically or manually.

You can add an e-mail account as follows:

- Using the telephone

1. Tap on **All apps > Mail**.

   This opens the dialogue in which you create an account.

   Note: If you have already created an account, tap on **Menu key > Accounts > Menu key > Add an account** to set up another one.

2. In the **E-mail address** entry field, enter the e-mail address. Possible entries:

   E-mail address (example: info@auerswald.de)

3. The password in the **Password** entry field. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: If you are configuring an additional e-mail account, you can set this new account as the default account for new e-mails.

4. Tap on **Next**.

Note: If your e-mail provider's settings cannot be applied automatically, tap on **Manual setup**. You will be given the required information by your e-mail provider or the system administrator, e.g.:

- Account type (POP3, IMAP or Exchange ActiveSync)
- Name of the incoming and outgoing mail server
- Domain/username (Exchange ActiveSync)
- Port numbers of the incoming and outgoing server
- All SSL requirements for incoming and outgoing e-mails
- All authentication requests (ESMTP) for outgoing e-mails
- Root folder (IMAP accounts)

An information request is sent to your e-mail provider.

5. Depending on your e-mail provider, follow the other statements on the display.
6. Optional: In the **Give this account a name** entry field, enter a name for the account. The account name then appears in the account list. Possible entries:

   Up to 64 digits

   Digits and characters
7. Only for POP3/IMAP accounts: Enter the required name in the **Name** entry field. This name is displayed as the sender for outgoing messages. Possible entries:

   Up to 64 digits

   Digits and characters

   The e-mail account's Inbox is opened and the account is synchronised. You can now use this account to send and receive e-mails.
8. Only for Exchange ActiveSync accounts: If necessary, make further security settings specified by your system administrator, for example, enable the administrator function or the phone lock if you are requested to do so.

Further steps:

– You can make further settings for the e-mail account.

Configuring an E-mail Account

For each e-mail account you can make general settings, notification settings and server settings:

- **General settings:** These include settings for names and signatures, the Inbox check frequency, etc.
- **Notification settings:** These specify how you are informed about incoming messages, e.g. using sound.
- **Server settings:** These are the settings for the server and the elements of an account that are to be synchronised, e.g. contacts and calenders.

> **Note:** Please contact your e-mail provider or system administrator to obtain the necessary information for the account settings.

You can configure an e-mail account as follows:

- Using the telephone

1. Tap on **All apps > Mail**.
2. Under **Accounts**, touch and hold the name of the account and then tap on **Account settings**.

> **Note:** With the Inbox open, press the **Menu key** and then tap on **Account settings**.

3. Tap on **Account name** and then enter a name for the account in the entry field. The account name is displayed in the account list.
4. Tap on **Your name** and enter a name in the entry field. The name is displayed as the sender for outbound messages.
5. Only for POP3/IMAP accounts: Tap on **Signature** and enter a signature in the entry field. The signature is inserted in outbound messages.
6. Only for Exchange ActiveSync accounts: Tap on **Amount to synchronise** and make a selection in the list field to specify the period for which e-mails to be fetched from the server.
7. Tap on **Inbox check frequency** and make a selection in the list field to specify how frequently e-mails are to be fetched from the server.

8. Select the **Default account** check box to set the account as the default account for outgoing e-mails.
9. Select the **E-mail notifications** check box to switch on notification in the status line if e-mails arrive.
10. Only if e-mail notification is switched on: Tap on **Ringtone** and select a ringtone for notifications from the list field.
11. Tap on **Incoming settings** and make the settings for the incoming mail server.
12. Only for POP3/IMAP accounts: Tap on **Outgoing settings** and make the settings for the outgoing mail server.
13. Only for Exchange ActiveSync accounts: Select the **Sync contacts** and **Sync calendar** check boxes to enable synchronisation of contacts and calenders.

Removing (Deleting) an E-mail Account

You can delete an e-mail account along with all the messages, contacts and other data that belong to it from the telephone.

You can delete an account as follows:

- Using the telephone

1. Tap on **All apps > Mail**.
2. Under **Accounts**, touch and hold the name of the account and then tap on **Remove account**.

   Notes:

   If the Inbox is open, press the **Menu key** and then tap on **Accounts**, to display the accounts list.

   When you delete an account, you also delete all the messages, contacts and other data that belong to it from the telephone.

   A dialogue in which you confirm the deletion opens.
3. Tap on **OK**.

E-mail

After you configure an e-mail account you can read, answer, write and send e-mails.

Reading and Replying to E-mail

The Mail application automatically fetches new e-mails from the accounts that have been set up. Depending on the account settings you will see a message in the status line or hear a ringtone to tell you that an e-mail has arrived.

You can then read the e-mail and reply to it as follows:

- Using the telephone

– A set up e-mail account

1. Tap on **All apps > Mail**.
2. Under **Accounts**, tap on the name of the account.

   Notes:

   If you have only created one e-mail account the Inbox folder opens automatically.

   With the Inbox open, press the **Menu key** and then tap on **Folders**, to display other e-mail account folders, for example the drafts or sent folders.

3. Tap on the e-mail you want to read and reply to.

   This opens the e-mail. In the header you see the sender and additional information such as the time at which the e-mail was received.

4. You can now reply to the e-mail or forward it:

   Tap on **Reply** or **Reply all** to respond to an e-mail. If you select **Reply all**, all the other e-mail recipients will receive your reply in addition to the sender.

   Press the **Menu key** and then tap on **Forward** to forward an e-mail.

Note: To mark an e-mail as unread, press the **Menu key** and then tap on **Mark as unread**.

To delete an e-mail, tap on **Delete**.

The e-mail reply opens so you can edit it (see the **Composing and Sending E-mail** chapter).

5. Tap on **Send**.

Composing and Sending E-mail

You can write and send e-mails as follows:

- Using the telephone

– A set up e-mail account

1. Tap on **All apps > Mail**.
2. Press the **Menu key** and then tap on **Write**.

Note: If you have opened an e-mail account, the new e-mail is sent with this account. Otherwise the e-mail is sent with the account you specified as the default account for outgoing e-mails. The account used to send the e-mail appears in the top row.

3. In the **To** entry field, enter the address of the recipient.

Note: While you are entering the e-mail address the system displays suitable addresses from your contacts. Tap on an address to transfer it.

4. In the **Subject** entry field, enter the subject of the e-mail.
5. In the **Compose Mail** entry field, enter the text for your e-mail.
6. You can add more e-mail recipients and attachments to the e-mail:

Press the **Menu key** and then tap on **Cc/Bcc** to add additional mail recipients.

Press the **Menu key** and then tap on **Attachment** to add attachments to the e-mail.

7. Tap on **Send**.

Notes:

If you want to send the e-mail at a later point in time, tap on **Save as draft**.

To discard the e-mail, tap on **Discard**.

Instant Messaging

The Instant Messaging app allows you to send and receive instant messages.

Important: Instant messaging is only available on the PBXs COMpact 4000, COMpact 5000/R and COMmander 6000/R/RX with enabled SIP convenience package. The PBXs must be running firmware version 6.4A to support this app.

Configuring the Instant Messaging App

The dialogue to configure the app will appear automatically before you write the first instant message.

You can configure the app as follows:

- Using the telephone

1. Tap on **All Apps > Instant Messaging**.
2. Tap on . Alternatively, press the **Menu key** and tap on **Settings**.

   The dialogue to configure the app opens.
3. In the **Send via account** list field, select the account you wish to use to send the instant messages.
4. In the **Send via number** list field, select the number.
5. In the **Notification tone** list field, select the desired notification tone.
6. In the **Alarm sound** list field, select the desired alarm sound.
7. Enter the password in the **Password** entry field.
8. Tap on .

Reading and Replying to an Instant Message

The Instant Messaging app automatically fetches new instant messages. Depending on your settings, a notification tone or the LED of the message key will notify you of incoming instant messages.

LED signalling on the message key:	
off	No entry.
red (blinking)	You have new instant messages.
red	You have only instant messages that have already been read, but no new messages,

You can read and reply to instant messages as follows:

- Using the telephone

Requirements:

– Configured Instant Messaging app

1. Tap on **All Apps > Instant Messaging**.

   The last page displayed (conversation or message list) opens.

   Note: You can also start the Instant Messaging app by pressing the **Message key** and tapping on **Instant Messaging**.

2. Depending on the page displayed, proceed as follows:
   - Conversation: To open another conversation, tap on , then tap on the desired conversation in the message list.
   - Message list: Tap on the desired conversation.
3. Enter the message in the **Message** entry field.
4. Tap on **Send**.

Writing and Sending an Instant Message

You can write and send an instant message as follows:

- Using the telephone

Requirements:

– Configured Instant Messaging app

1. Tap on **All Apps > Instant Messaging**.

   The last page displayed (conversation or message list) opens.

2. Only for an opened: Tap on to display the message list

3. Tap on .

4. Enter the message in the **Message** entry field.

5. Tap on **Send**.

Voice Mail and Fax Boxes on the PBX

This chapter describes how to configure and operate voice mail and fax boxes. It also shows you how to record announcements, perform remote access, and forward messages, e.g. to a substitute.

Note: In order to use the voice mailbox functions of a standard VoIP account, you must make the settings specified by the VoIP provider. For more information, see the Settings > Accounts > Setting the Voice Mailbox chapter.

Topics

– Voice Mail and Fax Boxes (page 393)
– Basic Settings (page 394)
– Automatic Operation (page 399)
– Readiness (page 404)
– Substitute Function (page 409)
– Message Forwarding (page 414)
– Notification by E-mail (page 419)
– Remote Access (page 424)
– Message List (page 430)
– Announcements (page 442)
– Voice Memos (page 446)
– Archive (page 454)

Voice Mail and Fax Boxes

A voice mailbox 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.

A fax box receives incoming telefaxes and stores them as *.pdf files. The maximum length of a telefax is 50 pages.

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 and the authorisation to use it are set by the PBX. A voice mail/fax box can be assigned to an individual subscriber or to a group. In addition, a subscriber can be granted authorisation for several voice mail/fax boxes.

Important: The voice mailbox function is only available for COMmander Basic.2, COMmander Business, COMpact 4000, COMpact 5010 VoIP, COMpact 5020 VoIP, COMpact 5000/R and COMmander 6000/R/ PBXs.

In some PBXs you will need to install another module (available as an optional extra) to run a voice mail/fax box.

COMmander Basic.2: COMmander VMF module

COMmander Business: COMmander VMF module

COMpact 5010 VoIP: COMpact 2VoIP module

COMpact 5020 VoIP: COMpact 2VoIP or 6VoIP module

COMmander 6000/R/RX: COMmander VMF module

Note: A limited voice mail function is available in the basic assembly of the COMmander 6000/R/RX.

If the local answering machine and a voice mail/fax box are both enabled on a subscriber's telephone and the SD card is plugged in, it is the local answering machine that accepts the incoming calls.

Basic Settings

The base functionality of the voice mail/fax box includes settings that you can modify to suit your own requirements base, as described below.

Switching Automatic Playback On/Off

If the automatic playback of messages and voice memos is switched on, the new recordings start playing automatically as soon as you open the message list.

You can switch the playback on or off as follows:

- Using the configuration manager
- Using the telephone

> **Note:** The **Automatic replay of new messages** voice mailbox setting in the PBX's configuration manager refers to playing back messages by remote access and not via the telephone's message list.

Using the Configuration Manager to Switch Automatic Playback On/Off

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the **Settings > Answering machine** page.
2. Under **Settings for Voicemail**, select or clear the **Automatic playback** check box.
   - ☑ Switches the automatic playback on.
   - ☐ Switches the automatic playback off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Automatic Playback On/Off

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. Press the **Menu key**.
3. Tap on **Settings**.
4. Select or clear the **Automatic playback** check box.
   - ☑ Switches the automatic playback on.
   - ☐ Switches the automatic playback off.

Note: Alternatively, tap on **Select application > Settings > Answering machine** and select or clear the **Automatic playback** check box.

Switching Call Information for New Messages On/Off

If call information for new messages is enabled, you are told when the call was received before the message is played.

You can switch call information for new messages on/off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Call Information for New Messages On/Off

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the **Settings > Answering machine** page.
2. Under **Answering machine settings** ?select or clear the **Call information** check box.
   - ☑ Switches on the date and time display before the message/voice memo.
   - ☐ Switches off the date and time display before the message/voice memo.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Call Information for New Messages On/Off

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. Press the **Menu key**.
3. Tap on **Settings**.
4. Select or clear the **Call information** check box.
   - ☑ Switches on the date and time display before the message/voice memo.
   - ☐ Switches off the date and time display before the message/voice memo.

Note: Alternatively, tap on **Select application > Settings > Answering machine** and select or clear the **Call information** check box.

Switching the Separator Tone for New Messages On/Off

If the separator tone is switched on for new messages, you will hear a tone after each message if you listen to several new messages. This makes it easier to distinguish the individual messages from each other.

You can switch the separator tone on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Separator Tone for New Messages On/Off

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the **Settings > Answering machine** page.
2. Under **Settings for answering machine** select or clear the **Separator tone** check box.
   - ☑ Switches on the separator tone between messages.
   - ☐ Switches off the separator tone between messages.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Separator Tone for New Messages On/Off

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. Press the **menu key**.
3. Tap on **Settings**.
4. Select or clear the **Separator tone** check box.

☑ Switches on the separator tone between messages.

☐ Switches off the separator tone between messages.

Note: Alternatively, tap on **Application Selecting > Settings > Answering machine** and select or clear the **Separator tone** check box.

Automatic Operation

In automatic operation the voice mail/fax box is switched to the state of readiness (On, Off or Configuration-dependent) specified in the PBX configuration.

Switching On Automatic Operation of a Voice Mailbox

If you have used **VMB readiness** to switch a voice mail/fax box on or off, independently of the PBX configuration, you can use this function to reset the box to the PBX configuration and the state of readiness specified there.

You can switch on the voice mailbox as follows:

- Using the telephone

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

To switch on automatic operation, press the **function key** that has been set up for automatic operation.

Alternatively, proceed as described below.

1. Tap:
   - Functions listed alphabetically: **All Apps > Functions > VMB automatic mode**.
   - Functions sorted by group: **All apps > Functions > Voice mailbox > VMB automatic mode**.
2. In the **VMB number** entry field, enter the voice mailbox's telephone number.
3. Tap on **Execute**.

   The voice mailbox is now in automatic operation and adopts the state of readiness already predefined by the PBX.

Configuring and Operating a Function Key for Automatic Voice Mailbox Operation

Press the key that was generally assigned for **VMB automatic mode** to switch on automatic operation for a voice mail/fax box that has not yet been selected.

Press the key that was specifically assigned for **VMB automatic mode** to switch on automatic operation for a predefined voice mail/fax box.

Press the key that was assigned when the voice mailbox readiness state was switched on (**VMB readiness**) to switch automatic operation for this voice mail/fax box off.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The function key has a defined assignment: the readiness of the specified voice mail/fax box is temporary and enabled in the PBX.
Off	The function key has no defined assignment. The function key has a defined assignment and the readiness of the specified voice mail/fax box is permanently enabled. The function key has a defined assignment and the readiness of the voice mail/fax box is switched off in the PBX.

You can configure the function key for automatic voice mail/fax box operation as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Automatic Operation

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Open the **All apps > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key select the **VMB automatic mode** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Automatic Operation

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap:
   - Functions listed alphabetically: **VMB automatic mode**.
   - Functions sorted by group: **Voice mailbox > VMB automatic mode**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.
7. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.
8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Readiness

Before the voice mail/fax box can accept calls and record messages, its readiness must be enabled.

The box's readiness cannot be simply switched on permanently. You can use temporary readiness to switch the box using the PBX configurations, e.g. switch from day to night.

Switching the Readiness On/Off

Note: You can also switch readiness on and off remotely.

You can switch readiness on or off as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

To switch readiness on or off, press the **function key** that has been configured for readiness.

Alternatively, proceed as described below.

1. Tap:
   - Functions listed alphabetically: **All apps > Functions > VMB readiness**.
   - Functions sorted by group: **All apps > Functions > Voice mailbox > VMB readiness**.
2. In the **Operation** list field, select the required option:

   switch on: enables readiness.

   switch off: disables readiness.
3. In the **Readiness** list field, select the required option:

   permanently: Switches readiness on permanently.

   temporary: Press the key to temporarily enable readiness until the configuration is changed by the PBX.

4. In the **VMB number** entry field, enter the box's telephone number.
5. Tap on **Execute**.

Configuring and Operating a Function Key for Readiness

Press the key generally assigned for **VMB readiness** to enable, disable or switch the readiness state for a voice mail/fax box that has not yet been selected.

Press the key specifically assigned for **VMB readiness** to enable, disable or switch the readiness state.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The readiness of a voice mail/fax box that is defined as permanently enabled is permanently switched on. The readiness of a voice mail/fax box that is defined as temporarily enabled is temporarily switched on.
Yellow	The readiness of a voice mail/fax box that is defined as permanently enabled is temporarily switched on. The readiness of a voice mail/fax box that is defined as temporarily enabled is permanently switched on.
Off	Readiness is disabled. The function key has no defined assignment.

You can configure the function key for readiness as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Readiness

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Open the **All apps > Function keys** page.

2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key you want to assign, select the **VMB readiness** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable the voice mailbox dependent on its state.

   switch on: Press the key to enable the box.

   switch off: Press the key to disable the box.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Readiness** list field, select the required option:

   permanently: Press the key to permanently enable the box.

   temporary: Press the key to temporarily enable the box until the configuration is switched by the PBX.

8. In the **Account** list field, select the system telephony account.

9. In the **VMB number** entry field, enter the telephone number of the box that is to be enabled with the function key.

10. In the **Permission level** list field, select one of the following options:

    User: The function key can be edited by users, sub-administrators and administrator.

    Sub-administrator: The function key can be edited by sub-administrators and administrators.

    Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Readiness

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Tap on **All apps > Function keys**.

2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap:

   - Functions listed alphabetically: **VMB readiness**.

- Functions sorted by group: **Voice mailbox > VMB readiness**.

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable the box dependent on its state.

   switch on: Press the key to enable the box.

   switch off: Press the key to disable the box.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Readiness** list field, select the required option:

   permanently: Press the key to permanently enable the box.

   temporary: Press the key to temporarily enable the box until the configuration is switched by the PBX.

8. In the **Account** list field, select the system telephony account.

9. In the **VMB number** entry field, enter the telephone number of the box that is to be enabled with the function key.

10. Tap on **Assign**.

11. Tap on **Exit**.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Substitute Function

If the VMB substitute function is switched on, the caller can be connected with the substitute instead of leaving a message on the voice mailbox. To do this, 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...") in the announcement yourself by recording it in your own announcement.

Switching the Substitute Function On/Off

You can switch the substitute function on or off as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

– The substitute function has been configured for the voice mailbox in the Auerswald PBX

– Recorded announcement for the voice mailbox

To enable or disable the substitute function, press the **function key** that has been configured for it.

Alternatively, proceed as described below.

1. Tap:
   - Functions listed alphabetically: **All apps > Functions > VMB substitute**.
   - Functions sorted by group: **All apps > Functions > Voice mailbox > VMB substitute**.
2. In the **Operation** list field, select the required option:

   switch on: Enables the replacement function.

   switch off: Disables the replacement function.
3. In the **VMB number** entry field, enter the voice mailbox's telephone number.

4. In the **Proxy** entry field, enter the substitute's telephone number.
5. Tap on **Execute**.

Configuring and Operating a Function Key for the Substitute Function

Press the key generally assigned for **VMB substitute** to enable, disable or switch the substitute function for a voice mailbox that has not yet been selected.

Press the key specifically assigned for **VMB substitute** to enable, disable or switch the substitute function.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The voice mailbox's substitute function is switched on (for a defined assignment).
Off	The substitute function is switched off. The function key has no defined assignment.

You can configure the function key for the voice mailbox substitute function as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for the Substitute Function

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

– The substitute function has been configured for the voice mailbox in the Auerswald PBX

– Recorded announcement for the voice mailbox

1. Open the **All apps > Function keys** page.

2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key you want to assign, select the **VMB substitue** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Operation** list field select one of the following options:

   toggle: Press the key to enable or disable the substitute function dependent on its state.

   switch on: Press the key to enable the substitute function.

   switch off: Press the key to disable the substitute function.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Account** list field, select the system telephony account.

8. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.

9. In the **Proxy** entry field, enter the substitute‘s telephone number.

10. In the **Permission level** list field, select one of the following options:

User: The function key can be edited by users, sub-administrators and administrator.

Sub-administrator: The function key can be edited by sub-administrators and administrators.

Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for the Substitute Function

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

– The substitute function has been configured for the voice mailbox in the Auerswald PBX

– Recorded announcement for the voice mailbox

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine yellow. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap:
   - Functions listed alphabetically: **VMB substitute function**.

- Functions sorted by group: **Voice mailbox > VMB substitute function**.

The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable the substitute function dependent on its state.

   switch on: Press the key to enable the substitute function.

   switch off: Press the key to disable the substitute function.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Account** list field, select the system telephony account.

8. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.

9. In the **Proxy** entry field, enter the substitute's telephone number.

10. Tap on **Assign**.

11. Tap on **Exit**.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Message Forwarding

The message forwarding function means you can be notified when new messages arrive – even when you're on the move – by the voice mailbox set up for the telephone number configured on the PBX.

Switching Message Forwarding On/Off

You can switch message forwarding on or off as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

– The destination for message forwarding has been configured for the voice mailbox on the PBX

To switch message forwarding on or off, press the **function key** configured for message forwarding.

Alternatively, proceed as described below.

1. Tap:
   - Functions listed alphabetically: **All apps > Functions > VMB message fwd.**.
   - Functions sorted by group: **All apps > Functions > Voice mailbox > VMB message fwd.**.
2. In the **Operation** list field, select the required option:

   switch on: Enables message forwarding.

   switch off: Disables message forwarding.
3. In the **VMB number** entry field, enter the voice mailbox's telephone number.
4. Tap on **Execute**.

Configuring and Operating a Function Key for Message Forwarding

Press the key generally assigned for **VMB message fwd.** to enable, disable or switch message forwarding for a voice mailbox that has not yet been selected.

Press the key generally assigned for **VMB message fwd.** to enable, disable or switch message forwarding.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Message forwarding for the voice mailbox is enabled (for a defined assignment).
Off	Message forwarding is disabled. The function key has no defined assignment.

You can configure the function key for voice mailbox message forwarding as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Message Forwarding

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

– The destination for message forwarding has been configured for the voice mailbox on the PBX

1. Open the **All apps > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

Level 1: Keys are assigned on the first key level.

Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key you want to assign, select the **VMB message fwd.** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

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6. In the **Account** list field, select the system telephony account.
7. In the **Number** entry field, enter the substitute's telephone number.
8. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.
9. In the **Operation** list field, select one of the following options:

   toggle: Press the key to enable or disable message forwarding dependent on its state.

   switch on: Press the key to enable message forwarding.

   switch off: Press the key to disable message forwarding.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

10. In the **Permission level** list field, select one of the following options:

    User: The function key can be edited by users, sub-administrators and administrator.

    Sub-administrator: The function key can be edited by sub-administrators and administrators.

    Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Message Forwarding

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

– The destination for message forwarding has been configured for the voice mailbox on the PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine yellow. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap:

   - Functions listed alphabetically: **VMB message fwd.**.
   - Functions sorted by group: **Voice mailbox > VMB message fwd.**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable message forwarding dependent on its state.

   switch on: Press the key to enable message forwarding.

   switch off: Press the key to disable message forwarding.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Account** list field, select the system telephony account.

8. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.

9. Tap on **Assign**.

10. Tap on **Exit**.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Notification by E-mail

Notification by e-mail means that the voice mail/fax box sends an e-mail to the e-mail address configured in the PBX to tell you that new messages have arrived.

Switching Notification by E-mail On/Off

You can switch notification by e-mail on or off as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

– The outgoing mail server has been configured for the voice mail/fax box on the PBX

– E-mail transfer has been configured for the voice mail/fax box on the PBX

To switch notification by e-mail on or off, press the **function key** that was configured for this function.

Alternatively, proceed as described below.

1. Tap:
   - Functions listed alphabetically: **All apps > Functions > VMB e-mail**.
   - Functions sorted by group: **All apps > Functions > Voice mailbox > VMB e-mail**.
2. In the **Operation** list field, select the required option:

   switch on: Switches notification by e-mail on.

   switch off: Switches notification by e-mail off.
3. In the **VMB number** entry field, enter the voice mailbox's telephone number.
4. Tap on **Execute**.

Configuring and Operating a Function Key for Notification by E-mail

Press the key generally assigned for **VMB e-mail** to enable, disable or switch notification by e-mail for a voice mail/fax box that has not yet been selected.

Press the key specifically assigned for **VMB e-mail** to enable, disable or switch notification by e-mail.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:

Green	The voice mail/fax box's notification by e-mail function is switched on (for a defined assignment).
Off	Notification by e-mail is disabled. The function key has no defined assignment.

You can configure the function key for notification by e-mail for a box as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Notification by E-mail

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

– The outgoing mail server has been configured for the voice mail/fax box on the PBX

– E-mail transfer has been configured for the voice mail/fax box on the PBX

1. Open the **All apps > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

Level 1: Keys are assigned on the first key level.

Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key you want to assign, select the **VMB e-mail** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

Note: The key description is used for printing the label and in the display.

---

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

   toggle: Press the key to enable or disable notification by e-mail dependent on its state.

   switch on: Press the key to enable notification by e-mail.

   switch off: Press the key to disable notification by e-mail.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Account** list field, select the system telephony account.

8. In the **VMB number** entry field, enter the telephone number of the box that is to be enabled with the function key.

9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Notification by E-mail

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

– The outgoing mail server has been configured for the voice mail/fax box on the PBX

– E-mail transfer has been configured for the voice mail/fax box on the PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap:

   - Functions listed alphabetically: **VMB e-mail**.
   - Functions sorted by group: **Voice mailbox > VMB e-mail**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

toggle: Press the key to enable or disable notification by e-mail dependent on its state.

switch on: Press the key to enable notification by e-mail.

switch off: Press the key to disable notification by e-mail.

decide each time the key is pressed: Press the key to open the dialogue in which you select the options.

7. In the **Account** list field, select the system telephony account.
8. In the **VMB number** entry field, enter the box's telephone number.
9. Tap on **Assign**.
10. Tap on **Exit**.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Remote Access

Remote access is used to access and operate the voice mailbox from an internal telephone or from an external telephone.

Performing Remote Access

You can perform remote voice mailbox access as follows:

- Using a character string on an external telephone
- Using a character string on an internal telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Call the voice mailbox.

   The voice mailbox accepts the call. You hear the set announcement.

2. Dial *.

   Note: If the in-house telephone making the call is the voice mailbox's owner/ user, skip step 3.

3. Enter the **user PIN** or the **remote access PIN** and select **#**.

   This starts the remote access procedure. A series of announcements then guides you through the remote access menu.

4. The numbers listed below are used to perform remote access.

   0: opens the Help menu.

   1: opens the main menu.

   2: plays new messages.

   3: plays all messages.

   4: jumps to the previous message.

   5: repeats the message you have just heard.

6: jumps to the next message.

7: deletes the message you have just heard.

8: ends the playback.

*** 10**: disables the voice mailbox.

*** 11**: enables the voice mailbox.

*** 20**: allows you to record and change 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.

Disconnect: ends remote access.

Note: If you dial **9** whilst a message is being played back, the caller's telephone number is also played back – if one was sent in the first place. Dial **#** to return the call to the caller's telephone number.

Switching Remote Access On/Off

You can switch remote access on or off as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

To enable or disable remote access, press the **function key** that has been configured for remote access.

Alternatively, proceed as described below.

1. Tap:
   - Functions listed alphabetically: **All apps > Functions > VMB remote access**.
   - Functions sorted by group: **All apps > Functions > Voice mailbox > VMB remote access**.
2. In the **Operation** list field, select the required option:

   switch on: Enables the remote access function.

   switch off: Disables the remote access function.
3. In the **VMB number** entry field, enter the voice mailbox's telephone number.
4. Tap on **Execute**.

Configuring and Operating a Function Key for Remote Access

Press the key generally assigned for **VMB remote access** to enable, disable or switch the function for remotely accessing a voice mailbox.

Press the key specifically assigned for **VMB remote access** to enable, disable or toggle the remote access function.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Voice mailbox remote access is enabled (for a defined assignment).
Off	Remote access is disabled. The function key has no defined assignment.

You can configure the function key for remote access as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Remote Access

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the **All apps > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key you want to assign, select the **VMB remote access** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

toggle: Press the key to enable or disable remote access dependent on its state.

switch on: Press the key to enable remote access.

switch off: Press the key to disable remote access.

decide each time the key is pressed: Press the key to open the dialogue in which you select the option.

7. In the **Account** list field, select the system telephony account.
8. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.
9. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Remote Access

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap:

   - Functions listed alphabetically: **VMB remote access**.
   - Functions sorted by group: **Voice mailbox > VMB remote access**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable remote access dependent on its state.

   switch on: Press the key to enable remote access.

   switch off: Press the key to disable remote access.

   decide each time the key is pressed: Press the key to open the dialogue in which you select the options.

7. In the **Account** list field, select the system telephony account.
8. In the **VMB number** entry field, enter the voice mailbox's telephone number.
9. Tap on **Assign**.
10. Tap on **Exit**.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Message List

Message list of the voice mailbox

The message list of the voice mailbox is where the messages recorded by the voice mailbox and/or voice memos, with the time and date of their recording, and also the telephone number of the caller/communication partner are saved. The recordings are numbered consecutively. The last/latest recording is assigned the number 1.

You can return the call of someone who has called you directly from the message list.

From the message list you can also access the following functions:

- Call up the voice mailbox archive
- Record announcements for the voice mailbox
- Record memos

Message list of the fax box

The message list of the fax box is where the messages received by the fax box, with the time and date of their receipt, and also the telephone number of the sender are saved. The telefaxes are numbered consecutively. The last/latest telefax is assigned the number 1.

From the message list you can also access the following functions:

- Call up the fax box archive

Opening the Message List

You need to open the message list to query, play back and delete recordings (messages and voice memos), move them to an archive or record announcements.

The message key's LED flashes when there are new entries in the message list.

LED Signalling with the Message Key:	
Off	No recordings present.
Red (blinking)	New recordings are present. The fill level of at least one assigned voice mailbox has reached the state "almost full" or "full".
Red	No new messages are present. Only recordings that have already been listened to are present. The fill level of at least one assigned voice mailbox has reached the state "almost full" or "full" and has already been confirmed.

You can open the message list as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

To open the message list, press the **function key** that has been configured to open the message list or tap:

- Functions listed alphabetically: **All apps > Functions > VMB open**.
- Functions sorted by group: **All apps > Functions > Voice mailbox > VMB open**.

Note: If a new recording is present, you can also open the message list by tapping on in the Status Info widget.

Alternatively, proceed as described below.

1. Press the **Message key**.

   This displays the available lists (this function is skipped if the other lists are empty).

2. Select the message list for the required voice mailbox.

   This displays the voice mailbox's message list.

   Notes:

   If you enabled automatic playback in **All apps > Settings > Answering machine**, the new recordings are replayed automatically one after the other when you open the voice mailbox. The latest recording is played first.

   You can also enable or disable the automatic playback function from the message list by pressing the **Menu key** and tapping **Settings**.

   ---

3. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

Archive: Displays the voice mailbox archive.

Announcements: Displays the saved and free announcements for the voice mailbox.

Record voice memo: Starts the recording of a voice memo.

4. Select a message.

5. Select the required option:

Starts the recording playback.

Moves or copies the recording to another voice mailbox.

Moves the recording to the archive.

Fetches the recording from the archive.

Marks the recording as already listened to.

Marks the recording as new.

Deletes the displayed recording. (To delete all the recordings apart from the announcements from the message list, press the **Menu key** and tap on **Delete all messages**, then tap on **OK**.

Calls the telephone number of the caller who left the message.

Opening the Message List of a Fax Box

Open the message list of a fax box to download telefaxes to your telephone, delete them or move them into an archive. In addition, you can forward telefaxes by e-mail.

Note: Your telephone saves telefaxes in the *.pdf file format. To read the telefaxes, you need to install a suitable app on your telephone (see chapter Introduction to the Telephone > Apps > All Apps > Installing Additional Apps).

LED signalling on the message key:

Off	No recordings present.
Red (blinking)	New recordings are present.
	The fill level of a fax box has exceeded the warning threshold.
Red	No new messages are present. Only recordings that have already been listened to are present.
	The fill level of a fax box has exceeded the warning threshold and has already been acknowledged.

You can open the message list as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone in an Auerswald PBX

– The fax box has been configured and assigned in the PBX

To open the message list, press the **function key** that has been configured to open the message list or tap:

- Functions listed alphabetically: **All apps > Functions > VMB open** .
- Functions sorted by group: **Apps > Functions > Voice mailbox > VMB open** .

Alternatively, proceed as described below.

1. Press the **Message key**.

   This displays the available lists (this function is skipped if the other lists are empty).

2. Select the message list for the required fax box.

   This displays the fax box‘s message list.

3. In the list field on the left, above the message list, select one of the following options:

   All faxes: Displays all telefaxes saved in the message list.

   Sent faxes: Displays only the sent telefaxes.

   Received faxes: Displays only the received telefaxes.

   Archive: Displays the archive of the fax box.

4. Select a message.

5. Select one of the following options:

   Saves the telefax to the telephone.

   Distributes the telefax to another fax box.

   Moves the telefax into the archive.

   Fetches the telefax from the archive.

   Marks the telefax as already downloaded.

   Marks the telefax as new.

   Deletes the displayed telefax. To delete all telefaxes from the message list, press the **Menu key** and tap on **Delete all messages**, then tap on **OK**.

   Sends the telefax to the e-mail address entered for e-mail forwarding.

Listening to Messages

You can listen to messages as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
3. Select a message.
4. Tap on ▶.
5. Select the required option:

   ⏸ Interrupts the recording playback.

   ◀◀ Jumps backwards 5 seconds when the recording is being played back.

   ■ Ends the recording playback.

   ▶▶ Jumps forwards 5 seconds when the recording is being played back.

   🗑 Deletes the selected recording.

   ↶ Ends the recording playback and closes the menu.

Note: The ◀◀ and ▶▶ buttons are only enabled whilst the recorded message is being played, and not whilst the call information is being played back.

Distributing Messages

The messages in a voice mail/fax box can be distributed to other voice mail/fax boxes.

You can distribute messages as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone in an Auerswald PBX

– The voice mail/fax box has been configured and assigned in the PBX

1. Open the message list of the voice mail/fax box.
2. Only for voice mailboxes: In the list field on the left, above the message list, select one of the following options:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
3. Only for fax boxes: In the list field on the left, above the message list, select one of the following options:

   All faxes: Displays all telefaxes saved in the message list.

   Sent faxes: Displays only the sent telefaxes.

   Received faxes: Displays only the received telefaxes.

   Archive: Displays the archive of the fax box.
4. Select a message.
5. Tap on and enter a telephone number.
6. Select one of the following options:

   Move: Moves the message to the selected voice mail/fax box.

   Copy: Copies the message to the selected voice mail/fax box.

Dialling from the Message List

You can return the call of a caller who left a specific message directly from the message list.

You can dial from the voice mailbox message list as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
3. Select a message.
4. Tap on .

   This dials the telephone number of the caller who left the message.

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 for the fax box.

You can send an e-mail as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone in an Auerswald PBX

– The voice mailbox has been configured and assigned in the PBX

– The outgoing mail server has been configured for the voice mail/fax box in the PBX

– E-mail transfer has been configured for the voice mail/fax box in the PBX

– Received telefax

1. Open the message list of the fax box.
2. In the list field on the left, above the message list, select one of the following options:

   All faxes: Displays all telefaxes saved in the message list.

   Sent faxes: Displays only the sent telefaxes.

   Received faxes: Displays only the received telefaxes.

   Archive: Displays the archive of the fax box.
3. Select a message.
4. Tap on .

Deleting Messages from the Message List

You can delete messages from a voice mail/fax box either singly or all at once (together with the voice memos).

You can delete messages as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone in an Auerswald PBX

– The voice mail/fax box has been configured and assigned in the PBX

1. Open the message list of the voice mail/fax box.
2. Only for voice mailboxes: In the list field on the left, above the message list, select one of the following options:

All entries: Displays all the entries saved in the message list.

Messages only: Displays only the messages saved in the message list.

Voice memos only: Displays only the voice memos saved in the message list.

Archive: Displays the voice mailbox archive.

Announcements: Displays the saved and free announcements for the voice mailbox.

Record voice memo: Starts the recording of a voice memo.

3. Only for fax boxes: In the list field on the left, above the message list, select one of the following options:

   All faxes: Displays all telefaxes saved in the message list.

   Sent faxes: Displays only the sent telefaxes.

   Received faxes: Displays only the received telefaxes.

   Archive: Displays the archive of the fax box.

4. Select the message you want to delete.

5. Tap on .

   The message is deleted.

Note: To delete all the recordings (messages and voice memos) from the message list at the same time, press the Menu **Menu key**, tap on **Delete all messages** and then tap on **OK**.

Configuring and Operating a Function Key for Opening a Message List

Press the key generally assigned for **VMB open** to open a list of the voice mail/fax boxes that are assigned to that key.

Press the key specifically assigned for **VMB open** to open the message list of the voice mail/fax box that was set up for this function key.

In addition to this, you can check the status of the function by looking at the relevant LED for an assignment at the first key level.

LED Signalling on the Key:

Red	A connection to the predefined voice mail/fax box is present.
Red (blinking)	A message is currently being recorded in the predefined voice mailbox. You can accept the call by simply picking up the receiver.
Yellow	The fill level of the specified voice mail/fax box has exceeded the warning threshold.
Yellow (blinking)	The specified voice mail/fax box is full.
Green	No new messages are present in the voice mailbox, the only messages present have already been listened to.
Green (blinking)	The specified voice mail/fax box contains new messages.
Off	The specified voice mail/fax box is empty.

You can configure a function key for opening a message list as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Opening a Message List

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Open the **All apps > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtensi-on300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key you want to define, select the **VMB open** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. In the **VMB number** entry field, enter the telephone number of the box that is to be enabled with the function key.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Opening a Message List

Requirements:

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap:

   - Functions listed alphabetically: **VMB open**.
   - Functions sorted by group: **Voice mailbox > VMB open**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.
7. In the **VMB number** entry field, enter the telephone number of the box that is to be enabled with the function key.
8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Announcements

You can record announcements via the telephone for each assigned voice mailbox. You can play, enable/disable and delete your own announcements. In addition to the default announcement from the voice files, you can store a maximum of 10 of your own announcements for each voice mailbox.

Recording an Announcement

You can record announcements as follows:

- Using the configuration manager on the PBX (see Instructions for the PBX).
- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Press the **Message key**.
2. Select the message list for the required voice mailbox.
3. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
4. Select a free announcement.
5. Tap on ●, to start the recording.

   You now see the entry field in which you enter the announcement's name.
6. Enter a name for the announcement. Possible entries:

Up to 16 digits

Digits and characters

7. Tap on **OK**.

   The recording proceeds.

8. Record your announcement.

9. Tap on ■ to stop recording the announcement.

Notes:

You have the option of re-recording the recorded announcement (●) or listening to it again (▶).

To set the new announcement as the default announcement, tap . If you tap on , the announcement will no longer be used as the default announcement.

Recordings with a recording time of less than 3 seconds are rejected by the telephone.

Switching Your Own Announcement On/Off

You can switch your own announcement on/off as follows:

- Using the configuration manager on the PBX (see Instructions for the PBX).
- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

– You have recorded your own announcement

1. Press the **Message key**.

2. Select the message list for the required voice mailbox.

3. In the list field on the left, above the message list, select the required option:

All entries: Displays all the entries saved in the message list.

Messages only: Displays only the messages saved in the message list.

Voice memos only: Displays only the voice memos saved in the message list.

Archive: Displays the voice mailbox archive.

Announcements: Displays the saved and free announcements for the voice mailbox.

Record voice memo: Starts the recording of a voice memo.

4. Select a recorded announcement.
5. Tap:
   - to use this announcement instead of the PBX's default announcement.
   - to switch off this announcement and replace it with the PBX's default announcement.

   The selection you make here is then used by the PBX.

Note: If you have not recorded and enabled your own announcement, the PBX's ?default announcement is played when a call is received.

Deleting an Existing Announcement

You can delete an announcement as follows:

- Using the configuration manager on the PBX (see Instructions for the PBX)
- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Press the **Message key**.
2. Select the message list for the required voice mailbox.
3. In the list field on the left, above the message list, select the required option:

All entries: Displays all the entries saved in the message list.

Messages only: Displays only the messages saved in the message list.

Voice memos only: Displays only the voice memos saved in the message list.

Archive: Displays the voice mailbox archive.

Announcements: Displays the saved and free announcements for the voice mailbox.

Record voice memo: Starts the recording of a voice memo.

4. Select the announcement you want to delete.
5. Tap on 🗑 to delete the recording.

Voice Memos

You can use the voice mailbox to save your own voice memos. It can store up to 250 voice memos along with the date and time at which they were recorded. The recordings are numbered consecutively. The last/latest recording is assigned the number 1.

You can listen to, edit, and delete voice memos like any other messages.

Recording Memos

You can record voice memos as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

To record a voice memo, press the **function key** that has been configured to record voice memos.

Alternatively, proceed as described below.

1. Press the **Message key**.
2. Select the message list for the required voice mailbox.
3. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
4. Speak your voice memo:
   - Speak into the telephone's microphone.

- Alternatively, pick up the receiver and speak into its microphone to improve the sound quality of the voice memo.

5. Tap on ■ to stop recording the announcement.

Note: Recordings with a recording time of less than 3 seconds are rejected by the telephone.

Listening to Voice Memos

You can listen to voice memos as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
3. Select a voice memo.
4. Tap on ▶.
5. Select the required option:

   ⏸ Interrupts the recording playback.

   ◀◀ Jumps backwards 5 seconds when the recording is being played back.

   ■ Ends the recording playback.

▶▶ Jumps forwards 5 seconds when the recording is being played back.

Deletes the selected recording.

Ends the recording playback and closes the menu.

Note: The ◀◀ and ▶▶ buttons are only enabled whilst the recorded voice memo is being played, and not whilst the voice memo information is being played back.

Distributing Voice Memos

You can distribute the voice memos in one voice mailbox to other voice mailboxes.

You can distribute voice memos to other voice mailboxes as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
3. Select a voice memo.
4. Tap on and enter a telephone number.
5. Select the required option:

Move: Moves the voice memo to the selected voice mailbox.

Copy: Copies the voice memo into the selected voice mailbox.

Deleting Voice Memos

You can delete voice memos from a voice mailbox either singly or all at once (together with the messages).

You can delete voice memos as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone on an Auerswald PBX

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the voice mailbox's message list.
2. In the list field on the left, above the message list, select the required option:

   All entries: Displays all the entries saved in the message list.

   Messages only: Displays only the messages saved in the message list.

   Voice memos only: Displays only the voice memos saved in the message list.

   Archive: Displays the voice mailbox archive.

   Announcements: Displays the saved and free announcements for the voice mailbox.

   Record voice memo: Starts the recording of a voice memo.
3. Select the voice memo you want to delete.
4. Tap on .

   The voice memo is deleted.

Note: To delete all the recordings (messages and voice memos) in the message list at the same time, press the **Menu key**, tap on **Delete all messages** and then tap on **OK**.

Configuring and Operating a Function Key for Recording Voice Memos

Press the key generally assigned for **VMB voice memo** to open a dialogue where you can select the voice mailbox in which you want to record a voice memo.

Press the key specifically assigned for **VMB voice memo** to start recording a voice memo in the voice mailbox for which this function key has been configured.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:

Yellow (blinking)	The connection to the voice mailbox has been created.
Green	The voice mailbox is in recording mode.
Off	No recording is being carried out in the voice mailbox.

You can configure the function key for recording voice memos as follows:

- Using the configuration manager
- Using the telephone

> **Note:** This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for Recording Voice Memos

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Open the **All apps > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

> **Note:** Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key you want to assign, select the **VMB voice memo** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.

7. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Requirements for the function to work:

– The telephone is a system telephone on an Auerswald PBX

Using the Telephone to Configure a Function Key for Recording Voice Memos

Requirements:

– The voice mailbox has been configured and assigned in the Auerswald PBX

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap:
   - Functions listed alphabetically: **VMB voice memo**.
   - Functions sorted by group: **Voice mailbox > VMB voice memo**.

   The current settings for the key assignment are shown in the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Account** list field, select the system telephony account.
7. In the **VMB number** entry field, enter the telephone number of the voice mailbox that is to be enabled with the function key.
8. Tap on **Assign**.
9. Tap on **Exit**.

Requirements for using the function:

– The telephone is a system telephone on an Auerswald PBX

Archive

Messages which you wish 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 an Archive

You can move a message into an archive as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone in an Auerswald PBX

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Open the message list of the voice mail/fax box.
2. Tap on the required message.
3. Tap on to move the message into the archive.

Opening an Archive

You can open an archive as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone in an Auerswald PBX

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Open the message list of the voice mail/fax box.
2. In the list field on the left, above the message list, select the **Archive** option.

Note: To move a message from the archive to the inbox, tap on the required message and then tap on .

Deleting Messages from the Archive

You can delete messages as follows:

- Using the telephone

Requirements:

– The telephone is a system telephone in an Auerswald PBX

– The voice mail/fax box has been configured and assigned in the Auerswald PBX

1. Open the message list of the voice mail/fax box.
2. In the list field on the left, above the message list, select the **Archive** option.
3. Tap on the required message.
4. Tap on to delete the message.

Settings

This section describes how to configure and manage your telephone.

Topics

– Bluetooth (page 457)
– Ethernet (page 468)
– Providers and PBXs (page 491)
– Accounts (page 535)
– Sound (page 566)
– Display and LEDs (page 578)
– Privacy and Security (page 590)
– Applications (page 601)
– Synchronising (page 606)
– Language and Keyboard (page 611)
– Date and Time (page 614)
– Emergency Numbers (page 620)
– Location (page 622)
– Telephone Information (page 624)
– IP Camera (page 625)

Bluetooth

Wireless Bluetooth technology enables you to connect a keyboard, a headset, or a mobile phone, e.g. for automated call forwarding. Data can also be exchanged between the mobile phone and COMfortel 3500 over the Bluetooth interface. The maximum range in the Bluetooth network is 10 m.

Notes:

On the COMfortel 3500, the Bluetooth functions are already available upon delivery. On the COMfortel 3200, the Bluetooth functions are available after a Bluetooth dongle (not included in the scope of delivery) has been plugged in.

A Bluetooth dongle can be purchased in specialist shops or from the distriCOM online store at **www.districom.de**. (Deliveries within Germany and Austria only.)

Switching Bluetooth On/Off and Configuring It

Important: In France telephones are only permitted to establish Bluetooth wireless connections within internal spaces. In some départements there are regional restrictions on Bluetooth operation which must be complied with.

Note: In sensitive areas, in which Bluetooth wireless operation is never permitted, you can also remove the Bluetooth dongle from the telephone, in addition to switching Bluetooth off.

You can switch Bluetooth on and off, and configure it, as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Bluetooth On/Off

1. Open the **Settings > Bluetooth** page.
2. Select or clear the **Bluetooth** check box.

☑ Switches Bluetooth on.

☐ Switches Bluetooth off. (No further action is required.)

3. Click **Save**.

   If Bluetooth is enabled, the icon appears in the display.

4. Enter the name of the device in the **Device name** entry field under **Bluetooth settings**. Possible entries:

   Up to 64 digits

   Digits and characters

Note: If you do not enter a device name, the default name cft3500 is used. The telephone appears under the device name and is discoverable by other Bluetooth devices.

---

5. Under **Bluetooth settings**, select or clear the **Discoverable** check box.

   ☑ Makes the device discoverable for 120 seconds.

   ☐ Hides the telephone icon.

Note: To enable you to pair with another Bluetooth device, the name of the telephone must be discoverable in the Bluetooth network.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Bluetooth On/Off

1. Tap on **All apps > Settings > Bluetooth**.

   Alternatively, press a **function key** that has been configured for Bluetooth.

2. Select or clear the **Bluetooth** check box.

   ☑ Switches Bluetooth on.

   ☐ Switches Bluetooth off. (No further action is required.)

   If Bluetooth is enabled, the icon appears in the display.

3. Tap on **Device name** and then enter the name of the device in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: If you do not enter a device name, the default name cft3500 is used. The telephone appears under the device name and is discoverable by other Bluetooth devices.

4. Tap on **OK**.

5. Select or clear the **Discoverable** check box.

   ☑ Makes the telephone discoverable for 120 seconds.

   ☐ Hides the telephone.

   Note: To enable you to pair with another Bluetooth device, the name of the telephone must be discoverable in the Bluetooth network.

Configuring and Operating a Function Key for Bluetooth

Press the key to switch Bluetooth off or on.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	Bluetooth is enabled.
Off	Bluetooth is disabled.

You can configure the function key for Bluetooth as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for Bluetooth

1. Open the **Applications > Function keys** page.

2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to assign a function to, select the **Bluetooth** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable Bluetooth dependent on its state.

   switch on: Press the key to enable Bluetooth.

   switch off: Press the key to disable Bluetooth.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Bluetooth

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Bluetooth**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable Bluetooth dependent on its state.

   switch on: Press the key to enable Bluetooth.

   switch off: Press the key to disable Bluetooth.

7. Tap on **Assign**.
8. Tap on **Exit**.

Transmitting a Pairing Request

You must perform pairing with another Bluetooth device before you can connect the COMfortel 3500. You can send a pairing request from the COMfortel 3500 or accept a pairing request from another device.

You can send a pairing request as follows:

- Using the telephone

– Bluetooth must be switched on

– The Bluetooth device to which you want to send the pairing request is visible

1. Tap on **All apps > Settings > Bluetooth**.
2. Tap on **Add device**.

   The visible Bluetooth devices are displayed under **Bluetooth devices**.
3. Tap on the name of the Bluetooth device to which you would like to send the pairing request.
4. Depending on which Bluetooth device is being used, you can perform pairing with or without a PIN:
   - Pairing without PIN: The devices are paired without you having to enter a PIN.
   - Pairing with PIN: In the **PIN** entry field, enter the PIN and then tap on **OK**. If necessary, confirm the pairing request and the PIN on the other device.

   Note: Some devices may have a fixed Bluetooth PIN such as 0000 or 1234.
   If the other device has a fixed PIN, enter this PIN.

   This completes the pairing of the devices.

Further steps:

– After pairing, connect the telephone and the Bluetooth device, if necessary.

Accepting a Pairing Request

You must perform pairing with another Bluetooth device before you can connect the COMfortel 3500. You can send a pairing request from the COMfortel 3500 or accept a pairing request from another device.

You can accept a pairing request as follows:

- Using the telephone

– Bluetooth must be switched on

1. Tap on **All apps > Settings > Bluetooth**.
2. Select the **Discoverable** check box.

   ☑ The telephone is discoverable for 120 seconds.
3. Start a pairing request on the other Bluetooth device.
4. Depending on which Bluetooth device is being used, you can perform pairing with or without a PIN:
   - Pairing without PIN: The devices are paired without you having to enter a PIN.
   - Pairing with PIN: In the **PIN** entry field, enter the PIN and then tap on **OK**.

   Note: Some devices may have a fixed Bluetooth PIN such as 0000 or 1234.
   If the other device has a fixed PIN, enter this PIN.

   This completes the pairing of the devices.

Further steps:

– After pairing, connect the telephone and the Bluetooth device, if necessary.

Unpairing

When you cancel the pairing with a device, you remove an existing link and all the pairing data, such as the PIN is deleted. If you want to reconnect the COMfortel 3500 to this device at a later point in time, you will need to perform the pairing procedure again.

You can cancel a pairing as follows:

- Using the telephone

– Pairing with the Bluetooth device has been completed

1. Tap on **All apps > Settings > Bluetooth**.
2. Under **Bluetooth devices**, touch and hold the name of the device with which you would like to unpair (cancel the pairing).

3. Tap on **Disconnect & unpair** or **Unpair** if the devices are currently not connected.

   This cancels the pairing with the device.

Creating a Bluetooth Connection

After you have completed the pairing procedure with a device, you can create a Bluetooth connection. The devices recognise each other automatically without you, for example, having to enter a PIN.

You can configure a Bluetooth connection as follows:

- Using the telephone

– Bluetooth must be switched on

– Pairing with the Bluetooth device has been completed

1. Tap on **All apps > Settings > Bluetooth**.
2. Under **Bluetooth devices**, tap on the name of the device with which you would like to set up the connection.

   Note: You cannot connect the telephone to several Bluetooth devices at the same time.

   The Bluetooth connection is created.

Breaking a Bluetooth Connection

When you remove a Bluetooth connection to a device, only the connection is deleted. The devices remain paired. You can therefore reconnect to the device at a later point in time without having to go through the pairing process again.

You can remove a Bluetooth connection as follows:

- Using the telephone

– Existing connection with the Bluetooth device

1. Tap on **All apps > Settings > Bluetooth**.
2. Under **Bluetooth devices**, tap on the name of the device with which you would like to break the connection.
3. Tap on **OK**.

   The Bluetooth connection is disconnected.

Switching Bluetooth Device Surveillance On/Off

You can use Bluetooth device surveillance to link specific telephone functions to a Bluetooth device. For example, you can set up call forwarding on your mobile phone which only becomes active if your mobile phone is not within range of the telephone. You can also link your mobile telephone to the phone lock.

If Bluetooth device surveillance is enabled all the functions linked with a Bluetooth device are performed.

You can enable or disable Bluetooth device surveillance as follows:

- Using the telephone

– Bluetooth must be switched on

1. Tap on **All apps > Settings > Bluetooth**.
2. Tap on **Bluetooth device surveillance**.
3. Select or clear the **Bluetooth device surveillance** check box.

   ☑ Switches Bluetooth device surveillance on.

   ☐ Switches Bluetooth device surveillance off.

Selecting a Device for Bluetooth Device Surveillance

You can select a device for Bluetooth device surveillance as follows:

- Using the telephone

– Bluetooth device surveillance must be switched on

1. Tap on **All apps > Settings > Bluetooth**.
2. Tap on **Bluetooth device surveillance**.
3. Tap on **Device to monitor**.
4. Under **Bluetooth devices**, tap on the name of the device you would like to monitor.

Switching the Link from the Bluetooth Device to the Phone Lock On/Off

If the link from the Bluetooth device to the phone lock is enabled, the phone lock is automatically switched on if the Bluetooth device is not within range of the telephone.

You can enable or disable the link from the Bluetooth device to the phone lock as follows:

- Using the telephone

– Bluetooth device surveillance must be switched on

1. Tap on **All apps > Settings > Privacy & security > Phone lock**.
2. Select or clear the **Bluetooth device surveillance** check box.
   - ☑ Switches on the link from the Bluetooth device to the phone lock.
   - ☐ Switches off the link from the Bluetooth device to the phone lock.

Switching the Link from the Bluetooth Device to Call Forwarding On/Off

If the link from the Bluetooth device to call forwarding is enabled, call forwarding is automatically switched on if the Bluetooth device is within range of the telephone.

You can create, switch on and switch off the link to the Bluetooth device with call forwarding as follows:

- Using the telephone

– Bluetooth device surveillance must be switched on

1. Tap on **All apps > Settings > Bluetooth**.
2. Tap on **Bluetooth device surveillance**.
3. Select or clear the **Call forwarding** check box.
   - ☑ Switches on the link from the Bluetooth device to call forwarding.
   - ☐ Switches off the link from the Bluetooth device to call forwarding.
4. Tap on **Forwarding destination** and then enter the destination number in the entry field. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

   Important: Enter telephone numbers in exactly the same way as you dial them e.g. always enter an external number with an exchange line access number before it (exception: if **publ. exchange** account is selected).

5. Tap on **OK**.
6. Tap on **Account** and select the required account from the list field.

Ethernet

The Ethernet provides a combination of more than one computer and other communication devices. This enables multiple users to access common resources such as files, printers, etc.

Switching the DHCP Client On/Off

If the DHCP client function has been enabled, the DHCP server automatically assigns the telephone an IP address.

You can switch the DHCP client on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the DHCP Client On/Off

1. Open the **Settings > Ethernet** page.
2. Under **Ethernet settings**, select or clear the **DHCP** check box.
   - ☑ Switches the DHCP client on.
   - ☐ Switches the DHCP client off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the DHCP Client On/Off

1. Tap on **All apps > Settings > Ethernet**.
2. Select or clear the **DHCP** check box.
   - ☑ Switches the DHCP client on.
   - ☐ Switches the DHCP client off.

Configuring the Telephone's IP Address Manually

The telephone's IP address is used to uniquely identify that telephone on the network.

You can configure the telephone's IP address manually as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Telephone's IP Address

Requirements:

– Disabled DHCP client

1. Open the **Settings > Ethernet** page.
2. Under **Ethernet settings**, enter the telephone's IP address in the **IP address** entry field. Possible entries:.

   IP address with a range of 0 to 255 (example: 192.168.0.240)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Telephone's IP Address

Requirements:

– Disabled DHCP client

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **IP address** and then enter the IP address of the telephone. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.240)
3. Tap on **OK**.

Configuring the Subnet Mask

You can configure the subnet mask as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Subnet Mask

Requirements:

– Disabled DHCP client

1. Open the **Settings > Ethernet** page.
2. Under **Ethernet settings**, enter the subnet mask in the **Subnet mask** entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 255.255.255.0)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Subnet Mask

Requirements:

– Disabled DHCP client

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **Net mask** and then enter the subnet mask in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 255.255.255.0)
3. Tap on **OK**.

Configuring a Gateway

A gateway is a PC or router that acts as an intermediary between two different networks. The Internet service provider is the gateway for direct Internet dial-up connections. If you use a router, this is the gateway in a local network.

You can configure a gateway as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Gateway

Requirements:

– Disabled DHCP client

1. Open the **Settings > Ethernet** page.
2. Under **Ethernet settings**, enter the gateway's IP address in the **Gateway** entry field. Possible entries:.

   IP address with a range of 0 to 255 (example: 192.168.0.2)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Gateway

Requirements:

– Disabled DHCP client

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **Gateway** and then enter the IP address of the gateway. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.2)
3. Tap on **OK**.

Configuring the DNS Server

The DNS server is required for Internet access (e.g. for Voice over IP or an online name search). The data is specified by the Internet service provider or the network's system administrator.

You can configure the DNS server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the DNS Server

Requirements:

– Disabled DHCP client

1. Open the **Settings > Ethernet** page.
2. Under **Ethernet settings** enter the IP address of a DNS server in each of the **DNS server 1** and **DNS server 2** entry fields. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.12)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the DNS Server

Requirements:

– Disabled DHCP client

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **DNS server 1** and then enter the IP address of the DNS server. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.12)
3. Tap on **OK**.

4. If you want to configure a second DNS server, tap on **DNS server 2** and then enter the IP address of that DNS server. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.12)

5. Tap on **OK**.

Configuring an HTTP Proxy

An HTTP proxy is a proxy for the HTTP protocol, which is used to access Internet pages or download files.

In a system telephone the HTTP proxy is needed, for example, to perform firmware updates via the update server.

You can configure an HTTP proxy as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure an HTTP Proxy

1. Open the **Settings > Ethernet** page.
2. Select or clear the **Proxy** check box under **Proxy settings**.
   - ☑ Switches the HTTP proxy on.
   - ☐ Switches the HTTP proxy off. (No further action is required.)
3. Under **Proxy settings**, enter the HTTP proxy in the**Fully Qualified Domain Name** entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 123.123.123.123)

   Fully Qualified Domain Name (for example: hostname.domainname)

4. Under **Proxy settings**, enter the corresponding port number (port) in the **Port** entry field. Possible entries:

   1 to **65535**

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure an HTTP Proxy

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **Proxy**.
3. Select or clear the **Proxy** check box.
   - ☑ Switches the HTTP proxy on.
   - ☐ Switches the HTTP proxy off. (No further action is required.)
4. Tap on **Fully Qualified Domain Name** and then enter the HTTP proxy in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 123.123.123.123)

   Fully Qualified Domain Name (for example: hostname.domainname)
5. Tap on **OK**.
6. Tap on **Port** and then enter the associated port number (port) in the entry field. Possible entries:

   1 to **65535**
7. Tap on **OK**.

Switching DiffServ On/Off

You can use DiffServ (Differentiated Services Flag) to give preference to language packages (VoIP) and to achieve better voice quality for VoIP conversations. DiffServ can be evaluated in networks that include active network components such as routers or switches, to enable packets to be forwarded according to their priority .

> **Note:** DiffServ is not usually supported by VoIP providers. As a result, this setting may not be taken into consideration on the Internet under certain circumstances.

You can switch DiffServ on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch DiffServ On/Off

Requirements:

– Support for DiffServ must be present and enabled on all the active network components

1. Open the **Settings > Ethernet** page.
2. Under **Settings for VoIP**, select or clear the **Quality of Service: DiffServ (Differentiated Services)** check box.
   - ☑ Switches DiffServ on. The following DSCP values are set for VoIP calls (as proposed in RFC 4594): Signalling (SIP): CS5, Voice (RTP): EF
   - ☐ Switches DiffServ off.
3. Only if **DiffServ** is enabled: Reboot the telephone.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch DiffServ On/Off

Requirements:

– Support for DiffServ must be present and enabled on all the active network components

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VoIP**.
3. Select or clear the **Quality of Service: DiffServ (Differentiated Services)** check box.
   - ☑ Switches DiffServ on. The following DSCP values are set for VoIP calls (as proposed in RFC 4594): Signalling (SIP): CS5, Voice (RTP): EF.
   - ☐ Switches DiffServ off.
4. Only if **DiffServ** is enabled: Reboot the telephone.

Configuring the RTP Port

The RTP port is a port on the local system that is used as the outgoing port for RTP transfers.

You can configure the RTP port as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure an RTP Port

1. Open the **Settings > Ethernet** page.
2. Under **Settings for VoIP**, enter the port number (RTP port) in the **smallest RTP port** entry field. Possible entries:.

   1024 to **65471**
3. Under **Settings for VoIP**, enter the corresponding RTP port range in the **RTP-port range** entry field. Possible entries:.

   64 to **256**

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure an RTP Port

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VoIP**.
3. Tap on **smallest RTP port** and then enter the port number (RTP port) in the entry field. Possible entries:

   1024 to **65471**
4. Tap on **OK**.
5. Tap on **RTP port range** and then enter the associated port range in the entry field. Possible entries:

   64 to **256**

6. Tap on **OK**.

VLAN

A VLAN (Virtual Local Area Network) is a logical network within a physical network. You can use a VLAN to operate several logical networks in the same physical network, to represent a company's departments within the network in a logical way or to separate traffic streams on the network, e.g. to separate PC data from voice data and give them different priorities.

To run a VLAN, you require VLAN-enabled network components that comply with the IEEE 802.1Q standard.

VLAN Operating Modes

The following VLAN operating modes are possible:

- VLAN disabled, VLAN gateway disabled:

  All data packets are forwarded, unchanged, between the ports (POE port, PC port and internal port.
- VLAN enabled, VLAN gateway disabled:

  The internal port is placed in its own VLAN. The associated data packets are protected and transported in this VLAN (tagged with the VLAN ID of the internal port and prioritised with the VLAN priority of the internal port).

  All data packets are forwarded, unchanged, between the POE port and the PC port.

  You can connect a non-VLAN-enabled device, such as a PC, to the telephone's external port (PC port) without adding this device to a VLAN. You can also connect additional telephones to the external port (daisy chain) and use your own VLANs in the telephones.
- VLAN enabled, VLAN gateway enabled:

  The internal port is placed in its own VLAN. The associated data packets are protected and transported in this VLAN (tagged with the VLAN ID of the internal port and prioritised with the VLAN priority of the internal port).

  The external port is also placed in its own VLAN. The associated data packets are tagged with the VLAN ID of the external port and prioritised with the VLAN priority of the external port.

  You can connect a non-VLAN-enabled device, such as a PC, to the telephone's external port (PC LAN port) and add this device in the external port VLAN.

Switching the VLAN On/Off and Configuring It

You can configure the VLAN and enable/disable it as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the VLAN On/Off and Configure It

Requirements:

– VLAN provided on the network

– Set network interface type VLAN (can be configured in the configuration manager via **Settings > Providers & PBXs > Name of provider/PBX > Network interface type**)

1. Open the **Settings > Ethernet** page.
2. Under **Virtual Local Area Network settings**, select or clear the **VLAN internal port** check box.
   - ☑ Switches on VLAN on the internal port.
   - ☐ Switches off VLAN on the internal port. (No further action is required.)
3. Under **Virtual Local Area Network settings**, enter the VLAN ID for the internal port in the **VLAN ID internal port** entry field. Possible entries:

   1 to **4094**
4. Under **Virtual Local Area Network settings**, enter the priority in the **VLAN priority internal port**. Possible entries:

   0 (lowest priority) to **7** (highest priority)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the VLAN On/Off and to Configure It

Requirements:

– VLAN provided on the network

– Set network interface type VLAN (can be configured in the configuration manager via **Settings > Providers & PBXs > Name of provider/PBX > Network interface type**)

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VLAN**.
3. Select or clear the **VLAN internal port** check box.
   - ☑ Switches on VLAN on the internal port.
   - ☐ Switches off VLAN on the internal port. (No further action is required.)
4. Tap on **VLAN ID internal port** and enter the VLAN ID for the internal port in the entry field. Possible entries:

   1 to **4094**
5. Tap on **OK**.
6. Tap on **VLAN priority internal port** and enter the priority for the internal port in the entry field. Possible entries:

   0 (lowest priority) to **7** (highest priority)
7. Tap on **OK**.

Switching the VLAN Gateway On/Off and Configuring It

You can configure the VLAN gateway and enable/disable it as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch VLAN Gateway On/Off and Configure It

Requirements:

– VLAN must be enabled

1. Open the **Settings > Ethernet** page.

2. Under **Virtual Local Area Network settings**, select or clear the **VLAN gateway** check box.

   ☑ Switches the VLAN gateway on.

   ☐ Switches the VLAN gateway off. (No further action is required.)

3. Under **Virtual Local Area Network settings**, enter the VLAN ID for the external port in the **VLAN ID external port** entry field. Possible entries:

   1 to **4094**

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch VLAN Gateway On/Off and Configure it

Requirements:

– VLAN must be enabled

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VLAN settings**.
3. Select or clear the **VLAN gateway** check box.

   ☑ Switches the VLAN gateway on.

   ☐ Switches the VLAN gateway off. (No further action is required.)

4. Tap on **VLAN ID external port** and enter the VLAN ID for the external port in the entry field. Possible entries:

   1 to **4094**

5. Tap on **OK**.

VPN

A VPN (Virtual Private Network) is a private, closed network within an open network such as the Internet, for example. Due to the encryption of the data packages and the authentication of VPN subscribers, data packages can be transmitted between subscribers without the risks of tapping or manipulation.

The COMfortel 3200/3500 uses OpenVPN libraries to set up a VPN via a TLS/SSL-encrypted connection.

Before you can set up a VPN with the COMfortel 3200/3500, you must:

- configure the network interface type VPN (**Settings > Providers & PBXs**,)
- save the OpenVPN configuration file in the telephone,
- save an OpenVPN certificate in the telephone,
- switch OpenVPN on.

Important: When the telephone is restarted, the time is reset if it is not updated automatically by a time server (NTP server). Since encryption adds a time stamp to the data packages, the current time must be set on the telephone (**All apps > Settings > Date & time**). If the time stamp of the data packages deviates fromthe time set on the telephone, it is not possible to set up a connection via a VPN.

Saving the OpenVPN Configuration File in the Telephone

The OpenVPN configuration file contains all settings required to set up a VPN connection, for example, the type of encryption and links to necessary certificates.

You can save an OpenVPN configuration file as follows:

- Using the configuration manager

Requirements:

– An OpenVPN configuration file (openvpn.cfg) saved on the hard disk

1. Open the **Settings > Ethernet > VPN** page.
2. Under **Config File**, click **Search**.

   A file selection dialogue opens.

3. Select the configuration file (openvpn.cfg) and then click **Open** (this text is dependent on the operating system used).

   The path and the file are displayed under **Config File** angezeigt.

4. Click **Save**.

5. Click **OK**.

   The OpenVPN configuration file is saved in the telephone.

Saving an OpenVPN Certificate in the Telephone

The certificate serves to authenticate VPN subscribers.

You can save an OpenVPN certificate as follows:

- Using the configuration manager

Requirements:

– A certificate (*.crt) saved on the hard disk

1. Open the **Settings > Ethernet > VPN** page.

2. Under **Certificate**, click **Search**.

   A file selection dialogue opens.

3. Select the required file (*.crt) and then click **Open** (this text is dependent on the operating system used).

   The path and the file are displayed under **Certificate**.

4. Click **Save**.

5. Click **OK**.

   The certificate is saved in the telephone.

Switching OpenVPN On/Off

You can switch OpenVPN on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch OpenVPN On/Off

Requirements:

– OpenVPN provided on the network

– Set network interface type VPN (can be configured in the configuration manager via **Settings > Providers & PBXs > Name of provider/PBX > Network interface type**)

1. Open the **Settings > Ethernet > VPN** page.
2. Under **VPN settings**, select or clear the **OpenVPN** check box.
   - ☑ Switches OpenVPN on.
   - ☐ Switches OpenVPN off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch OpenVPN On/Off

Requirements:

– OpenVPN provided on the network

– Set network interface type VPN (can be configured on the telephone via **All apps > Settings > Providers & PBXs > Name of provider/PBX > Network interface type**)

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VPN settings**.
3. Select or clear the **OpenVPN** check box.
   - ☑ Switches OpenVPN on.
   - ☐ Switches OpenVPN off.

Opening the OpenVPN Log File

The OpenVPN log file records all actions carried out while OpenVPN is enabled.

You can open the OpenVPN log file as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Open the OpenVPN Log File

1. Open the **Settings > Ethernet > VPN** page.
2. Under **OpenVPN log**, click **Read**.

Using the Telephone to Open the OpenVPN Log File

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VPN settings**.
3. Tap on **Open OpenVPN log file**.

Deleting the OpenVPN Configuration File

The OpenVPN configuration file saved in the telephone can be deleted.

You can delete the file as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Delete the OpenVPN Configuration File

1. Open the **Settings > Ethernet > VPN** page.
2. Under **Config file**, click **Delete**.

3. Click **OK**.

Using the Telephone to Delete the OpenVPN Configuration File

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VPN settings**.
3. Tap on **Delete OpenVPN settings**.
4. Tap on **OK**.

Deleting OpenVPN Certificates

The OpenVPN certificates saved in the telephone can be deleted.

Note: All OpenVPN certificates saved in the telephone will be deleted.

You can delete the OpenVPN certificates as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Delete OpenVPN Certificates

1. Open the **Settings > Ethernet > VPN** page.
2. Under **Certificate file**, click **Delete**.
3. Click **OK**.

Using the Telephone to Delete OpenVPN Certificates

1. Tap on **All apps > Settings > Ethernet**.
2. Tap on **VPN settings**.

3. Tap on **Delete OpenVPN certificates**.
4. Tap on **OK**.

IP Blacklist and Whitelist as Protection against Attacks from the Internet

As soon as the telephone is connected to the Internet, it is at risk of being attacked, for example by DoS (DoS: Denial of Service) attacks or attacks aimed at the internal SIP server, that come via the Internet.

To prevent this, you can enable an IP blacklist.

Notes:

You can view and delete automatically configured restrictions:

- Using the telephone: under **All apps > Settings > Ethernet > IP blacklist**
- Using the configuration manager: on the **Settings > Ethernet > Enable blacklist and whitelist** page

You can enter IP addresses which should not be restricted in spite of a high volume of traffic:

- Using the telephone: under **All apps > Settings > Ethernet > IP whitelist**
- Using the configuration manager: on the **Settings > Ethernet > Enable blacklist and whiteliste** page

Switching IP Blacklist and Whitelist On/Off

If the telephone's IP blacklist is enabled, it then monitors and evaluates network-based access attempts, such as the number of data packets per second or SIP authentication failures.

If traffic from a particular IP address is evaluated as being too high – and therefore probably malicious – this IP address is blocked. This means that accesses from this IP address to the telephone are initially prevented for five minutes (block time). A message appears on the status line of the display. During the block time the telephone continues to monitor the traffic from this IP address. If the traffic from this IP address to the telephone continues to be too high, the single block time is extended (block time restarts).

Important: All the entries in the blacklist are deleted when you disable the IP blacklist and whitelist or reboot the telephone.

You can switch the blacklist and whitelist on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch IP Blacklist and Whitelist On/Off

1. Open the **Settings > Ethernet > Enable blacklist and whitelist** page.
2. Select or clear the **Enable blacklist and whitelist** check box.
   - ☑ Switches the IP blacklist and whitelist on.
   - ☐ Switches the IP blacklist and whitelist off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch IP Blacklist and Whitelist On/Off

1. Tap on **All apps > Settings > Ethernet**.
2. Select or clear the **Enable IP blacklist and whitelist** check box.
   - ☑ Switches the IP blacklist and whitelist on.
   - ☐ Switches the IP blacklist and whitelist off.

Viewing and Deleting IP Restrictions

You can view and delete IP restrictions as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to View or Delete IP Restrictions

1. Open the **Settings > Ethernet > Enable blacklist and whitelist** page.
2. Under **IP blacklist**, click on the IP address to be deleted and click **Delete**.

Using the Telephone to View or Delete IP Restrictions

Requirements:

– Enabled IP blacklist and whitelist

1. Tap on **All apps > Settings > Ethernet > IP blacklist**.
2. You can delete an IP address from the IP blacklist or move it to the IP whitelist:
   - Deleting: Touch and hold the required IP address and tap on **Delete**.
   - Moving: Touch and hold the required IP address and tap on **Move to IP whitelist**.

Configuring the IP Whitelist

You can configure the IP whitelist as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the IP Whitelist

Requirements:

– Enabled IP blacklist and whitelist

1. Open the **Settings > Ethernet > Enable blacklist and whitelist** page.
2. Click **New**.
3. In the **IP address** entry field, enter the IP address. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.240)

4. In the **Network prefix (CIDR)** list field, select the network prefix. You can select the following network prefixes:

   Net prefixes with a range of 0 to 32

   Notes:

   The telephone supports the Internet protocol IPv4 with a prefix length of 0 to 32 bits. The net prefix provides the net mask for the IP address and determines how many IP addresses are available within a network range. A higher net prefix means a lower number of available IP addresses.

   Example:

   IP adress 192.196.0.240

Network prefix	**Range of available addresses**
8	192.x.x.x
16	192.168.x.x
24	192.168.0.x
32	192.168.0.240 (Only the explicitly entered IP address is availalbe.)

   Important: Only make as few IP addresses available as possible. A larger range of addresses means a higher risk of attacks.

   ---

5. Click **Save**.

6. Click **OK**.

   Note: To delete an IP address from the IP whitelist, click on the IP address to be deleted under **IP whitelist** and click **Delete**.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the IP Whitelist

Requirements:

– Enabled IP blacklist and whitelist

1. Tap on **All apps > Settings > Ethernet > IP whitelist**.
2. Tap on **Add entry to list**.
3. Tap on **IP address** and enter the IP address. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.240)
4. Tap on **OK**.
5. Tap on **Network prefix (CIDR)** and enter the network prefix. Possible entries:

   Net prefixes with a range of 0 to 32

Notes:

The telephone supports the Internet protocol IPv4 with a prefix length of 0 to 32 bits. The network prefix provides the net mask for the IP address and determines how many IP addresses are available within a network range. A higher network prefix means a lower number of available IP addresses.

Example:

IP address 192.196.0.240

Network prefix	**Range of available addresses**
8	192.x.x.x
16	192.168.x.x
24	192.168.0.x
32	192.168.0.240 (Only the explicitly entered address is available.)

Important: Only make as many IP addresses as possible. A larger range of addresses means a higher risk of attacks.

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6. Tap on **OK**.
7. Tap on **Submit**.

Note: To delete an IP address from the IP whitelist, touch and hold the required IP address and tap on **Delete**.

Providers and PBXs

COMfortel 3200/3500 can operate in a local network (LAN) as an Auerswald-VoIP system telephone and/or as a standard VoIP telephone.

Provider

A VoIP provider is an Internet service provider that offers Internet telephony (VoIP, Voice over Internet Protocol).

There are many providers that issue each customer their own telephone number, which can be called not only over the Internet but also from a land line. Depending on the provider used and the number called, these types of telephone connections are extremely reasonable, if not free of charge.

Some providers give the impression that Internet telephony is totally free of charge. However, it is important to research the actual costs incurred by checking the tariff tables of the particular provider. As the connection to a public switched network is established over a gateway, the location of the gateway may affect any charges associated with the call. This applies especially to international calls that may be more expensive than simple calls on a public switched network if the gateway is located domestically.

PBXs

PBXs connect different internal end devices with different public telecoms networks, enabling users to make external and internal calls. The PBXs make different ports/interfaces available for this.

To operate a telephone as an Auerswald system telephone, the following Auerswald PBX is required:

- COMpact 4000
- COMpact 5000/R
- COMmander 6000/R/RX
- COMmander Basic.2 (19")
- COMmander Business (19")
- COMpact 5010 VoIP
- COMpact 5020 VoIP

Important: To support COMfortel 3200/3500, the PBX requires COMmander 6000/R/RX with firmware version 5.4A or higher. The PBXs COMmander Basic.2 (19"), COMmander Business (19"), COMpact 5010 VoIP and COMpact 5020 VoIP require the firmware version 4.2A or higher.

New Provider/PBX

Some providers/PBXs are already preconfigured in the factory settings. In total you can configure up to 10 providers/PBXs.

You can create a new provider/PBX as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Create a Provider/PBX

1. Open the **Settings > Providers & PBXs** page.
2. Click + **New**.
3. Select the required profile from the **Profile** list field.

   The configuration page for the provider/PBX opens.

Further steps:

– Make further settings on the configuration page.

> **Note:** You can obtain the data for the settings either directly from the provider or from suitable lists in the Internet.

– Save your settings before you leave the page.

Using the Telephone to Create a Provider/PBX

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on **New provider/PBX**.
3. Select the required profile from the **Profile** list field.

   The dialogue displays which settings are available for the provider/PBX.

Further steps:

– Make further settings.

Note: You can obtain the data for the settings either directly from the provider or from suitable lists in the Internet.

Deleting a Provider/PBX

You can delete providers/PBXs that are no longer required.

Important: You can only restore deleted providers/PBXs by restoring a previously saved backup from USB memory stick to the telephone.

You can delete a provider/PBX as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Delete a Provider/PBX

1. Open the **Settings > Providers & PBXs** page.
2. Click the provider/PBX you want to delete.
3. Click **Delete**.

Using the Telephone to Delete a Provider/PBX

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Touch and hold the name of the provider/PBX.
3. Tap on **Delete**.

Registering New Accounts

If required you can reregister the account with the provider/on the PBX.

You can perform registration as follows:

- Separately for the provider or PBX
- Using the telephone

Requirements:

– A registrar enabled for the provider/PBX

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Touch and hold the name of the provider/PBX.
3. Tap on **Register all accounts**.

Note: You can also register the accounts individually under **Settings > Accounts**.

Entering a Name for the Provider/PBX

The provider/PBX name is used to identify it.

You can enter the provider/PBX name as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a Name for the Provider/PBX

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Enter the name of the provider/PBX in the **Name** entry field under **Settings for providers & PBXs**. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter a Name for the Provider/PBX

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Tap on **Name** and then enter the name of the provider/PBX in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
4. Tap on **OK**.

Selecting the Type

When you configure the provider/PBX you can also select the type of the **PBX** or **VoIP provider**.

You can configure the provider type as follows:

- Separately for the provider or PBX
- Using the telephone

Requirements:

– **Auerswald** profile not selected

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Tap on **Type**.
4. In the **Type** list field, select one of the following options:

   PBX: Selects PBX as the type.

   VoIP provider: Selects VoIP provider as the type.

Configuring a Domain

The domain (also known as a "realm", "SIP domain" or "SIP realm") is required for the VoIP address. The structure of a subscriber's VoIP address is similar to an e-mail address. It is made up of the VoIP telephone number and the domain, separated by the @ character: <subscriber>@domain.

You can configure a domain as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Domain

Requirements:

– DNS server is configured

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Enter the domain in the **Domain** entry field under **Settings for providers & PBXs**. Possible entries:

   IP address with a range of 0 to 255 (example: 114.188.1.125)

   URL (example: sipprovider.uk)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Domain

Requirements:

– DNS server is configured

1. Tap on **All apps > Settings > Providers & PBXs**.

2. Tap on the name of the provider/PBX.
3. Under **SIP settings**, tap on **Domain** and then enter the domain in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 114.188.1.125)

   URL (example: sipprovider.uk)
4. Tap on **OK**.

Configuring the Registrar

The registrar (also known as a "SIP registrar", "registry", "SIP server", or "SIP registry server") is the IP address or URL of the provider/PBX with/on which the telephone is registered. If the registrar is enabled, REGISTER requests are sent to the registrar.

Notes:

The registrar should only be disabled if the provider requires this.

If the registrar is disabled, no NAT Keep Alive takes place.

An internal network is usually protected from external manipulation by, for example, a firewall integrated in the router. Without NAT Keep Alive the firewall's security functions will defend you against attempted accesses from the Internet.

That is why you may need to set up port forwarding for incoming SIP packets in the router for the **SIP port** set up in the provider's/PBX's configuration.

Important: Each time a port is opened on the router, this creates a potential source of danger. It is essential that you take additional protective measures.

You can configure the registrar as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Registrar

Requirements:

– DNS server is configured

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Under **Registrar settings**, select or clear the **Registrar** check box.

   ☑ Switches the registrar On.

   ☐ Switches the registrar Off. (No further action is required.)
4. Under **SIP settings**, enter the SIP port in the **SIP port** entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: registrar.de)
5. Under **Registrar settings**, enter the port number (port) in the **Registrar port**entry field. Possible entries:

   1 to **65535**
6. Under **Registrar settings**, enter a value in the **Registration interval (min)** entry field. Possible entries:

   1 to **60**: The telephone then registers itself again with the provider/to the PBX after this specified interval (1 to 60 minutes).

Note: In the test phase, after you have set up the provider/PBX, we recommend you enter a low value (e.g. three minutes). You can then select a much higher value after the test phase is complete.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Registrar

Requirements:

– DNS server is configured

1. Tap on **All apps > Settings > Providers & PBXs**.

2. Tap on the name of the provider/PBX.
3. Under **SIP settings**, tap on **Registrar**.
4. Select or clear the **Registrar** check box.
   - ☑ Switches the registrar On.
   - ☐ Switches the registrar Off. (No further action is required.)
5. Tap on **Registrar address** and then enter the registrar. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: registrar.de)
6. Tap on **OK**.
7. Tap on **Registrar port** and then enter the port number (port). Possible entries:

   1 to **65535**
8. Tap on **OK**.
9. Tap on **Registration interval (min)** and enter a value. Possible entries:

   1 to **60**: The PBX then registers itself again with the provider/on the PBX after this specified interval (1 to 60 minutes).

   Note: In the test phase, after you have set up the provider/PBX, we recommend you enter a low value (e.g. three minutes). You can then select a much higher value after the test phase is complete.
10. Tap on **OK**.

Configuring the Outbound Proxy

The outbound proxy is an intermediate server that processes all VoIP requests and connections going to the provider (except for registration).

You can configure the outbound proxy as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Outbound Proxy

Requirements:

– DNS server is configured

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Under **Outbound proxy**, select one of the following options:

   Outbound proxy is disabled: Disables the outbound proxy. (No further action is required.)

   Outbound proxy selected automatically: Automatically determines an outbound proxy. (No further action is required.)

   Outbound proxy selected manually: Enables you to specify an outbound proxy.
4. Under **Outbound proxy**, enter the outbound proxy in the **Outbound proxy IP/URL** entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 123.123.123.123)

   URL (example: www.outboundproxy.uk)
5. Under **Outbound proxy**, enter the port number (port) in the **Outbound proxy port** entry field. Possible entries:

   1 to **65535**

   Note: In the factory settings the default port is 5060.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Outbound Proxy

Requirements:

– DNS server is configured

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **SIP settings**, tap on **Outbound proxy**.
4. In the **Outbound proxy** list field, select one of the following options:

   Outbound proxy is disabled: Disables the outbound proxy. (No further action is required.)

   Outbound proxy selected automatically: Automatically determines an outbound proxy. (No further action is required.)

   Outbound proxy selected manually: Enables you to specify an outbound proxy.
5. Tap on **Outbound proxy IP/URL** and then enter the outbound proxy in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 123.123.123.123)

   URL (example: www.outboundproxy.uk)
6. Tap on **OK**.
7. Tap on **Outbound proxy port** and then enter the port number (port) in the entry field. Possible entries:

   1 to **65535**
8. Tap on **OK**.

Configuring the SIP Port

The SIP port is a port on the local system that is used as a starting point for the SIP transfer.

Note: A different SIP port must be specified for each provider/PBX.

You can configure the SIP port as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the SIP Port

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **SIP** tab.
4. Under **SIP settings**, enter the SIP port in the **SIP port** entry field. Possible entries:

   1 to **65535**

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the SIP Port

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **SIP settings**, tap on **SIP**.
4. Tap on **SIP port** and then enter the SIP port in the entry field. Possible entries:

   1 to **65535**
5. Tap on **OK**.

Configuring the SIP Session Timer

The telephone/PBX cannot tell if the provider disrupts the call connection. The SIP session timer regularly checks whether the connection is still present.

You can configure the SIP session timer as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the SIP Session Timer

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **SIP** tab.
4. Under **SIP settings**, select or clear the **SIP session timer** check box.

   ☑ Enables the SIP session timer.

   ☐ Disables the SIP session timer. (No further action is required.)
5. Under **SIP settings**, enter a value in the **SIP session timer interval (min)** entry field. Possible entries:

   5 to **60**: The SIP session timer checks every 5 to 60 minutes to see if the connection is still present.

Note: If the SIP session timer is switched on, an increased number of disrupted calls may occur after the specified time interval if the VoIP provider has not implemented session renewal properly. In this case you should switch off the SIP session timer.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the SIP Session Timer

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **SIP settings**, tap on **SIP**.
4. Select or clear the **SIP session timer** check box.

   ☑ Enables the SIP session timer.

   ☐ Disables the SIP session timer. (No further action is required.)
5. Tap on **SIP session timer interval (min)** and then enter a value in the entry field. Possible entries:

5 to **60**: The SIP session timer checks every 5 to 60 minutes to see if the connection is still present.

Note: If the SIP session timer is switched on, an increased number of disrupted calls may occur after the specified time interval if the VoIP provider has not implemented session renewal properly. In this case you should switch off the SIP session timer.

---

6. Tap on **OK**.

Configuring the SIP Transport Protocol

The SIP transport protocol indicates which protocol is used for the SIP transfer.

Important: If encryption is enabled by SIPS, the TCP transport protocol is used. Manual settings are overwritten.

You can configure the SIP transport protocol as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the SIP Transport Protocol

Requirements:

– Disabled SIPS

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **SIP** tab.
4. Under **SIP transport protocol**, select one of the following options:

UDP: Selects UDP as the SIP transport protocol.

TCP: Selects TCP as the SIP transport protocol.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the SIP Transport Protocol

Requirements:

– Disabled SIPS

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **SIP settings**, tap on **SIP**.
4. Tap on **SIP transport protocol**.
5. In the **SIP transport protocol** list field, select one of the following options:

   UDP: Selects UDP as the SIP transport protocol.

   TCP: Selects TCP as the SIP transport protocol.

Switching SIPS On/Off and Configuring It

To prevent anyone from listening in to VoIP conversations, you can encrypt these connections. The connection setup and termination, as well as the signalling, is encrypted with SIPS. The call data is encrypted with SRTP.

Important: If you are using this on an Auerswald PBX, the PBX specifies the encryption method. The PBX overwrites manual settings.

You can configure SIPS as follows:

- Separately for the provider or PBX
- Using the configuration manager

- Using the telephone

Using the Configuration Manager to Switch SIPS On/Off and Configure It

Requirements:

– SIP: A certificate saved on the hard disk

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **SIP** tab.
4. Under **Security**, select or clear the **Session Initiation Protocol Security (SIPS)** check box.

   ☑ Switches SIPS on.

   ☐ Switches SIPS off. (No further action is required.)
5. Make the desired settings:

   - PBX account: Under **Security**, enter the fingerprint in the **Fingerprint for SIPS certificate** entry field.

     Note: If you have saved a root certificate for encrypting calls in your PBX, this will automatically be uploaded to the telephone. To enable the root certificate to be verified, you must enter the root certificate fingerprint in the telephone.

   - SIP account: Under **Certificate upload**, click **Select**, select the required file, click **Open** and click **Save**.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch SIPS On/Off and Configure It

Requirements:

– SIP account: A USB memory stick must be plugged into the USB por

– SIP account: A certificate saved in the root folder on the USB memory stick

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **SIP settings**, tap on **SIP**.
4. Under **Security**, select or clear the **Session Initiation Protocol Security (SIPS)** check box.
   - ☑ Switches SIPS on.
   - ☐ Switches SIPS off. (No further action is required.)
5. Make the desired settings:
   - PBX account: Under **Security**, tap on **Fingerprint for SIPS certificate**, enter the fingerprint in the entry field and tap on **OK**.

     Note: If you have saved a root certificate for encrypting calls in your PBX, this will automatically be uploaded to the telephone. To enable the root certificate to be verified, you must enter the root certificate fingerprint in the telephone.

   - SIP account: Under **Security**, tap on **Certificate** and then tap on the name of the certificate under **Certificate from USB stick**.

     Note: To delete the certificate, tap on **Delete certificate** under **Manage certificates**.

Configuring NAT Traversal

NAT (Network Address Translation) enables you to convert a particular IP address that is used within a network (e.g. a local network) into a different IP address that can be used by a different network (e.g. public network). If NAT traversal is switched on and a query is sent from a local IP address to the public network, the sending IP address is swapped with the public IP address. This function is performed in the reverse direction for the reply.

Important: Each time a port is opened on the NAT router, a potential source of danger arises. It is essential that you take additional protective measures.

You can configure NAT traversal as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure NAT Traversal

Requirements:

– DNS server is configured

– STUN server set up for the provider/PBX, if the **Enabled with STUN** option has been selected

– If the **Enabled** option has been selected: **Registrar** enabled for the provider/PBX

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **NAT** tab.
4. Select one of the following options for **SIP NAT traversal**:

   Enabled: NAT traversal is performed by the provider/PBX. The SIP request also contains the "rport" part which transports the (local or public) IP addresses that are used in this process.

   Disabled: NAT traversal is not performed by the provider/PBX. The router that links the local network with the Internet should be a reliable SIP-aware router that can handle NAT traversal.

   Enabled with STUN: NAT traversal is performed by the provider/PBX. To do this, you must also specify a **STUN server** under **Settings**.

   Note: If **Enabled** is selected: If there are problems with unilateral call connections, you should use a STUN server (see **Enabled with STUN**).

   ---
5. Under **RTP NAT settings**, select one of the following options:

Disabled: NAT traversal is not performed by the provider/PBX. The router that links the local network with the Internet should be a reliable SIP-aware router that can handle NAT traversal.

Enabled with STUN: NAT traversal is performed by the provider/PBX. To do this, you must also specify a STUN server.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure NAT Traversal

Requirements:

– DNS server is configured

– STUN server set up for the provider/PBX, if the **Enabled with STUN** option has been selected

– If the **Enabled** option has been selected: **Registrar** enabled for the provider/PBX

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **NAT**, tap on **NAT**.
4. Tap on **SIP NAT traversal**.
5. In the **SIP NAT traversal** list field, select one of the following options:

   Disabled: NAT traversal is not performed by the provider/PBX. The router that links the local network with the Internet should be a reliable SIP-aware router that can handle NAT traversal.

   Enabled with STUN: NAT traversal is performed by the provider/PBX. To do this, you must also go to **Settings** and enter the name of a **STUN server**.

   Enabled: NAT traversal is performed by the provider/PBX. The SIP request also contains the "rport" part which transports the (local or public) IP addresses that are used in this process.

Note: If **Enabled** is selected: If there are problems with unilateral call connections, you should use a STUN server (see **Enabled with STUN**).

---

6. Tap on **RTP NAT traversal**.

7. In the **RTP NAT traversal** list field, select one of the following options:

   Disabled: NAT traversal is not performed by the provider/PBX. The router that links the local network with the Internet should be a reliable SIP-aware router that can handle NAT traversal.

   Enabled with STUN: NAT traversal is performed by the provider/PBX. To do this, you must also specify a STUN server.

Configuring the STUN Server

A STUN server provides information on request to subscribers on a private network. This information includes the IP address and port outside their private network that is viewed as the source of their data. This information is entered in the requests, instead of the actual private IP address/port.

Note: If you encounter problems with unilateral call connections, enabling the RTP might help.

Important: Each port forwarding constitutes a security risk. You should use as few forwarding configurations as possible.

You can configure the STUN server as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the STUN Server

Requirements:

– DNS server is configured

1. Open the **Settings > Providers & PBXs** page.

2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.

3. Click the **NAT** tab.
4. Enter the STUN server in the **STUN server IP/URL** entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: www.stunserver.uk)
5. Enter the port number (port) in the **STUN server port** entry field. Possible entries:

   1 to **65535**
6. Enter a value in the **STUN server query interval (min.)** entry field. Possible entries:

   1 to **60**: A STUN server query is performed every 1 to 60 minutes.

Further steps:

– Save your settings before you leave the page.

– Enable the STUN server in **SIP NAT traversal**/**RTP NAT traversal** on the provider/PBX configuration page.

Using the Telephone to Configure the STUN Server

Requirements:

– DNS server is configured

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **NAT**, tap on **NAT**.
4. Tap on **STUN server**.
5. Tap on **STUN server IP/URL** and then enter the STUN server in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: www.stunserver.uk)
6. Tap on **OK**.
7. Tap on **STUN server port** and then enter the port number (port) in the entry field. Possible entries:

1 to **65535**

8. Tap on **OK**.
9. Tap on **STUN server query interval (min.)** and then enter a value in the entry field. Possible entries:

   1 to **60**: A STUN server query is performed every 1 to 60 minutes.

10. Tap on **OK**.

Further steps:

– Enable the STUN server in **SIP NAT traversal**/**RTP NAT traversal**.

Configuring NAT Keep Alive

The interval for NAT Keep Alive shows how often (in seconds) NAT Keep Alive packets are sent to maintain the NAT mapping in the firewall.

You can configure NAT Keep Alive as follows:

- Separately for the provider or PBX
- Using the telephone

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **NAT**, tap on **NAT**.
4. Select or clear the **NAT keep alive** check box.

   ☑ Enables NAT Keep Alive.

   ☐ Disables NAT Keep Alive. (No further action is required.)

5. Tap on **NAT keep alive interval (s)** and then enter a value in the entry field. Possible entries:

   1 to **255**: NAT Keep Alive packets are sent every 1 to 255 seconds.

Note: Some providers lock accounts if the **NAT keep alive interval** is too short. This is usually reported with error message 503 during SIP registration.

If you encounter this problem, we recommend you set a higher value (e.g. 180).

6. Tap on **OK**.

Configuring Codecs

The G.722, G.711 and iLBC codecs can be used to transfer data. Codec selection affects the quality of a VoIP call. Depending on the band width of the connection, you can specify a codec to give the best possible VoIP call quality (high band width) or a codec to give the best possible compression rate (low band width).

Which codec is actually used to handle a call is defined in your negotiations with the provider.

Notes:

If you find that using a codec with high band width (e.g. G.711) affects the call quality, it may be because the connection's band width is not high enough to support this codec. If these types of disruptions happen frequently, we recommend you select codecs with a lower band width.

Not every codec is supported by every provider.

You can configure codecs as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure Codecs

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **RTP** tab.
4. Under **RTP settings**, select one of the following options, for **Codecs**:

Best available quality: Codec G.722 has priority level 1, Codec G.711 has priority level 2 and Codec iLBC has priority level 3.

Best possible compression: Codec iLBC has priority level 1, Codec G.722 has priority level 2 and Codec G.711 has priority level 3.

Force G711: Codec G.711 is enforced.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure Codecs

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **RTP settings**, tap on **Codecs**.
4. In the **Codecs** list field, select one of the following options:

   Best available quality: Codec G.722 has priority level 1, Codec G.711 has priority level 2 and Codec iLBC has priority level 3.

   Best possible compression: Codec iLBC has priority level 1, Codec G.722 has priority level 2 and Codec G.711 has priority level 3.

   Force G711: Codec G.711 is enforced.

Switching Music on Hold On/Off

If the music on hold option is selected, the caller will hear music played while waiting for the call to be answered.

You can switch this function on or off as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Telephone to Switch Music on Hold On/Off

Requirements:

– **Auerswald** profile not selected

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **RTP** tab.
4. Select or clear the **Music on hold** check box.
   - ☑ Switches the on hold music on.
   - ☐ Switches the on hold music off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Music on Hold On/Off

Requirements:

– **Auerswald** profile not selected

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **RTP settings**, select or clear the **Music on hold** check box.
   - ☑ Switches the on hold music on.
   - ☐ Switches the on hold music off.

Configuring DTMF Signalling

The signalling procedure tells you how the DTMF signals are sent to the provider.

You can configure DTMF signalling as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure DTMF Signalling

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **RTP** tab.
4. Under **RTP settings**, select one of the following options for **DTMF signalling**:

   Outband, with local response in acc. with RFC2833: The telephone uses different channels for transferring the DTMF signals and the voice data. The DTMF signals are filtered out of the voice data. An entry is confirmed by a confirmation tone.

   Inband, DTMF tones sent through the audio channel: The telephone uses the same channel (DTMF sounds) for transferring the DTMF signals and the voice data.

   Outband, in acc. with RFC2833: The telephone uses different channels for transferring the DTMF signals and the voice data. The DTMF signals are filtered out of the voice data.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure DTMF Signalling

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **RTP settings**, tap on **RTP settings**.
4. Tap on **DTMF signalling**.

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

   Outband, with local response in acc. with RFC2833: The telephone uses different channels for transferring the DTMF signals and the voice data. The DTMF signals are filtered out of the voice data. An entry is confirmed by a confirmation tone.

   Inband, DTMF tones sent through the audio channel: The telephone uses the same channel (DTMF sounds) for transferring the DTMF signals and the voice data.

   Outband, as described in RFC2833: The telephone uses different channels for transferring the DTMF signals and the voice data. The DTMF signals are filtered out of the voice data.

Configuring the Jitter Buffer

The size of the jitter buffer indicates how many RTP packets can be cached, to buffer disruptions or compensate for them.

You can configure the jitter buffer as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Jitter Buffer

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **RTP** tab.
4. Enter a value in the **Jitter buffer (ms)** entry field. Possible entries:

   40 to **160**: Size of the jitter buffer in milliseconds (duration of the audio signal).

   Lower values: A lower number of RTP packets can be buffered to bridge or compensate for disruptions.

   Larger values: A higher number of RTP packets can be buffered to bridge or compensate for disruptions.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Jitter Buffer

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **RTP settings**, tap on **RTP settings**.
4. Tap on **Jitter buffer (ms)** and then enter a value in the entry field. Possible entries:

   40 to **160**: Size of the jitter buffer in milliseconds (duration of the audio signal).

   Lower values: A lower number of RTP packets can be buffered to bridge or compensate for disruptions.

   Larger values: A higher number of RTP packets can be buffered to bridge or compensate for disruptions.
5. Tap on **OK**.

Configuring SRTP

To prevent anyone from listening in to VoIP conversations, you can encrypt these connections. The connection setup and termination, as well as the signalling, is encrypted with SIPS. The call data is encrypted with SRTP.

Important: If you are using this on an Auerswald PBX, the PBX specifies the encryption method. The PBX overwrites manual settings.

You can configure SRTP as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure SRTP

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Click the **RTP** tab.
4. Under **Security**, select one of the following options in the **SRTP** list field:

   disabled: Forces de-activation of call data encryption by SRTP. If the call partner (VoIP provider, private exchange in sub-system operation, external VoIP subscriber) requests that SRTP encrypts the call data, the connection will not be established.

   preferred: Switches on negotiation for encryption of call data by SRTP. For each call, the call partner will be asked if encryption is possible. If yes, the call data will be transferred in encrypted form; if no, encryption will not be used.

   mandatory: Forces activation of call data encryption by SRTP. If the call partner (VoIP provider, private exchange in sub-system operation, external VoIP subscriber) does not support SRTP encryption of the call data, the connection will not be established.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure SRTP

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **RTP settings**, tap on **RTP settings**.
4. Tap on **SRTP**.
5. In the **SRTP** list field, select one of the following options:

disabled: Forces de-activation of call data encryption by SRTP. If the call partner (VoIP provider, private exchange in sub-system operation, external VoIP subscriber) requests that SRTP encrypts the call data, the connection will not be established.

preferred: Switches on negotiation for encryption of call data by SRTP. For each call, the call partner will be asked if encryption is possible. If yes, the call data will be transferred in encrypted form; if no, encryption will not be used.

mandatory: Forces activation of call data encryption by SRTP. If the call partner (VoIP provider, private exchange in sub-system operation, external VoIP subscriber) does not support SRTP encryption of the call data, the connection will not be established.

Switching the Use of PBX Subscriber Numbers On/Off

Exchange line numbers must be used for PBXs which allow you to dial external telephone numbers without preceding exchange line access numbers or characters (e. g. 0 or **). Such PBXs automatically detect whether exchange line access is required or not.

Note: This function is currently not available on Auerswald PBXs.

If the use of exchange line numbers for an internal subscriber is enabled, rules for internal and external calls, e. g. for the answering machine, are taken into account when a call comes in. In addition, you can forward an incoming call to an external telephone number without having to dial the exchange line access number.

You can configure the use of exchange line numbers as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Use of PBX Subscriber Numbers On/Off

Requirements:

– The configured type is **PBX**

1. Open the **Settings > Providers & PBXs** page.

2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.

3. Under **Special numbers**, select or clear the **Use of public exchange subscriber numbers** check box.

   ☑ Switches on the use of PBX subscriber numbers.

   ☐ Switches off the use of PBX subscriber numbers.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Use of PBX Subscriber Numbers On/Off

Requirements:

– The configured type is **PBX**

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **Number settings**, tap on **Special numbers**.
4. Select or clear the **Use of PBX subscriber numbers** check box.

   ☑ Switches on the use of PBX subscriber numbers.

   ☐ Switches off the use of PBX subscriber numbers.

Entering Exchange Line Access Numbers

The exchange line access number is required to request an external line.

> **Note:** After you dial the exchange line access number, the external dial tone indicates that an external line is free. The external telephone number can then be dialled.

You can enter an exchange line access number as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter Exchange Line Access Numbers

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Under **Special numbers**, enter the exchange line access number in the **Exchange line access number** entry field. Possible entries:

   Digits

   Note: The factory setting of the PBX's exchange line access number is "0", but this can be changed in some PBXs (see the instructions for your PBX).

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter Exchange Line Access Numbers

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **Number settings**, tap on **Special numbers**.
4. Tap on **Exchange line access number** and then enter the exchange line access number in the entry field. Possible entries:

   Digits

   Note: The factory setting of the PBX's exchange line access number is "0", but this can be changed in some PBXs (see the instructions for your PBX).
5. Tap on **OK**.

Entering Keypad Sequences

Keypad sequences enable you to control performance features by entering characters and number sequences via the phone keys, e.g. to make pick-up or intercom announcements.

> **Important:** If operated as a system telephone on an Auerswald PBX, the keypad sequences are predefined by the PBX. The PBX overwrites any keypad sequences you have entered manually.

The following keypad sequences are available when the telephone is running on a PBX:

- Pick-up

  The keypad sequence is required to carry out pick-ups on PBXs where a pick-up sequence is mandatory for this function. Information from SIP notify messages are not taken into consideration.
- InterCom OneWay

  The keypad sequence is required to make an InterCom OneWay announcement. InterCom OneWay announcements can also be made on accounts where the telephone is not used as system telephone.
- InterCom speakerphone

  The keypad sequence is required to enable Intercom hands-free calling at a destination which does not support automatic call acceptance.
- Alarm confirmation

  The keypad sequence is required to acknowledge an alarm call with the keypad.

You can enter keypad sequences as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter Keypad Sequences

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Under **Special numbers**, enter the keypad sequences in the **Keypad sequence ...** entry fields. Possible entries:

Up to 40 digits

Digits and characters * and #

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter Keypad Sequences

Requirements:

– The configured type is **PBX**

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **Number settings**, tap on **Special numbers**.
4. Tap on the name of the relevant keypad sequence and then enter the keypad sequence in the entry field. Possible entries:

   Up to 40 digits

   Digits and the characters * and #
5. Tap on **OK**.

Configuring the Evaluation of Incoming SIP Messages

To utilise the calling party number of inbound VoIP calls in the caller list for calling back, you have to convert them in most cases. The following options are available:

- **Method of evaluation**: The following options are available:

  Standard: Activates a number interpretation that works for most providers.

  As described in RFC3325: Selects the number interpretation according to RFC 3325 (http://www.ietf.org/rfc/rfc3325.txt). It is used if the number transmission is secured by special methods.

  User-defined: If the options **Standard** and **According to RFC3325** are not successful, number inpretation can be defined individually to a major degree.

- **Internationalise unknown telephone numbers**: If this option is activated, transmitted numbers not following the common canonical format (e.g. +495306… or 00495306…), will be converted to this format.

You can configure the evaluation of incoming SIP messages as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Evaluation of Incoming SIP Messages

1. On the telephone, check the format in which the telephone numbers issued by the provider are transmitted and displayed in the caller list (**Message key > Caller list**).
2. Open the **Settings > Providers & PBXs** page.
3. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
4. Under **Evaluation of incoming SIP messages**, select or clear the **Internationalise unknown telephone numbers** check box.

   ☑ Enables the conversion of transmitted phone numbers into a canonical format.

   ☐ Disables the conversion of transmitted phone numbers.
5. In the **Method of evaluation type** list field under **Evaluation of incoming SIP messages**, select the **Standard** option.
6. On the telephone, check the settings by making incoming calls from the exchange line (e.g. with a mobile phone) and by checking the caller list (**Message key > Caller list**).
7. If the number interpretation is insufficient, repeat step 2 to 4.
8. In the **Method of evaluation** list field under **Evaluation of incoming SIP messages**, select the **As described in RFC3325** option.
9. On the telephone, check the settings by making incoming calls from the exchange line (e.g. with a mobile phone) and by checking the caller list (**Message key > Caller list**).
10. If the number interpretation is insufficient, you should record an incoming call and look at it with the Wireshark program.
11. Repeat steps 2 to 4.

12. In the **Method of evaluation** list field under **Evaluation of incoming SIP messages**, select the **User-defined** option.

13. Make the desired settings.

Notes:

The number to be interpreted should match the canonical format, which means look like +495306…. or 00495306…. Otherwise it cannot be used for interpretation.

The names used for the settings are equivalent to the names used in the Wireshark program.

Network Provided Number: Inbound number checked by the network provider: The number to be interpreted will be searched for in the selected order of entries in the Invite message.

User Provided Number: Unchecked inbound number (equivalent to CLIP no screening): The number to be interpreted will be searched for in the selected order of entries in the Invite message. This information element is optional and is not transmitted by all providers.

User Provided Name: Printable name of the caller. This information element is optional and is not transmitted by all providers.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Evaluation of Incoming SIP Messages

1. Check the format in which the telephone numbers issued by the provider are transmitted and displayed in the caller list (**Message key > Caller list**).

2. Tap on **All apps > Settings > Providers & PBXs**.

3. Tap on the name of the provider/PBX.

4. Under **Number settings**, tap on **Evaluation of incoming SIP messages**.

5. Select or clear the **Internationalise unknown telephone numbers** check box.

   ☑ Enables the conversion of transmitted phone numbers into a canonical format.

   ☐ Disables the conversion of transmitted phone numbers.

6. Tap on **Method of evaluation**.
7. In the **Method of evaluation** list field, select the **Standard** option.
8. Check the settings by making incoming calls from the exchange line (e.g. with a mobile phone) and by checking the caller list (**Message key > Caller list**).
9. If the number interpretation is insufficient, repeat step 2 to 6.
10. In the **Method of evaluation** list field, select the option **As described in RFC3325**.
11. Check the settings by making incoming calls from the exchange line (e.g. with a mobile phone) and by checking the caller list (**Message key > Caller list**).
12. If the number interpretation is insufficient, you should record an incoming call and look at it with the Wireshark program.
13. Repeat steps 2 to 6.
14. In the **Method of evaluation** list field, select the option **User-defined**.
15. Make the desired settings.

Notes:

The number to be interpreted should match the canonical format, which means look like +495306…. or 00495306…. Otherwise it cannot be used for interpretation.

The names used for the settings are equivalent to the names used in the Wireshark program.

Network Provided Number: Inbound number checked by the network provider: The number to be interpreted will be searched for in the selected order of entries in the Invite message.

User Provided Number: Unchecked inbound number (equivalent to CLIP no screening): The number to be interpreted will be searched for in the selected order of entries in the Invite message. This information element is optional and is not transmitted by all providers.

User Provided Name: Printable name of the caller. This information element is optional and is not transmitted by all providers.

Configuring the Presentation of Subscriber Numbers (Outgoing)

You need to input the following information to ensure that the telephone transfers the data (e.g. the called telephone number, its own telephone number) to the provider in the correct format:

- **Format of called party number**: Format, in which the provider requires the telephone number of the called party number to transfer the call.

  Note: The telephone automatically converts called telephone numbers into this format when it makes calls via the provider. If you dial a number without a prefix, it therefore applies the local area code (**Settings > Accounts > Country and area code**).

- **Format of own telephone number**: Format in which your own telephone number, that is to be transmitted, is to be supplied to the provider.

  Note: Your own telephone number is automatically converted into the selected format. If you have entered your own telephone numbers in the telephone without prefixes, the conversion process applies the local area code to them (**Settings > Accounts > Country and area code**).

- **Method for calling line identity restriction**: Calling line identity restriction by the provider with or without display text.
- **Manner of number presentation**: Range in which the provider expects to receive telephone numbers from the telephone.

  Important: If you are using an Auerswald PBX, the PBX specifies how subscriber numbers are presented. The PBX overwrites manual settings.

You can configure the presentation of subscriber numbers (outbound) as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Presentation of Subscriber Numbers (Outgoing)

1. Open the **Settings > Providers & PBXs** page.

2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.

3. Under **Number presentation (outgoing)**, select one of the following options in the **Format of called party number** list field:

   With country code and area code (0044 5306): The called telephone number is sent to the provider along with its entire country code (e.g. 0044).

   With country code and area code (+44 5306): The called telephone number is sent to the provider with a plus sign (+) and the entire country code (e.g. +44).

   With country code and area code (44 5306): The called telephone number is sent to the provider with a shortened country code (without international prefix (number), e.g. 44).

   With area code (05306): The called telephone number is sent to the provider without a country code.

   Unchanged (as dialled): The called telephone number is sent to the provider unchanged.

4. Under **Number presenation (outgoing)**, select one of the following options in the **Format of own number** list field:

   With country code and area code (0044 5306): Your own telephone number is sent to the provider with a complete country code (e.g. 0044).

   With country code and area code (+44 5306): Your own telephone number is sent to the provider with a plus sign (+) and a complete country code (e.g. +44).

   With country code and area code (44 5306): Your own telephone number is sent to the provider with a shortened country code (without an international prefix (number), e.g. 44).

   With area code (05306): Your own telephone number is sent to the provider without a country code.

   Subscriber number only: Only your own connection number (MSN/DDI main number + DDI) is to sent to the provider.

   Direct dialling-in number (DDI) only: Only your own extension (DDI) is sent to the provider.

5. Under **Number presentation (outgoing)**, select one of the following options in the **Method for calling line identity restriction** list field:

No display text: If calling line identity restriction is enabled, no display text is sent to the called telephone number by the provider.

Anonymous: If calling line identity restriction is enabled, the display text "anonymous" is sent to the called telephone number by the provider.

User anonymous: If calling line identity restriction is enabled, the display text "user anonymous" is sent to the called telephone number by the provider.

6. Under **Number presentation (outgoing)**, select one of the following options in the **Manner of number presentation** list field:

   In the display text: Your own external phone number to which the called telephone number is to be transferred, is transferred to the provider in the "Display text“ field.

   In the username: Your own external phone number to which the called telephone number is to be transferred, is transferred to the provider in the "Username" field.

   As described in RFC3325 with P-Asserted-Identity: Your own external phone number, which is to be transferred to the called telephone number, is transferred to the provider in the "P-Asserted-Identity" field.

   As described in RFC3325 with P-Preferred-Identity: Your own external phone number, which is to be transferred to the called telephone number, is transferred to the provider in the "P-Preferred-Identity" field.

   User-defined: Uses user-defined settings for the presentation of subscriber numbers.

Notes: The **User-defined** option requires additional settings:

From

Settings for creating the "From" header.

P-Asserted-Identity

Settings for creating the "P-Asserted-Identity" header.

P-Preferred-Identity

Settings for creating the "P-Preferred-Identity" header.

Using the Telephone to Configure the Presentation of Subscriber Numbers (Outgoing)

1. Tap on **All apps > Settings > Providers & PBXs**.

2. Tap on the name of the provider/PBX.

3. Under **Number settings**, tap on **Call transfer (outbound)**.

4. Tap on **Format of called party number**.

5. In the **Format of called party number** list field, select one of the following options:

   With country code and area code (0044 5306): The called telephone number is sent to the provider along with its entire country code (e.g. 0044).

   With country code and area code (+44 5306): The called telephone number is sent to the provider with a plus sign (+) and the entire country code (e.g. +44).

   With country code and area code (44 5306): The called telephone number is sent to the provider with a shortened country code (without international prefix (number), e.g. 44).

   With area code (05306): The called telephone number is sent to the provider without a country code.

   Unchanged (as dialled): The called telephone number is sent to the provider unchanged.

6. Tap on **Format of own number**.

7. In the **Format of own number** list field, select one of the following options:

   With country code and area code (0044 5306): Your own telephone number is sent to the provider with a complete country code (e.g. 0044).

   With country code and area code (+44 5306): Your own telephone number is sent to the provider with a plus sign (+) and a complete country code (e.g. +44).

   With country code and area code (44 5306): Your own telephone number is sent to the provider with a shortened country code (without an international prefix (number), e.g. 44).

   With area code (05306): Your own telephone number is sent to the provider without a country code.

   Subscriber number only: Only your own connection number (MSN/DDI main number + DDI) is to sent to the provider.

   Direct dialling-in number (DDI) only: Only your own extension (DDI) is sent to the provider.

8. Tap on **Method for calling line identity restriction**.

9. In the **Method for calling line identity restriction** list field, select one of the following options:

No display text: If calling line identity restriction is enabled, no display text is sent to the called telephone number by the provider.

Anonymous: If calling line identity restriction is enabled, the display text "anonymous" is sent to the called telephone number by the provider.

User anonymous: If calling line identity restriction is enabled, the display text "user anonymous" is sent to the called telephone number by the provider.

10. Tap on **Manner of number presentation**.

11. In the **Manner of number presentation** list field, select one of the following options:

    In the display text: Your own external phone number to which the called telephone number is to be transferred, is transferred to the provider in the "Display text“ field.

    In the username: Your own external phone number to which the called telephone number is to be transferred, is transferred to the provider in the "Username" field.

    As described in RFC3325 with P-Asserted-Identity: Your own external phone number, which is to be transferred to the called telephone number, is transferred to the provider in the "P-Asserted-Identity" field.

    As described in RFC3325 with P-Preferred-Identity: Your own external phone number, which is to be transferred to the called telephone number, is transferred to the provider in the "P-Preferred-Identity" field.

    User-defined: Uses user-defined settings for the presentation of subscriber numbers.

Notes: The **User-defined** option requires additional settings:

From

Settings for creating the "From" header.

P-Asserted-Identity

Settings for creating the "P-Asserted-Identity" header.

P-Preferred-Identity

Settings for creating the "P-Preferred-Identity" header.

Configuring the Network Interface Type

The configuration of a network interface type allows the COMfortel 3200/3500 to be operated in various networks such as VLANs or VPNs, for example.

You can configure the network interface type as follows:

- Separately for the provider or PBX
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Network Interface Type

1. Open the **Settings > Providers & PBXs** page.
2. In the line that contains the provider/PBX, click **Configure**.

   The provider's/PBX's configuration page opens.
3. Under **Providers & exchange systems settings** select one of the following options in the **Network interface type** list field:

   Default network: The network interface type default network (standard Ethernet) will be used.

   VLAN: The network interface type VLAN will be used.

   VPN: The network interface type VPN will be used.

Further steps:

– Save your settings before you leave the page.

– Depending on the configured network interface type, switch on VLAN (page **Settings > Ethernet > VLAN**) or VPN (page **Settings > Ethernet > VPN**).

Using the Telephone to Configure the Network Interface Type

1. Tap on **All apps > Settings > Providers & PBXs**.
2. Tap on the name of the provider/PBX.
3. Under **Number settings**, tap on **Network interface type**.
4. In the **Net interface type** list field, select one of the following options:

Default network: The network interface type default network (standard Ethernet) will be used.

VLAN: The network interface type VLAN will be used.

VPN: The network interface type VPN will be used.

Further steps:

– Depending on the configured network interface type, switch on VLAN (**All apps > Settings > Ethernet > VLAN**) or VPN (**All apps > Settings > Ethernet > VPN**).

Accounts

You can create up to 100 accounts with VoIP providers or on PBXs on your telephone.

However, before you can get the access data you need to make VoIP calls, you first need to set up accounts with one or more VoIP providers. To do this, use your name and address data to register on the provider's website. After that, you will be assigned one or more telephone numbers that can be reached from the land line and the Internet, and also an account with a username and password. The registered connection usually becomes active within a few minutes and can be used very soon after that.

The **Account overview** under **Settings > Accounts** shows two different types of account:

- Own accounts:

  These are your own telephone accounts, with the VoIP provider or on a PBX, that you created on the telephone or by using its configuration manager.
- PBX accounts:

  These are additional accounts created by the PBX when you set up your own account and which are used for direct or specific exchange line access.

  Note: Additional PBX accounts are only generated if an exchange line access number has been entered when the provider/PBX was being created.

Creating an Account

To create an account, you require the following settings:

- Account name
- Providers & PBXs
- Username
- Password
- Authentication ID (if assigned by the provider/PBX)
- Country and area code (if the telephone is configured as a system telephone)
- Connection type
- Telephone numbers

You can create an account as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Create an Account

Requirements:

– At least one configured provider/PBX

– Knowledge of the internal telephone number for the telephone entered in the PBX configuration, or the username assigned by the VoIP provider

– Knowledge of the password entered in the PBX configuration, or assigned by the VoIP provider

– Knowledge of the authentication ID assigned by the VoIP provider, if required

1. Open the **Settings > Accounts** page.
2. Click + **New**.

   The configuration page for the account opens.

Further steps:

– Make further settings on the configuration page.

– Register the account.

– Enable use of the account if necessary.

– If necessary, enable the use of the telephone as a system telephone on an Auerswald PBX.

– If necessary enable the use of the account as a default account.

– Save your settings before you leave the page.

Using the Telephone to Create an Account

Requirements:

– At least one configured provider/PBX

– Knowledge of the internal telephone number for the telephone entered in the PBX configuration, or the username assigned by the VoIP provider

– Knowledge of the password entered in the PBX configuration, or assigned by the VoIP provider

– Knowledge of the authentication ID assigned by the VoIP provider, if required

1. Tap on **All apps > Settings > Accounts**.
2. Tap on **New account**.

   The dialogue with the available settings for the account is displayed.

Further steps:

– Make further settings.

– Register the account.

– Enable use of the account if necessary.

– If necessary, enable the use of the telephone as a system telephone on an Auerswald PBX.

– If necessary enable the use of the account as a default account.

Deleting an Account

You can delete accounts that are no longer required.

> **Important:** You can only restore deleted accounts by restoring a previously saved backup in the telephone from a USB memory stick.

You can delete an account as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Delete an Account

1. Open the **Settings > Accounts** page.
2. Click the account you want to delete.
3. Click **Delete**.

   The selected account is deleted.

Using the Telephone to Delete an Account

1. Tap on **All apps > Settings > Accounts**.
2. Touch and hold the name of the account.
3. Tap on **Delete Account**.

Registering an Account

To enable you to use an account you must register with the provider/on the PBX.

You can perform registration as follows:

- Using the telephone

> **Note:** If you use the configuration manager to create an account, this account is registered automatically, as soon as you have made a complete and correct set of settings, and left the configuration page by selecting **Save** and then **Back**.

Using the Telephone to Register an Account

Requirements:

– A registrar for the provider/PBX

1. Tap on **All apps > Settings > Accounts**.
2. Touch and hold the name of the account.
3. Tap on **Register account**.

   The current account status is displayed in the Account overview and in the **Account settings** dialogue like this:

   Account is off.

   Account is registered.

- Account has successfully been registered.
- Could not register account.
- Account has been registered and the telephone is the system telephone on this account.

Note: You can also register all the accounts together under **Settings > Providers & PBXs**.

Further steps:

– Make further settings.

Enabling/Disabling Use of an Account

If the use of the account is enabled, the PBX can use this account for external calls.

You can enable or disable the use of this account as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enable/Disable Use of an Account

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Settings for the selected account**, select or clear the **Usage** check box.
   - ☑ Switches usage of the account on.
   - ☐ Switches usage of the account off.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enable/Disable Use of an Account

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Select or clear the **Usage** check box.
   - ☑ Switches usage of the account on.
   - ☐ Switches usage of the account off.

Further steps:

– Make further settings.

Configuring and Operating a Function Key for Enabling/Disabling Use of an Account

Press the key to switch the account on or off or to switch it over.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Off	The account is disabled.
Yellow	The account has been registered (no system telephone).
Yellow blinking	The account is being registered.
Red	The account cannot be registered.
Green	The account has been registered.

You can enable or disable the use of this account as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Function Key for Use of an Account

1. Open the **Applications > Function keys** screen.

2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to define, select the **Account readiness** function.

   Note: To change the settings for a function key that already has a function assigned to it, click on that key.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Numbers and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch account on or off.

   switch on: Press the key to enable account.

   switch off: Press the key to disable account. (No further selection is required.)

7. In the **Account** list field, select the system telephony account.

8. In the **Permission level** list field, select one of the following options:

   User: The function key can be changed by users, sub-administrators and administrators.

   Sub-administrator: The function key can only be changed by sub-administrators and administrators.

   Administrator: The function key can only be changed by administrators.

Further steps:

– Save your settings before you leave the screen.

Using the Telephone to Configure the Function Key for Use of an Account

1. Tap on **All apps > Function keys**.
2. Press the **function key** you want to define.

   Note: The LEDs of the function keys that are already filled on one level light up yellow. If a function key is assigned on both levels, the LED is red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.
4. Tap:
   - Functions listed alphabetically: **Account readiness**
   - Functions sorted by group: **Exchanges / Lines > Account readiness**

   The current settings for assigning the key are shown on the display.
5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Numbers and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to switch account on or off.

   switch on: Press the key to enable account.

   switch off: Press the key to disable account. (No further selection is required.)
7. In the **Account** list field, select the system telephony account.
8. Tap on **Assign**.
9. Tap on **Exit**.

Entering an Account Name

The account's name is used to identify it.

You can enter the account name as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter an Account Name

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Account settings**, enter a name in the **Account name** entry field. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enter an Account Name

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Account name** and then enter a name in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
4. Tap on **OK**.

Further steps:

– Make further settings.

Selecting a Provider/PBX

Accounts can be created with different providers/PBXs and then selected.

You can use the telephone or configuration manager to create profiles for providers/PBXs as described below:

- Under **Settings > Providers & PBXs** (see chapter **Settings > Providers & PBXs**.
- In the same way under **Settings > Accounts > Account overview > Providers & PBXs**.

> **Note:** Some providers/PBXs are already preconfigured in the factory settings. In total you can configure up to 10 providers/PBXs.

You can select providers/PBXs as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Select a Provider/PBX

Requirements:

– At least one provider/PBX profile has already been set up

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Account settings**, open the **Providers & PBXs** list field.
4. Select the required provider/PBX.

> **Note:** To create new providers/PBXs and their profiles, open the **Settings > Providers & PBXs** page.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Select a Provider/PBX

Requirements:

– At least one provider/PBX profile has already been set up

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Providers & PBXs**.
4. Follow these steps:
   - Select existing provider/existing PBX: Tap on the required provider/PBX.
   - Configure new provider/PBX: You can also create new providers/PBXs and their profiles here and then select them. You will find a description of these settings in the Instructions under **Settings > Providers and PBXs**.

Further steps:

– Make further settings.

Enabling/Disabling Use as a System Telephone

The telephone can be used as a system telephone on no more than one account and so control the following functions in an Auerswald PBX:

- External line transfer
- Boss/secretary function
- Targeted exchange line access
- Group
- Group function off
- Configuration switchover

- Relay
- Call forwarding for external subscribers
- Announcement before answering for group
- Door function

> **Note:** If the telephone is enabled as a system telephone for an account, all the PINs and passwords, and also the prefixes entered for this account are overwritten by the PBX.

To use this telephone as an Auerswald system telephone, the following Auerswald PBX is required:

- COMpact 4000
- COMpact 5000/R
- COMmander 6000/R/RX
- COMmander Basic.2 (19")
- COMmander Business (19")
- COMpact 5010 VoIP
- COMpact 5020 VoIP

> **Important:** To support COMfortel 3500, the PBX requires COMmander 6000/R/RX with firmware version 5.4A or higher. The PBXs COMmander Basic.2 (19"), COMmander Business (19"), COMpact 5010 VoIP and COMpact 5020 VoIP require the firmware version 4.2A or higher.

You can enable or disable use as a system telephone as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enable Use as a System Telephone

Requirements:

– Connection to one of the following Auerswald PBXs: COMpact 4000, COMpact 5000/R and COMmander 6000/R/RX with firmware version 5.4A or higher or COMmander Basic.2 (19"), COMmander Business (19"), COMpact 5010 VoIP, COMpact 5020 VoIP with firmware version 4.2A or higher

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Settings for the selected account**, select or clear the **Auerswald system telephone** check box.

   ☑ Enables use as a system telephone.

   ☐ Disables use as a system telephone.

   The current account status is displayed in the Account overview and in the **Account settings** dialogue like this:

   Auerswald system telephony enabled.

   Auerswald system telephony disabled.

   If the telephone is not a system telephone on any account, only the additional PBX accounts, over which direct exchange line access is possible, are available. It is no longer possible to access a specific exchange line.

   Note: The changed account state is displayed after you have saved changes and left the page.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enable/Disable Use as a System Telephone

Requirements:

– Connection to one of the following Auerswald PBXs: COMpact 4000, COMpact 5000/R and COMmander 6000/R/RX with firmware version 5.4A or higher or COMmander Basic.2 (19"), COMmander Business (19"), COMpact 5010 VoIP, COMpact 5020 VoIP with firmware version 4.2A or higher

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Select or clear the **Auerswald system telephone** check box.

☑ Enables use as a system telephone.

☐ Disables use as a system telephone.

The current account status is displayed in the Account overview and in the **Account settings** dialogue like this:

Auerswald system telephony enabled.

Auerswald system telephony disabled.

If the telephone is not a system telephone on any account, only the additional PBX accounts, over which direct exchange line access is possible, are available. It is no longer possible to access a specific exchange line.

Further steps:

– Make further settings.

Enabling Use as the Default Account

When you set up the telephone you must specify which account is to be used as the default account. Only one account can be used as the default account (standard). Its use as the default account is disabled as soon as another account becomes the default account.

Note: To use a different account from the default account for one single call, pick up the receiver or press the **Hook key**. Tap on the **VoIP account** field in the selection window and then select the required account in the list.

You can switch the voice mailbox on as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enable Use as a Default Account

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Select the **Default account (standard)** check box under **Account settings**.

☑ This account is used by default.

☐ Select this account so that you can use it.

The **Default account (standard)** setting is shown in grey to show that the account is now to be used by default. Its use as the default account can only be disabled by enabling a different account as the default account.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enable Use as a Default Account

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Select the **Default account (standard)** check box.

   ☑ This account is used by default.

   ☐ To use this account, it has to be selected manually.

   The **Default account (standard)** setting is shown in grey to show that the account is now to be used by default. Its use as the default account can only be disabled by enabling a different account as the default account.

Further steps:

– Make further settings.

Entering a Username for an Account

Your VoIP provider will supply you with your username along with all the other data you require to access your account. If your telephone is connected to an Auerswald PBX, the username entered when configuring the PBX is the same as the telephone's internal telephone number (MSN).

You can enter your username as follows:

- Separately for each account

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a Username for an Account

Requirements:

– Knowledge of the internal telephone number for the telephone entered in the PBX configuration, or the username assigned by the VoIP provider

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Account settings**, enter the username (the internal telephone number registered in the PBX or the username assigned by the VoIP provider) in the **Username** entry field. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enter a Username for an Account

Requirements:

– Knowledge of the internal telephone number for the telephone entered in the PBX configuration, or the username assigned by the VoIP provider

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on the **Username** and then enter the username (the internal telephone number set in the PBX or the username assigned by the VoIP provider) in the entry field. Possible entries:

Up to 64 digits

Digits and characters

4. Tap on **OK**.

Further steps:

– Make further settings.

Entering a Password for an Account

Your VoIP provider will supply you with your password along with all the other data you require to access your account. If your telephone is connected to an Auerswald PBX, the password you entered when configuring the PBX is the same as the password for the telephone.

However, if you did not enter a password for the telephone in the PBX configuration, simply leave this field empty.

You can enter a password as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a Password for an Account

Requirements:

– Knowledge of the password entered in the PBX configuration, or assigned by the VoIP provider

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Account settings**, enter the password in the **Password** entry field. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enter a Password for an Account

Requirements:

– Knowledge of the password entered in the PBX configuration, or assigned by the VoIP provider

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Password** and then enter the password in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
4. Tap on **OK**.

Further steps:

– Make further settings.

Entering an Authentication ID

The authentication ID (authentication identification) is assigned by some VoIP providers when you set up an account. You need this ID to enable you to access the account.

However, if your VoIP provider did not issue you with an authentication ID, or if your telephone is connected directly to an Auerswald PBX, simply leave this field empty.

You can enter the authentication ID as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter an Authentication ID

Requirements:

– Knowledge of the authentication ID assigned by the VoIP provider, if required

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Account settings**, enter the authentication ID in the **Authentication ID** entry field. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: You should only enter something in this field if the VoIP provider has assigned you an authentication ID.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enter an Authentication ID

Requirements:

– Knowledge of the authentication ID assigned by the VoIP provider, if required

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Authentication ID** and then enter the authentication ID in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters

Note: You should only enter something in this field if the VoIP provider has assigned you an authentication ID.

4. Tap on **OK**.

Further steps:

– Make further settings.

Entering a Country and Area Code

If your telephone is not connected to a PBX as a system telephone, you must enter the country and area code of your PBX's location or the country and area code of the VoIP telephone number assigned by your VoIP provider when you set up your account.

Note: The country and area code of this account are replaced by the prefixes stored in the PBX as soon as the use of this telephone as a system telephone on an Auerswald PBX is enabled.

You can enter the country and area codes as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a Country and Area Code

Requirements:

– Use as system telephone not enabled

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Under **Country and area code**, enter the area code of your PBX site or the VoIP telephone number (with 0) assigned to it by the VoIP provider in the **Area code** entry field. Possible entries:

Up to 12 digits

Digits

4. Open the **Country** list field and select a country from the list.

   The prefix of the selected country is displayed in the **Country code** field.

Note: You can also enter the country code directly in the **Country code** field (with 00, max. six digits). However, this input is overwritten as soon as you select a different country.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enter a Country and Area Code

Requirements:

– Use as system telephone not enabled

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Country and area code**.
4. Tap on **Area code** and then enter the area code for the location of your PBX, or the VoIP telephone number assigned by your VoIP provider (with 0), in the entry field. Possible entries:

   Up to 12 digits

   Digits

5. Tap on **Country** and then select a country from the list.

   The prefix of the selected country is displayed in the **Country code** field.

Note: You can also enter the country code directly in the **Country code** field (with 00, max. six digits). However, this input is overwritten as soon as you select a different country.

Further steps:

– Make further settings.

Configuring the Connection Type

An account can be operated with the following connection types:

- **Standard connection:** Corresponds to a Point-to-Multipoint Connection with several internal telephone numbers (MSNs).
- **SIP trunking:** Is the same as a PBX connection with a direct dial-in option. The VoIP provider assigns a DDI main number with a direct dial-in (DDI), e.g. 92 00 - 0.

You can configure the connection types as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set the Connection Type

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Select the required connection type.

Note: If you have selected the **SIP trunking** connection type, you must then enter a DDI main number. The **DDI main number** setting is now shown as enabled (no longer greyed out).

Further steps:

– For **SIP trunking**, enter the DDI main number.

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Set the Connection Type

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Type of connection**.
4. Select the required connection type.

> **Note:** If you have selected the **SIP trunking** connection type, you must then enter a DDI main number. The **DDI main number** setting is now shown as enabled (no longer greyed out).

Further steps:

– For **SIP trunking**, enter the DDI main number.

– Make further settings.

Entering a DDI Main Number

If you selected the SIP trunking connection type, this is where you enter the DDI main number (main number, header, base number) without a prefix assigned by the VoIP provider, e.g. 92 00.

You can enter the DDI main number as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a DDI Main Number

Requirements:

– Set connection type is SIP trunking

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Enter the DDI main number assigned by your VoIP provider, e. g. 92 00, without a prefix, in the **DDI main number** entry field under **Settings for the selected account**. Possible entries:

   Up to 40 digits

   Digits

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enter a DDI Main Number

Requirements:

– Set connection type is SIP trunking

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **DDI main number** and then enter the DDI main number assigned by your VoIP provider, e.g. 92 00, without a prefix. Possible entries:

   Up to 40 digits

   Digits

Further steps:

– Make further settings.

Entering Telephone Numbers

Depending on whether you have selected **Standard connection** or **SIP trunking** as the connection type, this is where you input the internal telephone numbers (MSNs) or the extensions (DDIs) of your telephone. In addition, you can assign a specific ringtone to each number.

You can enter telephone numbers as follows:

- Separately for each account
- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter Telephone Numbers

1. Open the **Settings > Accounts** page.
2. In the line that contains the required account, click **Configure**.
3. Click the **Numbers** tab.
4. Click **Configure**.
5. In the **Name** entry field, enter a name for the telephone number. Possible entries:

   Up to 64 digits

   Digits and characters
6. In the **Number** entry field, enter the telephone number without prefixes. (Internal telephone number (MSN) for the standard connection, DDI or MSN for SIP trunking). Possible entries:

   Up to 40 digits

   Digits and characters
7. Select or clear the **Default subscriber number** check box.

   ☑ Telephone number is used as the default for outgoing calls.

   ☐ Subscriber number is not used as default.
8. In the **Subscriber number type** (only active if the configured connection type is **SIP trunking**), select the subscriber number type.

   Note: If you have selected the **SIP trunking** connection type, you must specify here whether the telephone number involved is the extension (DDI)

to the DDI main number, or a multiple subscriber telephone number (MSN) adopted from an earlier ISDN connection to the VoIP connection.

9. Select the required ringtone from the **Ringtone** list field.
10. Tap on **OK**.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Enter Telephone Numbers

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Numbers**.
4. Tap on **New number**.
5. Tap on **Number** and then enter the telephone number without prefixes in the entry field. (Internal telephone number (MSN) for the standard connection, DDI or MSN for SIP trunking. Possible entries:

   Up to 40 digits

   Digits
6. Tap on **OK**.
7. Tap on **Name** and then enter a name for the telephone number in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
8. Tap on **OK**.
9. Select or clear the **Default subscriber number** check box.

   ☑ Telephone number is used as the default for outgoing calls.

   ☐ Subscriber number is not used as default.

10. Tap on **Subscriber number type** (only active if the selected connection type is **SIP trunking**).

    Note: If you have selected the **SIP trunking** connection type, you must specify here whether the telephone number involved is the extension (DDI) to the DDI main number, or a multiple subscriber telephone number (MSN) adopted from an earlier ISDN connection to the VoIP connection.

11. Select the subscriber number type.
12. Tap on **Ringtone**.
13. Select the required ringtone from the **Ringtone** list field.
14. Tap on **OK**.

Further steps:

– Make further settings.

Create BLF Resource List Subscription

For each VoIP account with DDI extensions you can create a BLF resource list subscription. You can then use this subscription to monitor the engaged status of other extensions with DDI extension numbers that are grouped together into a specific Resource List, and to use LEDs to represent the corresponding speed dialling keys. Using this list method of performing queries reduces both costs and the load on the server in comparison to making a separate query to get status information about each individual extension. The VoIP provider provides the appropriate URI for this purpose.

Note: This function is currently not available on Auerswald PBXs.

You can create a BLF resource list subscription as follows:

- Separately for each account
- Using the telephone

Using the Telephone to Create a BLF Resource List Subscription

Requirements:

– Not operated on an Auerswald PBX

– Knowledge of the VoIP provider's subscription URI

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **BLF resource list subscription**.
4. Select or clear the **Enable subscription** check box.
   - ☑ Subscription enabled.
   - ☐ Subscription disabled.
5. If you have enabled the BLF resource list subscription, enter the user part of the subscription URI in the **User part of the subscription URI** entry field.

   Note: You receive the subscription URI from your VoIP provider. Its structure is similar to an e-mail address. The user part is the character string before the @ character.
6. Tap on **OK**.

Further steps:

– Make further settings.

Configuring the Voice Mailbox (SIP Account)

To use the voice mailbox functions of a standard VoIP account you must make the settings specified by the VoIP provider. Using these settings you can, for example, use the Message Waiting Indication (MWI) to monitor the voice mailbox's status and see the status from the LEDs on the message key.

Note: The voice mailbox (SIP account) is only available on the PBXs COMpact 4000, COMpact 5000/R and COMmander 6000/R/RX (at least firmware version 6.4A of the PBX).

You can configure the voice mailbox as follows:

- Separately for each account
- Using the telephone

Using the Telephone to Configure the Voice Mailbox

Requirements:

– Knowledge of the VoIP provider's MWI subscription

1. Tap on **All apps > Settings > Accounts**.
2. In the **Account overview**, tap on the required account.
3. Tap on **Voice mailboxes**.
4. Tap on **New voice mailbox**.
5. Tap on **Voice mailbox name** and enter the name of the voice mailbox in the relevant entry field. Possible entries:

   Up to 64 digits

   Digits and characters
6. Tap on **OK**.
7. Tap on **Voice mailbox number** and enter the voice mailbox's telephone number in the relevant input field. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

Note: Each status message is assigned a telephone number to enable you to identify the associated voice mailbox. To enable the status message to be uniquely assigned to one voice mailbox, the telephone number must be entered here. This telephone number does not have to match the telephone number used for listening to messages.

8. Tap on **OK**.

9. Tap on **Number for fetching voice messages** and enter the telephone number for retrieving messages. Possible entries:

   Up to 40 digits

   Digits and the characters * and #

Note: This telephone number is used to fetch messages, by pressing the message key and, if required, a function key to which the MWI function is assigned. If you do not enter a telephone number for fetching messages, the mailbox's telephone number is used.

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10. Tap on **OK**.

11. Select or clear the **Explicit Message Waiting Indication subscription** check box.

    ☑ Explicit MWI subscription is active.

    ☐ Explicit MWI subscription is not active.

Note: Some VoIP providers do not send status messages until they have been explicitly requested by the telephone. Disable this option if the VoIP provider sends unrequested status messages.

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12. If you have enabled explicit MWI subscription, tap on **MWI subscription number** and then enter the MWI subscription telephone number in the entry field. Possible entries:

    Up to 40 digits

    Digits and the characters * and #

13. Tap on **OK**.

14. Select or clear the **Personal voice mailbox** check box.

    ☑ Switches the use as a personal voice mailbox on. The status of the voice mailbox is displayed in the status widget.

    ☐ Switches the use as a personal voice mailbox off. The status of the voice mailbox is not displayed in the status widget.

Note: If a VoIP account has several voice mailboxes, the LEDs on the message key always display the status of all the configured voice mailboxes. It is not possible to switch on the display just for one particular voice mailbox on a VoIP account. In this case use the "Personal voice mailbox" function to display the status of a particular voice mailbox in the status line.

Further steps:

– Make further settings.

Sound

The telephone uses sound to tell you about phone calls, notifications, alarms and selections on the display. You can select the sounds you want, set their volume and also mute specific sounds as required. You can also add other, additional ringtones to the telephone.

Switching Silent Mode On/Off

If silent mode is enabled, all sounds of the telephone are muted (except for wake-up calls and media playback).

You can switch silent mode on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Silent Mode On/Off

1. Open the **Settings > Sound** page.
2. Under **Sound settings**, select or clear the **Silent mode** check box.
   - ☑ Switches silent mode on. All sound signals are switched to mute (apart from the alarm and media playback).
   - ☐ Switches silent mode off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Silent Mode On/Off

1. Tap on **All apps > Settings > Sound**.
2. Under **General**, select or clear the **Silent mode** check box.

☑ Switches silent mode on. All sound signals are switched to mute (apart from the alarm and media playback).

☐ Switches silent mode off.

Setting the Volume

You can set the following volume levels on the telephone:

- Ringtone
- Media
- Alarm

You can set the volume as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set the Volume

Requirements:

– Silent mode switched off

1. Open the **Settings > Sound** page.
2. Under **Sound settings**, click a slider and drag the handle to the required position.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Set the Volume

– Silent mode switched off

1. Tap on **All apps > Settings > Sound**.

2. Under **General**, tap on **Volume**.
3. Tap on the relevant slider and drag the handle to the required position.
4. Tap on **OK**.

Setting the Headset Microphone Gain

If required you can set the headset microphone gain, to adjust the volume of your voice to suit your call partner.

You can set the headset microphone gain as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set the Headset Microphone Gain

1. Open the **Settings > Sound** page.
2. Under **Sound settings**, click the slider **Gain headset microphone** and drag the handle to the required position.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Set the Headset Microphone Gain

1. Tap on **All apps > Settings > Sound**.
2. Under **General**, tap on **Gain headset microphone**.
3. Tap on the slider and drag it to the required position.
4. Tap on **OK**.

Setting a Default Ringtone

You can set a default ringtone as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set a Default Ringtone

1. Open the **Settings > Sound** page.
2. Under **Incoming calls**, select the required default ringtone in the **Default ringtone** list field.

> **Note:** You can add additional ringtones to the telephone. To do so, remove the SD card and use an SD card reader to connect the card to a PC. On the SD card, create a folder called **ringtones** and copy the ringtone file (*.wav) into that folder. After you have inserted the SD card in the telephone again, the ringtone is displayed in the **Default ringtone** list field.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Set a Default Ringtone

1. Tap on **All apps > Settings > Sound**.
2. Under **Incoming calls**, tap on **Default ringtone**.
3. In the **Select a ringtone** list field, select the required default ringtone.

> **Note:** You can add additional ringtones to the telephone. To do so, remove the SD card and use an SD card reader to connect the card to a PC. On the SD card, create a folder called **ringtones** and copy the ringtone file (*.wav) into that folder. After you have inserted the SD card in the telephone again, the ringtone is displayed in the **Select a ringtone** list field.

4. Tap on **OK**.

Identifying Different Types of Calls

A number of different sounds have been provided to help the user to identify different types of incoming calls.

The sounds can be assigned to the different call types, group numbers, account numbers and callers. You can make these assignments depending on which information you think is the most important. Configure the settings as follows:

- If you want to use different sounds to identify the individual call types or group numbers dialled by the caller, make the corresponding settings either in the telephone menu or in the configuration manager, as described in this chapter.
- If you want to use different sounds to identify individual account numbers dialled by the caller, assign a sound to the relevant account number (see chapter **Settings > Accounts > Entering Telephone Numbers**.
- If you want to use different sounds to identify individual callers, assign a sound to the relevant contact under **Select application > Contacts > Name of the contact > Menu key > Options**. However, you must transfer the caller's telephone number before you can use this function.

As external, internal and door calls can be affected by more than just these three settings, they are signalled in a predefined sequence (list of priorities). The caller is always identified first. If no specific sound has been assigned to the caller, the sound signal for the call type is used.

Priority List for External Calls

1. Sound that is set in the telephone book, if the caller can be identified as a telephone book entry
2. Sound set for a certain account number, if this number has been dialled by the caller
3. Sound set for a certain group number, if this group has been called
4. Sound set for the "group call" call type, if an undefined group has been called
5. Sound set for the "external call" call type

Priority List for Internal Calls

1. Sound set for the "alarm call" call type
2. Sound set for the "wake-up call" call type
3. Sound that is set in the telephone book, if the caller can be identified as a telephone book entry
4. Sound set for the Intercom call type

5. Sound set for the "internal priority call " call type
6. Sound set for a certain account number, if this number has been dialled by the caller
7. Sound set for a certain group number, if this group has been called
8. Sound set for the "call to group" call type, if an undefined group has been called
9. Sound set for the "internal call" call type

Priority List for Door Calls

1. Sound that is set in the telephone book, if the door can be identified as a telephone book entry
2. Sound set for the "door call" call type

Setting a Call Type-dependent Ringtone

You can assign a specific ringtone to each of the different call types. The following call types are available for this function:

- Unknown calls
- Internal calls
- Internal priority calls
- External calls
- Group calls (calls to a group)
- Alarm calls
- InterCom calls
- Wake-up calls
- Door calls

You can assign a call type-dependent ringtone as follows:

- Using the configuration manager
- Using the telephone

Using the Telephone to Set a Call Type-dependent Ringtone

1. Tap on **All apps > Settings > Sound**.
2. Under **Incoming calls**, tap on **Ringtone by call type**.

3. Tap on the required call type.
4. In the **Select a ringtone** list field, select the required ringtone.
5. Tap on **OK**.

Setting a Group-dependent Ringtone

You can assign a specific ringtone to each of the different groups.

You can assign a ringtone as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set a Group-dependent Ringtone

1. Open the **Settings > Sound** page.
2. Under **Settings for special groups**, click **Configure** in the line of the required group.
3. In the **Group number** entry field, enter the number. Possible entries:

   Up to 40 digits

   Digits and characters * and #
4. In the **Phone ringtone** list field, select the required ringtone.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Set a Group-dependent Ringtone

1. Tap on **All apps > Settings > Sound**.
2. Under **Incoming calls**, tap on **Special groups**.
3. Tap on the required group.

4. Tap on **Group number** and enter the number in the entry field. Possible entries:

   Up to 40 digits

   Digits and characters * and #

5. Tap on **OK**.
6. Tap on **Phone ringtone** and select the required ringtone from the list field.
7. Tap on **OK**.

Switching Silence on User Proximity On/Off (only COMfortel 3500)

If the silence on user proximity function is switched on, the ringtone generated by a hand gesture made in front of the sensor during a call (e.g. waving) is disabled.

You can switch silence on user proximity on or off as follows:

- Using the telephone

1. Tap on **All apps > Settings > Sound**.
2. Under **Incoming phone calls**, select or clear the **Silence on user proximity** check box.

   ☑ Switches Silence on user proximity on.

   ☐ Switches Silence on user proximity off.

Setting a Notification Ringtone

You can set a notification ringtone as follows:

- Using the telephone

1. Tap on **All apps > Settings > Sound**.
2. Under **Notification**, tap on **Notification ringtone**.
3. In the **Select notification ringtone** list field, select the required notification tone.

4. Tap on **OK**.

Switching Audible Selection On/Off

If the **Audible selection** function is switched on you hear a sound when you make a selection on screen.

You can switch audible selection on/off as follows:

- Using the telephone

1. Tap on **All apps > Settings > Sound**.
2. Under **Feedback**, select or clear the **Audible selection** check box.
   - ☑ Switches the sound on when you make a selection in the display.
   - ☐ Switches the sound off when you make a selection in the display.

Switching Off the Sound when the Display is Locked or Unlocked

If the display lock sounds function is switched on you hear a sound when the display is locked or unlocked.

You can switch sound when display is locked or unlocked on or off as follows:

- Using the telephone

1. Tap on **All apps > Settings > Sound**.
2. Under **Feedback**, select or clear the **Display lock sounds** check box.
   - ☑ Switches the sound on when you lock and unlock the display.
   - ☐ Switches the sound off when you lock and unlock the display.

Switching the Ringtone On/Off

If the ringtone is switched on, you hear a sound signal when a phone call is received. If you don't want to be disturbed by the ringer on the telephone, you can switch off the ringtone.

The difference between this function and the do-not-disturb function on the PBX is that you can still receive phone calls here. However, you are not notified about calls with an audible ringtone, just a visual display.

You can switch the ringtone on or off as follows:

- Using the telephone

To switch a ringtone on or off, press the **function key** that was configured for the ringtone.

Alternatively:

1. Tap on **All apps > Functions > Ringtone**.
2. In the **Operation** list field, select one of the following options:

   switch on: Enables the ringtone.

   switch off: Disables the ringtone.
3. Tap on **Execute**.

Configuring and Operating a Function Key for the Ringtone

Press the key to switch the ringtone on or off or to change it.

Press the key during an incoming call to switch the ringtone on or off for this call or to switch it over.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Off	The ringtone is enabled.
Red	The ringtone is disabled.

You can configure the function key for the ringtone as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure and Use a Function Key for the Ringtone

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtensi-on300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to assign a function to, select the **Ringtone** function.

   Note: To change the settings for a function key that already has a function assigned to it, click that key.

   The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press the key to enable or disable the ringtone dependent on its state.

   switch on: Press the key to enable the ringtone.

   switch off: Press the key to disable the ringtone.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure and Use a Function Key for the Ringtone

1. Tap on **All apps > Function keys**.
2. Press the function key that you would like to assign.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Ringtone**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

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

   toggle: Press a key to enable or disable the ringtone on or off dependent on its state.

   switch on: Press the key to enable the ringtone.

   switch off: Press the key to disable the ringtone.

7. Tap on **Assign**.
8. Tap on **Exit**.

Display and LEDs

You can configure the telephone to suit the needs of the user by setting the display.

Setting the Brightness of the Display

You can adapt the brightness of the display to your requirements. The COMfortel 3500 is additionally provided with a brightness sensor on the display which is used to automatically adjust the background lighting of the display to suit ambient light levels.

> **Note:** Under **All apps > Settings > Display & LED** you can set the display to switch off completely in power save mode.

You can configure the brightness of the display as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set the Brightness of the Display

1. Open the **Settings > Display & LED** page.
2. Only COMfortel 3500: Select or clear the **Automatic brightness** check box.
   - ☑ Switches automatic brightness adjustment on.
   - ☐ Switches automatic brightness adjustment off.

   If you have disabled the automatic brightness adjustment function, a slider is displayed.
3. Click the slider handle and set the level of brightness you require.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Set the Brightness of the Display

1. Tap on **All apps > Settings > Display & LED > Brightness**.
2. Only COMfortel 3500: Select or clear the **Automatic brightness** check box.
   - ☑ Switches automatic brightness adjustment on.
   - ☐ Switches automatic brightness adjustment off.

   If you have disabled the automatic brightness adjustment function, a slider is displayed.
3. Tap on the slider handle and set the level of brightness you require.
4. Tap on **OK**.

Setting the Sensitivity of the Proximity Sensor (only COMfortel 3500)

The proximity sensor is located below the display LED. It reacts to hand gestures so it can be used to control some of the telephone's functions:

- Switching the display backlight on again when power save mode is active
- Switching the keyboard's signalling LED on again when power save mode is active
- Silence on user proximity

You can configure the sensitivity of the proximity sensor as follows:

- Using the telephone

1. Tap on **All apps > Settings > Display & LED > Proximity sensor**.
2. Tap on the slider handle and set the required sensitivity.

   You can tell which proximity range you are currently located in by the colour of the two stars:
   - Both stars grey: You are currently outside the proximity range.
   - Left-hand star orange: You are currently at the extreme limit of the proximity range.
   - Both stars orange: You are within the proximity range.
3. Tap on **OK**.

Power Save Mode and Display Lock

In power save mode, the background lighting of the display is dimmed and the LEDs are inactive (exception: the message LED blinks for missed calls). When the display lock is enabled, the display goes into its idle state and no longer reacts when you touch it.

The display lock with power save mode can be switched on automatically after a specified waiting time or manually if the user presses a function key.

If the telephone is operated on an Auerswald PBX, the display lock with power save mode can be switched on and off by a configuration that has been set in the PBX (time control).

Power save mode and the display lock are switched off automatically, if, for example, an incoming call is signalled, or if the alarm rings.

Notes:

Power save mode can be disabled by pressing a key or, on the COMfortel 3500, also by using gestures.

If the phone lock has been set, it is enabled automatically when the display lock is enabled.

You can specify that a sound signal is output when the display is locked or unlocked (**All apps > Settings > Sound > Display lock sounds**).

Configuring the Automatic Display Lock

The waiting time specifies how much time must elapse after the last action (e. g. pressing a key, tapping the display, making a telephone call) before the screen lock is enabled.

You can configure automatic screen lock in power save mode as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set the Automatic Display Lock

1. Open the **Settings > Display & LED** screen.
2. Under **Display lock** select one of the following options:

No automatic lock: No display lock.

15 seconds to **30 minutes**: Switches on the display lock after the selected time.

Further steps:

– Save your settings before you leave the screen.

Using the Telephone to Set the Display Lock

1. Tap on **All apps > Settings > Display & LED**.
2. Tap on **Display lock** and select one of the following options from the list field:

   no automatic lock: No display lock.

   15 seconds to **30 minutes**: Switches on the display lock after the selected time.

Configuring the Power Save Mode

The waiting time specifies after which interval the power save mode is switched on.

You can configure the power save mode as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Power Save Mode

1. Open the **Settings > Display & LED** screen.
2. Under **Powersave behaviour** select one of the following options:

   never: No power save mode.

   without delay: Switches on the power save mode without delay.

   after 5 minutes to **after two hours**: Switches on the power save mode after the set time.

Further steps:

– Save your settings before you leave the screen.

Using the Telephone to Configure the Power Save Mode

1. Tap on **All apps > Settings > Display & LED**.
2. Tap on **Powersave behaviour** and select one of the following options from the list field:

   never: No power save mode.

   without delay: Switches on the power save mode without delay.

   after 5 minutes to **after two hours**: Switches on the power save mode after the set time.

Switching Configuration-dependent Display Lock

If the configuration-dependent display lock is switched on, the telephone changes to a certain configuration (e.g. the night configuration of the PBX) when switching and locks the display.

You can switch configuration-dependent display lock on/off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure Configuration-dependent Display Lock

Requirements:

– Operation on an Auerswald PBX

– At least two configurations configured in the PBX

1. Open the **Settings > Display & LED** page.
2. Under **Configuration-dependent display lock**, enter the ID number of the required configuration in the **Configuration ID** entry field.

Note: To switch off configuration-dependent display lock, delete the ID number of the configuration in the **Configuration ID** entry field and tap **OK**.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure Configuration-dependent Display Lock

– Operation on an Auerswald PBX

– At least two configurations configured in the PBX

1. Tap on **All apps > Settings > Display & LED**.
2. Under **Configuration-dependent display lock**, tap on **Configuration ID** and enter the ID number of the required configuration in the entry field.
3. Tap on **OK**.

Note: To switch off configuration-dependent display lock, delete the ID number of the configuration in the **Configuration ID** entry field and tap **OK**.

Switching Off the Display in Power Save Mode

You can let the display switch off automatically and completely in power save mode, for example in situations where even a dimmed display is still too bright.

You can switch off the display as follows:

- Using the telephone

– Configured automatic display lock with power save mode

1. Tap on **All apps > Settings > Display & LED**.
2. Select or clear the **Display off** check box.

☑ Completely switches off the display in power save mode.

☐ Dims the display in power save mode.

Configuring and Operating a Function Key for Display Lock

If you press the key you switch the display lock on immediately.

Note: As the function key LEDs are switched off, you cannot use them to tell you which status the functions currently have.

You can configure a function key for display lock sound as follows:

- Using the configuration manager
- Using the telephone

Note: This function can only be configured on a programmable function key with LED (not on a touch function key).

Using the Configuration Manager to Configure a Function Key for Display Lock

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field next to the function key that you would like to assign a function to, select the **Display lock** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for Display Lock

1. Tap on **All apps > Function keys**.
2. Press the **function key** you want to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is filled on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **Display lock**.
5. Tap on **Assign**.
6. Tap on **Exit**.

Switching Off Display Lock

Notes:

Power save mode and the display lock are switched off automatically, if, for example, an incoming call is signalled, or if the alarm rings. If the phone lock is set, the display lock is enabled again, for example, immediately after the incoming call has been received.

Power save mode can be disabled by pressing a key or, on the COMfortel 3500, also by using gestures.

You can disable power save mode as follows:

- Using the telephone

– display lock with phone lock: Phone lock password

1. Press any key on the telephone (apart from the function keys).

   This disables the power save mode and the display lock without phone lock (no additional actions are required).

   If the display lock and the phone lock are enabled, a dialogue opens so you can enter the password.

2. Only with phone lock: Enter the phone lock password and tap on **OK**.

   Power save mode and display lock are disabled.

Configuring the Message Key LED

In its idle state, the message key LED shows the status of the list/s you can access by pressing this key.

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

LED Signalling on the Key:	
Red	No new entries are present. All the entries in the list have been viewed, but have not yet been deleted.
Red (blinking)	The list contains new entries that have not yet been viewed.
Off	LED is switched off.

You can configure the message key LED as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the LED for the Message Key

1. Open the **Settings > Display & LED** page.
2. Under **Message LED**, select one of the following options:

   Flashing and continuous on: Indicates new (red (blinking)) or already viewed entries (lit in red).

   Flashing only: Indicates new entries (red (blinking)).

   Off: LED is always switched off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the LED for the Message Key

1. Tap on **All apps > Settings > Display & LED > Message LED**.
2. In the **Message LED** list field, select one of the following options:

   Flashing and always on: Indicates new (red (blinking)) or already viewed entries (lit in red).

   Flashing only: Indicates new entries (red (blinking)).

   Off: LED is always switched off.

Configuring the Display LED (only COMfortel 3500)

The display LED provides information about the telephone's operating mode.

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

LED Signalling for this Setting: 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 engaged nor being called.

LED Signalling for this Setting: Show Alerting, Calls and Headset Activation	
Green	Headset operation is enabled.
Red	The telephone is on a call.
Red (flashing) + alternating pauses	The telephone is being called.
Off	The telephone is neither engaged nor being called, and headset operation is disabled.

LED Signalling for this Setting: Show Alerting, Calls and New Messages	
Red	The telephone is on a call.
Red (blinking)	New messages are present.
Red (flashing) + alternating pauses	The telephone is being called.
Off	The telephone is neither engaged nor being called, and no new messages are present.

LED Signalling for this Setting: LED Always Off	
Off	LED is switched off.

You can configure the display LED as follows:

- Via the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the LED for the Display

1. Open the **Settings > Display & LED** page.
2. In the **Display LED** list field, select one of the following options:

Show alerting and calls: Indicates the status of the call.

Show alerting, calls and headset activation: Indicates the status of the call and also headset operation.

Show alerting, calls and new messages: Indicates the status of the call and also new messages.

Off: LED is always switched off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the LED for the Display

1. Tap on **All apps > Settings > Display & LED > Display LED**.
2. In the **Display LED** list field, select one of the following options:

   Show alerting and calls: Indicates the status of the call.

   Show alerting, calls and headset activation: Indicates the status of the call and also headset operation.

   Show alerting, calls and new messages: Indicates the status of the call and also new messages.

   Off: LED is always switched off.

Privacy and Security

The privacy and security settings enable you to manage personal data, to configure the call log and to configure the screen and phone lock. In addition, you can make various settings for device administration and credential storage. You can also administer user authorisations for settings and functions.

Resetting to Factory Settings

If you reset the telephone to factory settings you can delete any data and settings saved in it. This includes, for example, deleting downloaded applications, personal data (e.g. contacts), function key assignments and the customised configuration of the initial screen.

You can also delete data that is stored on the memory card, e.g. music and photos.

You can reset the telephone to factory settings as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Restore Factory Settings

1. Open the **Settings > Privacy & security** page.
2. Select or clear the **Erase SD card** check box .
   - ☑ The data on the memory card is deleted.
   - ☐ The data on the memory card is not deleted.
3. Click **Reset phone**.

   A dialogue opens.
4. Click **Delete**.

   The telephone is shut down and then restarted. This can take some time.

Note: All of your personal information and any downloaded applications will be erased. It is impossible to reverse this action.

Further steps:

– Put the telephone into service (see Commissioning Instructions).

Using the Telephone to Restore Factory Settings

1. Tap on **All apps > Settings > Privacy & security > Factory data reset**.
2. Select or clear the **Erase SD card** check box .
   - ☑ The data on the memory card is deleted.
   - ☐ The data on the memory card is not deleted.
3. Tap on **Reset phone**.
4. Tap on **Erase everything**.

   The telephone is shut down and then restarted. This can take some time.

> **Note:** All of your personal information and any downloaded applications will be erased. It is impossible to reverse this action.

Further steps:

– Put the telephone into service (see Commissioning Instructions).

Switching Call Logging On/Off

Call logging can be enabled and disabled separately for incoming and outgoing calls.

If call logging is enabled, the calls are saved in the call log. If call logging is disabled, the calls are not saved in the call log.

For incoming calls you can also set which calls are to be saved in the call log:

- Unknown calls
- External calls
- Internal calls
- Alarm calls
- Door calls
- Other calls

You can enable or disable call logging as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Call Logging On/Off

1. Open the **Settings > Privacy & security > Call log** page.
2. Select or clear the **Log outgoing calls** check box.
   - ☑ Switches call logging for outgoing calls on.
   - ☐ Switches call logging for outgoing calls off.
3. Select or clear the **Log incoming calls** check box.
   - ☑ Switches call logging for incoming calls on.
   - ☐ Switches call logging for incoming calls off.

   If you have switched on call logging for incoming calls, you can set which calls are to be saved in the call log.
4. Select or clear the check box for the required call type.
   - ☑ Switches call logging for this call type on.
   - ☐ Switches call logging for this call type off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Call Logging On/Off

1. Tap on **All apps > Settings > Privacy & security**.
2. Under **Outgoing call log**, select or clear the **Log outgoing calls** check box.
   - ☑ Switches call logging for outgoing calls on.
   - ☐ Switches call logging for outgoing calls off.
3. Under **Incoming call log**, select or clear the **Log incoming calls** check box.

☑ Switches call logging for incoming calls on.

☐ Switches call logging for incoming calls off.

If you have switched on call logging for incoming calls, you can set which calls are to be saved in the call log.

4. Under **Incoming call log by call type**, select or clear the check box for the required call type.

   ☑ Switches call logging for this call type on.

   ☐ Switches call logging for this call type off.

Configuring the Phone Lock (Entering a Password/PIN)

The phone lock is used to protect the telephone against unauthorised use.

Notes:

If the phone lock is enabled, the phone lock and with the display lock are switched on.

Even if the phone lock enables the display lock, you can still receive incoming calls and make emergency calls (but only by dialling the emergency numbers manually).

You can also enable a link between Bluetooth device surveillance and the phone lock (**All apps > Settings > Privacy & security > Phone lock > Bluetooth device surveillance**).

You can configure the phone lock as follows:

- Using the telephone

1. Tap on **All apps > Settings > Privacy & security > Phone lock**.
2. If a password/PIN has already been specified for the phone lock: Enter the password/PIN and tap on **OK**.
3. Select the password/PIN:
   - Enter the required PIN: Tap on **Phone lock with own PIN**.
     Enter the required PIN. Possible entries:

4 - 16 digits

Digits

Tap on **OK**.

Enter the PIN again and tap on **OK**.

- Enter password: Tap on **Phone lock with own password**.

  Enter the required password. Possible entries:

  4 to 16 digits

  Digits and characters

  At least one letter

  Tap on **OK**.

  Enter the password again and tap on **OK**.

- Accept password (only if the telephone is operating as a system telephone): Tap on **Phone lock with PBX user password**.
- Accept PIN (only if the telephone is operating as a system telephone): Tap on **Phone lock with PBX user PIN**.

This sets the phone lock.

Disabling the Phone Lock

You can disable the phone lock as follows:

- Using the telephone

1. Tap on **All apps > Settings > Privacy & security > Phone lock**.
2. Enter the password7PIN and tap on **OK**.
3. Tap on **No phone lock**.

Device Administrators

vice administrators are applications to which you have assigned this authorisation, e.g. e-mail and calendar applications. Usually this authorisation is required when a user is creating an account for the application, if the account has to configure server-specific security guidelines on the telephone. In this way, for example, you can require a phone lock to be configured when an e-mail account is set up, to prevent unauthorised people from getting access to your e-mails. You can obtain the necessary information about device administrators from your system administrator.

You can enable/disable the authorisation as follows:

- Using the telephone

1. Tap on **All apps > Settings > Privacy & security > Select device administrators**.

   The **Device Administrators** list opens.

2. Select or clear the check box after the relevant device administrator and confirm that it has been enabled/disabled in the dialogue.

   ☑ The application's permission as device administrator is enabled.

   ☐ The application's permission as device administrator is disabled.

   Note: When this permission is disabled the account loses some of its functions in the associated application, e.g.the option of synchronising e-mails or calendar entries. Note the messages about the application in the status line. The functions will not be available again until the device administrator has been enabled.

Secure Credentials

You can grant applications access to the credential storage on the telephone. Encrypted certificates can be saved in the credential storage, along with their associated passwords and other login information for network connections. You can obtain the necessary information about the required credentials from your system administrator.

You can permit access to the credential storage as follows:

- Using the telephone

Requirements:

– Password entered for the credential storage

1. Tap on **All apps > Settings > Privacy & security**.
2. Select or clear the **Use secure credentials** check box under **Credential storage**.
   - ☑ Applications have access to the credential storage and can call certificates and login information.
   - ☐ Applications have no access to the credential storage.

Installing from SD Card

You can install encrypted certificates from the SD card in the credentials storage of the telephone.

You can install certificates from the SD card as follows:

- Using the telephone

Requirements:

– SD card inserted into slot

– A certificate must be stored in the root directory of the SD card

1. Tap on **All apps > Settings > Privacy & security > Install from SD card**.
2. Tap on the certificate to be installed.

   Note: Only those certificates not yet saved in the telephone will be displayed.
3. Enter the password of the certificate.
4. Tap on **OK**.
5. Enter a name for the certificate.
6. Tap on **OK**.

   The certificate is stored in the credentials storage of the telephone and can, for example, be used to set up a secure network connection.

Entering a Password for the Credential Storage

You must enter a password before you can use the credential storage. You can change the password at any time.

You can enter the password for using the credential storage as follows:

- Using the telephone

1. Tap on **All apps > Settings > Privacy & security > Set password**.
2. Only if a password has already been defined: Enter the current password in the **Current password** entry field.
3. In the **New password** entry field, enter the password. Possible entries:

   At least 8 digits, up to 64 digits

   Digits and characters
4. In the **Confirm new password** entry field, enter the password again.
5. Tap on **OK**.

Clear Storage

All certificates and credentials saved in the credential storage can be deleted, as can the storage's password.

You can delete the contents of the storage as follows:

- Using the telephone

1. Tap on **All apps > Settings > Privacy & security > Clear storage**.
2. Tap on **OK**.

Rights Management

The telephone can be protected from unauthorised access to prevent important settings from being changed accidentally or by unauthorised people.

Access to the telephone is subdivided into three permission levels:

- Administrator
- Sub-administrator
- User

> **Important:** The settings for rights management are only available if you are logged in as an administrator. If no sub-administrator or administrator has been created in the telephone, users can define all the configurations and execute all the functions.
>
> When the telephone is running on an Auerswald PBX, the PBX sets the passwords for the administrator and sub-administrator. The PBX overwrites manual settings.

Configuring Permissions for Settings

The settings you can select in **All apps > Settings** can be locked against unauthorised use. To display these locked settings in the selection list you need to log in as an Administrator. To do so, when the selection list is open, press the **Menu key** and then tap on **Change permission level**.

You can configure the permissions for settings as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure Permissions for Settings

1. Open the **Settings > Permissions > Permissions for settings** page.
2. Select one of the following options for the setting to be blocked:

None: No block, the setting is available for users, sub-administrators and administrators.

Sub-administrator: The setting is available for sub-administrators and administrators.

Administrator: The setting is only available for administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure Permissions for Settings

1. Tap on **All apps > Settings > Privacy & security > Permissions for settings**.
2. Tap on the setting that is to be blocked.
3. In the list field, select one of the following options:

   None: No block, the setting is available for users, sub-administrators and administrators.

   Sub-administrator: The setting is available for sub-administrators and administrators.

   Administrator: The setting is only available for administrators.

Configuring Permissions for Functions

The settings you can select in **All apps > Functions** can be locked against unauthorised use. To display these locked functions in the selection list you need to log in as an Administrator. To do so, when the selection list is open, press the **Menu key** and then tap on **Change permission level**.

You can configure the permissions for functions as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure Permissions for Functions

1. Open the **Settings > Permissions > Permissions for functions** page.
2. Select one of the following options for the setting to be blocked:

   None: No block, the setting is available for users, sub-administrators and administrators.

   Sub-administrator: The setting is available for sub-administrators and administrators.

   Administrator: The setting is only available for administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure Permissions for Functions

1. Tap on **All apps > Settings > Privacy & security > Permissions for functions**.
2. Tap on the setting that is to be blocked.
3. In the list field, select one of the following options:

   None: No block, the setting is available for users, sub-administrators and administrators.

   Sub-administrator: The setting is available for sub-administrators and administrators.

   Administrator: The setting is only available for administrators.

Applications

You can manage applications and display details about the applications installed on your telephone and its active services e.g. storage use and the corresponding application modules. You can also stop faulty applications and permit applications of unknown origin to be installed on your telephone.

Permitting the Installation of Applications of Unknown Origin

You can allow applications of unknown origin, for example those you have acquired from the App Shop or from websites, by e-mail or from other sources to be installed on your telephone.

Caution: Applications and files you have downloaded from the Internet may contain viruses which can damage your telephone.

- To protect your telephone and your personal data, you should only install applications and files from trustworthy sources.

Note: Under **Settings > Applications > Manage applications > All > <application name>** you can check which of your telephone's functions and which personal data can be accessed by an application.

Important: If additional applications are installed, this can restrict the telephone's ability to function even up to the point of unusability. When the Auerswald service team checks the telephone, it is reset to its factory settings. This process removes any previously installed applications and data, so these must then be reinstalled separately.

You can grant permission as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Permit Installation of Applications of Unknown Origin

Requirements:

– Permitted installation of applications

1. Open the **Settings > Applications > Applications** page.
2. Select or clear the **Unknown sources** check box.
   - ☑ Permits the installation of applications of unknown origin.
   - ☐ Prevents the installation of applications of unknown origin.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Permit Installation of Applications of Unknown Origin

Requirements:

– Permitted installation of applications

1. Tap on **All apps > Settings > Applications**.
2. Select or clear the **Unknown sources** check box.
   - ☑ Permits the installation of applications of unknown origin.
   - ☐ Prevents the installation of applications of unknown origin.

Managing Applications

You can view and manage the applications installed on your telephone.

You can manage applications as follows:

- Using the telephone

1. Press the **Menu key**.
2. Tap on **Manage applications**.

   The **Manage applications** page opens. For more information, see the Settings > Applications > Managing Memory Use chapter.

Managing Running Services

You can view and manage the active or buffered services.

You can manage running services as follows:

- Using the telephone

1. Press the **Menu key**.
2. Tap on **Manage applications**.

   The **Manage applications** page opens. For more information, see the Settings > Applications > Managing Memory Use chapter.

Managing Memory Use

You can view and manage how much storage is being used by applications and active services, e.g. you can display detailed information about particular applications, delete applications that are no longer required or retrospectively move applications that have been installed from the telephone's internal storage to an SD card.

Note: The telephone's operating system automatically manages the amount of storage being used by applications and services. We recommend that these options are only set for advanced users.

You can manage storage use as follows:

- Using the telephone

1. Press the **Menu key**.
2. Tap on **Manage applications**.

   The **Manage applications** page opens. The page contains four tabs with lists of applications, services, and their associated components. In addition, you can see how much storage is being used by the particular applications and services at the bottom of each tab.
3. Tap on the required tab:
   - **Downloaded:** Displays all the applications that were downloaded to the telephone (internal storage).

- **All:** Displays all the applications installed on the telephone (internal storage).
- **On SD card:** Displays all the applications installed on the SD card.
- **Running:** Shows all the active or buffered services currently running in the telephone's RAM.

4. Only for applications: Tap on the name of the application. Depending on the application, you can make different settings which will stop or delete the application:
   - **Force stop:** Stops an application that is currently running.
   - **Uninstall:** Removes an application that was installed at a later date from the telephone.
   - **Clear data:** Deletes the data used by a particular application, e.g. configuration settings or data records.
   - **Move to SD card:** Moves an application that was installed at a later date from the telephone's internal storage to the SD card.
   - **Clear cache:** Deletes the data stored by an application from the telephone's RAM.
   - **Clear defaults:** Returns an application to its default settings, e.g. links a particular file type with the application.

   Note: Under **Storage**, **Cache**, **Launch by default** and **Permissions** you will see more detailed information about an application.

5. Only for services: Tap on the name of the service. Depending on the service, you can make different settings which will stop the service or send a report.
   - **Settings:** Opens the settings for a service.
   - **Exit:** Ends an active service.
   - **Report:** Sends a report to a developer about a faulty application.

   Note: Under **Services** and **Processes** you will see more detailed information about a service.

Configuring Options for Application Development

You can set a number of options for application development purposes, e.g. you can allow a PC to access your telephone over the Ethernet.

Note: We recommend you only set these options for development purposes. You will find more information about application development on the Android developer website at http://developer.android.com.

You can configure the options for application development as follows:

- Using the telephone

1. Tap on **All apps > Settings > Applications**.
2. Tap on **Development**.
3. Select or clear the **ADB debugging** check box.
   - ☑ Switches ADB debugging on. Programs installed on PC for application development can use the Ethernet network to access your telephone, read and copy data, and also install applications.
   - ☐ Switches ADB debugging off.
4. Select or clear the **Allow mock locations** check box.
   - ☑ This allows you to use incorrect locations. Programs installed on PC for application development can control the location data for your telephone instead of the applications installed on the telephone.
   - ☐ Switches ADB debugging off.
5. Select or clear the **Telephone book suggestion** check box.
   - ☑ Switches telephone book suggestion on.
   - ☐ Switches telephone book suggestion off.

Synchronising

Synchronising enables you to compare data between the telephone and different synchronisation sources, e.g. PBXs or provider servers.

You can specify which accounts and data are to be synchronised, e.g.:

- PBX telephone book (contacts)
- Calendar (Calendar Sync), contacts (Contacts Sync)
- Exchange ActiveSync, IMAP and POP3 accounts (e-mail)
- Data used by applications

You can also specify whether synchronising is performed automatically, and whether applications can synchronise data in the background.

Note: Some accounts, e.g. the PBX's telephone book (contacts) can only be synchronised in one direction. The synchronised contacts cannot be processed on the telephone.

Other accounts can be synchronised in both directions. Changes to data on the telephone are also applied to the data on the synchronisation source.

Switching Background Data Synchronisation On/Off

If the synchronisation of background data is switched on the applications synchronise your data in the background, no matter whether they are open or not.

If the synchronisation of background data is switched off, you are limited in how you can use the data. However, some applications may also continue using the background data connection.

You can switch background data synchronisation on or off as follows:

- Using the telephone

1. Tap on **All apps > Settings > Synchronisation**.
2. Under **General sync settings**, select or clear the **Background data** check box.
   - ☑ Switches background data synchronisation on.
   - ☐ Switches background data synchronisation off.

Switching Automatic Synchronisation On/Off

If the automatic synchronisation function is switched on, the applications can synchronise your data automatically at any time.

If the automatic synchronisation function is switched off, you can synchronise the data manually if required.

You can switch automatic synchronisation on or off as follows:

- Using the telephone

Requirements:

– Synchronising of background data is enabled

1. Tap on **All apps > Settings > Synchronisation**.
2. Under **General sync settings**, select or clear the **Auto-sync** check box.
   - ☑ Switches automatic synchronising on.
   - ☐ Switches automatic synchronisation off.

Switching Account Synchronisation On/Off

If the account synchronisation function is switched on the account data is synchronised according to the general synchronisation settings.

You can switch account synchronisation on or off, or disable it, as follows:

- Using the telephone

1. Tap on **All apps > Settings > Synchronisation**.
2. Under **Manage accounts**, tap on the name of the account.

   Note: The different account elements that can be synchronised are displayed for each account, e.g. contacts. You can enable or disable the synchronisation function for each individual element.

3. Under **Synchronisation**, select or clear the check box for the required account element.

☑ Enables account element synchronisation.

☐ Disables account element synchronisation.

Note: If the synchronising function is switched off, any data that has already been synchronised is not deleted from the telephone.

The current status of the account is displayed like this in the **All apps > Settings > Synchronisation** dialog:

Account is synchronised automatically.

Account is not synchronised automatically.

Synchronising an Account Manually

If the automatic synchronisation function is switched off, you can synchronise the data manually if required.

You can synchronise the account manually as follows:

- Using the telephone

Requirements:

– Automatic synchronisation is disabled

1. Tap on **All apps > Settings > Synchronisation**.
2. Under **Manage accounts**, tap on the name of the account.
3. Under **Synchronisation**, tap on the name of the account element.

Note: The different account elements that can be synchronised are displayed for each account, e.g. contacts. You can synchronise every single element manually.

Creating an Account

You can use several accounts on your telephone. You can create an account manually, or with the help of the application that uses an account, depending on the account type. For example , you can use the Mail application to add e-mail accounts.

> **Note:** If you are using an Auerswald PBX, the accounts used for synchronisation with the PBX are created automatically. The PBX's telephone book is automatically synchronised with the application contacts .

You can add an account as follows:

- Using the telephone

1. Tap on **All apps > Settings > Synchronisation**.
2. Tap on **Add account**.
3. Depending on the account type, follow the instructions on the display.

Further steps:

– Make the settings for synchronising the account.

Deleting an Account

You can delete an account along with all its messages, contacts and other data from the telephone.

You can delete an account as follows:

- Using the telephone

1. Tap on **All apps > Settings > Synchronisation**.
2. Under **Manage accounts**, tap on the name of the account.
3. Tap on **Remove account**.

> **Note:** If you delete an account, the messages, contacts and other data associated with it are also deleted from the telephone.

A dialogue in which you confirm the deletion opens.

4. Tap on **Remove account**.

Language and Keyboard

You can configure the telephone to suit the particular local language by setting the language for the display and the keyboard. You can also create your own dictionary to make it easier for you to input text on the telephone.

You can use the keyboard settings to specify whether the Android keyboard (onscreen keyboard) is enabled or disabled, and set the keyboards to suit the needs of the user.

Configuring the Language on the Telephone

This setting specifies which language is used in the telephone display.

You can configure the language used in the telephone display as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Language on the Telephone

1. Open the **Settings > Language & keyboard** page.
2. In the **Language** list field, select the required language.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Language on the Telephone

1. Tap on **All apps > Settings > Language & keyboard > Select your language**.
2. Select the required language.

Setting up a Dictionary

You can set up a dictionary for your telephone. All the words contained in the dictionary are used for the following functions under **Select application > Settings > Language & keyboard**:

- **Touch to correct words** under **Onscreen keyboard settings**: If you select a word when you are editing text, it is marked in orange in the entry field on the Android keyboard. If similar words are found in the telephone book they are displayed under the Android keyboard entry field. If you tap on the suggested word it is then used instead of the word selected in the text.
- **Show suggestions** under **Onscreen keyboard settings**: When you are entering text using the Android keyboard, it checks whether the word you entering matches a word in the dictionary. If similar words are found in the telephone book these appear under the Android keyboard entry field so you can select them if you want.
- **Auto-complete** under **Onscreen keyboard settings**
- **Auto-replace** under **Built-in keyboard**)

Add words to the dictionary whilst you are entering text, or proceed as described below.

1. Tap on **All apps > Settings > Language & keyboard > User dictionary**.

   The words in the dictionary are listed in alphabetical order.

2. Press the **Menu key**.

3. Tap on **Add**.

4. In the entry field, enter the required word.

5. Add the word to the dictionary.

   - Using the keypad: Tap on **OK**.
   - Using the Android keyboard: Tap on **Done** and then **OK**.

   The word is displayed in the dictionary.

Onscreen Keyboard Settings

The telephone provides you with an Android keyboard on the display so you can input text.

You can modify this Android keyboard to suit your own requirements under **All Apps > Settings > Language & keyboard > Onscreen keyboard settings**. You can make the following settings:

- **Pop-up on key press**: Tap on a key on the Android keyboard to briefly display the selected character in a larger font size.
- **Touch to correct words** (only in connection with **User dictionary**)
- **Auto-cap**: Letters after a full stop “.“ are automatically capitalised.
- **Show settings key**: A key on the Android keyboard is used to call the onscreen keyboard settings directly.
- **Input languages**: If you have selected more than one language, press the space key on the Android keyboard to select the language you want.

Note: If no languages have been specified, the language selected for the telephone is used (**All apps > Settings > Language & keyboard > Select your language**).

- **Show suggestions** (only in connection with **User dictionary**)
- **Auto-complete** (only in combination with **User dictionary**)

Note: Under **All Apps > Settings > Language & keyboard > Android keyboard** you can enable or disable the use of the Android keyboard.

Telephone Keyboard Settings

If the Android keyboard is switched off, the telephone keyboard is available for you to enter text.

You can configure the telephone keyboard to suit your needs in **All apps > Settings > Language & keyboard > Built-in keyboard**. You can make the following settings:

- **Auto-replace** (only in connection with **My Dictionary**)
- **Auto-cap**: A letter after a point "." is automatically written in capitals.
- **Auto-punctuate**: If you tap on the Space bar twice you add a point ".".
- **Double-click for shift**: Double-click (300 ms) on a key to enable the shift key level.
- **Automatic dialling for speed dialling**: If you press the key when the telephone is in the idle state, this transfers the telephone number stored on the key to dial preparation.

Date and Time

The telephone's status line displays the date and time. If the telephone is in its idle state, the date and time are also displayed on the display.

The date and time are needed to log incoming and outgoing calls and to control the telephone functions, e.g. automatic updates.

> **Note:** 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.

Setting the Date and Time Manually

If the function that automatically updates the phone time is disabled, you can set the date and time manually.

You can configure the date and time manually as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Set the Date and Time Manually

1. Open the **Settings > Date & time** page.
2. If necessary, clear the **NTP (Network Time Protocol)** check box.

   The **Date** and **Time** input fields are displayed.
3. In the **Date** entry field, enter the date.
4. In the **Time** entry field, enter the time. Possible entries:
   - **Use 24-hour format** check box selected:

     Time using the format hh:mm

     00 to **23**: Hours ("hh")

     00 to **59**: Minutes ("mm")
   - **Use 24-hour format** check box not selected:

Time using the format hh:mm

00 to **12**: Hours ("hh")

00 to **59**: Minutes ("mm")

5. If you have cleared the **Use 24-hour format** check box, you should then select the **AM** or **PM** option, in the **Time** list field, to specify whether the time is to apply in the morning or in the afternoon.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Set the Date and Time Manually

1. Tap on **All apps > Settings > Date & time**.
2. If necessary, clear the **NTP (Network Time Protocol)** check box.

   The **Date** and **Time** settings are displayed.
3. Tap on **Date** and then set the date.
4. Tap on **Save**.
5. Tap on **Time** and set the time. You can make the following settings:
   - **Use 24-hour format** check box selected:

     Time using the format hh:mm

     00 to **23**: Hours ("hh")

     00 to **59**: Minutes ("mm")
   - **Use 24-hour format** check box not selected:

     Time using the format hh:mm

     00 to **12**: Hours ("hh")

     00 to **59**: Minutes ("mm")

     AM or **PM**
6. Tap on **Save**.

Switching Automatic Update of the Phone Time over the Network On/Off

If you have input a time server (NTP server) address and enabled the automatic time update function, the telephone accesses the exact time from the Internet. This means you no longer need to correct the time manually.

You can switch automatic update of the phone time over the network on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Automatic Update of the Phone Time over the Network On/Off

1. Open the **Settings > Date & time** page.
2. Select or clear the **NTP (Network Time Protocol)** check box).
   - ☑ Switches automatic updating of the phone time on.
   - ☐ Switches automatic updating of the phone time off.
3. In the **NTP server** entry field, enter the IP address of a time server.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Automatic Update of the Phone Time over the Network On/Off

1. Tap on **All apps > Settings > Date & time**.
2. Select or clear the **NTP (Network Time Protocol)** check box.
   - ☑ Switches automatic updating of the phone time on.
   - ☐ Switches automatic updating of the phone time off.

   The **NTP server** setting is displayed.
3. Tap on **NTP server** and then enter the IP address of a time server in the entry field.
4. Tap on **OK**.

Configuring the Time Zone

You should set the correct time zone so that all data with a time stamp, e.g. entries in the caller list, calender entries or e-mails, are displayed on the telephone with the correct time.

> **Note:** When the time zone is being changed, all data with a time stamp is adapted to the changed time zone.

You can configure the time zone as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Time Zone

1. Open the **Settings > Date & time** page.
2. In the **Select time zone** list field, select the required time zone.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Time Zone

1. Tap on **All apps > Settings > Date & time > Select time zone**.
2. Tap on the required time zone.

Switching 24-hour Format On/Off

The time can be displayed in two different formats:

- 24-hour format: Hours are represented by the digits 0 to 23.
- 12-hour format: Hours are represented by the digits 1 to 12. Use the **AM** and **PM** suffixes to differentiate between mornings and afternoons.

When you switch 24-hour format on or off, you toggle between the two formats.

You can toggle between 12-hour and 24-hour formats as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch 24-hour Format On/Off

1. Open the **Settings > Date & time** page.
2. Select or clear the **Use 24-hour format** check box.
   - ☑ Switches 24-hour format on.
   - ☐ Switches 24-hour format off.
3. If you have cleared the **Use 24-hour format** check box, you should then select the **AM** or **PM** option, in the **Time** list field, to specify whether the time is to apply in the morning or in the afternoon.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch 24-hour Format On/Off

1. Tap on **All apps > Settings > Date & time**.
2. Select or clear the **Use 24-hour format** check box.
   - ☑ Switches 24-hour format on.
   - ☐ Switches 24-hour format off.

   If you have cleared the **Use 24-hour format** and **NTP (Network Time Protocol)** check boxes, the additional **AM** and **PM** buttons are displayed under **Time**.
3. Under **Time** you can then specify whether the time is in the morning or in the afternoon.
4. Tap on **Save**.

Configuring the Date Format

You can display the date in a number of different formats.

You can configure the date and time as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Date Format

1. Open the **Settings > Date & time** page.
2. In the **Select date format** list field, select the required date format.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Date Format

1. Tap on **All apps > Settings > Date & time**.
2. Tap on **Select date format** and then select the required date format.

Emergency Numbers

Even after the display lock with phone lock has been activated, it is still possible to initiate emergency calls (dialling of emergency numbers entered in the telephone/in the PBX).

Creating Emergency Numbers

In addition to the emergency numbers entered in the PBX, you can create up to ten other emergency numbers on your telephone.

Note: Emergency numbers created on the telephone are not synchronised with the telephone book of the PBX.

You can create emergency numbers as follows:

- Using the telephone

1. Tap on **All apps > Settings > Emergency numbers**.
2. Tap on the name of an emergency number.

   A dialogue with the available entries for emergency numbers will be displayed.
3. Tap on **Emergency number** and enter the number in the entry field. Possible entries:

   Up to 40 digits

   Digits and characters * and #

   Important: Enter telephone numbers exactly as when dialling, for example, enter external telephone numbers with a leading exchange line access number. In the factory settings, the exchange line access number of the PBX is "0", but it can be changed in some PBXs (refer to the instructions for the PBX).
4. Tap on **OK**.
5. Tap on **Name of emergency number** and enter the name of the number in the entry field. Possible entries:

Up to 64 digits

Digits and characters

6. Tap on **OK**.

7. Tap on **Account to use** and select an account to assign the number to an account (default setting **unspecified**).

Note: The assignment of an account to a number is only accepted when the number is dialled if you dial the number using the **Contacts** application.

Location

Some applications and websites require the location of the telephone (GPS coordinates) to enable them to execute location-specific functions. You can set the location in the telephone so that you can also use these functions without a GPS receiver.

Setting the Location

You can set the location as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Location

Requirements:

1. Open the **Settings > Applications > My location** page.
2. Enter the GPS coordinates in the **Latitude** and **Longitude** entry fields. Possible entries:

   GPS coordinates in decimal places (example: 52.271598)

   Note: You can find out your exact location from the relevant Internet sites or with a GPS receiver or smart phone.

3. In the **Altitude** entry field, enter the altitude. Possible entries:

   Height above ground in m (example: 142)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Location

1. Tap on **All apps > Settings > My location**.

2. Tap on **Latitude** and enter the GPS-co-ordinates in the relevant entry field. Possible entries:

   GPS coordinates in decimal places (example: 52.271598)

   Note: You can find out your exact location from the relevant Internet sites or with a GPS receiver or smart phone.

3. Tap on **OK**.

4. Tap on **Longitude** and enter the GPS coordinates in the relevant entry field. Possible entries:

   GPS coordinates in decimal places (example: 10.685660)

5. Tap on **OK**.

6. Tap on **Altitude** and enter the altitude in the relevant entry field. Possible entries:

   Height above ground in m (example: 142)

7. Tap on **OK**.

Telephone Information

If required you can display detailed information about your telephone:

- Legal information (Open Source licenses)
- Hardware (power supply, serial number, MAC address, Bluetooth address, upgrades)
- Availability (call forwarding, answering machine, voice mailbox)
- Firmware version
- Android version
- PBX (name, firmware version, serial number)
- Kernel version
- Build number
- Bootloader CPU board

Displaying Telephone Information

You can display telephone information as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Display Telephone Information

1. Click **Information** and then on the required option:

   Device: Displays information about the telephone's hardware and software.

   Bluetooth dongle: Displays information about the Bluetooth dongle.

   Availability: Displays information about the availability of the telephone.

Using the Telephone to Display Telephone Information

1. Tap on **All apps > Settings> About this phone**.
2. If required, tap on the name of an item of telephone information in the selection list.

IP Camera

The COMfortel 3200/3500 supports the connection of IP cameras, for example to monitor and control door stations.

You can display an IP camera as follows:

- Using the IP camera application
- Automatically, using the telephony application, as soon as you receive a call from a contact linked to the IP camera or call this contact yourself

By sending DTMF signals you can open a door and switch on the corresponding stairwell light (link between IP camera and door terminal in the telephone book).

Configuring an IP Camera

You must make the following settings to configure an IP camera:

- Name
- IP address
- Username
- Password

If required, you can also make further settings, for example for the scale or the image frequency.

> **Important**: The COMfortel 3200/3500 only supports IP cameras which send individual images in the file format *.jpg directly via a static IP address/URL. IP cameras embedded in web pages, dynamic IP addresses/URLs (e.g. using JavaScript) and streaming formats are not supported.

You can configure an IP camera as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure an IP Camera

1. Open the **Settings > IP camera** page.
2. Click + **New**.

The configuration page for the IP camera opens.

Further steps:

– Make further settings on the configuration page.

– Save your settings before you leave the page.

Using the Telephone to Configure an IP Camera

1. Tap on **All apps > Settings > IP camera**.
2. Tap on **Configure IP camera**.

   The dialogue with the available settings for the IP camera is displayed.

Further steps:

– Make further settings.

Deleting an IP Camera

You can delete IP cameras that are no longer required.

Important: You can only restore deleted IP cameras by restoring a previously saved backup in the telephone from a USB memory stick.

You can delete an IP camera as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Delete an IP Camera

1. Open the **Settings > IP camera** page.
2. Click the name of the IP camera you want to delete.

3. Click **Delete**.

   The selected IP camera is deleted.

Using the Telephone to Delete an IP Camera

1. Tap on **All apps > Settings > IP camera**.
2. Touch and hold the name of the IP camera.
3. Tap on **Delete IP camera**.

Entering an IP Camera Name

The IP camera's name is used to identify it.

You can enter the IP camera name as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter an IP Camera Name

1. Open the **Settings > IP camera** page.
2. In the line that contains the required IP camera, click **Configure**.
3. Enter a name in the **Name** entry field. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter an IP Camera Name

1. Tap on **All apps > Settings > IP camera**.
2. Tap on the name of the IP camera.
3. Tap on **Name** and then enter a name in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
4. Tap on **OK**.

Configuring the IP Address of an IP Camera

The IP camera's IP address is used to uniquely identify that IP camera on the network.

You configure the IP address as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the IP Address of an IP Camera

1. Open the **Settings > IP camera** page.
2. In the line that contains the required IP camera, click **Configure**.
3. Enter the IP address/URL of the IP camera in the **IP/URL** entry field. You can make the following:

   IP address with a range of 0 to 255 (example: 192.168.0.240)

   URL (example: ipcam.uk)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the IP Address of an IP Camera

1. Tap on **All apps > Settings > IP camera**.

2. Tap on the name of the IP camera.
3. Tap on **IP camera IP/URL** and then enter the IP address/URL of the IP camera in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 192.168.0.240)

   URL (example: ipcam.uk)
4. Tap on **OK**.

Switching the Full Screen Mode On/Off

If the full screen mode is switched on, the image coming from the IP camera during an incoming or outgoing call is displayed on the whole screen of the telephony application.

If the full screen mode is switched off, the image coming from the IP camera is displayed in miniature.

Note: The telephony application allows you to switch on the full screen mode for the duration of the call by tapping on or to switch it off by tapping on .

You can switch the full screen mode on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch the Full Screen Mode On/Off

Requirement:

1. Open the **Settings > IP camera** page.
2. In the line that contains the required IP camera, click **Configure**.
3. Select or clear the **Full screen** check box.
   - ☑ Switches the full screen mode on.
   - ☐ Switches the full screen mode off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch the Full Screen Mode On/Off

1. Tap on **All apps > Settings > IP camera**.
2. Tap on the name of the IP camera.
3. Select or clear the **Full screen** check box.
   - ☑ Switches the full screen mode on.
   - ☐ Switches the full screen mode off.

Configuring the Image Scale

You can configure the scale of the image and reduce or enlarge the image in this way.

You can configure the image scale as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Image Scale

1. Open the **Settings > IP camera** page.
2. In the line of the required IP camera, click **Configure**.
3. In the **Image scale in %** entry field, enter the required image scale. Possible entries:

   30 (reduced) to **400** (strongly enlarged)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Image Scale

1. Tap on **All apps > Settings > IP camera**.
2. Tap on the name of the IP camera.
3. Tap on **Image scale in %** and then enter the required image scale in the entry field. Possible entries:

   30 (reduced) to **400** (strongly enlarged)
4. Tap on **OK**.

Switching Image Centring On/Off

If image centring is switched on, the displayed section is shown at the centre.

If image centring is switched off, the displayed section is shown starting in the upper left corner of the camera image.

You can switch image centring on/off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Image Centring On/Off

1. Open the **Settings > IP camera** page.
2. In the line of the required IP camera, click **Configure**.
3. Select or clear the **Centre image** check box.
   - ☑ Switches image centring on.
   - ☐ Switches image centring off.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Image Centring On/Off

1. Tap on **All apps > Settings > IP camera**.
2. Tap on the name of the IP camera.
3. Select or clear the **Centre mage** check box.
   - ☑ Switches image centring on.
   - ☐ Switches image centring off.

Configuring the Image Frequency

You can configure the image frequency. The image frequency determines the number of images which the IP camera transmits to the telephone every second/minute.

You can configure the image frequency as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Image Frequency

1. Open the **Settings > IP camera** page.
2. In the line of the required IP camera, click **Configure**.
3. In the **Image frequency** list field, enter the required number of images. Possible entries:

Note:

If **only one image** has been selected, only one image will be displayed, the display will not be updated.

The actual number of images transmitted per second depends on the IP camera in use.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Image Frequency

1. Tap on **All apps > Settings > IP camera**.
2. Tap on the name of the IP camera.
3. Tap on **Image frequency** and select the required image frequency in the list field:

   Note:

   If **only one image** has been selected, only one image will be displayed, the display will not be updated.

   The actual number of images transmitted per second depends on the IP camera in use.

4. Tap on **OK**.

Entering a Username for an IP Camera

You can enter the username as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter a Username for an IP Camera

1. Open the **Settings > IP camera** page.
2. In the line of the required IP camera, click **Configure**.
3. In the **Username** entry field, enter the username. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter a Username for an IP Camera

1. Tap on **All apps > Settings > IP camera**.
2. Tap on the name of the IP camera.
3. Tap on **Username** and enter the username in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
4. Tap on **OK**.

Entering a Password for an IP Camera

You can enter the password as follows:

- Using the configuration
- Using the telephone

Using the Configuration Manager to Enter a Password for an IP Camera

1. Open the **Settings > IP camera** page.
2. In the line of the required IP camera, click **Configure**.
3. In the **Password** entry field, enter the password. Possible entries:

   Up to 64 digits

   Digits and characters

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter a Password for an IP Camera

1. Tap on **All apps > Settings > IP camera**.

2. Tap on the name of the IP camera.
3. Tap on **Password** and enter the password in the entry field. Possible entries:

   Up to 64 digits

   Digits and characters
4. Tap on **OK**.

Switching Increased Security On/Off

If increased security is enabled, the picture from the IP camera is only displayed in the telephony app when an incoming call is received.

If increased security is disabled, the picture from the IP camera is displayed in the telephony app and on the IP camera app.

You can switch increased security on and off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Increased Security On/Off

1. Open the **Settings > IP camera** screen.
2. In the line containing the required IP camera, click **Configure**.
3. Select or clear the **Increased security** check box.
   - ☑ Switches increased security on.
   - ☐ Switches increased security off.

Further steps:

– Save your settings before you leave the screen.

Using the Telephone to Switch Increased Security On/Off

1. Tap on **All Apps > Settings > IP camera**.

2. Tap on the name of the IP camera.
3. Under **Access data**, select or clear the **Increased security** check box.
   - ☑ Switches increased security on.
   - ☐ Switches increased security off.

Configuring the Function Key for an IP Camera

Press the key to start an application to display the IP camera.

In addition, when functions are assigned on the first key level, the status of the function is indicated by the corresponding LED.

LED Signalling on the Key:	
Green	The IP camera application is switched on.
Off	The IP camera application is switched off.

You can configure a function key for the IP camera as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure a Function Key for an IP Camera

1. Open the **Applications > Function keys** page.
2. In the **Key selection** list field, select the key group whose keys you would like to define.

   Note: Keys 16 to 105 are not available until you connect COMfortel Xtension300 key extension modules (not included in the scope of delivery) to the telephone.

3. Click one of the following tabs:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

4. In the list field beside the function key that you would like to define, select the **IP camera** function.

Note: To change the settings for a function key that already has a function assigned to it, click that key.

The current settings for the key assignment are displayed.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **IP camera** list field, select the required IP camera.

7. In the **Permission level** list field, select one of the following options:

   User: The function key can be edited by users, sub-administrators and administrator.

   Sub-administrator: The function key can be edited by sub-administrators and administrators.

   Administrator: The function key can only be edited by administrators.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure a Function Key for an IP Camera

1. Tap on **All apps > Function keys**.

2. Press the function key you would like to define.

   Note: The LEDs for the function keys that already have a defined assignment on one level shine with a yellow light. If a function key is assigned on both levels, the LED shines red.

3. Select one of the following options:

   Level 1: Keys are assigned on the first key level.

   Level 2: Keys are assigned on the second key level.

   The list of available functions is displayed.

4. Tap on **IP camera**.

   The current settings for the key assignment are shown in the display.

5. In the **Description** entry field, enter a description for the key. Possible entries:

   Up to 64 digits

   Digits and characters

   Note: The key description is used for printing the label and in the display.

6. In the **IP camera** list field, select the required IP camera.

7. Tap on **Assign**.

8. Tap on **jExit**.

Configuring a Link Between an IP Camera and a Contact

If a link between an IP camera and a contact has been configured, the IP camera will be displayed automatically in the telephony application as soon as you receive a call from this contact or call this contact yourself.

By sending DTMF signals you can open a door and switch on the corresponding stairwell light (link between IP camera and door terminal in the telephone book).

You can configure a link between an IP camera and a contact as follows:

- Using the telephone

1. Press the **Contacts/telephone book key**.

2. Scroll to the required contact or enter the first letter of the required contact using the keypad.

3. Tap on the name of the contact.

4. Press the **Menu key**.

5. Tap on **Options**.

6. Tap on **IP camera**.

7. In the **IP camera** list field, select the required IP camera.
8. Only for links to a door terminal: Tap on **DTMF signal open door** and enter the DTMF signal to open the door in the entry field. Possible entries:

   Digits and characters * and #
9. Tap on **OK**.
10. Only for links to a door terminal: Tap on **DTMF signal light** and enter the DTMF signal to switch on the stairwell light in the entry field. Possible entries:

    Digits and characters * and #
11. Tap on **OK**.

> **Note:** When you receive a door call, you can open the door by tapping on and switch on the stairwell light by tapping on .

Configuring the IP Camera Control

You can use the directional pad of the telephone to control PTZ cameras (pan-tilt-zoom cameras) with swivel and zoom functions.

> **Note:** To control the camera you must make camera-specific settings (see PTZ interface documentation of the IP camera).

You can configure the IP camera control as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the IP Camera Control

1. Open the **Settings > IP camera** page.
2. In the line of the required IP camera, click **Configure**.
3. In the entry fields under **IP camera control**, enter the required settings:

Left: Swivels the camera to the left when you press the left key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=left

Right: Swivels the camera to the right when you press the right key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=right

Up: Swivels the camera upward when you press the up key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=up

Down: Swivels the camera downward when you press the down key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=down

Zoom in: Magnifies the image when you press the plus key.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?zoom=9999

Zoom out: Demagnifies the image when you press the minus key.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?zoom=1

OK key: Swivels the camery to a pre-defined position when you press the OK key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?gotoserverpresetno=1

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the IP Camera Control

1. Tap on **All apps > Settings > IP camera**.
2. Tap on the name of the IP camera.
3. Tap on **IP camera control**.
4. Tap on one of the following options and enter the required setting in the entry field:

Left: Swivels the camera to the left when you press the left key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=left

Right: Swivels the camera to the right when you press the right key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=right

Up: Swivels the camera upward when you press the up key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=up

Down: Swivels the camera downward when you press the down key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?move=down

Zoom in: Magnifies the image when you press the plus key.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?zoom=9999

Zoom out: Demagnifies the image when you press the minus key.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?zoom=1

OK key: Swivels the camery to a pre-defined position when you press the OK key of the directional pad.

Example: http://root:pass@192.168.0.240/cam-cgi/com/ptz.cgi?gotoserverpresetno=1

5. Tap on **OK**.

Service and Maintenance

This chapter describes functions that are useful in a variety of situations, including servicing. They include functions for deleting, saving and restoring data, either if a disruption occurs, or when the telephone or the PBX is replaced.

Topics

– Data Backup (Seite 643)
– Update and Provisioning (Seite 646)
– Storage (Seite 664)
– Shutting Down and Rebooting the Telephone (Seite 666)
– Service Data (page 667)

Data Backup

During a data backup, a backup file is created that contains the configuration and/or other data and settings for the telephone.

Creating a Backup

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
- Passwords of telephone, subscribers, VoIP accounts and VoIP 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.

Each time a backup is performed, a backup file is saved on the USB memory stick inserted in the telephone, or on the PC. If required, this backup file can be uploaded to the telephone again.

You can create the backup as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Create a Backup

1. Open the **Settings > Backup** page.
2. Under **Create backup** next to **Create a backup of your data on your PC**, click **Read**.
3. Accept the legal notes and confirm with **OK**.
4. Click **Read**.

   The dialogue in which you save the backup file opens.
5. Click **OK**.

   The backup file is saved in the folder configured for downloads on the PC.

Using the Telephone to Create a Backup

Requirements:

– A USB memory stick (formatting FAT/FAT32) must be plugged into the USB port

1. Tap on **All apps > Settings > Backup**.
2. Tap on **Create backup**.
3. Accept the legal notes and confirm with **OK**.
4. Enter a file name or accept the suggested file name. Possible entries:

   Digits and characters
5. Tap on **OK**.

   The backup file is saved on the USB memory stick.

Restoring a Backup

If required, the backup file saved on the USB memory stick or PC can be restored onto the telephone.

You can restore the backup file as follows:

- Using the configuration manager

- Using the telephone

Using the Configuration Manager to Save a Backup in the Telephone

Requirements:

– A backup file saved on the hard disk

1. Open the **Settings > Backup** page.
2. Under **Restore backup**, click **Search**.
   The dialogue in which you upload the backup file opens.
3. Open the folder in which the backup file has been saved, and select the backup file.
4. Under **Restore backup**, click **Save**.
5. If necessary, enter the username and password and then tap on**OK**.
   The data is saved in the telephone.

Using the Telephone to Save a Backup in the Telephone

– A USB memory stick must be plugged into the USB port

– A backup file saved on a USB memory stick

1. Tap on **All apps > Settings > Backup**.
2. Tap on **Restore backup**.
   The list of data backups saved on the USB memory stick is displayed.
3. Tap on the required backup file.
4. Tap on **OK**.
   The data is saved in the telephone.

Update and Provisioning

Update

An update involves installing a new version of the firmware to solve problems and integrate new features. Here, the device sets up a connection with an update server, over which it receives the latest firmware. (The settings on the device remain unchanged). Except for the charges for the required server connection, the update is free of charge.

Provisioning

Provisioning involves the automated configuration of the telephone from a provisioning server. Here, the device sets up a connection with a provisioning server, over which it receives the necessary configuration data. Following that the firmware is updated.

Update and Provisioning Variants

There are several different ways to perform an update or provisioning. These vary as follows:

Manual Update

If a manual update is performed, a firmware file (*.rom) is loaded into the telephone from the configuration manager or a USB memory stick, enabling the new firmware to be saved to the telephone. After you perform the update you must reboot the telephone.

Automatic Update from Update Server

In the case of an automatic update from the update server, a regular (e.g. weekly) automatic update can be configured. You can set the weekday and time.

Automatic Provisioning from the Provisioning Server

In the case of automatic provisioning from the provisioning server, regular (e.g. weekly) automatic provisioning can be configured. You can set the weekday and time.

Triggering a Manual Update

If no update server is available, you can trigger an update by loading a firmware file onto the telephone from your hard disk or a USB memory stick.

Note: If you trigger an update manually, the automatic installation of updates will be switched off. You can switch the automatic installation of updates on again under **Settings > Update & Provisioning**.

You can trigger a manual update as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Trigger a Manual Update

Requirements:

– The firmware file saved on the hard drive (*.rom)

– SD card inserted into slot (not write-protected, min. 128 MB free memory)

Notes:

You can download a firmware file from the Internet (see **www.auerswald.de/service**).

To get information about the firmware version that is currently saved in the telephone, select **All apps > Settings > Phone info** or, in the configuration manager, click the Auerswald logo with the left-hand mouse button.

1. Open the **Settings > Update & provisioning** page.
2. Under **Manual update**, click **Search**.

   A file selection dialogue opens.
3. Select the required file (*.rom) and then click **Open** (this text is dependent on the operating system used).

   The path and the file are displayed under **Manual update**.
4. Click **Save**.

   The system displays the message **Please wait, firmware is being updated**.

   As soon as the firmware has been installed in the telephone, a window opens.
5. To activate the new firmware, click **Reboot** in this window.

Note: To restart the telephone at a later time, click **Cancel** and then click **Reboot** under **Reboot** at the desired time.

The telephone is now restarted.

Further steps:

– After a firmware update you usually require a new version of the instructions. Current instructions can be found in the internet (see **www.auerswald.de/service**).

– To enable you to use new features after a firmware update on the telephone you often also need to update the firmware on the PBX. See Instructions for the PBX.

Using the Telephone to Trigger a Manual Update

Requirements:

– A USB memory stick must be plugged into the USB port

– Firmware file (*.rom) saved in the root folder on the USB memory stick

– SD card inserted into slot (not write-protected, min. 128 MB free memory)

Notes:

You can download a firmware file from the Internet (see **www.auerswald.de/service**).

To get information about the firmware version that is currently saved in the telephone, select **All apps > Settings > Phone info** or, in the configuration manager, click the Auerswald logo with the left-hand mouse button.

1. Tap on **All apps > Settings > Update & provisioning**.
2. Tap on the firmware file displayed under **Update from USB stick**.
3. Tap on **Update**.

   A dialogue opens as soon as the firmware file has been loaded onto the telephone.
4. Tap on **Restart now** to activate the new firmware.

Note: Tap on **Restart later** to restart the telephone at a later time. At the desired time, tap on **Reboot** under **Settings > Shutdown/Reboot**.

The telephone is now restarted.

Further steps:

– After a firmware update you usually require a new version of the instructions. Current instructions can be found in the internet (see **www.auerswald.de/service**).

– To enable you to use new features after a firmware update on the telephone you often also need to update the firmware on the PBX. See Instructions for the PBX.

Configuring the Schedule for Updates and Provisioning

The schedule specifies the weekday and time at which the update and provisioning are to be performed.

You can configure the schedule for updates and provisioning as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Configure the Schedule for Updates and Provisioning

1. Open the **Settings > Update & provisioning** page.
2. In the **Time** entry field, under **Schedule**, enter the required time. Possible entries:

   Time using the format hh:mm

   00 to **24**: Hours ("hh")

   00 to **59**: Minutes ("mm")
3. In **Schedule**, select or clear the check box for the planned weekdays.

   ☑ Switches on automatic update and provisioning for this weekday.

   ☐ Switches off automatic update and provisioning for this weekday.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Configure the Schedule for Updates and Provisioning

1. Tap on **All apps > Settings > Update & provisioning**.
2. Under **Schedule**, tap on **Schedule days of week**.
3. Select or clear the check box for the planned weekdays.
   - ☑ Switches on automatic update and provisioning for this weekday.
   - ☐ Switches off automatic update and provisioning for this weekday.
4. Tap on **OK**.
5. Under **Schedule**, tap on the **Time** entry field, and then enter the required time. Possible entries:

   Time using the format hh:mm

   00 to **23**: Hours ("hh")

   00 to **59**: Minutes ("mm")
6. Tap on **Save**.

Entering the Address of the Provisioning Server

To set up automatic provisioning of the configuration data you must enter the address of the provisioning server.

You can enter the address of the provisioning server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter the Address of the Provisioning Server

1. Open the **Settings > Update & provisioning** page.
2. In the **Provisioning server URL** entry field, under **Automatic Provisioning**, enter the address of the update server. Possible entries:

IP address with a range of 0 to 255 (example: 103.103.103.103)

URL (example: provisioningserver.uk)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter the Address of the Provisioning Server

1. Tap on **All apps > Settings > Update & provisioning**.
2. Under **Automatic provisioning**, tap on **Provisioning server URL**.
3. In the **Provisioning server URL** entry field, enter the address of the provisioning server. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: provisioningserver.uk)
4. Tap on **OK**.

Switching Automatic Provisioning On/Off

During automatic provisioning the configuration data is automatically loaded onto the telephone from the provisioning server, at the set point in time. The system then checks if a new firmware update is available on the update server. If an update is available, the new firmware is also loaded into the telephone if the automatic installation of updates is selected.

You can switch automatic provisioning of configuration data on or off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Automatic Provisioning On/Off

Requirements:

– The PBX or telephone must be connected to a broadband Internet connection

– Address of the DNS server entered on the **Settings > Network** page

– A schedule is configured on the **Settings > Update & provisioning** page

– The address of the provisioning server must be entered on the **Settings > Update & provisioning** page

– When automatic provisioning is performed: SD card inserted into slot (not write-protected, min. 128 MB free memory)

1. Open the **Settings > Update & provisioning** page.
2. Select or clear the **Automatic provisioning** check box.
   - ☑ Switches on automatic provisioning.
   - ☐ Switches off automatic provisioning.

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Switch Automatic Provisioning On/Off

Requirements:

– The PBX or telephone must be connected to a broadband Internet connection

– The address of the DNS server must be entered in **Settings > Network**

– A schedule is configured in **Settings > Update & provisioning**

– The address of the provisioning server must be entered in **Settings > Update & provisioning**

– When automatic provisioning is performed: SD card inserted into slot (not write-protected, min. 128 MB free memory)

1. Tap on **All apps > Settings > Update & provisioning**.
2. Select or clear the **Automatic provisioning** check box.
   - ☑ Switches on automatic provisioning.
   - ☐ Switches off automatic provisioning.

Switching Provisioning with DHCP Data On/Off

If provisioning with DHCP data is switched on, the telephone will receive the IP address of the provisioning server from a DHCP server. In addition to IP addresses, it is also possible to transmit further data to control the provisioning process.

You can switch provisioning with DHCP data on and off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Provisioning with DHCP Data On/Off

1. Open the **Settings > Update & provisioning** screen.
2. Select or clear the **Provisioning with DHCP data** check box.
   - ☑ Switches provisioning with DHCP data on.
   - ☐ Switches provisioning with DHCP data off.

Further steps:

– Save your settings before you leave the screen.

Using the Telephone to Switch Provisioning with DHCP Data On/Off

1. Tap on **All apps > Settings > Update & provisioning**.
2. Under **Automatic provisioning**, select or clear the **Provisioning with DHCP data** check box.
   - ☑ Switches provisioning with DHCP data on.
   - ☐ Switches provisioning with DHCP data off.

Triggering a Provisioning Test

If you have configured automatic provisioning, and entered the address of a provisioning server, you can check the provisioning settings, and the way the server works, by triggering a one-time provisioning test.

You can trigger a provisioning test as follows:

- Using the telephone

Using the Telephone to Trigger a Provisioning Test

Requirements:

– The PBX or telephone must be connected to a broadband Internet connection

– The address of the DNS server must be entered in **Settings > Network**

– The **Check for updates** check box must be selected in **Settings > Update & provisioning**

– The **Automatic provisioning** check box must be selected on the **Settings > Update & provisioning** page

– The address of the provisioning server must be entered in **Settings > Update & provisioning**

– SD card inserted into slot (not write-protected, min. 128 MB free memory)

Important: As soon as you tap on **Provisioning test**, this may delete the existing configuration and firmware data, which will then be replaced by new data. The telephone is restarted.

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1. Tap on **Provisioning test**.

   If the update and provisioning settings for the telephone are correct, and configuration and firmware data is present on the servers, this data is loaded onto the telephone. Following that the firmware is activated by an immediate reboot of the telephone.

   If the update and provisioning settings for the telephone are incorrect, or no data is present on the servers, a message that provisioning has failed is displayed in the status line on the telephone.

Further steps:

– After a firmware update you usually require a new version of the instructions. Current instructions can be found in the internet (see **www.auerswald.de/service**).

– To enable you to use new features after a firmware update on the telephone you often also need to update the firmware on the PBX. See Instructions for the PBX.

Entering the Address of the Update Server

To automatically update the firmware you must enter the address of the update server. The address of the update server is already entered in the factory settings. However, if it is not present, or if you would like to change the address, follow the instructions below.

You can enter the address of the update server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Enter the Address of the Update Server

1. Open the **Settings > Update & provisioning** page.
2. In the **Update server URL** entry field, under **Automatic Update**, enter the address of the update server. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: provisioningserver.uk)

Further steps:

– Save your settings before you leave the page.

Using the Telephone to Enter the Address of the Update Server

1. Tap on **All apps > Settings > Update & provisioning**.
2. Under **Automatic update**, tap on **Update server URL**.
3. In the **Update server URL** entry field, enter the update server's address. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: provisioningserver.uk)
4. Tap on **OK**.

Configuring Automatic Update via the Update Server

For an automatic update the system checks whether a new firmware update is available on the update server, at the set point in time. If an update is available, the new firmware is loaded into the telephone if the automatic installation of updates is selected.

You can configure automatic update via the update server as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Automatically Perform an Update via the Update Server

Requirements:

– The PBX or telephone must be connected to a broadband Internet connection

– Address of the DNS server entered on the **Settings > Network** page

– A schedule is configured on the **Settings > Update & provisioning** page

– The address of the update server must be entered on the **Settings > Update & provisioning** page

– Address of the DNS server entered on the **Settings > Network** page

– When the automatic update is performed: SD card inserted into slot (not write-protected, min. 128 MB free memory)

1. Open the **Settings > Update & provisioning** page.
2. Select or clear the **Check for updates** check box.
   - ☑ Switches on the check for availability of a new firmware version.
   - ☐ Switches off the check for availability of a new firmware version.

   Note: If only the **Check for updates** check box is selected, the system only checks for the availability of a new firmware version and, if there is one, it displays it. The firmware is not updated until the **Automatically install update** check box also is selected.
3. Select or clear the **Automatically install update** check box.

☑ Switches on automatic update.

☐ Switches off automatic update.

The system checks whether a new firmware version is available. If a new firmware version is available, it is loaded into the telephone and the telephone is restarted.

Further steps:

– Save your settings before you leave the page.

– After a firmware update you usually require a new version of the instructions. Current instructions can be found in the internet (see **www.auerswald.de/service**).

– To enable you to use new features after a firmware update on the telephone you often also need to update the firmware on the PBX. See Instructions for the PBX.

Using the Telephone to Automatically Perform an Update via the Update Server

Requirements:

– The PBX or telephone must be connected to a broadband Internet connection

– The address of the DNS server must be entered in **Settings > Network**

– A schedule is configured in **Settings > Update & provisioning**

– The address of the update server must be entered in **Settings > Update & provisioning**

– When the automatic update is performed: SD card inserted into slot (not write-protected, min. 128 MB free memory)

1. Tap on **All apps > Settings > Update & provisioning**.
2. Select or clear the **Check for updates** check box.

   ☑ Switches on the check for availability of a new firmware version.

   ☐ Switches off the check for availability of a new firmware version.

   Note: If only the **Check for updates** check box is selected, the system only checks for the availability of a new firmware version and, if there is one, it displays it. The firmware is not updated until the **Automatically install update** check box also is selected.

3. Select or clear the **Automatically install update** check box.

☑ Switches on automatic update.

☐ Switches off automatic update.

The system checks whether a new firmware version is available. If a new firmware version is available, it is loaded into the telephone and the telephone is restarted.

Further steps:

– After a firmware update you usually require a new version of the instructions. Current instructions can be found in the internet (see **www.auerswald.de/service**).

– To enable you to use new features after a firmware update on the telephone you often also need to update the firmware on the PBX. See Instructions for the PBX.

Triggering an Update Test

If you have entered the address of an update server, you can check the update settings and the way the server works, by triggering a one-time update test.

You can trigger an update test as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Trigger an Update Test

Requirements:

– The PBX or telephone must be connected to a broadband Internet connection

– The address of the DNS server must be entered in **Settings > Network**

– The address of the update server must be entered in **Settings > Update & provisioning**

– SD card inserted into slot (not write-protected, min. 128 MB free memory)

1. Open the **Settings > Update & provisioning** page.
2. Click **Firmware update**.

If the update settings for the telephone are correct, and a firmware file is available on the update server, a message appears in the status line on the telephone. By tapping on this message you can load the firmware file onto the telephone and then install it. The firmware is activated by a reboot of the telephone.

3. Click **Update**.

   A check for new firmware is carried out.

   If no firmware file is present on the update server, a warning that no new firmware is available is displayed.

   If the update settings for the telephone are incorrect, a message that checking for new firmware has failed is displayed in the status line on the telephone.

   If the update settings for the telephone are correct, and a firmware file is available on the update server, the new firmware will be installed. The telephone will be restarted and the authentication window opens.

   Note: To restart the telephone at a later time, tap on **Cancel** and then tap on **Reboot** under **Settings > Shutdown/Reboot** at the desired time.

4. Enter your username and password and click **OK**.

Further steps:

– After a firmware update you usually require a new version of the instructions. Current instructions can be found in the internet (see **www.auerswald.de/service**).

– To enable you to use new features after a firmware update on the telephone you often also need to update the firmware on the PBX. See Instructions for the PBX.

Using the Telephone to Trigger an Update Test

Requirements:

– The PBX or telephone must be connected to a broadband Internet connection

– The address of the DNS server must be entered in **Settings > Network**

– The address of the update server must be entered in **Settings > Update & provisioning**

– SD card inserted into slot (not write-protected, min. 128 MB free memory)

1. Tap on **Update test** under **Automatic update**.

If the update settings for the telephone are correct, and a firmware file is available on the update server, a dialogue opens.

If no firmware file is present on the update server, a warning that no new firmware is available is displayed.

If the update settings for the telephone are incorrect, a message that checking for new firmware has failed is displayed in the status line on the telephone.

2. Tap on **Download**.

   As soon as the firmware has been saved in the telephone, a window opens.

3. Tap on **Install**.

   As soon as the firmware has been installed in the telephone, a window opens.

4. To activate the new firmware, tap on **Restart now**.

   Note: To restart the telephone at a later time, tap on **Cancel** and then tap on **Reboot** under **Settings > Shutdown/Reboot** at the desired time.

   The telephone is now restarted.

Further steps:

– After a firmware update you usually require a new version of the instructions. Current instructions can be found in the internet (see **www.auerswald.de/service**).

– To enable you to use new features after a firmware update on the telephone you often also need to update the firmware on the PBX. See Instructions for the PBX.

Restoring Previous Firmware

If you have carried out a firmware update, and the firmware proves to be faulty, you can restore the previous firmware installation.

The telephone retains not only the current firmware used but also the firmware last used in Flash memory. When the firmware is restored, you can switch back and forth between either firmware version. During an update, the currently inactive firmware is overwritten.

You can perform a restoration as follows:

- Using the telephone

Using the Telephone to Restore Firmware

Requirements:

– A firmware update must have been performed

To restore the previous firmware, proceed as follows:

1. Disconnect the telephone from the mains supply.
2. Press the **Hook key** and the **Query key** simultaneously. Keep both keys pressed.
3. While holding both keys pressed, connect the telephone to the mains supply again.

   The LEDs on the loudspeaker and message key begin to flash green quickly for approximately 4 seconds.

   Following that the LEDs flash more slowly for approximately 4 seconds.
4. As soon as the LEDs start flashing more slowly, release the **Hook key** and the **Query key**.

   The system restores the previous firmware.

Configuration via SIP Messages

You can configure the COMfortel 3200/3500 via incoming SIP messages. Apart from the configuration of the telephone, other tasks, for example the configuration of programmable function keys and touch function key, can also be carried out centrally by a system administrator.

In order to configure the telephone via SIP messages, you need to switch on configuration via SIP messages and configure a configuration server in the whitelist for configuration via SIP messages.

> **Note:** You will find further information about configuration via SIP messages on the Internet (see **www.auerswald.de/service** under **Developer**.)

Switching Configuration via SIP Messages On/Off

You can switch configuration via SIP messages on and off as follows:

- Using the configuration manager
- Using the telephone

Using the Configuration Manager to Switch Configuration via SIP Messages On/Off

1. Open the **Settings > Update & provisioning** screen.
2. Under **Configuration via SIP messages**, select or clear the **Permit remote configuration via SIP messages** check box.
   - ☑ Switches configuration via SIP messages on.
   - ☐ Switches configuration via SIP messages off.

Further steps:

– Configure a configuration server in the whitelist for configuration via SIP messages.

– Save your settings before you leave the screen.

Using the Telephone to Switch Configuration via SIP Messages On/Off

1. Tap **All apps > Settings > Update & provisioning > Configuration via SIP**.
2. Select or clear the **Permit remote configuration via SIP messages** check box.
   - ☑ Switches configuration via SIP messages on.
   - ☐ Switches configuration via SIP messages off.

Further steps:

– Configure a configuration server in the whitelist for configuration via SIP messages.

Configuring a Whitelist for Configuration via SIP Messages

You can configure up to 5 configuration servers for the configuration via SIP messages in the whitelist.

You can configure a whitelist as follows:

- Using the configuration manager

- Using the telephone

Using the Configuration Manager to Configure a Whitelist for Configuration via SIP Messages

Requirements:

– Configuration via SIP messages enabled under **Settings > Update & provisioning**

1. Open the **Settings > Update & provisioning > Provisioning** screen.
2. In the **IP address of configuration server** entry field under **Configuration via SIP messages**, enter the address of the configuration server. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: Konfigurationsserver.de)

Further steps:

– Save your settings before you leave the screen.

Using the Telephone to Configure a Whitelist for Configuration via SIP Messages

Requirements:

– Configuration via SIP messages enabled under **All Apps > Settings > Update & provisioning > Configuration via SIP messages**

1. Tap on **All apps > Settings > Update & provisioning**.
2. Under **Configuration via SIP**, tap on **Configuration via SIP messages**.
3. Under **Whitelist**, tap on **IP address of configuration server** and enter the address of the configuration server in the entry field. Possible entries:

   IP address with a range of 0 to 255 (example: 103.103.103.103)

   URL (example: Konfigurationsserver.de)
4. Tap on **OK**.

Storage

The telephone is supplied with an SD card on which additional multimedia files and downloads from applications can be saved. SD cards with a capacity of between 2 GB and 32 GB can be used. The available storage is displayed under **Settings > Storage**. A file management system is not provided in the telephone's operating system, but you can set one up by installing an appropriate application.

You will find the expansion slot for the SD card on the underside of the telephone, near the USB ports.

Removing and Providing an SD Card

To avoid data loss you can safely remove the SD card.

> **Note:** When the SD card has been removed unexpectedly, the SD card will be write-protected after re-insertion. Proceed as described below to remove the write protection after an unexpected removal.

You can safely remove the SD card as follows:

- Using the telephone

1. Tap on **All apps > Settings > Storage**.
2. Tap on **Unmount SD card**.

   You can now remove the SD card. In the **Storage settings** dialog, **Mount the SD card** is displayed.
3. After you have inserted the SD card again, tap on **Mount the SD card** to make the SD card available again.

Formatting an SD card

If the SD card needs to be replaced, the new SD card must be formatted with a compatible file system.

Note: While the inserted SD card is being formatted, all data present on it is deleted.

You can format the SD card as follows:

- Using the telephone

1. Tap on **All apps > Settings > Storage**.
2. Tap on **Format SD card**.

   The SD card is formatted, and all data present is overwritten with the compatible file system.

Shutting Down and Rebooting the Telephone

It is possible to turn the telephone off completely. To do this, it can be shut down like a computer. If required, the telephone can also be rebooted.

You can perform the shutdown and reboot as follows:

- Using the telephone

1. Tap on **All apps > Settings > Shutdown/Reboot**.
2. Select one of the following options:

   Shutdown: Shuts the telephone down.

   Reboot: Reboots the telephone.

   Cancel: Cancels the action.

Note: If you have shut down the telephone as described above, the telephone will be in its idle state, but will still consume power. To save power, you can shut it down completely by unplugging the mains connector or disconnecting the PoE cable.

Service Data

You can record different types of data logs in case the telephone malfunctions. These logs can then be forwarded to the relevant departments (Service, Development) for troubleshooting.

Recording a Service Data Log

If you observe malfunctions of the telephone which are not due to operating errors or external circumstances, these malfunctions can be analysed with the help of the service data.

You can record a service data protocol as follows:

- Using the configuration manager

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

- Passwords of telephone, subscribers, VoIP accounts and VoIP 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. Open the **Settings > Backup** page.
2. Next to **Service data** under **Create backup**, click **Read**.

   A dialogue to download the file “ServiceData.log“ opens.

3. Click **Save file** (this text is dependent on the browser used).
4. Click **OK**.

   The log file is saved in the PC directory configured for downloads.

Further steps:

– This file helps the relevant departments (Service, Development) to find any errors.

Recording the Network Data Stream

In order to trace the network data stream, you can create a log of the network data stream in *.pcap format. This log can then be analysed (e.g. with Wireshark/Ethereal), for example to find the cause of any errors that may have occurred.

The recorded network data stream may contain the following components:

- Data streams of other computers in the network
- Connection data sets with destination, source, and time information of a telecommunication connection
- The spoken work of both ends of a telecommunication connection
- Configuration data of the telephone, as well as the corresponding PINs and passwords

Important:

Prior to recording, all subscribers of the telecommunication connection have to be informed that the contents are going to be recorded and as to who will process the data retrieved.

If you want to provide the recorded data to your specialised dealer or to Auerswald for the purpose of error analysis, you have to ensure that the applicable legal requirements are met.

You can record the netword data stream as follows:

- Using the configuration manager

Requirements:

– Popup blocker which is disabled in the browser or defined exception rule

1. Open the **Log files > Network data stream**.
2. Enter **ok** in the entry field to accept the legal notes.
3. Click **Start trace**.

   Recording of the network data stream starts.
4. Click **Stop trace** to stop recording the network data stream.

   A dialogue to download the file „servicetrace.pcap“ opens.
5. Click **Save file** (this text is dependent on the browser used).
6. Click **OK**.

   The log file is saved in the PC directory configured for downloads.

Further steps:

– This file helps the relevant departments (Service, Development) to find any errors.

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