

Aastra 142d at the OpenCom 1000 Communications System

User Guide

Welcome to Aastra

Thank you for choosing this Aastra product. Our product meets the strictest requirements with regard to quality and design.

The following User's Guide will assist you in using your Aastra 142d and provide answers to all your most important questions. If you should require further technical support or information about other Aastra products, please contact the person responsible for your system or get in touch with your local dealer.

You can also find information about this device and other products on our website at **<http://www.aastra.de>** or **<http://www.aastra.com>**.

We hope you enjoy using your Aastra 142d DECT telephone.

Contents

Using the Aastra 142d Telephone	1
Appropriate Use	1
Power Supply / Power Failure / Batteries	2
Safety Information	2
Communications Regulation Information	3
FCC Notices (U.S. Only)	3
Health and Safety Information	4
Industry Canada (Canada only)	4
Overview and Basic Information	5
Authorisation is Required	5
DECT and GAP	5
MEM Card	6
The Headset Socket	6
Installation	7
Unpacking and Setting up Telephone	7
Scope of Delivery	7
Setting up Charging Station	7
Activating Charging Station	8
Activating Mobile Unit	9
Important Battery Information	9
Charging and Discharging	9
Commissioning	9
Charging and Usage Times	10
Inserting/Removing Batteries	10
Charge Display	11
Charge Warning	12
Aastra 142d with MEM Card	12
General Information	12
Operation with/without MEM Card	12
Inserting MEM Card	13
Removing MEM Card	14
Subscribing Mobile Unit	14
The "Subscriptions" Menu	15
Creating New Subscription	17
Attaching/Removing Belt Clip	19
Functions	20
Operational Controls on the Mobile Unit	20
Display Elements and Symbols	21

The Display	21
Symbols Shown on the Display	21
Text Lines	22
Softkey Line	22
Illumination	22
Softkeys and Other Keys	22
Softkey: Arrow Keys	23
Softkey: OK	23
Softkey: Esc	23
Softkey: Redial	23
Softkey: Menu	24
Receiver Key	24
Speaker/Handsfree Key	24
Info Key	24
C Key	25
R Key (Signal Key) / Emergency Call Key	26
Hash Key	26
Star Key	26
Number Keys	26
Call Keys	26
The Editor	29
Menu Navigation	30
The Main Menu	30
Menus Hide Automatically	32

Basic Functions33

Device Functions	33
Switching Device on/off	33
Key Lock	34
Telephone Lock	34
Speaker/Handsfree Use	34
Adjusting Volume during a Call	34
Switching off Ringer	35
Muting Mobile Unit	35
Changing Display Contrast	36
Time / Alarm	36
Message Display	36
Emergency Call Key (SOS Number)	36
Phone Book	36
Connections	37
Internal and External Call Numbers	37
Multiple Connections	37
DTMF Postdial / VF Signalling	38

Charge Display (Charges)	38
Transmission of Call Numbers	38
Menus	39
Menu before and during a Call	39
Menu when Idle	39
Telephoning	41
External/Internal Calling	41
Line Seizure	41
Line Seizure via "Direct Call Key with Signalling"	41
Line Seizure via "Team Direct Call Key"	41
Connection Set-up on a Device with Internal Preferred Key	42
Making an External Call on a Phone with External Preferred Key	42
Making an Internal Call on a Phone with External Preferred Key	42
Dialling / Pre-dialling	42
Redialling	43
Calling from the Call Lists	43
Calling from the System's Central Phone Book	44
Calling from the Local Phone Book of Your Aastra 142d	44
Using Routes to Make Calls	45
Menu during Conversation	45
Menu if Subscriber Busy	46
Menu during the Call	46
Ending a Call	47
Accepting Calls	47
Optical Call Display	47
Normal Call	47
Calls while Telephoning	48
Incoming Call Menu	49
Enquiry, Toggle, Transfer and Conference	49
Enquiry /Toggle via the R Key	49
Enquiry /Toggle via Another Call Key	50
Transferring a Call to an Internal Subscriber	51
Transferring an External Call to an External Subscriber	51
Menu when Subscriber on Hold	52
Internal/External Three-Party-Conference	53
During the Conference	54
Menu during the Conference	55
Special Calls/Conversations	55
Call Back	55
Querying Voicebox	56
Recording Calls	57

Confirming Paging Messages	58
Calls for ACD Group Members	58
Team Functions	59
TOP TEAM Function	59
BROKER TEAM Function	60
PARALLEL TEAM Function	62
EXECUTIVE-/SECRETARY Team Function	64
Features and Menus	66
How to Set Features	66
The Main Menu	66
"Calls" Menu	67
"Call diversions" Menu	68
"Messages" Menu	69
"Settings" Menu	70
"Protection" Menu	76
"Special features" Menu	77
"Central config." (Central configurations) Menu	78
Information Menus	81
"Info" Menu	81
"Active features" Menu	82
Installing USB Drivers	83
Updating Software	84
PC Tool for Managing the Phone Book	85
Appendix	86
Important Information on Battery Use	86
Care and Maintenance	87
Environmental Properties and Disposal	88
Notes on Disposal	88
Declaration of Conformity	89
Limited Warranty	89
Exclusions	89
Warranty Repair Services	90
After Warranty Service	90
Technical Data	91
Menu Tree	93
Index	94

Using the Aastra 142d Telephone

The Aastra 142d is a cordless telephone for operation on the OpenCom 1000 communications system. You can also operate your mobile unit on other communications systems and thus use the same mobile unit at different locations. Operation on communications systems by other manufacturers is still possible when they comply with the GAP standard.

The newly designed menus offer you easy handling of your telephone and speedy access to the wide variety of functions and features of your system.

Make yourself acquainted with your telephone's capabilities. You will get to know many new functions which make communication and organization easier for you.

Appropriate Use

This product can be operated on a DECT-GAP-compatible communications system in all EU member countries. The telephone complies with radio-specific European-harmonised DECT standards.

The CE mark on the product confirms conformity with the technical regulations regarding user safety and electromagnetic compatibility, valid as of the issue date of the corresponding Declaration of Conformity according to European Directive 99/5/EC. The Declaration of Conformity can be viewed on the Aastra internet homepage.

This device remains approved for use in North America (USA and Canada). Please refer to the safety information under Communications Regulation Information starting on page 3.

Please use the other included documentation on parts of your communications system.

As is the case with any cordless telephone, this mobile unit uses radio signals which do not guarantee a connection under all circumstances. This is why you should never completely rely on cordless telephones for essential communication (e.g. for medical emergencies).

Power Supply / Power Failure / Batteries

This product requires a 100V to 240V alternating current power supply for operating the charging station. When you wish to disconnect the charging station from the power supply, pull the power supply unit plug out of the mains socket.

If there is a power outage, all memory data (programme and user data) are saved on the mobile unit without alteration.

Please refer to page 86 for important information on battery use.

Safety Information

The charging station may only be set up and operated within a closed building.

Place the charging station on an anti-slip mat.

Do not set up the charging station and mobile unit near:

- water, moisture or damp places
- heat sources, direct sunlight or unventilated places
- devices which generate powerful magnetic fields
- places where the device can be covered up or liquid can get in
- dusty places and places subject to vibrations, shocks or extreme temperature fluctuations.

Please be sure to note the following when setting up, connecting and operating the telephone:

- Position the connecting cable where it will not cause an accident!
- Be sure to only connect the connecting cable into appropriate sockets.
- Connect only approved accessories.
- Use the supplied AC adapter (ID No.: 23-001071-00) only.
- Do not use any power supply that is visibly damaged (ruptures, housing cracks).
- Research has demonstrated that in certain cases medical devices can be affected by portable telephones (DECT) that are switched on. This is why when within medical institutions you should be sure to comply with the regulations of the respective institution when using portable telephones.
- Do not hold the telephone in the hands-free mode next to your ear as the volume can be very high.

- This product's earcap region (at the front) and the loudspeaker region (at the rear) is slightly magnetic and may pick up metallic objects, such as staples or pins. Please check both regions for metallic objects before use.

WARNING!**Never**

- open the charging station or the mobile device (aside from the battery compartment lid)!
 - touch the plug contacts with sharp, metal objects!
 - carry the charger by the connecting cable!
-

- Only use a slightly damp or an anti-static cloth to clean your telephone. Never use a dry cloth. Never use cleansing agents.
- Do not use your telephone in areas at risk of explosion.
- Set up and keep mobile device and accessories outside the reach of children.

Note for persons wearing hearing aids

Persons wearing hearing aids should keep in mind that when using the mobile device at sufficient volume, the resulting radio signal interference produces an unpleasant humming noise.

Communications Regulation Information

FCC Notices (U.S. Only)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Modifications not expressly approved by this company could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which

can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Health and Safety Information

Exposure to Radio Frequency (RF) Signals:

The wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This EUT has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528-2003.

Industry Canada (Canada only)

Operation of this device is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

Exposure to Radio Frequency (RF) Signals:

The wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. These guidelines are based

on the safety standards previously set by international standard bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

This device has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment / general public exposure limits specific in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement procedures specified in IEEE 1528-2003.

Overview and Basic Information

Authorisation is Required

Most of the features mentioned in this manual can only be used when you have the corresponding user authorisation. Your system administrator configures authorisations when configuring the communications system.

Contact the system administrator when you have questions on specific features or are not able to use a feature satisfactorily.

DECT and GAP

A digital radio connection is established between the mobile unit and the base station (Radio Fixed Part, RFP) in accordance with the DECT standard (DECT = Digital Enhanced Cordless Telecommunications). The digital channel ensures the best voice quality without static or background noise. The Generic Access Profile (GAP) is used for signalling between the communications system and the mobile unit.

The Generic Access Profile (GAP) and the DECT standard define procedures according to which digital cordless telephones can establish connections. The GAP standard applies independent of manufacturer, meaning that communications systems and mobile units of various manufacturers can be combined. The basic functions (telephoning, accepting calls) are always available in these combinations; other functions (e.g. displaying the call number on the display, displaying connection charges) which your OpenCom 1000 communications system provides along with your mobile unit, may not be available with other manufacturers' communications systems. Please consult the corresponding manufacturer's user guide or contact your system administrator.

Information on transmission quality

- Due to digital transmission within the frequency range used – even within range depending on the structural environment – dead spots can result. In this case, transmission quality can be lessened by increased and brief transmission gaps. A slight movement outside the dead spot will re-establish the usual transmission quality. When a caller goes out of range, the connection is disconnected.
- In order to avoid radio-related interference with other electronic devices, we recommend as great a distance as possible (minimum of 1 m) between the charger or mobile unit and other devices (e.g. radios, loudspeakers, etc).

MEM Card

The Aastra 142d is equipped with a memory card (MEM card). The MEM card stores the check-in data of the device, the user name, the display language, a local directory and the device identification (IPEI = International Portable Equipment Identity). This means that when switching devices by inserting the MEM card into another device, this data is available on the other device and calls can be made immediately (without checking in again).

The MEM card is inserted into the battery compartment below the battery. For safety reasons, the device has an additional battery compartment lock. If the MEM card is enclosed separately, you have to insert it in the battery compartment below the battery. Please refer to the chapter Aastra 142d with MEM Card starting on page 12 for information on how to insert the MEM card into the Aastra 142d.

The Headset Socket

The mobile unit has a 2.5 mm socket for connecting a headset. The Aastra headset accessory only must be used in order to comply with the electrical values.

Installation

There are several steps involved when commissioning for the first time, described in detail in the following sections. These steps comprise these key words:

1. Unpacking telephone, checking scope of delivery and setting up charging station
– described under Unpacking and Setting up Telephone starting on page 7.
2. Open telephone, insert MEM card (optional), insert batteries and charge batteries – described under Activating Mobile Unit starting on page 9 and Aastra 142d with MEM Card starting on page 12.
3. Switch on telephone and subscribe it on a communications system or on a GAP base station – described under Subscribing Mobile Unit starting on page 14.

Please read the following sections first before beginning with first-time commissioning.

Unpacking and Setting up Telephone

Scope of Delivery

The packaging contains:

- Aastra 142d mobile unit
- Charging station
- AC adapter (ID No.: 23-001071-00)
- three batteries
- MEM card (please refer to Aastra 142d with MEM Card starting on page 12 also)
- Belt clip
- short user guide

Setting up Charging Station

Your telephone is made for normal usage conditions. Today's furniture is coated with a sheer myriad of lacquers and plastics and treated with various lacquer care products. It is possible that some of these materials contain components which can attack and deteriorate the plastic feet of the charging station. The device feet altered by these foreign substances may leave undesirable marks on furniture surfaces.

Installation

For understandable reasons, the manufacturer cannot assume liability for these types of damage. This is why you should use an anti-slip mat under your charging station – particularly with furniture that is new or has been freshened up with lacquer care products.

Note:

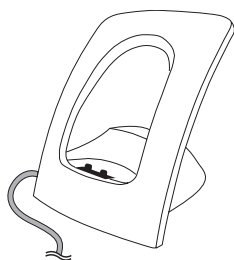
Please make sure you do not set up the charging station in the space where doors or windows open: Damage Risk!

Activating Charging Station

Safety precaution

Only use the AC adapter with the ID No.: 23-001071-00 type designation as intended for the charging station!

The power supply unit is suitable for 100V to 240V alternating current (50 - 60 Hz). It comes with 4 interchangeable adapters so it can be used practically anywhere worldwide. As needed, put the connector onto the power supply used in your country.



Power Supply

Position the switch on the power supply at OPEN and slide the connector in place upwards and off. Stick the desired new connector into the power supply and push it downwards until it clicks into place.

Insert the power cable into the socket on the charging station and then the AC adapter into a mains socket.

Note:

If the AC adapter is not connected or there is a power failure your charging station is not operable. A mobile unit on the charging station which is not connected to the mains socket remains switched on and discharges during the stand-by time.

Activating Mobile Unit

Important Battery Information

Use batteries only as intended. Never use a battery that is damaged or used.

Heat or cold reduce the battery performance and life span. A mobile unit with hot or cold batteries may be temporarily inoperable even though they are fully charged.

Dispose of used batteries in accordance with local government requirements. Be sure to recycle them!

Never throw batteries into a fire.

Charging and Discharging

A battery can be charged and discharged hundreds of times but is used up at some point. If the operation time (i.e. calling and stand-by time) becomes significantly shorter than normal, it is time to replace the batteries.

In order to attain long operation times, batteries should be discharged from time to time by removing the mobile unit from the charging station and leaving it switched on until it switches itself off. Only use this method for discharging batteries.

Extreme temperatures affect the charging capacity of the battery.

Commissioning

Load the battery ca. 5 to 6 hours before using the mobile unit for the first time. This precautionary measure helps extend the battery life span. Maximum battery performance is achieved only after three to five charge and discharge cycles. Place the mobile unit regularly onto the charger to charge the battery optimally.

Observe the correct polarity when replacing the batteries (see page 10).

Note:

It is strictly mandatory to use only those battery types approved by the manufacturer. If other battery types are used, the manufacturer assumes no liability for any defective functioning or damages occurring.

The batteries have to be charged first for your mobile unit to be operational. Now you can subscribe the mobile unit (see Subscribing Mobile Unit starting on page 14). Then you can use your mobile unit to make a call.

Charging and Usage Times

- **Charging time:** (fully discharged batteries) to full capacity in 5 to 6 hours
- **Talk Time:**
 - up to 18 hours (fully charged) for North America
 - up to 15 hours (fully charged) for other countries
- **Stand-by Time:**
 - up to 125 hours (fully charged) for North America
 - up to 140 hours (fully charged) for other countries

Note:

Batteries whose charge level is unknown take ca. 14 hours to fully charge.

Poor radio connections (large distance from system radio station) reduce the stand-by and talk time of the mobile unit. High speaker or ringer signal volume, frequently activated key and display lighting as well as activated vibration alarm are also features decisive in reducing stand-by and talk times.

Inserting/Removing Batteries

There is a battery compartment on the lower side of the mobile unit for the three included AAA batteries. The appendix contains important information on battery use (see page 86).

Proceed as follows to insert and remove the battery pack:

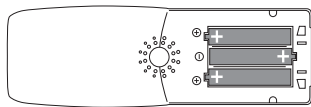
Opening the battery compartment

To unlock the battery compartment cover, use a pointed object (e.g. a ballpoint pen) and push it into the hole at the bottom of the handset (1). Lift away the cover at the same time as illustrated (2).



Inserting the three batteries (note polarity)

Observe the correct polarity of the batteries. The + - marking in the battery compartment must be aligned with the + - marking on the batteries. Batteries can be inserted without force. If batteries are inserted with incorrect polarity, this may damage the device.



Closing the battery compartment

After inserting the MEM card (please refer to page 12), position the battery compartment cover slightly diagonally as shown (1) and flip it downwards (2) until it has clearly clicked into place.



Note:

Switch off the mobile unit before removing the batteries as there may be a loss of data otherwise.

Charge Display

The charging status of the battery is shown on the display. The following means:



81 - 100 % charged



61 - 80 % charged



41 - 60 % charged



21 - 40 % charged



0 - 20 % charged



(Frame flashes) Battery nearly discharged,
warning tone issued

Your handset has a "battery management system" that must determine the limits of the battery charging status before it can display an accurate charge level.

When the battery has been replaced, the charge level is not correctly displayed until a whole charge and discharge cycle has been completed.

Charge Warning

When the battery capacity is nearly exhausted, the battery symbol will flash in the display and you hear a “3-beep” acoustic warning signal every minute. If you are making a call at the time, you have 5 minutes to complete the call before the mobile unit shuts itself off. If you are not making a call and the handset is not in the charging station, “Battery Alarm” appears on the display. You can no longer make a telephone call now.

NiMH batteries only, never use common batteries / primary cells (see page 86).

Note:

You can replace your mobile unit back onto the charging station after each call. The charging process is controlled electronically so that batteries at whatever charge level are optimally and carefully charged. Avoid removing the batteries for no particular reason from the mobile unit as this impairs the optimal charging process. The capacity of the batteries used can be improved when after more lengthy usage periods the batteries are fully discharged and then fully recharged (see also page 9).

Aastra 142d with MEM Card

General Information

The Aastra 142d can be equipped with a memory card (MEM card). The MEM card stores the local directory, the display language, the user name and the check-in data as well as the device identification (IPEI = International Portable Equipment Identity). This means that when switching devices by inserting the MEM card into another device, this data is available on the other device and calls can be made immediately (without checking in again).

Operation with/without MEM Card

The Aastra 142d when commissioning for the first time, without a MEM card, is also fully operational (without the above mentioned advantages). However, if you have inserted a MEM card (which also already adopted the telephone's data), then removing it causes the Aastra 142d to become non-functional until a programmed MEM card is inserted.

Programmed MEM card means: a MEM card that has been inserted in another device or a MEM card that has been especially prepared by the service department (e.g. as replacement).

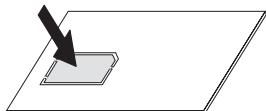
Inserting MEM Card

Safety precaution!

The MEM card must be handled with a great deal of care. The contacts must be free of dust, moisture, grease, etc. Do not store the MEM card in warm areas (e.g. direct sunlight). Do not bend the MEM card; the contacts can be broken.

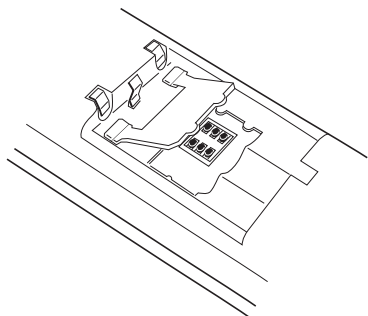
The MEM card is inserted into the battery compartment below the battery.

1. Using your finger, first remove the small MEM card from the larger frame.

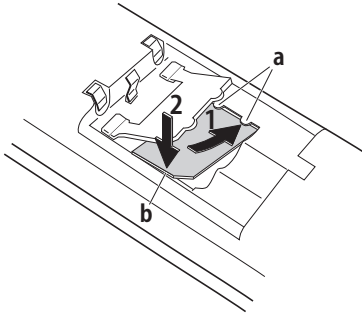


2. Open the battery compartment (see page 10) and remove the batteries (if these have already been inserted).
3. Slide the MEM card cover in the battery compartment in the arrow direction (OPEN). Gently pivot the cover upwards.

Note: Never touch the shiny gold contacts now visible! Static discharge can cause the device to become defective.



4. Slide the MEM card (with the contacts facing downwards) under the half-moon holders (a) in the MEM card compartment. Ensure that the bevelled edge of the MEM card is to the bottom left while doing so.
5. Press the MEM card down until it audibly locks into place.



6. Close the MEM card compartment with the cover. Slide the cover notches into the case until the cover is completely covering the MEM card.
7. Insert the batteries and close the battery compartment (see page 10).

Removing MEM Card

It is only necessary to remove the MEM card if you pass the mobile unit on to someone or if you need the MEM card for a new mobile unit.

After having removed the batteries (see page 10):

1. Slide the MEM card cover in the battery compartment in the arrow direction (OPEN). Gently pivot the cover upwards.
2. Use a pointed object to push onto the release (b), see diagram on page 14.
3. Take the MEM card out.

Subscribing Mobile Unit

Your mobile unit can be operated on a maximum of 10 different communications systems. To do so, it has to be subscribed to each system, i.e. subscribed and checked in.

The subscription procedure is usually done when commissioning the device. This is usually done by your system administrator for you when operated on the OpenCom 1000 communications system. Subscribing is done via the following steps:

1. Switch on the mobile unit. To do so, press the  key.

When commissioning for the first time, the **Language** menu appears. Use the  arrow keys to select the desired display language. Confirm with the  key or with the  softkey.

2. When commissioning for the first time, the **Subscriptions** menu automatically appears on the display with the **No Subscription** notification. Press the **New** softkey to start subscription (please refer to page 17).

If you do not wish to immediately start checking in, after a few seconds **No Subscription** appears on the mobile unit on the idle display. In this case, call the “Subscriptions” menu on the mobile unit to create a new subscription entry (please refer to page 15).

3. Subscription if the mobile unit is already subscribed to one or more communications systems: select a subscription entry to be used for checking in (see Managing existing subscription starting on page 72).

After completion of this process, the mobile unit is ready for operation.

The following applies to other manufacturers’ communications systems:

Subscribe your mobile unit with the communications system as described in the manufacturer manual.

If you wish to subscribe your mobile unit to another communications system, please consult the corresponding documentation. If you wish to subscribe the mobile unit to another GAP-compatible system, the system, however, is refusing to do so, please activate the “GAP only” feature in the “Settings > System > Subscriptions” menu (see page 73). GAP-protocol compliant features only are available with this setting. When operating a system terminal on the OpenCom 1000 communications system, this feature must not be activated!

The “Subscriptions” Menu

The content of the **Subscriptions** menu and the position of this menu entry depend on the current subscription state. Access to the **Subscriptions** menu differs and depends on whether

- the mobile unit has no subscription yet, such that the device cannot be checked in either (see page 15),
- or the mobile unit is already checked in on a communications system (see page 16).

No subscription

When doing first-time commissioning or if all subscriptions have been deleted, start the subscription to a communications system with the following steps:

Installation

- Menu Press softkey.
-  Use the arrow keys to select the **System** menu entry.
- OK Press softkey. The **Subscriptions** menu entry is now selected in the **System** menu.
- OK Press softkey. The **Subscriptions** menu opens. **No Subscriptions** appears on the display.
- New Press softkey to begin subscription. The procedure is identical to the one described in the Start subscription section on page 17.

Mobile unit is already checked in to the communications system

During normal operation, the mobile unit menus are adapted to the communications system. To manage a subscription or start a new subscription, use the following steps:

- Menu Press softkey (long key press).
-  Use the arrow keys to select the **Settings** menu entry.
- OK Press softkey.
-  Use the arrow keys to select the **System** menu entry.
- OK Press softkey. The **Subscriptions** menu entry is now selected in the **System** menu.
- OK Press softkey. A list of the names of the communications systems where the mobile unit is already subscribed is displayed in the **Subscriptions** menu. In addition, the **Auto.Search** menu entry is available.
-  Use the arrow keys to select one of the entries.
- Options Press softkey. The **New** menu entry is now selected in the **Subscriptions** menu.
- OK Press softkey to begin the new subscription. The procedure is identical to the one described in the Start subscription section on page 17.

Note:

You may select an existing subscription entry and change its settings in the **Subscriptions** menu. Please refer to the Managing existing subscription starting on page 72 section for information.

Creating New Subscription

The subscription of the mobile unit to a communications system is necessary for the mobile unit to check in to the communications system. A further requirement is that the communications system can establish a radio connection to the mobile unit (PP = Portable Part) via one or more connected radio stations (RFP = Radio Fixed Part).

When you wish to subscribe the mobile unit, you must configure a new DECT configuration entry in the communications system. The IPEI (International Portable Equipment Identity) of the mobile unit is required for this configuration entry. The IPEI is displayed on the mobile unit at the beginning of subscription (see the following "Start subscription" section).

Start subscription

You have selected the **New** menu entry in the **Subscriptions** menu (please refer to the sections No subscription on page 15 and Mobile unit is already checked in to the communications system on page 16).

Now conduct the subscription with the following steps:

The mobile unit IPEI appears. Read the IPEI and enter it into the communications system Configurator. Enter the desired authentication code (AC = Authentication Code) into the Configurator as well.

OK

Press softkey to continue.



Enter PARK: now enter the PARK of the communications system. The PARK (Portable Access Right Key) identifies the communications system. You can view this number in the communications system Configurator.

If there are no other communications systems within radio range and you have activated simplified registration on the communications system, you can continue without entering a PARK.

OK

Press softkey to confirm and continue.



Enter Auth.Code: now enter the maximum 8-digit code that you entered into the communications system Configurator.



Press softkey to confirm and continue.

The mobile unit begins checking in and displays **Searching for a DECT System**. This procedure should be completed very quickly. If the entries are not correct or the radio connection is inadequate, a progress bar appears on the mobile unit. In this case, cancel the procedure using the **Esc** softkey and repeat the subscription with corrected entries.

Note:

When you prefix authentication code entry with the star key, the mobile unit will be checked in as a GAP device.

Tip:

The length and quality of the authentication code used depends on your security requirements. Please keep in mind that the memory required for the authentication code increases 4 bits per additional digit.

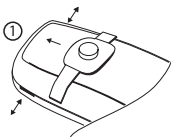
After checking in successfully, you can enter name and number for the new subscription entry. Confirm with the **OK** softkey.

Note:

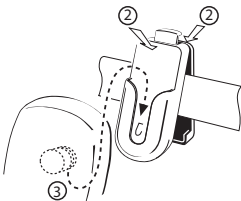
If you wish to subscribe the mobile unit to a GAP base station for instance, the process is often started with a simplified procedure. In many cases, press a key on the GAP base station to open a subscription time frame. During the time frame, start the simplified subscription and confirm all requirements on the mobile unit with the **OK** softkey.

Attaching/Removing Belt Clip

1. Slide the adapter clip over the back of the mobile unit until the clip snaps into place in the side openings. Pull the clip slightly apart to remove it.

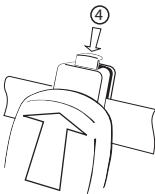


2. Attaching belt clip: press – as shown – the upper end of the belt clip together, slide it over the belt, and let go of the end of the clip.



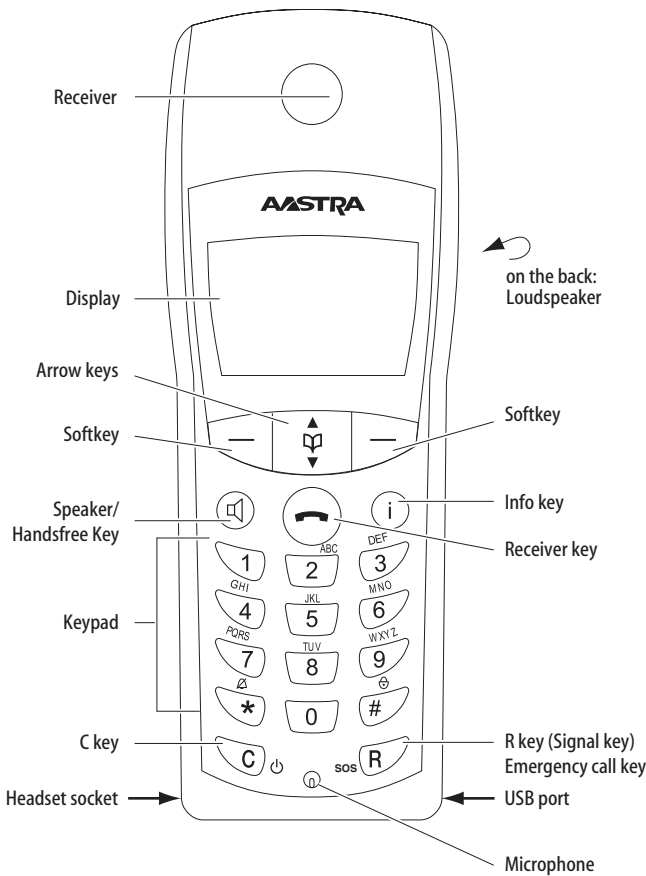
3. Securing mobile unit: slide your mobile unit with the adapter ring into the belt clip until it clicks into place.

4. Removing mobile unit: press the release and pull the mobile unit upwards out of the belt clip.



Functions

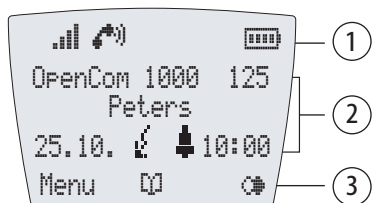
Operational Controls on the Mobile Unit



Operational Controls on the Aastra 142d

Display Elements and Symbols

The Display



Display on the Aastra 142d

- 1** symbol line (see page 21)
- 2** symbol lines (see page 22)
- 3** symbol lines (see page 22)

Symbols Shown on the Display

- Quality of the radio connection (four bars: reliable radio connection; only one bar: unreliable radio connection)
- Connection status (receiver key was pressed)
- Connection status (speaker/handsfree is activated)
- Microphone is switched off and can be switched on
- Microphone is switched on and can be switched off
- Ringer switched off
- Charging status of batteries (see Charge Display starting on page 11)
- Keypad lock is switched on and can be switched off
- Redial list
- You have received messages (short messages, e-mail, voicebox messages).
- Telephone book (see page 36)
- You have programmed and activated a local alarm (see page 70).
- You have activated a feature that impairs your reachability: Call diversion, Call blocking

Text Lines

The three middle lines of the five-line display shows information on the current connection state or menu lists and texts.

In the idle state you see the name of the communications system, the internal call number of the mobile unit, the programmed user name and the current time. Activated features and a programmed alarm are still shown. In the call state, you see the call number or the name of the caller/called subscriber on the display.

Pick-lists (e.g. phone book) and the menu for the features are displayed in three line extracts on the display. Use the arrow keys to scroll up or down. A selectable entry appears with a dark background.



Text Lines on the Astra 142d

Softkey Line

The texts and symbols in this line refer to the keys underneath. The contents of the line change according to the operating status.

Illumination

The display is automatically illuminated when calls are received or when you press a key. The illumination is automatically switched off again ten seconds after the last key was pressed.

Softkeys and Other Keys

Both keys below the display as well as the arrow keys are called softkeys. The functions assigned to the keys are shown in the lowest line of the display. The key function automatically changes depending on the respective operation state of the mobile unit.

Softkey: Arrow Keys

Above the arrow keys you will see symbols that identify the individual functions of the arrow keys:



The up arrow key allows you to select telephone numbers from the phone book of your communications system.



The down arrow key allows you to select telephone numbers from the local phone book of your communications system.



When you are entering call numbers or texts, you can make changes by moving a cursor. The arrow keys allow you to move the cursor to the beginning or end of the entry.



If a pick-list (e.g. phone book or menu) is displayed, you can use the arrow keys to scroll to the desired entry.

If a continuous text is shown (e.g. a message), you can scroll up and down through the text with the arrow keys.



During a call you can change the volume of the receiver/headset or of the loudspeaker using the arrow keys.

Softkey: OK

Use the **OK** softkey to confirm the selected function.

If a function only has one quick-switch option, it is operated by this key. On the display, active settings (ON) are indicated by a "✓" next to the relevant item; inactive settings (OFF) are indicated by a "–" or this space in a line is empty.

Softkey: Esc

Press the **Esc** softkey **briefly** to exit the section of the menu currently displayed. You will then see the selection from the previous menu branch or the current idle or call display. When you navigate within the menu and press and **hold** the **Esc** softkey the menu closes and the telephone returns to the idle state once again.

Softkey: Redial

Allows you to select a call number from the redial list.

Softkey: Menu

A **long** key press of the Menu softkey in the idle state: the main menu is displayed. This menu is where you can make all desired phone settings. The individual menus are explained in the chapter The Main Menu starting on page 66.

A **short** key press to the Menu softkey: depending on the mobile unit state, displays a menu with only relevant operations, i.e. ones that can currently be executed.

Receiver Key

☎ The receiver key has multiple functions. There is a distinction depending on the current state of the telephone, e.g. idle state, on a call, in the edit mode etc. The following functions are available:

... when idle:

The first line designated for outgoing connections is seized.

... during an incoming call:

The call is accepted.

... during a call:

The call is ended or the connection is disconnected.

... if you are in the lists (e.g. call list, redial list) or if numbers have been entered:

The first line designated for outgoing connections is seized and the call number dialled.

Speaker/Handsfree Key

🔊 Activates/deactivates the Speaker/Handsfree mode. When Speaker /Handsfree is activated, this key is lit. This key flashes when there is a call. You can accept the call using the loudspeaker key and conduct the call in the handsfree mode.

Info Key

ℹ Use the Info key to access the various lists (e.g. call list) as well as view and change currently activated features (e.g. call blocking, call diversion).

If there are new calls, e-mails, short messages or voicebox messages the Info key flashes. The  symbol will also appear on the display.

C Key

 The C key has multiple functions. It depends on the current state of the telephone, e.g. idle state, on a call, in the edit mode etc. and there is a distinction between a **short** or **long** key press. The following functions are available:

... if the device is switched off:

short or **long** key press: The device is switched on.

... when idle:

- **short** key press: All function keys and call keys configured for the telephone are displayed – independent of the call state (idle, calling, talking).
- **long** key press: The device is switched off.

... during an incoming call:

- **short** key press: A key menu shows a list of the call keys (please refer to page 26) to which incoming calls are assigned.
- **long** key press **until** audio signal: A key menu shows the list of all call keys of the telephone.
- **long** key press **after** audio signal: The device is switched off.

... during the call:

- **short** key press: A key menu shows a list of the call keys (please refer to page 26) to which incoming calls are assigned. If only one call key is configured on your telephone, the idle display appears.
- **long** key press **until** audio signal: A key menu shows the list of all call keys of the telephone.
- **long** key press **after** audio signal: The device is switched off.

... while editing list entries:

- **short** key press: deletes a single character to the left of the cursor
- **long** key press: deletes (after a short notification tone) the entire line content

... when in the lists (e.g. call or redial list):

short key press: deletes the selected entry

R Key (Signal Key) / Emergency Call Key

Short key press of the  key during a call: an enquiry is initiated.

Long key press when idle: the previously configured emergency call number (SOS) is dialled. You can enter the emergency call number in the "Telephone Option> Emergency call" menu (see page 74).

Hash Key

Long key press of the  key when idle: switches the keypad lock on. An active keypad lock is displayed with the  symbol in the softkey line. To unlock the keypad, press the softkey under this symbol and then the  key.

Star Key

Long key press of the  key when idle: switches the buzzer/ringer on and off.

Short key press while entering text (e.g. name for phone book entry): switch back and forth between upper and lower case.

Number Keys

The  to  number keys are for entering call numbers, names and vanity call numbers. For information on entering text using the number keys, please refer to the chapter The Editor starting on page 29.

Long key press in call state: opens the local phone book and you can search for a call number, see Editing local phone book entries of your Aastra 142d starting on page 37.

Call Keys

The term "call keys" is taken from corded system phones, which have individual keys for making calls. On the Aastra 142d they are represented in the "key menu" as virtual keys on a list. If configured, these are the "keys" you use to make calls and be called with. Open the key menu with a short or long key press on the C key  – independent of the device state (see also page 25).

Distinctions are made for a call key – depending on its function:

Key designation	Function
Device key	This key is assigned your internal device call number; see page 27.
INTERNAL key(s)	For each terminal there is at least one internal call key (INTERNAL key). This INTERNAL key corresponds to the device call number. If other INTERNAL keys have been set up on your phone, you can use these keys to make and receive calls to and from internal subscribers, see page 27.
EXTERNAL key(s)	You can use these key(s) to seize an external line and to receive calls, see page 27.
Direct call key with signalling	Call key that only allows a connection to be set up with one particular destination (internal call number), see page 28.
MULTIPLE key	A MULTIPLE key is a call key programmed on the telephones of multiple users and is used by them together (in a team), see page 28.
Team direct call key	Use this key to call a (certain) team member and to accept calls for that member, see page 28.
Partner direct call key	Use this key exclusively for calls with precisely one (specific) internal user, see page 29.

Note:

Your system administrator configures call keys for you when configuring the communications system.

Device key

The device key is assigned your internal device call number (primary call number). It is labelled with your internal call number (or alternatively with a text programmed by the system administrator).

INTERNAL keys and EXTERNAL keys

Besides your device key other call keys can be set up on your phone. These keys allow you to make and receive internal and external calls. Each of the keys has its own call number. Calls from internal subscribers are signalled on INTERNAL keys. In the case of an EXTERNAL key your internal call number is assigned to an external call number under which you can be reached from the outside. Several external call numbers may be assigned to the key.

To make a call, seize one of your INTERNAL/EXTERNAL keys by pressing the ☹ receiver key; you can then make an external or internal call immediately (depending on the system setting), see the chapter External/Internal Calling starting on page 41.

Direct call key with signalling

“Direct call keys with signalling” are special call keys that allow a connection to be set up to one destination partner only. When you are making a call using a “direct call key with signalling” your phone’s other call keys remain free. This means other callers can reach you.

MULTIPLE key

A MULTIPLE key is a call key (device key or INTERNAL/EXTERNAL key) programmed on several phones. This means that MULTIPLE keys have the same (internal) call number. The phones involved represent a team; calls to one team member are signalled to all the MULTIPLE keys on the phones of the other team members.

A MULTIPLE key is operated in the following way:

- When a call is made to a team member you can use the key to answer the call in his/her place.
- You can use the key to make calls yourself. In this case you will be occupying the team member’s call number.
- Depending on whether your MULTIPLE key is a team member’s INTERNAL or EXTERNAL key you can set up internal or external connections using the MULTIPLE key.

Please refer to the Team Functions starting on page 59 chapter for further information.

Team direct call key

A “team direct call key” is used to program the internal call number of another team member. Selecting this key allows you to answer a call on behalf of the other team member or to make a call to the other team member. Please refer to the Team Functions starting on page 59 chapter for further information.

Note:

A team direct call key is usually set up in a team configuration. Your system administrator can also set up a team direct call key for you without it being assigned to a team.

Partner direct call key

A “partner direct call key” allows two subscribers to be connected with each other by a private line, i.e. the line is used exclusively for connections between the two partners. Both partners then have a corresponding “partner direct call key” on their respective phones. Any partner can use the key to call the other partner directly, even if the called partner is in a call (busy) using a different call key on his phone. Please refer to the Team Functions starting on page 59 chapter for further information.

The Editor

Using the editor, you can enter or change call numbers and names within lists (e.g. in the phone book). The maximum length when entering characters (call numbers) is 32 characters and when entering letters (names) 16 characters. In input lines for entering text, the numeric keyboard automatically switches to entry of letters. The following characters can be entered using multiple key press of number keys:

Key	Upper-case letter	Lower-case letter
	! ? 1 - + * / = & () % ' ;	! ? 1 - + * / = & () % ' ;
	A B C 2 Ä Å Æ Ç	a b c 2 ä å æ ç
	D E F 3 È É Ê Ë	d e f 3 è é ê ë
	G H I 4 Í Î Ï	g h i 4 í î ï
	J K L 5	j k l 5
	M N O 6 Ñ Ò Ó Ô Õ Ø	m n o 6 ñ ò ó ô õ ø
	P Q R S 7 ß	p q r s 7 ß
	T U V 8 Ü Ù Ú Û	t u v 8 ü ù ú û
	W X Y Z 9	w x y z 9
	space , . 0 ; ; _ " ' ^ ~	space , . 0 ; ; _ " ' ^ ~
	Switching upper/lower case	Switching upper/lower case
	# @ € \$ £ ¥ § < > { } [\]	# @ € \$ £ ¥ § < > { } [\]

- When entering text, use the arrow keys to move text input position to the beginning or end of the entry.
- Entries are always made at the cursor position.
- Input position moves automatically forward if you make no entry for a short time or when you enter a new character.
- When entering text, the first letter is automatically upper case and then automatically switched to lower case. After you enter a space, the next letter is upper case.
- When entering text you can switch upper and lower case by pressing a number key **longer**. The upper/lower case remains in effect until the next long key press. You can also press the  star key to switch back and forth between upper and lower case.
- A short press of the C-Key  deletes single numbers/characters (left of the cursor position), a long key press to delete the entire entry.
- The **Esc** softkey cancels the input procedure.

Menu Navigation

The Main Menu

Menu

When idle, press the Menu softkey **long**.

The main menu opens (see also page 66).



Select an entry via the arrow keys.

OK

Press the OK softkey to call a menu entry. Make the desired settings and entries, then:

- OK / Esc
- use the OK softkey to confirm a selected function or entry (see also page 23)
and/or
 - press the Esc softkey to go back a menu level (see also page 23).

Scrolling

Use the  arrow keys to scroll through menu entries. When you press the **up arrow key** with the first menu entry selected, you go to the last menu entry. When you press the **down arrow key** with the last menu entry selected, you go to the first menu entry.

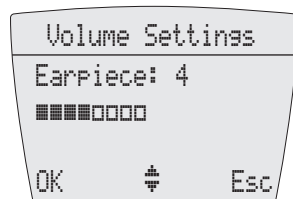
Switching function

Some functions only offer two settings – ON or OFF. You can tell the function is active (ON) due to ✓. If the function is deactivated, this spot in the display line is blank.



Number or arrow key configuration

In the "Ringer settings> Volume" menu, for example, you can use the number keypad or the  arrow keys to set the desired volume (e.g. level 4). After pressing the OK softkey the setting is applied.



Menus Hide Automatically

Menus hide automatically under the following conditions:

- In the idle or call state when you receive a call.
- In the call state when you make entries that require calling up a new call-dependent menu (e.g. the  key was pressed for an enquiry call).
- When pressing a softkey that calls up other menus than the one displayed.
- Any open menu closes automatically after 60 seconds if you do not make any further entries. Exception: Playing back a voicebox message which is longer than 1 minute. Unsaved changes are lost.
- If you are in a menu and a caller tries to reach you, you exit the menu automatically.

Any saved entries made in menus remain saved when you exit the menu.

Basic Functions

Device Functions

Switching Device on/off

You can switch off your mobile unit to make your battery charge last longer. If your mobile unit is switched off, no ringer or info tones are emitted (for example, for an appointment call).

Switching off mobile unit

📞 Press the C key – long key press

Switching on mobile unit

📞 Press the C key – long key press or place the mobile unit on the charging station.

The display now looks like this, e.g.:



The communications system is called “OpenCom 1000” and the (internal) call number of the mobile unit is “125”. This information refers to the mobile unit of the communications system. The mobile unit is named “Peters”. You can change this information in the “Telephone Option > User Name” menu (see page 73).

The current date and time settings are usually provided by the system when checking in.

Note:

When **No Subscription** appears on the display the mobile unit has to be checked in; please refer to Subscribing Mobile Unit starting on page 14.

Key Lock

Activate the key lock before carrying a mobile unit in your pocket. This prevents a call number from being dialled accidentally. When you receive a call, the key lock is deactivated for the duration of the call. Use the ☹ receiver key to accept the call.

Activating key lock

☞ When idle, press the hash key – long key press

When the key lock is activated the display shows: **Key Lock**.

Deactivating key lock

Press the ☞ softkey and then the ☞ hash key.

Telephone Lock

Via the “Settings > Protection > Lock Handset” menu (see page 76) you can switch the telephone lock for the mobile unit on or off after entering your user PIN. Outgoing calls are no longer possible. You may still accept incoming calls. The emergency call key (☞ key) programmed with a call number can still be used. When the key lock is activated the display shows **PIN Lock**. Deactivate the telephone lock by pressing the ☞ softkey and entering your PIN (see page 76).

Speaker/Handsfree Use

Press the ☞ loudspeaker key before or during a call to allow multiple persons to participate in the call. Repeat the process to switch it off. For optimal quality, make sure the mobile unit is upright such that neither the speaker nor the microphone are covered up.

The ☞ key flashes when there is an incoming call. When speaker/handsfree is activated, this key is lit.

Note:

When placing the mobile unit into the charging station during a call, handsfree is automatically activated.

Adjusting Volume during a Call

During a call you have 8 levels to adjust the volume of the receiver/headset or the loudspeaker. The setting is shown on the display.

To adjust the volume of the receiver/headset press the  arrow keys. To adjust the volume of the loudspeaker switch the loudspeaker on first and then press the  arrow keys.

Set volume via the  arrow keys or the number keys. Pressing the  arrow keys once raises or lowers the volume by one level.

Note:

When the device is idle once again, it reverts to the default setting. You can change this information in the “Settings” menu (see page 72).

Switching off Ringer

If you wish to be sure you are not disturbed (e.g. during a meeting) you can switch off the ringer. Incoming calls are then signalled noiselessly via the built-in vibration signal generator (if activated) instead of the ringer. When the acoustical ringer is activated, the  symbol appears on the display.

Switching off Ringer

 When idle, press the star key – long key press.

Switching on ringer

 When idle, press the star key – long key press.

Alternatively you can switch the ringer on/off via the “Settings > Ringer Settings > Device > Buzzer” menu (see page 71).

Muting Mobile Unit

If you do not want the caller to hear, e.g. what you are discussing with someone else in the room, you can temporarily mute your mobile unit.

Muting

Press the  softkey. The person you are speaking with on the telephone can no longer hear you.

Cancel muting

When you wish to talk to the caller again, press the  softkey once again. The caller on the telephone can hear you again.

Changing Display Contrast

To adjust the display to current lighting/brightness conditions, you can change the contrast. You can enter the emergency call number in the “Settings > Telephone Option > Disp. contrast” menu (see page 75).

Time / Alarm

When idle the display shows the current communications system time. The time is automatically updated after an external call. After commissioning or after changing the battery it may take a moment until the current time is transmitted from the OpenCom 1000.

If you have set an alarm (see page 70) the  symbol appears on the display.

Message Display

The ⓘ info key flashes when you have messages (e.g. short messages, e-mail, voicemail messages). The  symbol will also appear on the display.

To query these messages, press the ⓘ info key **briefly** when idle. For information on how to proceed, please consult the chapter “Info” Menu starting on page 81.

Emergency Call Key (SOS Number)

An emergency call is triggered by a **long key press** of the  emergency call key. You can configure the emergency call number in the “Telephone Option> Emergency Call” menu (see page 74). Dialling is immediately executed – i.e. no other key presses necessary.

Phone Book

Up to 10,000 entries can be saved in the central phone book of your communications system. These phone book entries are available to all system users. Entries in this phone book can only be changed by the system administrator.

In addition, you can save further personal entries in the local phone book of your mobile unit. When using a MEM card (see Aastra 142d with MEM Card starting on page 12), these are saved on the card.

Editing local phone book entries of your Aastra 142d

-  Press **down arrow key briefly** when idle. Select the **Search** menu entry and if necessary
-  enter letter/name you are searching for (see The Editor starting on page 29).
-  Use the arrow keys to select the desired entry.
- Options Press softkey. The local phone book menu appears (see following section).

Local phone book menu

New: You create a new entry. Enter the call number first and then the name. Use **OK** to save.

Edit: You edit a selected entry. Use **OK** to save.

Add To: The entry is added to pre-dialling. This is where you can edit the entry, e.g. to add additional digits when re-dialling an extension.

Delete: You delete a selected entry (after a confirmation query).

Quick Call: Selected phone book entries can be assigned speed-dialling (1...9). The programmed speed dial is displayed to the right of the phone book entry. When the mobile unit is idle, the local phone book entry can be displayed as pre-dialling by pressing and holding the speed-dialling number (key 1...key 9) and then dialled with the  receiver key.

Connections

Internal and External Call Numbers

Internal and external call numbers for reaching you are assigned during configuration of the OpenCom 1000 communications system.

Multiple Connections

There can be multiple simultaneous connections on your telephone – depending on the number of call keys configured (see page 26). Additional callers then hear the busy signal or are directed to the exchange (depending on the configuration of your communications system OpenCom 1000).

DTMF Postdial / VF Signalling

When in the connection state, your telephone is automatically switched to VF signalling. Use VF signalling, e.g. to query a voice message or voicebox.

Charge Display (Charges)

If your network operator transmits charge information – even for external calls you dial yourself – you will see the charge amount for the call during and after the call.

Transmission of Call Numbers

There are various ISDN services which either allow or prevent transmission of call numbers between subscribers.

“CLIP” feature

CLIP is an abbreviation which stands for “Calling Line Identification Presentation”. The call number of the caller is displayed (if transmitted). If the call number has also been entered into the directory of the OpenCom 1000, the name is displayed.

“CNIP” feature

CNIP is an abbreviation which stands for “Calling Name Identification Presentation”. In addition to the call number of a caller, the name provided by the caller is transmitted and displayed. This requires that the network operator transmits this information with the connection.

“CLIR” feature

CLIR is an abbreviation which stands for “Calling Line Identification Restriction”. Before dialling a call number, you can determine from case to case whether the transmission of your call number is to be suppressed to the person you are calling. Select the “suppress tel no.” function to do so (see Menu when Idle starting on page 39). If the feature is not available, depending on the system configuration, your call number will either be always transmitted, or never transmitted. For more information, consult your system administrator.

Menus

Menu before and during a Call

When the handset is in the idle or call state, state-dependent menus are displayed when you briefly press the **Menu** softkey. Frequently used features are shown which you can activate.

Examples:

1. Another telephone in your pick-up group rings and you want to accept the call. Press the **Menu** softkey briefly, select **Pick-up** and confirm your choice with **OK**. You will be connected with the caller.
2. Or a subscriber is busy and you want to be called back. When you hear the busy signal, press the **Menu** softkey and confirm **Call back** with **OK**.

The state-dependent menus are individually described at the end of the following chapters.

Menu when Idle

When idle, press the **Menu** softkey **briefly** and then dial ...

Pick-up: You pick up the call intended for another telephone in your pick-up group.

Dir. pick-up (direct pick-up): You accept a call for any other internal caller. Enter the call number of the other telephone. If the other telephone is already in the call state (e.g. an answering machine is making an announcement), you pick up the call. Regarding the subscriber whose call you wish to pick up, authorisation must be activated such that calls with "Dir. pick-up" may be picked up from his/her terminal.

Note: you cannot use the "Dir. pick-up" function to pick up calls to "Partner direct call keys". Within the team you can pick up these calls with the corresponding "Partner direct call key" – if configured correspondingly.

Tapping ongoing: After entering a call number (**Dest.:**) you can use your telephone to listen in to the call of another subscriber. Your microphone is automatically muted so that you are not heard by the subscriber and the person being talked to who you are listening in on. This function is convenient for, e.g. training exercises in a ACD group where the supervisor can monitor individual calls by the agents. The only requirement is that the "protect against listen-in" function is deactivated at the subscriber whose calls are being monitored. When a call is being listened in on, "Intercept"

appears on the display of the subscriber being listened in on. Listening in is terminated when the subscriber listening in presses the ☹ receiver key.

suppress tel no. (suppress telephone number): Your call number is not transmitted to the (external) person you call next.

Last call costs: You see the charges for the last call.

WAP portal: You have access to WAP (WML) pages on the internet using addresses preset by the system administrator (URLs, Uniform Resource Locators) and can also enter your own URL.

Telephoning

External/Internal Calling

Line Seizure

When dialling internal or external call numbers, it is critical whether your system administrator has configured an internal or external preferred key for your telephone.

- **Internal preferred key:** the internal preferred key (standard configuration) requires entering a code for seizing external lines when dialling an external call number. The system administrator will inform you what the code is.

For enquiries and call diversions to external call numbers, you must also prefix the external call number with a line seizure code.

- **External preferred key:** you can immediately dial an external call number (without entering a line seizure code) by pressing the ☎ receiver key. This preferred key is primarily configured if you have to carry out many external calls.

Line Seizure via “Direct Call Key with Signalling”

“Direct call keys with signalling” can be configured on your telephone. Dialling via “direct call keys with signalling” is done the same way as entering a call number. For all procedures described in this chapter, you can select “direct call key with signalling” from the key menu instead of entering a call number. Open the key menu with a short or long key press on the C key ☎ (see also page 25).

Line Seizure via “Team Direct Call Key”

“Team direct call keys” can be configured on your telephone. You can use a “team direct call key” from the key menu to directly call the programmed destination. Open the key menu with a short or long key press on the C key ☎ (see also page 25).

Connection Set-up on a Device with Internal Preferred Key

-  Press the receiver key (your INTERNAL key is seized)
or
-  briefly press and select the desired call key or INTERNAL key with the  arrow keys via the key menu.
-  Enter internal call number or external call number (preceded by the line seizure code).

Making an External Call on a Phone with External Preferred Key

-  Press the receiver key (your EXTERNAL key is seized)
or
-  briefly press and select the desired call key or EXTERNAL key with the  arrow keys via the key menu.
-  Enter internal call number or external call number (without preceding it with the line seizure code).

Making an Internal Call on a Phone with External Preferred Key

-  Press the receiver key (your INTERNAL key is seized)
or
-  briefly press and select the desired call key or INTERNAL key with the  arrow keys via the key menu.
-  Enter internal call number.

Dialling / Pre-dialling

Dialling:

Press  receiver key and enter call number.

Pre-dialling:

Enter entire call number and then press  receiver key.

Correcting pre-dialling entry:

-  short key press: deletes single characters
-  move cursor to input position

Redialling

The 10 call numbers you last dialled are saved in the redial list (the last entry is first on the list). If the call number is also entered into the communications system phone book, the name appears as well.

Dialling a call number

-  Press softkey (when device is idle).
-  Use the arrow keys to select an entry.
-  Press receiver key. The call number is dialled.

Calling from the Call Lists

Your mobile unit saves the call numbers of the last 10 callers to the call list of the users that either did not reach you (calls in absence) or callers that you most recently spoke with (received calls). This requires that the call number was transmitted during the call, please refer to Transmission of Call Numbers on page 38 also. A missed call entry is deleted from the "call list in absence" when a caller reaches you on a subsequent call. If a caller is saved in your phone book, the name is displayed.

Call lists are activated in the Main menu, in the **Calls** menu group (see page 67).

Dialling call number from call list

-  Press Info key **briefly** when idle.
-  Select **Call list** or **Received calls** menu entry.
-  Use the  arrow keys to press the softkey and select an entry.
-  Press receiver key. The call number is dialled.

Calling from the System's Central Phone Book

-  Press **up arrow key briefly** when idle. Select the **Name:** menu entry.
-  Enter letter/name you are searching for (see The Editor starting on page 29).
-  Press softkey.

You see the phone book list beginning with the characters entered. If you do not enter any characters and press the  softkey, the list will begin with the first entry.
-  Use the arrow keys to select the desired name.

If there is more than one call number under this name (e.g. an office number and a mobile number), the list contains correspondingly designated entries (**O:** for office, **M:** for mobile, **P:** for private).
-  Press receiver key. The call number is dialled.

Calling from the Local Phone Book of Your Aastra 142d

-  Press **down arrow key briefly** when idle. Select the **Search** menu entry.
-  Enter letter/name you are searching for (see The Editor starting on page 29).
-  Use the arrow keys to select the desired name.
-  Press receiver key. The call number is dialled.

Note:

The Phone Book starting on page 36 chapter contains information on how to edit local phone book entries.

Using Routes to Make Calls

The OpenCom 1000 establishes calls to a desired subscriber either automatically or via specific routes. Your system administrator configures these routes in the OpenCom 1000 and specifies how each route is seized. In order to manually seize a specific route for a desired call, dial the routing code before dialling the (internal or external) call number. By making specific calls via routes, you can e.g. contact subscribers in the branches of a large company network. It is also possible to use a manually-entered routing code to record your call-charge data for external private and business calls separately.



enter routing code, dial call number

for enquiry:



enter routing code, dial call number

Your system administrator can provide you information on current routes and your codes.

Menu during Conversation

You are making a call. Press the **Menu** softkey **briefly** and then dial ...

Telephone book: You can look up a call number in the central phone book of your communications system.

Disconnect: you disconnect the connection. The current call is ended and you can dial once again.

Team hold: If the call is to be continued on another telephone of a team, you can activate "Team hold". The call is held, and an "Automatic hold recall" is carried out to the team members.

recording on/off: You can record the call, please refer to Recording Calls starting on page 57.

Loudspeaker: This activates the speaker/handsfree function to allow multiple persons in the room to participate in the call.

WAP portal: You have access to WAP (WML) pages on the internet using addresses preset by the system administrator (URLs, Uniform Resource Locators) and can also enter your own URL.

Menu if Subscriber Busy

You have dialled a call number and the subscriber is busy. Press the **Menu** softkey **briefly** and then dial ...

Telephone book: You can look up a call number in the central phone book of your communications system.

Disconnect: You disconnect the call and can make another call.

Call waiting: Your call is signalled to the called internal subscriber using the call waiting tone. This requires that the call number was transmitted during the call (please refer to page 76 also).

Override blocking: Your call is signalled on the internal subscriber's telephone although he/she has activated call blocking. This menu entry only appears when call blocking is activated (see also page 76).

Call back: You leave your call back request with a busy subscriber (please refer to the Call Back starting on page 55 section also).

Dir. pick-up (direct pick-up): You pick up the call of a busy subscriber (e.g. an answering machine is making an announcement).

Intrusion: Allows you to intrude in an internal subscriber's existing call; however, only the called subscriber hears you. The called party remains connected with his/her calling partner. This requires that the called subscriber has block intrusion deactivated (please refer to page 76 also).

Loudspeaker: This activates the speaker/handsfree function to allow multiple persons in the room to participate in the call.

WAP portal: You have access to WAP (WML) pages on the internet using addresses preset by the system administrator (URLs, Uniform Resource Locators) and can also enter your own URL.

Menu during the Call

You have dialled a number. Your call is signalled to the subscriber called. The subscriber called has not yet accepted the call. Press the **Menu** softkey **briefly** and then dial ...

Telephone book: You can look up a call number in the central phone book of your communications system.

Disconnect: You disconnect the call and can make another call.

Call back: You leave your call back request with the subscriber you called (please refer to the Call Back starting on page 55 section also).

Loudspeaker: This activates the speaker/handsfree function to allow multiple persons in the room to participate in the call.

WAP portal: You have access to WAP (WML) pages on the internet using addresses preset by the system administrator (URLs, Uniform Resource Locators) and can also enter your own URL.

Ending a Call

End a call as follows:



Press receiver key **briefly** or



press softkey **briefly**.



Use the arrow keys to select the **Disconnect** menu entry.

Accepting Calls

Optical Call Display

When there is an incoming call, the  receiver symbol flashes on the display and the display illumination is switched on.

Normal Call



Press the receiver key (your INTERNAL/EXTERNAL key is seized)

or – if multiple call keys have been configured for your telephone –



Press C key **briefly**. The key menu opens.



Use the arrow keys to select the call key desired.

Temporarily switching off call signalling

While a call is being signalled on your telephone via ringer and/or vibrator, you can switch off signalling temporarily. Press the **Silence** softkey. You can still accept the call as described on page 47.

Calls while Telephoning

While you are making a call, any incoming calls are signalled acoustically as well as visually on the display.

Accepting call on same call key

The following procedure can only be done with external calls if your system administrator has configured your telephone accordingly.

-  You are making a call, hear the discreet ringer and see "Further calls" appear on the display.
-  or  You can only pick up the waiting caller by ending the first connection (by putting down the receiver or forwarding, please refer to the Enquiry, Toggle, Transfer and Conference starting on page 49 chapter).

After ending the first connection, the next waiting call is signalled.
-  Press receiver key to accept the call.

Accepting call on different call key

-  You are making a call, hear the discreet ringer and see the call on the display.
-  Press C key **briefly**. The key menu opens.
-  Use the arrow keys to select the call key desired.
-  Your first call is placed on hold. You are speaking with the caller.
-  Press the receiver key to end the current call.
-  Press C key **briefly**. The key menu opens.
-  Use the arrow keys to select the call key of the waiting subscriber.
-  You are speaking with the first subscriber once again.

Call waiting while telephoning

-  You are making a call, hear the call waiting tone and see “Call waiting” appear on the display.
-  Press the receiver key to end the current call. The call waiting call is now signalled to you just like a normal call.
- or
-  Press softkey **briefly** to accept the call waiting call. Your first call is placed on hold. You are speaking with the call waiting caller.
- For further information, please refer to the chapter Enquiry, Toggle, Transfer and Conference starting on page 49.

Incoming Call Menu

You receive a call. Press the **Menu** softkey **briefly** and then dial ...

Deflect call: You do not accept the call yourself, rather deflect it to another subscriber. Enter the call number of this subscriber under **Dest.:** and then press the **OK** softkey.

WAP portal: You have access to WAP (WML) pages on the internet using addresses preset by the system administrator (URLs, Uniform Resource Locators) and can also enter your own URL.

Enquiry, Toggle, Transfer and Conference

During a call you can consult another subscriber.

Enquiry /Toggle via the R Key

-  You are making a call.
- Initiate enquiry:
-  Press R key **briefly**. Your first call is placed on hold.
-  Enter internal or external call number. Note the type of line seizure (see page 41).
-  You are speaking with the subscriber called.

For toggling (switching back and forth between callers):



Press R key **briefly**.

Ending toggling / enquiry:

Menu

Press softkey **briefly**.



Use the arrow keys to select the **Disconnect** menu entry. The current call is ended.



Press R key **briefly**. You are speaking with the waiting subscriber once again.

Enquiry /Toggle via Another Call Key



You are making a call.



Press and **hold** the C key until the key menu opens.



Use the arrow keys to select the call key desired. Your first call is placed on hold.



Enter internal or external call number. Note the type of line seizure (see page 41).



You are speaking with the subscriber called.

For toggling (switching back and forth between callers):



Press and **hold** the C key until the key menu opens.



Use the arrow keys to select the call key of the waiting subscriber.

Ending toggling / enquiry:

Menu

Press softkey **briefly**.



Use the arrow keys to select the **Disconnect** menu entry. The current call is ended.



Press and **hold** the C key until the key menu opens.



Use the arrow keys to select the call key of the still waiting subscriber.



You are speaking with the waiting subscriber once again.

Transferring a Call to an Internal Subscriber

You wish to transfer an internal or external call to an internal subscriber and have selected an enquiry connection to do so (see page 49);.

The subscriber called via enquiry answers:

-  Announce the call transfer.
-  Press receiver key **briefly**.

The subscriber called via enquiry does not answer:

-  Press receiver key **briefly**. The other subscriber is called.

The subscriber called via enquiry is busy:

-  Press receiver key **briefly**. The connection is transferred.
or
-  Press R key **briefly**. You are speaking with the waiting subscriber once again.
or
-  Press and **hold** the C key until the key menu opens.
-  Use the arrow keys to select the call key where your original subscriber is waiting.

If the called subscriber accepts the call or ends his/her call, he/she will be connected to the waiting call. If the call is not accepted within a certain time interval (45 seconds is the default) you get an automatic recall. After pressing the  receiver key you are connected with the original subscriber once again.

Transferring an External Call to an External Subscriber

External calls can only be transferred to an external subscriber via the caller on hold menu (see page 52).

- Menu Press softkey **briefly**.
-  Use the arrow keys to select the **Transfer** menu entry.
- OK Press softkey to confirm transfer.

Note:

When you call an external party and then transfer this person to another external party, you will bear the costs for the call between the two external callers. You have no way of influencing how long the transferred call will last. The connection is established via the OpenCom 1000 and occupies two call channels (ISDN user channels).

Menu when Subscriber on Hold

You have put a call on hold and are possibly already making an enquiry call. Press the **Menu** softkey **briefly** and then dial ...

Telephone book: You can look up a call number in the central phone book of your communications system.

Disconnect: You disconnect the call and are speaking with the subscriber on hold.

Toggle: You toggle between the current subscriber and the subscriber you last spoke with.

Team hold: This menu entry is only offered to you when you are already on an enquiry call. If the call is to be continued on another telephone of a team, you can activate "Team hold". The call is held, and an "Automatic hold recall" is carried out to the team members.

Pick-up: This menu entry is only offered to you if you have placed a subscriber on hold and are not yet conducting an enquiry call. You pick up the call intended for another telephone in your pick-up group.

Dir. pick-up (direct pick-up): This menu entry is only offered to you if you have placed a subscriber on hold and are not yet conducting an enquiry call. You accept a call for any other internal caller. Enter the call number of the other telephone. If the other telephone is already in the call state (e.g. an answering machine is making an announcement), you pick up the call.

Tapping ongoing: This menu entry is only offered to you if you have placed a subscriber on hold and are not yet conducting an enquiry call. After entering a call number (**Dest.:**) you can use your telephone to listen in to the call of another subscriber. Your microphone is automatically muted so that you are not heard by the subscriber and the person being talked to who you are listening in on. This function is convenient for, e.g. training exercises in a ACD group where the supervisor can monitor individual calls by the agents. The only requirement is that the "protect against listen-in" function is deactivated at the subscriber whose calls are being monitored. When a call is being listened in on, "Intercept" appears on the display of the

subscriber being listened in on. Listening in is terminated when the subscriber listening in presses the  receiver key.

suppress tel no. : This menu entry is only offered to you if you have placed a subscriber on hold and are not yet conducting an enquiry call. Your call number is not transmitted to the (external or external) person you call next.

Conference: This menu entry is only offered to you when you are already on an enquiry call. You initiate a 3-party conference.

Transfer: This menu entry is only offered to you when you are already on an enquiry call. You connect the subscriber on hold with the current caller you are speaking with.

recording on/off: This menu entry is only offered to you when you are already on an enquiry call. You can record the call, please refer to Recording Calls starting on page 57.

Loudspeaker: This activates the speaker/handsfree function to allow multiple persons in the room to participate in the call.

WAP portal: You have access to WAP (WML) pages on the internet using addresses preset by the system administrator (URLs, Uniform Resource Locators) and can also enter your own URL.

Internal/External Three-Party-Conference

If your telephone has the corresponding authorisation configured, you can conduct a telephone conference (maximum of 3 subscribers). Conference participants can be internal or external callers.

Note:

A conference with two external subscribers requires a corresponding system configuration. Each subscriber in a conference can make an enquiry to another subscriber and/or also forward the conference to another subscriber.

Initiate conference:

 **short** Establish enquiry connection (see page 49);
key press or
 **long** key
press

 When the subscriber answers, announce the conference.

Menu Press softkey **briefly**.



Use the arrow keys to select the **Conference** menu entry. The conference is initiated.

Ending conference:



Press receiver key **briefly**. You are now switched out of the conference. The two other subscribers can continue their call without you.

During the Conference

Exiting the conference

Menu

Press softkey **briefly**.



Use the arrow keys to select the **Disconnect** menu entry.

OK

Press softkey to confirm disconnecting. You can dial once more.

Enquiry and/or transfer during the conference

During a conference, each subscriber can make an enquiry to another subscriber and/or also forward the conference to another subscriber.

Making an enquiry call to another subscriber (during the conference) is as follows:



Press R key **briefly**.



Enter internal or external call number. Note the type of line seizure (see page 41).

or



Press and **hold** the C key until the key menu opens.



Use the arrow keys to select the desired call key (INTERNAL/EXTERNAL key, Team direct call key or Partner direct call key).

If you would like to transfer the conference call:



Press receiver key.

If you wish to switch back into the conference:



Press and **hold** the C key until the key menu opens.



Select the key of conference on hold.

Menu during the Conference

You are in a three-way conference. Press the **Menu** softkey **briefly** and then dial ...

Telephone book: You can look up a call number in the central phone book of your communications system.

Disconnect: You exit the conference and can make another call.

recording on/off: You can record the call, please refer to Recording Calls starting on page 57.

Loudspeaker: This activates the speaker/handsfree function to allow multiple persons in the room to participate in the call.

WAP portal: You have access to WAP (WML) pages on the internet using addresses preset by the system administrator (URLs, Uniform Resource Locators) and can also enter your own URL.

Special Calls/Conversations

Call Back

If you call another subscriber of your OpenCom 1000 communications system and the line is busy, you can initiate automatic call back. You must have authorisation for this feature to be able to use it.

Initiate call back

Menu

Press softkey **briefly**.



Use the arrow keys to select the **Call back** menu entry.

OK

Press softkey to confirm.

If you are not able to leave a call back request, this may be because the subscriber called already has multiple call back requests stored or you have already left several call back requests to other subscribers.

Answering a call back

A call back is carried out when the other subscriber is free.

When your telephone rings,



press receiver key.

The other subscriber is now called.

Deleting call back

The following procedure is for deleting a requested call back:



Press Info key **longer**. A list of active features appears.



Use the arrow keys to select the **Call back list** menu entry.



Press softkey to confirm.



Use the arrow keys to select the desired entry.



Press C key **briefly** to delete single digits.



Press softkey to confirm.

Querying Voicebox

OpenVoice 500 is the integrated voicebox system for the OpenCom 1000 communications system. This programme enables callers to leave messages for you even for those occasions when you are not reachable.

If the system administrator has configured a voicebox for you, the ⓘ Info key flashes when there are new voicebox messages for you. The ☒ symbol will also appear on the display.

To query the voicebox:



Press Info key **briefly**.



Use the arrow keys to select the **Message waiting** menu entry and to select the call number among the entries shown.



Press receiver key. The voicebox is dialled. The next steps are voice-controlled.

To end the voicebox connection:



Press receiver key.

Note:

You can also access the voicebox by a long key press of the  number key (when device is idle). The voicebox call number ("Voice Box No.") can be saved under the "Settings > Telephone Option" menu entry (see page 74).

Recording Calls

You can record a call. You must have authorisation for this feature to be able to use it. Depending on the system configuration, the call is either recorded using a connected recording device or – if you have a voicebox – stored as a message in your voicebox.

Activating recording

Menu

Press softkey **briefly**.



Use the arrow keys to select the **recording on/off** menu entry.



Enter a call number of the recording feature where the call is to be recorded under **Dest:..**

OK

Press softkey to confirm.

Ending recording



Press receiver key. The call is ended.

or

Menu

Press softkey **briefly**.



Use the arrow keys to select the **recording on/off** menu entry.

OK

Press softkey to confirm. You can continue the call without recording.

Confirming Paging Messages

If your communications system is equipped with a corresponding application, paging messages can be sent to your telephone. Paging messages are shown on your mobile unit's display and – depending on the system setting – can also be signalled with a ringer and/or vibra call alarm (if you have activated the vibra call alarm, please refer to page 72). The Info key ⓘ continues to flash.

To confirm a received paging message:

- ⓘ Press Info key briefly.
- OK Press softkey to confirm the message.

If you receive a paging message during a call, you will hear a short signal tone. The Info key ⓘ continues to flash. You can continue the call. When you have ended the call, the paging message will be signalled to you once again. Confirm the message as described.

Note:

Paging messages will be displayed on your mobile unit's display even if you have activated call diversion (please refer to page 68).

Calls for ACD Group Members

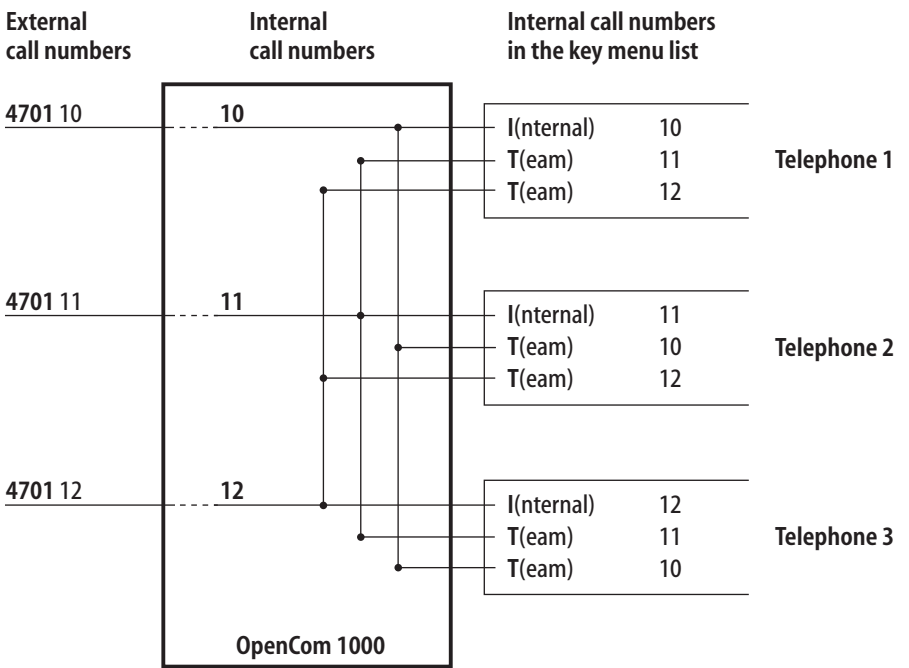
Members of an ACD group (ACD= Automatic Call Distribution) can be reached under a common call number. The communications system searches for a telephone within the group that is free upon incoming calls. The "ACD" function is comparable with the "hunt group" function; it does, however, provide more features, such as call statistics and follow-up work times. If you are a member of an ACD group, you can also receive ACD calls on your mobile unit. The functions required to do so are available in the Special features menu (see page 77).

Team Functions

The system administrator has the possibility of grouping several phones together into a team and to program the call keys on these phones with team functions. The team members can then answer and transfer calls on one another's behalf.

This section describes how to make and receive calls within a team using a few basic examples. The Call Keys starting on page 26 chapter has a detailed explanation of the call keys.

TOP TEAM Function



Example of how call numbers are assigned: TOP TEAM function

The team in the example consists of three members: phone 1 with internal call number 10; phone 2 with internal call number 11; and phone 3 with internal call number 12.

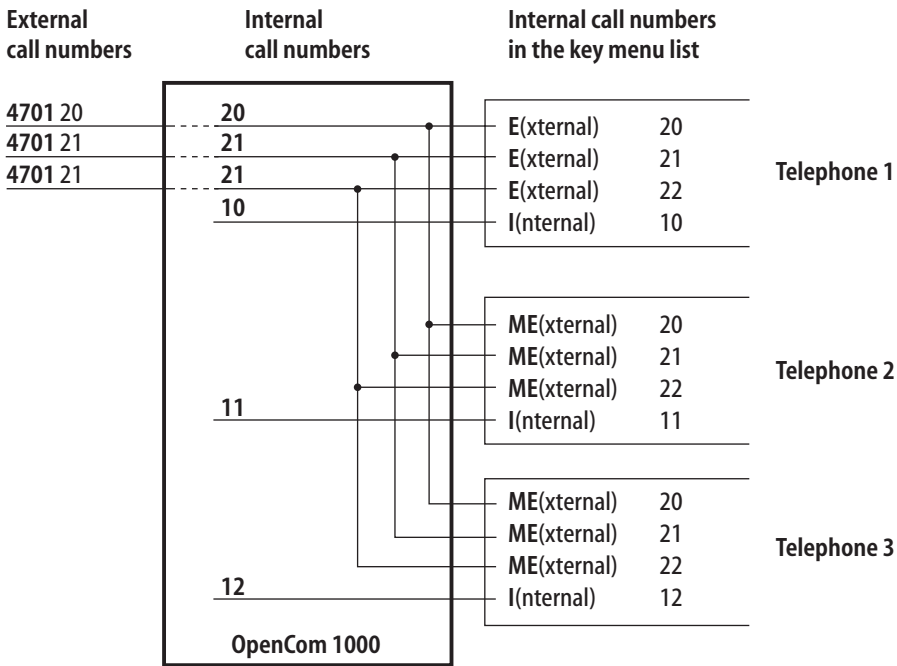
As a member of a TOP TEAM, calls to your call number are signalled both visually and acoustically on your INTERNAL key (I). At the same time calls are also signalled (visually) on the team members' direct call keys (T). This means the other team

members have the possibility of answering calls for you. If you yourself want to make an internal or an external call, use the INTERNAL key (I) to seize an internal line; you can then dial an internal number immediately or seize an external line by dialling a line code digit (your own call number is then busy as a result).

Notes

- Activated features (such as a call diversion) for your phone's call number(s) also affect the way in which calls are signalled on the team members' direct call keys.
- If you wish to reach another team member directly, simply dial his/her team direct call key.

BROKER TEAM Function



Example of how call numbers are assigned: BROKER TEAM function

The team in the example consists of three members: phone 1 with internal call number 10; phone 2 with internal call number 11; and phone 3 with internal call number 12. All three team members can be reached from the outside under call numbers 20, 21 and 22.

As a member of a BROKER TEAM, calls to your call number are signalled both visually and acoustically on your INTERNAL key (I). External calls are signalled on the EXTERNAL keys (E). At the same time calls are also signalled (visually) on the team members' MULTIPLE-EXTERNAL keys (ME). This means the other team members have the possibility of answering calls on the lines.

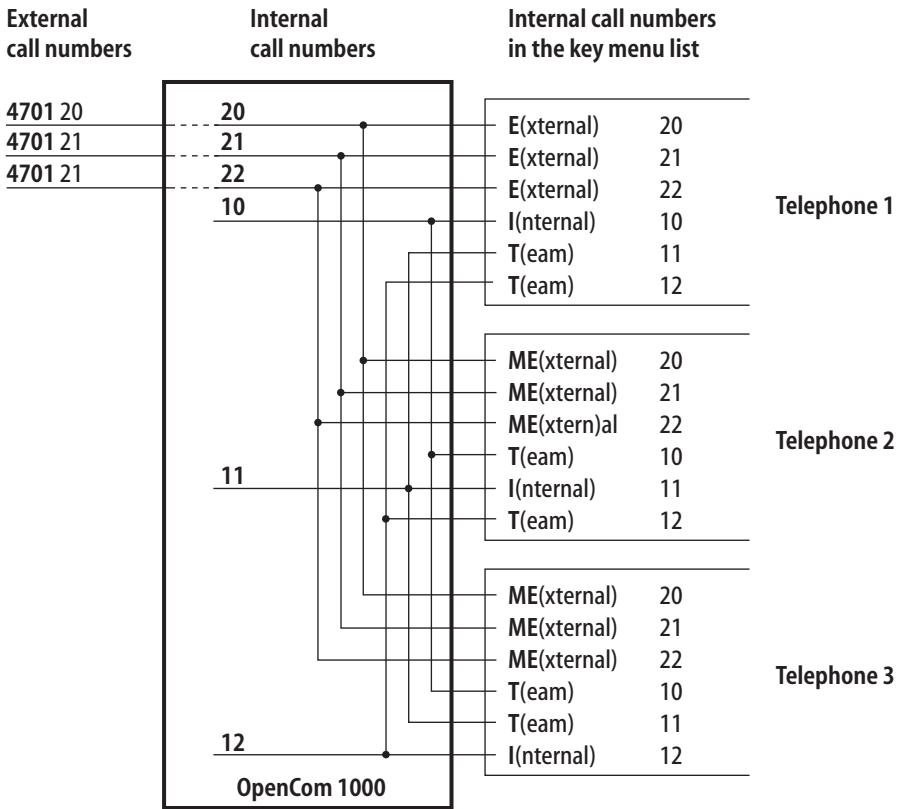
“Team hold” optional function

The system administrator can also optionally activate the following function: calls that were answered on the lines can be held if you press a call key (current line or another EXTERNAL key (E) or MULTIPLE-EXTERNAL key (ME)). A held call can then be accepted by any team member by pressing the key once again. If a held call is not answered within 20 seconds, there is a callback to the team member who put the call on hold.

Notes

- Activated features (e.g. such as a call diversion) for your phone's call number(s) also affect the way in which calls are signalled on the team members' ME keys.
- If you yourself want to make an internal or an external call, use the INTERNAL key (I) to seize an internal line; you can then dial an internal number immediately or seize an external line by dialling a line code digit (your own call number is then busy as a result). You can also use an EXTERNAL key or a MULTIPLE-EXTERNAL key (ME) to make external calls. However, the line's call number is then busy.

PARALLEL TEAM Function



Example of how call numbers are assigned: PARALLEL TEAM function

The team in the example consists of three members: phone 1 with internal call number 10; phone 2 with internal call number 11; and phone 3 with internal call number 12. All three team members can be reached from the outside under call numbers 20, 21 and 22. Furthermore, on each phone the internal call numbers of the other team members are set up as team direct call keys, which means that the team members are able to reach one another directly.

As a member of a PARALLEL TEAM, calls to your call number are signalled both visually and acoustically on your INTERNAL key (I). At the same time calls are also signalled (visually) on the team members' direct call keys (T). This means the other team members have the possibility of answering calls for you.

Line calls are signalled on the EXTERNAL keys (E). At the same time calls are also signalled on the team members' MULTIPLE-EXTERNAL keys (ME). This means the other team members have the possibility of answering calls on the lines.

"Team hold" optional function

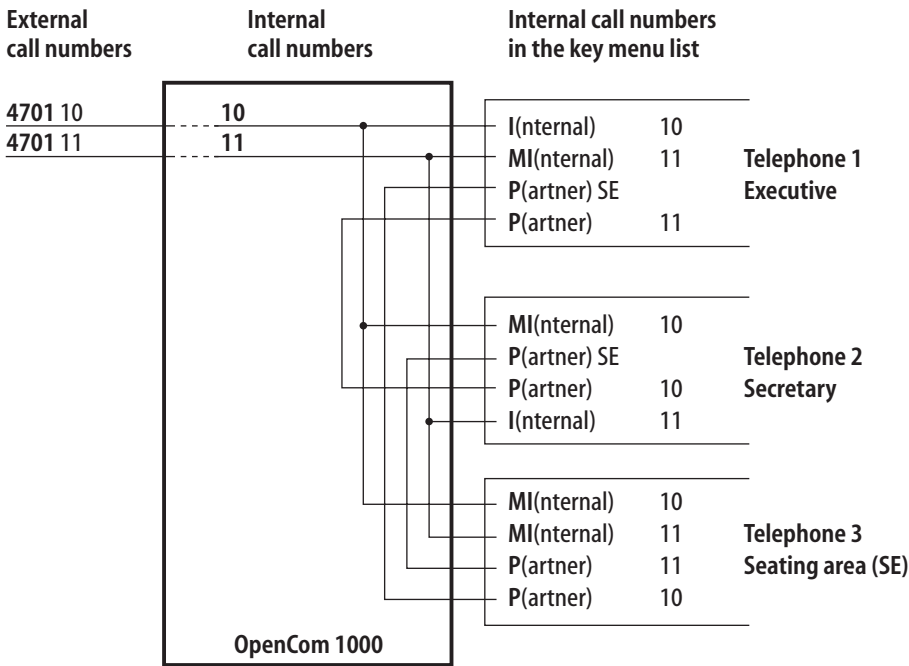
The system administrator can also optionally activate the following function: calls that were answered on the lines can be held if you press a call key (current line or another EXTERNAL key (E) or MULTIPLE-EXTERNAL key (ME) or another team direct call key (T)). A held call can then be accepted by any team member by pressing the key once again. If a held call is not answered within 20 seconds, there is a callback to the team member who put the call on hold.

Notes

- Activated features (e.g. such as a call diversion) for your phone's call number(s) also affect the way in which calls are signalled on the team members' ME keys.
- If you yourself want to make an internal or an external call, use the INTERNAL key (I) to seize an internal line; you can then dial an internal number immediately or seize an external line by dialling a line code digit (your own call number is then busy as a result). You can also use an EXTERNAL key (E) or a MULTIPLE-EXTERNAL key (ME) to make calls. However, the line's call number is then busy. If you wish to reach another team member directly, simply dial his/her team direct call key.

EXECUTIVE-/SECRETARY Team Function

The EXECUTIVE-SECRETARY TEAM in the example consists of two members: Executive (phone 1 with internal call number 10) and secretary (phone 2 with internal call number 11). A phone has also been provided in the seating area (phone 3).



Example of how call numbers are assigned: EXECUTIVE-SECRETARY team function

On the executive's phone

Calls on your call number are signalled to you only visually on your INTERNAL key (I). The call is signalled acoustically on the secretary's MULTIPLE-INTERNAL key (MI) and on the phone in the seating area (where configured). The secretary can answer and forward your calls for you.

If you yourself want to make an internal or an external call, use the INTERNAL key (I) to seize an internal line; you can then dial an internal number immediately or seize an external line by dialling a line code digit (your own call number is then busy as a result). You can also use the secretary's MI key to make calls. However, the secretary's call number is then busy. To reach the secretary directly, simply press the partner direct call key (P). The key tells you whether the phone is free or busy. Calls can also be made when the phone is busy.

On the secretary's phone

Calls on your call number are signalled to you only visually and acoustically on your INTERNAL key (I). Calls for the executive's phone are still signalled to you visually and acoustically on the MULTIPLE-INTERNAL key (MI).

If you yourself want to make an internal or an external call, use the INTERNAL key (I) to seize an internal line; you can then dial an internal number immediately or seize an external line by dialling a line code digit (your own call number is then busy as a result). You can also use the executive's MI key to make calls. However, the executive's call number is then busy. To reach the executive directly, simply press the partner direct call key (P). The key tells you whether the phone is free or busy. Calls can also be made when the phone is busy.

On phone in the seating area

On the phone in the seating area calls for the executive and for the secretary are signalled on their MULTIPLE-INTERNAL key (MI) (MI key with call number 10 for the executive, MI key with call number 11 for the secretary).

The executive and the secretary can be reached directly from the phone in the seating area using the partner keys (P) (the executive using the P key with call number 10; the secretary using the P key with call number 11).

Both the executive and the secretary can reach the phone in the seating area from their own phones using the corresponding partner key (P-SE).

Features and Menus

How to Set Features

There are different ways to set the features of your telephone and of the system:

Using menus

Use the mobile unit menus to conveniently make settings on the desired features (please refer to Menu Navigation starting on page 30 also).

Some menu entries are only shown on your mobile unit when you are authorised to use the corresponding feature. Contact the system administrator when you have questions on specific features or are not able to use a feature satisfactorily.

Using programmed keys

The key menu contains a list of the call and function keys programmed by the system administrator. Use the function keys to configure the features of your telephone and of the system.

Using code number procedures

Many features can also be configured by entering code numbers. Code numbers are entered via the  and  keys respectively and in combination with a specific series of numbers ( to  keys).

Code number input is especially intended for analogue terminals on your system. Code numbers can also be used on your mobile unit. They are described in the user guide on the analogue terminals. Ask your system administrator about it.

The Main Menu

The Main menu contains all available features. Some of the menu items can be found in other state-dependent menus as well. For example, received e-mails are available in the Main menu under **Messages** and also available via the  Info key. Features which affect your telephone's reachability (e.g. call blocking activated) are located in the Main menu and also in the **Active features** menu which you can access via long key press of the  Info key.

Press **Menu** softkey **briefly**. This displays the primary menu groups ...

Calls: This contains the most important features relevant to a call.

Call diversions: This menu groups offers all types of call diversions.

Messages: This menu group provides information about short messages and e-mails that you have received and sent.

Settings: In this menu group you can configure the mobile unit to meet your personal requirements (e.g. volume, ringer settings, key lock and display language).

Protection: Among other things, you can activate call protection, restrict dialling options or change the device PIN.

Special features: This menu is where the communications system's special features are. The entries in this menu depend on which (additional) functions have been configured for the system.

Central config. (Central configurations): This is where central settings for the communications system and other subscribers are configured. This menu is password protected.

"Calls" Menu

Select **Call lists** and then select ...

In absence: This list is where the internal and/or external call numbers of subscribers you have called but not reached are listed. A maximum of 10 entries can be saved in the list. Additional entries delete the oldest respective entry; the current entry is always in the first line.

Answer: Select an entry. Press the  softkey **briefly** to receive information on this call. You can call back the caller directly by selecting an entry and pressing the  receiver key. To delete an entry, press the  key. An entry is automatically deleted when you have called the caller back.

Activate: Use this menu entry to switch the list on/off. If the list is switched off, no calls in absence are saved.

Busy: While telephoning, other calls can be added to your call list. Use this menu entry to switch this function on or off.

Received calls: You see the internal/external call numbers of the callers with whom you last spoke. You can edit this list in the same way (**Answer**) as the "calls in absence" list (see previous section). Use the **Activate** menu entry to switch the list on/off. If the list is switched off, no answered calls are saved.

Type of call: Use this menu entry to configure whether all calls, only internal, or only external calls are recorded in the activated call lists.

External call numbers are only recorded if a call number of the caller is transmitted.

Deflect call: If your mobile unit signalises a call, you can deflect it to another terminal without having spoken to the caller. Enter the call number of the subscriber to whom you wish to deflect the call under **Dest.:** and then press the **OK** softkey.

Call back list: You see the list with the numbers of the subscribers where you have left a call back request. You can delete individual call back requests by selecting a number and pressing the  key.

Hunt group: If your telephone is a member of one or more hunt group(s), a pick-list of the corresponding hunt group call numbers is shown you. Use the **On/Off** options to switch signalling of hunt group calls to your mobile unit on or off (for individual hunt groups or for all hunt groups if your telephone is a member of multiple hunt groups). Activated hunt group calls have a "+" prefixing the hunt group call number; deactivated ones have a "-".

Note: If you are the last reachable member of the hunt group and you log out then any further callers will hear a busy signal.

"Call diversions" Menu

For certain calls, you can divert to another internal or external call number. For external call numbers, you must **always** enter the code digit for seizing an external line as the first digit.

Call diversions can be conducted immediately, after time (if the call was not picked up on your mobile unit) or when the terminal is busy. In addition, call diversions can be activated for internal, external or all (internal and external) calls. You can configure more than one call diversion mode at the same time (**Immediately**, **After time** or **Busy**). You can, e.g. configure call forwarding **Immediately** for external calls to one call number, and call diversion **After time** for internal calls to a different call number. If more than one diversion mode has been activated, **Immediately** call diversion is always given priority.

When "OpenVoice 500", the integrated Voice-Mail-System is installed on the OpenCom 1000 communications system, you can also divert calls to your voicebox call number.

Divert phone: Select **Immediately**, **After time** or **Busy** for the diversion type. Then enter the **Dest.:** (destination).

Note: All calls for the call numbers of your device are diverted, i.e. all call keys (INTERNAL/EXTERNAL keys). If some of these call keys are configured

as **MULTIPLE** keys on other devices, then this diversion automatically applies to these keys also.

Divert key: Select the call key you wish to divert from the list. Then select the desired forwarding type: **Immediately**, **After time** or **Busy**. Then enter the **Dest.:** (destination).

Note: All calls to this key are diverted. If this **INTERNAL/EXTERNAL** call key is configured as a **MULTIPLE** key on other devices, then this diversion automatically applies to these keys also.

Divert hunt grp. (divert hunt group): First enter the number of the hunt group then enter the **Dest.:** (destination).

Note: The **Immediately** and **Busy** diversion types can be configured for a hunt group. In addition, the telephone where the call diversion is configured has to be a member of the hunt group which is to be diverted.

Cancel diversion: You can delete all active call diversions from your mobile unit. Confirm with the **OK** softkey; the display shows [pos] as a confirmation.

"Messages" Menu

Message waiting: Short messages can be exchanged between yourself and other internal subscribers.

Answer msg. (answer message): You see a list of received messages. A maximum of 10 entries can be saved in your list. A brief ringer signals each new entry. Additional entries delete the oldest respective entry; the current entry is always in the first line. When querying the list, you can call back directly from the list by selecting an entry and pressing the **⊖** receiver key. Use the **☞** key to delete a specific entry. Press the **OK** softkey to see the entire message text and the date it arrived.

Send msg. (send message): This menu entry is where you can send messages with a length up to 24 characters to other subscribers. Upon receiving a message 16 characters are shown.

Reset msg. (reset message): You can recall messages already sent to other subscribers. The message is deleted on the recipient's device.

Silent: You can deactivate the ringer for incoming messages.

E-Mail: The system administrator configures whether you can receive and send e-mails with your telephone in the communications system. Access to your e-mail account is protected by your e-mail password. New e-mails are signalled by the flashing **ⓘ** info key.

login: Use this menu entry to open the list of received e-mails – after entering your e-mail password (**INBOX**). Use the  arrow keys to select the e-mail you wish to read and confirm with the **OK** softkey. You can also answer or forward the message. If you press the **Esc** softkey – while having the INBOX list open – you open a submenu where you can send e-mails. Select the **send e-mail** menu entry. This opens the display window where you write and send e-mails (please refer to the The Editor starting on page 29 chapter also).

Note: When you send an e-mail to an internal subscriber of the OpenCom 1000, you can also enter the internal call number of the subscriber instead of the recipient's name. The call number of the subscriber is linked to the e-mail account user name on the OpenCom 1000; this saves you the tedium of entering the e-mail user name which is usually a fairly lengthy string of characters.

login: Use this menu entry to access your e-mail account on another telephone (“remote login”). First enter your subscriber number (your internal call number). Then enter your e-mail password. Then select the **OK** menu entry. The INBOX list opens. To continue, follow the same procedure as described in the “login” section (see page 70).

admin: Use this menu entry to activate or de-activate the e-mail function (**e-mail check in, e-mail check out**). If the function is de-activated, received e-mails are not (any longer) signalled on the telephone. In addition, this is where you configure or change the password as needed for querying your e-mail account (**PW setup**).

Note: If you forget your password, the system administrator can delete it using the configuration programme of the communications system. Then you have to enter the new password on your telephone (after you have received a new e-mail password from either your provider or from your system administrator).

“Settings” Menu

Key Lock: You can protect your telephone keypad from unauthorised access. An active keypad lock is displayed with the  symbol in the softkey line. To unlock the keypad, press the softkey under this symbol and then the  key. Alternatively you can hold down the  key for ca. 2 seconds to activate the keypad lock when idle.

Alarm: You can enter a time ranging from 00:00 to 23:59 when the telephone is to issue a signal. The alarm lasts ca. 1 minute and can be switched off by pressing any key. After each signalling of an alarm, you must activate any subsequent alarm once again.

Alarm active: This setting activates (🔔) or deactivates the alarm. The 🔔 symbol appearing on the display indicates an alarm is activated.

Set: When the 24 hour time format is set, enter the alarm time between 00:00 and 23:59. The time can be selected between 00:00 and 11:59 for the 12 hour format. Enter “am” with key 2 (a on display), “pm” with key 7 (p on display). You can configure the signalling melody as described below. The alarm signalling lasts ca. 1 minute and can be switched off by pressing any number key. After each signalling of an alarm, you must activate any subsequent alarm once again.

Date/Time: If the date and/or time is transmitted by the system, this menu entry cannot be changed. If the system where the mobile unit is currently checked into does not transmit date and time you can enter the current date and the current time. For 12-hour format: After entering the time use the number 2 to switch to “am” or number 7 to “pm”. You can set the date and time display format in the “Telephone Option” menu (see page 75).

Melody: Select a melody for signalling the alarm. To do so, press one of the number keys or select the melody with the arrow keys. You can also change this melody under “Ringer Settings> Melody” (see the following section).

Ringer Settings: This menu is for setting ringer volume and signalling for your telephone.

Melody: Different call types can be signalled using different melodies. There are 60 different melodies available respectively. Select the call type. Select the call type. Enter a number (1 ... 9 or for two-digit entry, 10 ... 60, pressing the numbers quickly one after another) or change the number displayed with the arrow keys.

Type: This setting determines how selected melodies are signalled.

Repeat: The melody is played (repeatedly) as long as the call is signalled.

Play once: The melody selected is played just once when there is a call.

Device: You can select the combination of signal generators with which the call will be signalled.

Buzzer: Activates or deactivates the acoustic ringer tone. If you deactivate the signal generator then this is shown in the display with the 🔔 symbol.

Vibrator: Activates or deactivates the vibration signal generator.

Note: If you switch off all signal generators, a call is only signalled optically on the display with the flashing  symbol.

Headset: Signals the call on the headset if this is connected to the mobile unit.

Volume Settings: Select the buzzer volume signalling (1 ... 8) via entering a number or with the arrow keys.

Volume Settings: Select the volume at which you wish to hear the person calling you (via **Earpiece**, **Hands-free** and **Headset**). Enter a number (1 ... 8) or select the volume with the arrow keys. In addition, you can also set the volume for the **Buzzer** here.

System: This menu offers you settings for subscribing and checking in the mobile unit on a communications system. Please note the information in the chapter Subscribing Mobile Unit starting on page 14 also.

Note: The **System** menu entry is possibly displayed in the main menu directly. This is the case when the mobile unit is not yet checked in or if the mobile unit, for example, is simply checked into a GAP base station.

Subscriptions: Use this menu to subscribe the handset to one or more communications systems and administer the subscription records necessary for checking in. Please refer to the The "Subscriptions" Menu on page 15 section for further information.

IPEI: The international mobile unit code is displayed (IPEI = International Portable Equipment Identity).

Version Number: The software and hardware version number of the mobile unit are displayed. Depending on the software version, you can also view the internal memory usage and memory usage of an inserted MEM card.

Managing existing subscription

The following menu entries are available when there is at least one existing subscription entry.

Navigate to the **System > Subscriptions** menu entry. Select the desired subscription entry or select the menu entry **Auto.Search** (Automatic Search). Confirm with the **Options** softkey.

New: Begin a new subscription with this menu entry. For details, please refer to Creating New Subscription starting on page 17.

Select:

- when you select **Auto. Search**: If you have subscribed the mobile unit to multiple communications systems, the mobile unit (when idle) will automatically select and check itself in to one of the reachable and subscribed communications systems. Your mobile unit will thus be automatically checked in to another communications system as soon as you are out of range of the current communications system.
- when selecting an existing subscription entry: Use this menu entry to select a specific communications system. Even if there are also other existing subscription entries, only the manually selected entry is used for checking in.

Edit (only when selecting a subscription entry): You can change the name and call number display of the subscription selected (usually the internal/local call number of the mobile unit). This information appears on the display in the idle state when the mobile unit is checked into a communications system and no priority status information is displayed.

Entering an internal call number for the mobile unit is irrelevant on the OpenCom 1000 as the internal call numbers are managed by the communications system.

GAP only (only when selecting a subscription entry): Activate or deactivate this mode with the **OK** softkey.

- Not activated (recommended): The mobile unit uses extended system telephony functions. Use this mode for operation on a communications system.
- Activated: The mobile unit acts like a standard GAP telephone. Use this mode when the GAP base station subscription is not successful.

Delete (only when selecting a subscription entry): This menu entry deletes the subscription entry on the mobile unit. The mobile unit can only be operated on this communications system again after re-subscription.

Telephone Option: This menu contains device settings for the mobile unit.

Language: Select one of the languages listed for the display.

User Name: Enter a name for your mobile unit. This appears when idle. Your system administrator may already have entered a name. For information on text entry refer to page 29.

Attention Tones: You can configure tones that the mobile unit uses to notify you of various “events”.

Key Click: Each key press is confirmed.

Coverage Warn (coverage warning): Notification tone every 10 seconds when you are at the edge of the RFP coverage area and there is a risk the connection will be interrupted.

Battery Alarm: Notification tone every 30 seconds when battery charge capacity gets too low. There are ca. 5 minutes remaining before the connection is disconnected.

Confirm Tones: Tone when procedure successfully completed.

End of Menu: Tone indicating end of a list/of a menu.

Emergency Call: The emergency call number is the call number dialled upon a long key press of the SOS key (☎ key).

SOS number: Before entering the emergency call number, press the R key (R). This ensures that the emergency call numbers can also be dialled during a call. You can enter any internal or external call number. When you programme an external call number for the SOS destination you may have to – depending on the configuration of the communications system – prefix the call number with the code for external line seizure.

SOS beep: Configure whether an emergency call is also signalled with a loud beep on the mobile unit (so that the device/person that triggered the emergency call can be located).

Hands-free: You can configure whether your mobile unit switches to the handsfree mode during an emergency call. This means that the person receiving the emergency call can listen and speak throughout the room.

Melody: If your mobile unit is one receiving emergency calls, you can configure the melody signalling the emergency call. Select a melody via the arrow keys. You can also change this melody under “Ringer Settings> Melody” (see page 71).

Voice Box No.: Enter the call number of your voicebox (see also page 56).

Loud Environm. (loud environment): It may be useful to activate this function in a loud environment. The mobile unit then tries to enhance voice transmission.

Auto Answer: If this function is activated the mobile unit automatically answers a call after the first ring (useful when using a headset). Note:

If you are not using the headset, then please deactivate this function as a caller may listen in unnoticed otherwise.

Silent Charging: As long as the mobile unit is in the charging station no calls are signalled. This applies to both acoustical signalling as well as optical signalling or to the vibration signal generator.

Charger Answer (automatic answer): If this feature is activated, the mobile unit automatically answers a call when it is removed from the charging station (this means the $\ominus$ receiver key does not have to be pressed). When the mobile unit is replaced into the charging station, the call is switched to the handsfree mode.

Auto.Quick Hook (automatic speed dialling): If this feature is activated, a local phone book entry designated for speed dialling is dialled immediately (see page 37). Dialling additional single digits after dialling has taken place is not possible. If it is deactivated, the corresponding call number goes to pre-dialling first and digits can be added.

Auto.Key Lock (automatic key lock): If this feature is activated, the key lock is automatically activated 60 seconds after the last key press when the device is idle.

Charging LED: After removing the mobile unit from the charging station the display illumination goes on. Switch this function off if you wish to save energy.

Disp.Contrast (display contrast): Select the level of display contrast by entering a number (1 ... 8) or with the arrow keys.

Date/Time: You can select the time and date format customary in your country here. If the time is not transmitted by the communications system, you can set it in the "Settings" menu (see page 71).

Date Format: Select the date format dd.mm.yy (e.g. 31.12.08) or mm/dd/yy (e.g. 12/31/08).

Time Format: Select the 24 hour or 12 hour (am/pm) format.

Call time: If this feature is activated the call duration appears on the display during a call.

Display Time: You can switch display of the current time on/off.

Reset: Use the following menu entries to reset settings:

Handset: After a confirmation query, the mobile unit is reset to the factory settings. This means that all settings and entries are deleted, excepting system subscriptions and the PIN.

Telephone Option: This resets the settings in the “Telephone Option” menu only.

Telephone Book: Only entries in the local telephone book of the mobile unit are deleted.

Note: When resetting the mobile unit and the telephone options any saved emergency call number is also deleted.

Security: This menu entry allows you to prevent unauthorised use of your telephone keypad. To do so, you require a PIN (Personal Identification Number). The default is “0000” (4 digits of 0 (zero)).

Lock Handset: Confirm with the  softkey, the mobile unit is now locked.

PIN Lock appears on the display. Outgoing calls are no longer possible. You may still accept incoming calls. The emergency call key () key) programmed with a call number can still be used.

Change PIN: You can change your PIN (4-digit) here. Enter your current device PIN (default: “0000”) and then the new PIN twice. You require the PIN for access to the “Security” menu entry described here where you can lock the telephone keypad.

“Protection” Menu

Call blocking: Switches signalling of calls to your terminal for **all** INTERNAL/EXTERNAL keys (call keys) on or off. If some of your call numbers are configured as MULTIPLE keys on other devices, then this call blocking automatically applies to these keys also. Depending on the system configuration, an internal caller hears a busy signal or a special dialling tone with a notification of activated call blocking. An external caller hears either a busy signal or is switched to the exchange.

Block call key(s): Switches signalling of calls to your terminal for an **individual** INTERNAL/EXTERNAL key (call keys) on or off. If this call number is configured as a MULTIPLE key on other devices, then this call blocking automatically applies to these keys also. Select the key for which you wish to configure call blocking. The next steps are identical with programming call blocking (see previous section).

Call waiting on/off: During a telephone conversation and are thus busy, authorised internal subscribers can signal call waiting to you to gain your attention. If you wish to prevent this, activate call waiting on/off.

Block intrusion: When this feature is activated, an authorised subscriber cannot intrude on an ongoing call. This function is useful when you wish to conduct a call without interruption. When this function is not activated,

authorised subscribers can intrude on ongoing calls and send you a message.

Restrict dial: You can switch the dialling authorisation for your telephone, e.g. to prevent unauthorised generation of telephone costs. Depending on the basic configuration, the authorisation level is switched to outward restricted trunk access, i.e. only incoming external and outgoing internal calls are possible. Enter your device PIN (default: "0000") and then activate the function with the **On** option (or de-activate the restricted dialling authorisation with the **Off** option). When the restriction is active, a corresponding notice appears on the mobile unit display. Dialling authorisation can also be switched for the entire system (for entire user groups), please refer to page 79.

Note: If certain call numbers (emergency call numbers) should still be available for dialling despite restricted dialling authorisation, this can be configured by the system administrator.

Change PIN: Do not mix up this PIN with the PIN for locking the device (telephone lock, see also page 76). The PIN mentioned here is required for system settings (e.g. for the "Restrict dial" feature). Enter your current device PIN (default: "0000") and then the new PIN twice. If you have mislaid your device PIN, your system administrator can configure a new PIN for you (see the "Alter indiv. PIN (alter individual PIN)" on page 80).

Cancel features: All active features that hinder your availability are cleared (call blocking, call diversion, call-waiting on/off).

"Special features" Menu

This menu is for storing system-specific functions. **Terminal mode** is, e.g. where a series of terminal mode applications are available whose function and operation are described in the documentation on the respective applications. Please contact your system administrator for more information.

ACD: This menu entry is offered when you are a member (agent) of an ACD group (ACD = Automatic Call Distribution). It is possible that you are a member of multiple ACD groups. Select the desired ACD group from the list. Use the **OK** softkey to switch the call signalling on your telephone for the ACD group **On** or **Off**. Use the **Off** option to switch yourself out of an ACD group temporarily. Upon the next ACD group call you will not be included. If you have switched yourself out of an ACD group, you are still reachable under your personal internal call number. Use the **On** option to switch yourself back into the group and waiting calls are once again allocated to you.

Note: The system administrator can configure that the ACD group is automatically closed when the last agent switches out of it. In this case further callers receive a busy signal or are directed to a substitute destination (e.g. to an attendant console) – depending on the communications system configuration. If the group remains open, even when all agents have switched out of it, a call for the ACD group is initially shown on the telephone displays of all agents (and can be picked up there). Then the caller is either diverted to a substitute destination or hears a busy signal.

Tip: If the call number of the ACD group has been programmed to a function key, you can switch in and out simply by pressing the key. Press the C key briefly and select the desired “ACD group” function from the key menu.

finish work time: After ending an ACD call, you remain busy for the duration of the finish work time configured for the group for all calls (a value between 0 and 300 seconds is possible). Use this menu entry to manually end finish work time early. You are now once again reachable for new calls to the ACD group.

Once the finish work time has expired, the next call is allocated, if callers are waiting. Outgoing calls can be made during the finish work time and also end the finish work time.

extend work time: During the ongoing finish work time you can extend the finish work time by a specific value (0 – 900 seconds can be selected). This additional finish work time applies to all ACD group agents.

“Central config.” (Central configurations) Menu

This menu is where you can execute central settings via your telephone for the communications system and for other subscribers.

System service: The settings in this menu require entering the system password.

Note: It is recommended to the system administrator to restrict access to the system password to prevent unauthorised changes to system settings.

Date+time: This menu entry is for setting the system date and the system time. Select the desired entry (time with **hhmm**, date with **ddmmyyyy**). Select **Save now** to have the setting saved into the system.

DDI barring: This function is for block or allow direct incoming calls for 2 user groups. If access is barred, all incoming calls are signalled at the

exchange telephone. They are then transferred to the respective terminal from there. Contact your system administrator if necessary to find out for which user groups the "DDI barring" feature was configured.

Call variant: call variants define at which times calls to certain terminals are signalled (e.g. to an exchange telephone). The system administrator can individually define call variants, simplifying operation. Select the desired variant from the list. If your communications system has been configured for multiple companies, first select the company for which you wish to configure the call variant. Call variants are configured according to customer wishes and requirements; a maximum of 10 call variants per company are possible.

Sample call variants

Variant 1: During normal office hours calls, (direct calls, call backs, and calls returned to the operator) are signalled on the attendant terminal.

Variant 2: If the exchange telephone is not occupied, calls are signalled to one (or more) telephone(s) (e.g. night shift).

Variant 3: All calls are signalled to the security person/doorman at the weekend.

Alter password: The PIN of the system service (= system password) can be changed here.

Unblock password: If you have to access system service settings more frequently, you can have this access generally unblocked. When you call the menu, you are no longer requested to enter the PIN. To prevent unauthorised settings, you should reset menu group access when you do not have your mobile unit with you.

Change Barring: This function is for "switching down" the dialling authorisation for 2 user groups (= partial trunk access or local trunk access). If dialling authorisation is switched down, the terminals of the corresponding user group can still be reached by incoming external calls; the outgoing calling is, however, restricted (partial trunk access = no outgoing calls; local trunk access = only local calling possible). Contact your system administrator if necessary to find out for which user groups the "Change barring" feature was configured and what authorisation level it is in conjunction with.

Subscriber serv. (subscriber service): The settings in this menu require entering the subscriber service password.

Call diversions: Use this function to configure call diversions for the call numbers of other internal subscribers (individual INTERNAL/EXTERNAL keys or for the device generally). A call diversion for hunt groups can also be programmed. External call diversions can be programmed to any subscribers on the public network. Enter the internal phone number you wish to divert. The next steps are identical with programming **Divert phone** (see page 68).

Hunt group: Use this menu entry to switch a call number in and out again of an existing hunt group. You can execute this switch for any internal subscriber of a hunt group. Enter the internal call number you wish to switch in or out of the hunt group (**On/Off** options).

Call blocking: Use this function to switch call blocking on or off for the call numbers of other internal subscribers (individual INTERNAL/EXTERNAL keys or for the device generally) as well as for hunt group call numbers. Enter the internal phone number you wish to switch call blocking on/off. The next steps are identical with configuring the call blocking function (see page 76).

Trunk acc. level (trunk access level): The basic setting of trunk access level for each telephone can be changed with the following setting. Enter the internal phone number for which you wish to change dialling authorisation. Select the authorisation level and activate it with the **On** option. There are 8 levels configurable which have the following dialling authorisation as a default, however, can be individually configured by the system administrator:

- 0 = internal calls
- 1 = outward restricted
- 2 = local calls
- 3 = regional access
- 4 = national calls
- 5 = international calls
- 6 = reserved
- 7 = reserved

Restrict dial: Dialling authorisation can be switched from the default to “outward restricted” authorisation level at each telephone (see previous “trunk access level” section) Enter the internal phone number for which you wish to change dialling authorisation and activate this with the **On** option.

Alter indiv. PIN (alter individual PIN): You can alter the individual PIN of another internal subscriber (e.g. if this person has forgotten his/her

PIN). Enter the call number of the subscriber and the new PIN and confirm the entry with the **Save now** menu entry.

Alter sub.pass (alter subscriber password): You can change the PIN (= subscriber password) the subscriber service has given you. Make sure to remember the PIN well and do not let unauthorised persons have access to it! If you have forgotten the PIN, customer service will help you.

Unblock password: If you have to access subscriber service settings more frequently, you can have this access generally unblocked. When you call the menu, you are no longer requested to enter the PIN. To prevent unauthorised settings, you should reset menu group access when you do not have your mobile unit with you.

ACD: Use this function to query how full a queue is for individual subscribers (agents) of an ACD group (ACD = Automatic Call Distribution). Enter the internal call number of the subscriber. The number of waiting calls for this subscriber and the call numbers of the respective ACD group are shown.

Information Menus

Use the ⓘ info key to access other menus with information on received, calls, messages, etc. as well as current settings of your telephone.

“Info” Menu

This menu is for quickly locating received or saved messages. The same menu entries are also in the main menu. If there are new entries on the info list, the Info key flashes. The following menu entries described are only offered if corresponding announcements (calls, notifications) are there.

Press the ⓘ Info key **briefly** when idle. You see one or more entries ...

Call list: Information on missed calls (please refer to the section “Call Lists” on page 67)

Received calls: Information on accepted calls (please refer to the section “Call Lists” on page 67)

Call back list: List of requested call backs (please refer to Call Back starting on page 55)

Message waiting: List of received short messages (please refer to the “Message waiting” section on page 69) and voicebox messages (please refer to Querying Voicebox starting on page 56)

E-mail: E-mail information (please refer to the section “E-mail” on page 69)

Active features: Displays active features which restrict reachability (see next chapter on page page 82).

“Active features” Menu

This menu provides an overview of active features which impair your reachability. The same menu entries are also in the main menu. You can deactivate features here. The features are then removed from this menu. If there are no active features, the **idle display** menu appears and no entry is shown.

When idle, press the ⓘ Info key **longer** or select **Active features** in the “Info” menu (see page 82). You see one or more entries ...

Call blocking: Call blocking is activated; see the section “Call blocking” on page 76

Block call key: Call blocking is activated for individual INTERNAL/EXTERNAL key; see the section “Block call key” on page 76

Call-waiting on/off: Call waiting on/off is activated; see the section “Call waiting on/off” on page 76

Block intrusion: Block intrusion is activated; see the section “Block intrusion” on page 76

Call diversion: For every activated call diversion, a menu entry is offered, e.g. **Divert key after time** for the call diversion after time for a device key; please refer to “Call diversions” Menu starting on page 68.

Installing USB Drivers

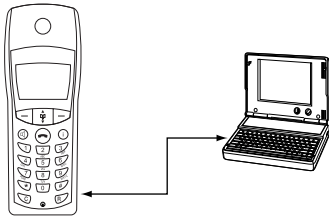
The Aastra 142d has a USB port for connecting to a PC. You have to install the USB driver for the Aastra 142d before you can use this connection. To do so you require:

- a PC with Microsoft Windows and USB interface,
- a USB data cable for your Aastra 142d (ID No. 4514346)
- and the installation programme for the USB driver. The installation programme is available for download on the Internet under <http://www.aastra.de> or <http://www.aastra.com>.

Note:

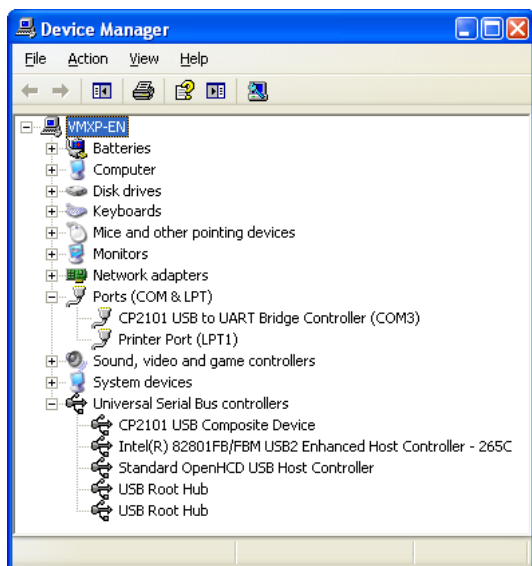
The Aastra 142d may not yet be connected during driver installation.

1. Log in to Windows as the administrator.
2. Start the installation programme for the USB driver via "Setup.exe". Follow the steps of the installation assistant.
3. Then connect the Aastra 142d using the USB data cable. Use an unused USB port on your PC.



Connecting USB data cable

4. Check the USB connection. Start the Applet **System** in the Windows Control Panel. Select the **Hardware** tab in the **System Properties** dialogue. Click on the **Device Manager** button. The entries highlighted blue in the following screenshot must be shown.



Windows Device Manager: USB driver components

Updating Software

The software for your Aastra 142d can be updated using a USB data cable.

Carry out the following steps to update the software for your Aastra 142d:

1. Install the USB driver (see Installing USB Drivers starting on page 83) and connect the Aastra 142d to your PC.
2. Start the programme for updating the software of your Aastra 142d.
3. Follow the instructions of the PC programme to carry out the software update.

After the programme has determined the configuration, your telephone is switched off.

4. Switch the device on again while holding down the  arrow key and then pressing the  key. Now your telephone software is updated.

PC Tool for Managing the Phone Book

There is a "PC Tool" programme available for managing the local phone book of the Aastra 142d. This enables you to transfer phone book data saved on your Aastra 142d to your PC and vice versa.

This PC tool as well as detailed information on installation and operation are available on the Internet at <http://www.aastra.de> and / or <http://www.aastra.com> for downloading.

Appendix

Important Information on Battery Use

Switch off the mobile unit before removing the batteries as there may be a loss of data otherwise.

1. Use nickel metal hydride (NiMH) batteries only!

The listed mobile unit operation times (ready for operation / calling) and charge times (see Technical Data starting on page 91) only apply with a battery capacity of 800 mAh.

The scope of delivery of the mobile unit includes 3 re-chargeable AAA NiMH cells.

Note:

Using other battery types or non-re-chargeable batteries / primary cells can be hazardous and may also result in functional impairment or damage to the device.

For understandable reasons, the manufacturer cannot accept any liability in such cases.

- 2. Batteries get warm while charging; this is a normal and non-hazardous process.**
- 3. Do not use any third-party charging devices. This may damage the batteries.**
- 4. Observe the correct polarity when inserting the batteries! Please refer to: Inserting/Removing Batteries starting on page 10.**
- 5. Never submerge a battery under water nor throw a battery into a fire.**
- 6. Do not take batteries apart. This could result in leakage of corrosive electrolytes.**
- 7. After inserting new batteries the battery status display takes a few charge cycles to be ready to display accurate charge status information.**
- 8. New batteries only reach their full capacity after a few charge/discharge processes.**
- 9. You can replace your mobile unit back onto the charging station after each call. The charging process is controlled electronically so that batteries at whatever charge level are optimally and carefully charged. Avoid removing the batteries for no particular reason from the mobile unit as this impairs the optimal charging process.**

The capacity of the batteries used can be improved when after more lengthy usage periods the batteries are fully discharged and then fully recharged.

- 10.** Do not short circuit the batteries (dangerous). Especially avoid accidental short circuiting during storage and transport due to, e.g. key ring and keys, metal plates or similar items and make sure that batteries do not come into contact with substances containing fats, oil or grease.

This is why batteries are stored outside the mobile unit in insulated packaging only. Make sure contacts do not come into contact with greasy parts either.

- 11.** Recycling of all used batteries is legally stipulated; they cannot be disposed of in domestic refuse. Dispose of used batteries in accordance with local government requirements. Be sure to recycle them. Batteries are recycled because they may contain, e.g. nickel cadmium (Ni-Cd), lead (Pb), cadmium (Cd) or mercury (Hg).

Care and Maintenance

Your telephone is a product that meets the highest standards of design and manufacture. It should therefore be treated with care. Follow the advice below, and you will be able to enjoy using this product for a long time.

Please follow all the Safety Precautions in the chapter Safety Information starting on page 2. These precautions apply to the mobile unit, the charging station, the batteries (the entire telephone), as well as the accessories.

Note:

To clean the telephone, first remove the charger adapter plug from the mains socket. Wipe the equipment with an anti-static cloth or a soft, damp leather cloth. Never spray your telephone with cleaning fluid or solvents.

Clean the contacts of the mobile unit and charging station with a lint-free cloth. If your telephone or one of the accessories fails to function correctly, contact your supplier's customer service.

Environmental Properties and Disposal

(valid for the European Union)

The product was manufactured in line with the legal specifications and 2002 manufacturing directive and is recycling and environmentally compatible. It was developed with low energy usage, long service life span and user-friendliness in mind, using a limited amount of environmentally compatible materials and components. Help to extend the lifetime of your devices by following the safety precautions, information on battery lifetime and the care and maintenance precautions.

Notes on Disposal

In order to avoid any possible consequences resulting from the disposal of electrical and electronic equipment containing substances damaging to the environment and human health, the European Parliament and Council directives

- Directive 2002/96/EC on “waste electrical and electronic equipment” (WEEE) and
- directive 2002/95/EC on the “restriction of the use of certain hazardous substances in electrical and electronic equipment” (RoHS)

have been transferred into national law in all EU member states.

The primary aim of the legislation is the prevention of waste electrical and electronic equipment, and also the recycling, material recovery and any other form of recovery of such waste in order to reduce the quantities of waste to be disposed of and the amount of hazardous substances from electrical and electronic equipment becoming waste.

The product that you have purchased was developed in line with current, state of the art technology in an environmentally friendly manner and with a view to recycling, thus complying with requirements of European directives.



The product is labelled with the symbol shown. If you wish to dispose of this product, this symbol obliges you to do so separately from unsorted domestic waste. For this reason suitable facilities have been set up for the return of waste electrical and electronic equipment. Waste equipment can be handed in at these return centres free of charge. To find out where these return centres are located, please consult the information provided by the department of your local authority responsible for waste disposal.

Attention!

Electrical equipment does not belong in domestic waste.
Deposit it free of charge at a return centre.

Declaration of Conformity

(valid for the European Union)

CE mark

This device complies with the requirements set down in the EU directive:
EU directive 1999/5/EC on radio equipment and telecommunications terminal
equipment and the mutual recognition of their conformity. The conformity with
the above-mentioned directive is confirmed by the CE mark on the device.

Limited Warranty

(valid for sale in USA, Canada)

Aastra warrants this product against defects and malfunctions during a one (1)
year period from the date of original purchase. If there is a defect or malfunction,
Aastra shall, at its option, and as the exclusive remedy, either repair or replace the
telephone set at no charge, if returned within the warranty period. If replacement
parts are used in making repairs, these parts may be refurbished, or may contain
refurbished materials. If it is necessary to replace the telephone set, it may be
replaced with a refurbished telephone of the same design and colour.

If it should become necessary to repair or replace a defective or malfunctioning
telephone set under this warranty, the provisions of this warranty shall apply to
the repaired or replaced telephone set until the expiration of ninety (90) days from
the date of pick up, or the date of shipment to you, of the repaired or replacement
set, or until the end of the original warranty period, whichever is later. Proof of the
original purchase date is to be provided with all telephone sets returned for war-
ranty repairs.

Exclusions

Aastra does not warrant its telephone sets to be compatible with the equipment
of any particular telephone company. This warranty does not extend to damage to
products resulting from improper installation or operation, alteration, accident,
neglect, abuse, misuse, fire or natural causes such as storms or floods, after the tel-
ephone is in your possession.

Aastra shall not be liable for any incidental or consequential damages, including,
but not limited to, loss, damage or expense directly or indirectly arising from the

customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

In North America, please call 1-800-574-1611 for further information.

Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra product, at Aastra's option, for a fixed charge. You are responsible for all shipping charges. For further information and shipping instructions;

In North America, contact our service information number: 1-800-574-1611.

Outside North America, contact your sales representative.

Note: Repairs to this product may be made only by the manufacturer and its authorized agents, or by others who are legally authorized. This restriction applies during and after the warranty period.

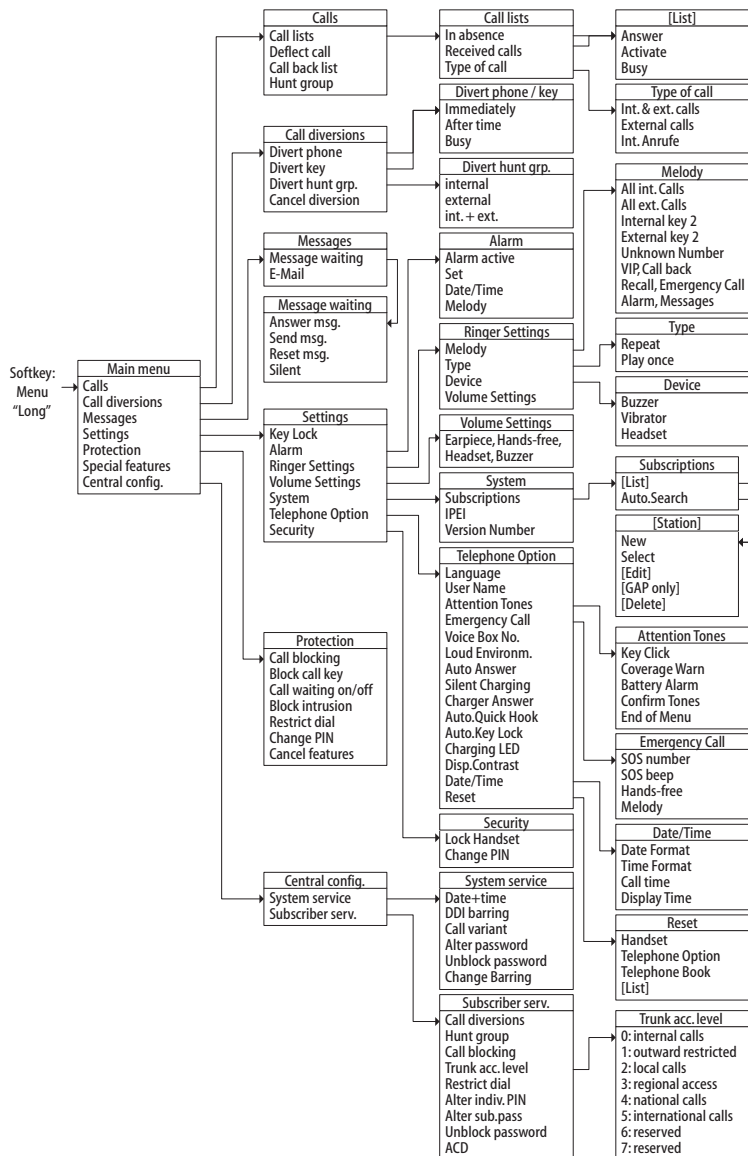
Unauthorized repair will void the warranty.

Technical Data

valid for ...	USA, Canada	All other countries
Standards:	DECT, GAP	DECT, GAP
Number of channels:	60 duplex channels	120 duplex channels
Frequencies:	1920 MHz to 1930 MHz (UPCS)	1880 MHz to 1900 MHz
Duplexing:	Time-division multiplex, 10 ms frame length	Time-division multiplex, 10 ms frame length
Channel spacing:	1728 kHz	1728 kHz
Bit rate:	1152 kbps	1152 kBit/s
Modulation:	GFSK	GFSK
Speech coding:	G.726 (ADPCM) with 32 kbps	G.726 (ADPCM) with 32 kbps
Transmission power:	5 mW (average output per active channel)	10 mW (average output per active channel)
Range:	up to 985 ft outdoors, 165 ft indoors	up to 300 m outdoors, in buildings up to 50 m
Charger power supply:	AC 100 V - 240 V / 50 - 60 Hz	AC 100 to 240 V / 50 - 60 Hz
Display:	5-line graphic display	5-line graphic display
Mobile unit weight:	3.67 oz without batteries, 4.90 oz with batteries	104 g without batteries, 139 g with batteries
Mobile unit dimensions:	5.75 x 2.09 x 1.10 in (Length / Width / Height)	146 x 53 x 28 mm (Length / Width / Height)
Charging station weight:	1.73 oz	49 g
Charging station dimensions:	4.76 x 2.09 x 1.10 in (Length / Width / Height)	121 x 107 x 70 mm (Length / Width / Height)
Length of power supply cable:	10 ft	3 m
Battery:	3 x AAA batteries (NiMh / 1.2 V / 800 mAh)	3 x AAA batteries (NiMh / 1.2 V / 800 mAh)
Stand-by Time:	up to 125 hours	up to 140 hours

valid for ...	USA, Canada	All other countries
Talk time:	up to 18 hours	up to 15 hours
Charge Time:	up to 6 hours	5 to 6 hours
Permissible ambient temperatures for mobile unit operation:	41° F to 104° F	5° C to 40° C
Permissible ambient temperatures for charger operation:	41° F to 104° F 20% to 70% relative humidity	5° C to 40° C 20% to 70% relative humidity
Permissible storage temperature:	14° F to 140° F	-10° C to +60° C

Menu Tree



Index

A

- ACD group 58
 - follow-up work time 77
 - query subscriber 81
 - switch out 77
- Active features (menu) 82
- Alarm 36, 70
- Arrow keys 23
- Attention tones 74
- Authentication code 17, 18
- Auto answer 74
- Automatic call answering 75
- Automatic key lock 75
- Automatic quick hook 75

B

- Base station
 - automatic search 73
 - select 73
- Batteries 2
 - charging and usage times 10
 - charging, discharging 9
 - commissioning 9
 - empty (set notification tone) 74
 - inserting, removing 10
 - safety information 86
- Belt clip 19
- Block intrusion 76, 82
- Buzzer 71

C

- C key 25
- Call
 - end 47
 - recording 45, 53, 55, 57
 - tapping 39, 52
 - transfer to external subscriber 51
 - transfer to internal subscriber 51
- Call back 46, 55
- Call back list 68, 81

Call blocking

- configuring for other subscribers 80
- device 76, 82
- key 76, 82
- override 46

Call display 47

Call diversion

- active features 82
- configuring for other subscribers 80
- delete 69
- device 68
- hunt group 69
- key 69
- menu 68
- to voicebox 68

Call list

- answered calls 67
- call type 67
- calling from 43
- in absence 67

Call numbers (internal, external) 37

Call tapping 39, 52

Call variants (system service) 79

Call waiting 46

Calling 42

- external 42
- from call lists 43
- from the central phone book 44
- from the local phone book 44
- internal 42

Calls

- deflect 49, 68
- incoming (state-dependent menu) 49
- menu 67
- outgoing (state-dependent menu) 46

Call-waiting on/off 76, 82
Cancel features 77
Care and maintenance 87
Central configurations (menu) 78
Change barring (system service) 79
Change device PIN 76, 77
Charge display 11, 38, 40
Charge time 10
Charging LED 75
Charging station 8
CLIP 38
CLIR 38
CNIP 38
Code number procedures 66
Conference 49, 53
 enquiry and transfer 54
 exiting from 54
 initiate 53
 state-dependent menu 55
Confirmation tones 74
Conversation (state-dependent menu) 45
Coverage warning 74

D

Date
 set 71
 system service 78
Date format 75
DDI barring (system service) 78
Declaration of conformity 89
DECT 5
Dialling authorisation
 altering for individual subscribers 80
Direct call key with signalling 28
Disconnect
 call 45, 46, 52
 conference participant 55
Display
 contrast 75
 display 21
 language 73

 lines 21
 symbols 21
DTMF 38

E

E-mail 24, 69
Emergency call 36, 74
Emergency call key 26
Enquiry 49, 50
EXTERNAL key 27
External seizure
 manual 41
 spontaneous 41

F

Finish work time (ACD group) 78

G

GAP 5

H

Handsfree 34
Hash key 26
Headset 6, 72
Hearing aids 3
Hunt group
 call for 68
 switch other subscribers in/out 80

I

Illumination 22
Info
 active features 82
 call list in absence 81
 call list of received calls 81
 e-mail 82
 menu 81
 message waiting 82
 voicebox messages 82
Info key 24
INTERNAL key 27
Intrusion 46
IPEI 17, 72

K

Key click 74
Key lock 34, 70
Keys 22

L

Line seizure 41
Lock 76
Loud environment 74
Loudspeaker 45, 46, 47, 53, 55
Loudspeaker key 24

M

Main menu 66
Making a call 42
Melody
 alarm 71
 call type 71
MEM card 12
Menu
 active features 82
 before and during a call 39
 call diversions 68
 calls 67
 central configurations 78
 hide automatically 32
 info 81
 main menu 66
 messages 69
 protection 76
 settings 70
 special functions 77
 subscriber service 79
 system service 78
 when idle 39
Menu (state-dependent)
 busy subscriber 46
 conference 55
 during conversation 45
 during the call 46
 for incoming call 49
 subscriber on hold 52
Menu tree 93

Message waiting 69
Messages (menu) 69
Mobile unit
 lock handset (telephone lock) 76
 subscribe 15
MULTIPLE key 28
Muting 35

N

Number keys 26

O

Operational controls 20
Optical call display 47

P

Paging messages 58
PARK 17
Partner direct call key 29
Phone book
 central 44
 local 44
Pick-up 39, 52
 direct 39, 46, 52
PIN
 altering for other subscriber 80
 change 76, 77
 telephone lock 76
Portable part 17
Postdial (DTMF) 38
Power failure 2
Power supply 2
Pre-dialling 42
Preferred key
 external 41
 internal 41
Protection (menu) 76

R

R key 26
Radio connection
 dead spots 6
 quality 21

Radio fixed part 17
Recall 51
Receiver key 24
Recording (call) 45, 53, 55, 57
Redialling 43
Reset (settings) 75
Ringer
 device 71
 for incoming calls 71
 setting 71
 switch off 35, 47
 type 71

S

Safety information 2
Setting language (display) 73
Settings (menu) 70
Short messages 24, 69
Signal key 26
Silent charging 75
Softkey
 arrow keys 23
 Esc 23
 menu 24
 OK 23
 redial 23
Softkey line 22
Softkeys 22
SOS number 36
Speaker 34
Special features (menu) 77
Star key 26
Subscriber busy (state-dependent menu) 46
Subscriber on hold (state-dependent menu) 52
Subscriber password
 alter (subscriber service) 81
 unblock (subscriber service) 81
Subscriber service (menu) 79
Subscription 15
Subscriptions 72
Suppress telephone number 40, 53

Switching device on/off 33
Symbols (on the display) 21
System (subscription to) 72
System password
 alter (system service) 79
 unblock (system service) 79
System service
 date/time 78
 menu 78

T

Team direct call key 28
Team hold 45, 52
Technical data 91
Telephone book 45, 46, 52, 55
Telephone lock 34
Telephone option 73
Text lines 22
Time 36
 set 71
 system service 78
Time format 75
Toggle 49, 50, 52
Transfer 49, 53
 to external subscriber 51
 to internal subscriber 51
Transmission of call numbers 38
Trunk access
 change/restrict own 77
Trunk access level
 change/restrict 77
 configuring for other subscribers 80

U

Updating software 84
Usage time 10
USB port 83
User 73

V

Version number 72
Vibration signal generator 72

Index

Voicebox

- displaying messages 24

- enter call number 74

- query 56

Volume

- adjust during call 34

- for call 72

- for ringer signalling 72

W

WAP portal 40, 45, 46, 47, 49, 53, 55

Notes

Notes

