AVAYA

IP Office
20DT Handset User's Guide

Contents

Handset Features

The 20DT Handset

Speaker

Volume Controls
(used to increase/decrease
earpiece volume)

Lamp Indicates:
- Incoming Call
- Message Waiting
- Missed Calls

Accept Key
and
Off Switch

Display With
Backlight

On Switch
plus
Hook Switch

Signal Indicator
(on when base station
is in range)

Headset Jack
(bottom edge)

- Talk Time: 10 Hours.
- Standby Time: 90 Hours.
- Size: 143mm x 48mm x 26mm.
- Weight: 121g including battery ($\pm$10g).
- Security: Each handset has a unique serial number.
                        Speech is digitally encrypted.
- Charge Times: Full charge, 3.5 hours.
- Accessories: Includes a charger, headsets and pouches.

Using this Guide

This guide details the features that the 20DT handset supports when working with an IP Office system. The handset may also be able to use other functions provided by the DECT and PBX telephone systems with which it is working.

Refer to the manufacturer's instructions.

Within this guide, reference is made to the options in the Subscribing and Set-Up procedures (see pages 6 and 8 respectively). Pressing the **MENU** key gains access to the menu structure for these options. Two versions are available, dependant upon the software issue of the 20DT.

To determine which menu structure you have:

- Dial *99982*.

- Press ✔ and the display will show the PCS level (on the second line).

- If the PCS level is 4K or greater it means that you have the latest software available to you.

Both of these versions are shown on page 4. Throughout this guide, the procedures detailed are for the latest version of the software.
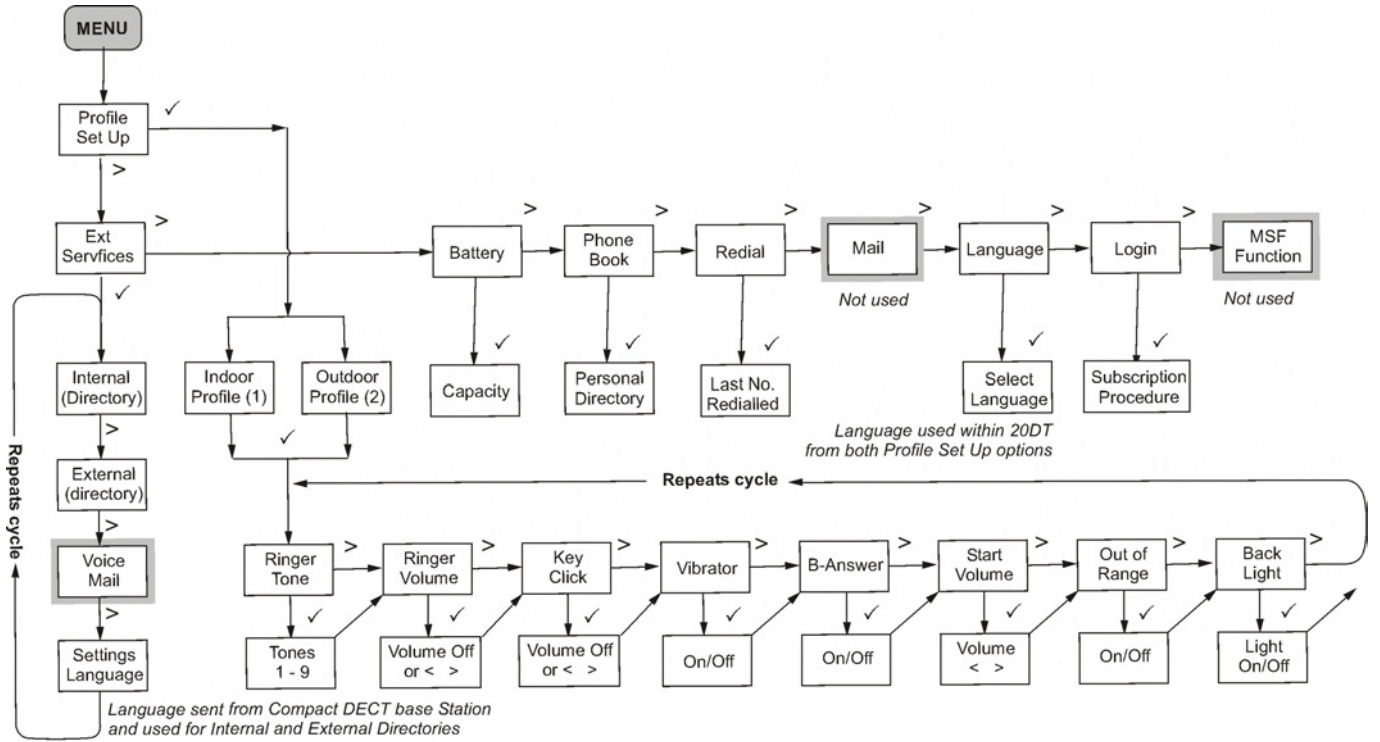
20DT Menu Structures

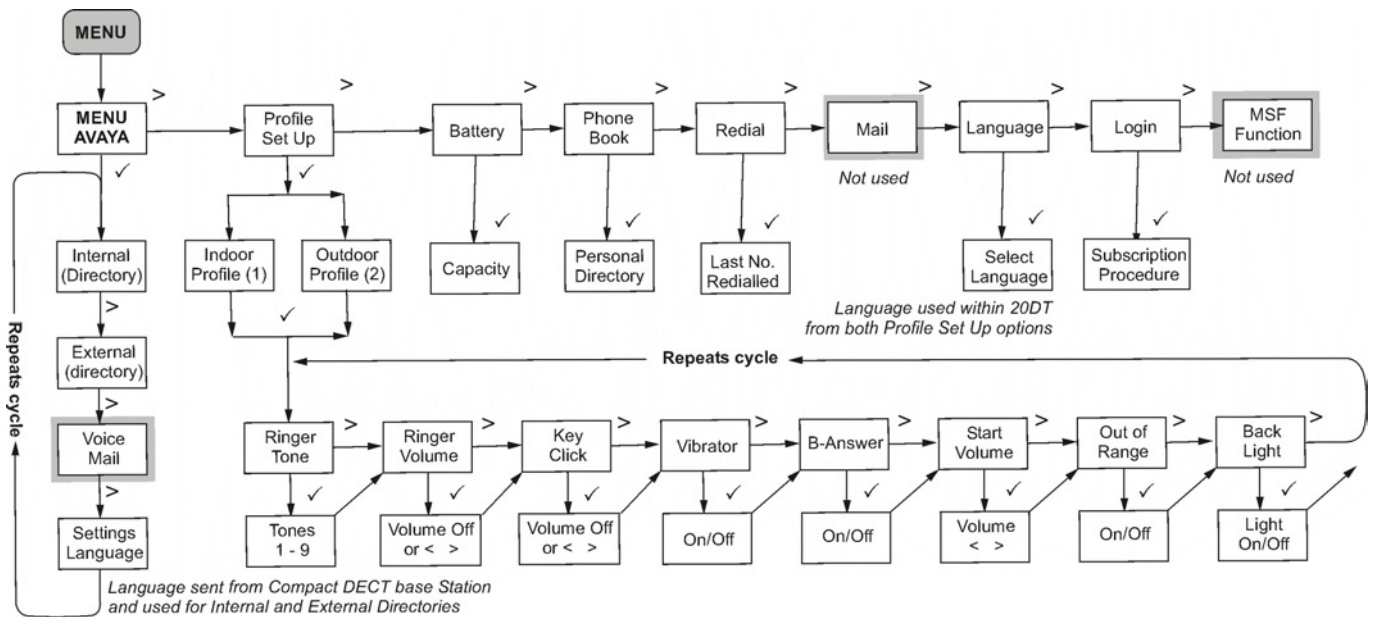**Key: < >** Step forwards or backwards through facilities menus

✔ Access and change facilities, e.g. select Ringer Tones

* When Internal/External Directory or Setting (language) accessed, use to return to previous menu.

Latest Menu Structure

Previous Menu Structure

Notes and Warnings

Equipment in some areas may cause interference with cordless handsets. Other areas may have atmospheres that require the use of special "intrinsically safe" equipment only. The 20DT handset is **not** classified as intrinsically safe and **must not** be taken into these areas.

Unfortunately all types of cordless handset may cause background sound on some hearing aids.

Batteries and Charging

The handset batteries* are non-removable. Charging takes approximately 3.5hrs. The charger also acts as a desk stand. Whilst charging the handset can still make/receive calls.

To check battery charge:

1. Press *MENU*

2. Press **>** until **BATTERY** appears.

3. Press ✔. The battery charge is shown as a row of blocks.
   (Recharge the battery if 3 or less solid blocks are shown).

4. Press **MENU** to finish.

* Note: When you first receive your 20DT handset, slide the back cover off and check that the battery pack lead is inserted into it's socket.

Subscribing

Introduction

For 20DT handsets to be connected to a DECT system they have to go through a process called 'subscription'. In addition, each 20DT must be both registered on each system and the subscription allowed. Your system manager will do this and also allocate an extension number to you. To do this they need to known the handset's serial number. This is shown on a label covered by the handset battery. Remove handset back cover and lift out battery unit to show label. The serial number follows the characters **SN:**. Alternatively, on latter models, you do not have to remove the back cover. Simply key *999*84* and press ✓**.**

Logging On:

The 20DT can subscribe to a maximum of ten DECT systems (four on older systems). However, the 20DT can only be logged onto one of these systems at any one time. If these systems are out-of-range of each other, e.g. in another building, you can set the 20D to automatically log on to the other system when you get in range (see page 7).

Subscribing to a System

To subscribe to a system the following information (provided by your system manager) is required:
* The ID number of the DECT system
* An account code if necessary.

To subscribe to a system:

1. Press **MENU** and then **>** until *LOGIN* appears, then press ✓. *SELECT LOGIN* appears
2. Press **>** until *SUBSCRIPTION CREATE* appears, then press ✓.
3. *SEARCH ID* appears. Press **>** until required system **ID** number appears. (The system ID is printed on the back of the Compact DECT Base Station). *The handset displays the ID's of any systems in range. If there are several systems locally, use **<** and **>** to display the different ID numbers found.*
4. When the required system ID is displayed, press ✓**.**
5. Press **>** until *CREATE SYSTEM 1* appears, press **>** until required **SYSTEM** number appears.
6. When the required **SYSTEM** number appears.
7. *AC:* _ _ _ _ _ _ also appears. If required enter an Account Code and/or press ✓.
8. *SUBSCRIPTION WAIT* appears. If for some reason your handset cannot subscribe it displays *FAILED*. Press ✔ to try again from step 2 above or press **MENU** to stop.
9. When successfully subscribed, your handset bleeps and your extension number is displayed.

Switching Between Systems

If your 20DT has been registered on several <u>local </u>systems, you can select which system to currently use. Simply repeat Subscribing to a System on page 6, selecting the required system to log on to. Alternatively, if your 20DT has been registered on other <u>remote</u> (at other locations) systems, you can select the **Auto Subscribe** option (see page 7) on your 20DT. Hence, when you move between the two locations your 20DT will automatically subscribe itself to the new system.

Auto Subscribing Handsets

When moving between two locations, both equipped with IP Office and Compact DECT systems, you can set a handset to automatically subscribe to the other DECT system provided that the handset at been registered on **both** systems (consult your system manager for details).

To set auto subscription on a 20DT Handset

1. Press **MENU** and then **>** until *LOGIN* appears, then press ✓. *SELECT LOGIN* appears

2. Press ✓ *CURRENT SYSTEM* and the *ID* of that system appears.

3. Press **>** until *AUTO LOGIN* and then press ✓ to finish.

Removing a Subscription

If necessary, you can remove a subscription from the handset.
DO NOT DO THIS LIGHTLY as you may not be able to re-subscribe without assistance from your System Maintainer.

1. Press **MENU** and then **>** until *LOGIN* appears, then press ✔.

2. **SELECT LOGIN** appears.

3. Press **>** until required *SUBSCRIPTION REMOVE* appears, then press ✔.

4. Enter your password and press ✔.

5. *SUBSCRIPTION REMOVE* appears, press ✔ and then press **>** until the system you wish to remove appears

6. Press ✔ again to remove the system.

7. If the system removed was the one currently in use, you need to **LOGIN** to another system (see page 6).

8. Press **MENU** to finish.

Hot Desk Log-on

To log on as a Hot Desk user you need to know the extension number and the passcode for that extension number.

To Log on enter the following shortcode:

1. *35**Extension Nu*mber**Passcod*e# then press 📞.

2. When you will hear a double beep press 📞 again.

E.g. if your extension number is 401 and the passcode is 1234 you would enter:

*35*404*1234#

To log off you need to enter:

*36 then press 📞.

When you will hear a double beep press 📞 again

Set-Up

Profiles

Your 20DT handset can be set-up for two user-defined profiles.
- **Indoors (1)** e.g. for office working
- **Outdoors (2)** e.g. for use in a manufacturing environment.

Within each profile you can set-up different parameters for:
- **Back Lighting On/Off:** See page 8.
- **Start Volume:** See page 9.
- **Ringer Tone:** See page 10.
- **Ringer Volume:** See page 10.
- **B-Answer On/Off:** See page 10.
- **Key Click On/Volume:** See page 12.
- **Vibrator On/Off**: See page 12.
- **Out of Range Indicator:** See page 12.

You can also set your DECT 20DT handset to operate in a totally silent mode (see page 8).

To select Profile 1 or 2:

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.

2. Press **>** until required profile appears.

3. Press ✔ to select profile and continue with setting up of the parameters (see above). Press **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

Silent Mode

If you do not want your 20DT to ring when an incoming call is presented, you can select Silent Mode (not available when twinned with a desk top phone). You can also Mute your microphone during a call *(see page 9).*

1. Press **MENU** followed by **SILENT**. *SILENT* appears and your 20DT will vibrate when incoming calls are presented. Refer to page 12 for details on how to turn the vibrating option on.

2. To return to normal use, repeat the above. SILENT disappears and a tone is given.

Backlight Display

You can select if your 20DT handset display is to be backlit.

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.

2. Press **>** until required profile appears and then press ✔.

3. Press **>** until *BACKLIGHT* appears and then press ✔.
   (Use **<** and **>** to select ON or OFF.)

4. When done, press ✔ to save and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 2.

Volume Control

Mute

During a call you can mute the microphone.

1. During the call, press ✔.

The handset displays *Mic. Mute*. To cancel press ✔ again.

Caller Volume

The Volume Control keys (mounted on side of handset) are used to increase and decrease caller volume during a call. The volume is shown as a bar across the display. After the call the handset returns to its default volume setting *(see below)*.

For systems where handsets are used in noisy environments, the maintainer can adjust the volume settings for some phones. Contact your maintainer for further details.

Headset Operation

You can use a telephone headset (earphone and microphone) with the handset. This plugs into a 2.5 mm stereo jack socket located on the base of the 20DT.

Using a headset disconnects the microphone and speaker. For total handsfree operation also use Auto-Answer *(see page 10)*.

Default Speech Volume

You can alter the default volume of calls.

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.
2. Press **>** until required profile appears and then press ✔.
3. Press **>** until *START VOLUME* appears, then press ✔.
4. Use **<** and **>** to alter the volume display.
5. When done, press ✔ to save and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

Ringer Controls

Ringer Tone

You can select between 9 ringer tones (not available when twinned with a desk top phone).

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.
2. Press **>** until required profile appears and then press ✔.
3. Press **>** until *RINGER TONE* appears, then press ✔. Use **<** and **>** to select the tone required. To help the tones are played during selection.
4. When the required tone is found, press ✔ to save it and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

Ringer Volume, On/Off

You can adjust the volume of your ringer (five levels) or you can switch the ringer off (not available when twinned with a desk top phone). This is useful when going into meetings. With the ringer off, incoming calls make the handset vibrate. The ringer volume must be reset manually.

To switch the handset ringer on/off:

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.
2. Press **>** until required profile appears and then press ✔.
3. Press **>** until *RINGER VOL* appears, then press ✔. Use < and **>** to select the volume required or select *OFF*. To help the volume is played during selection.
4. When the required volume has been selected, press ✔ to save it and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

B-Answer On/Off (Auto-Answer)

You can set the handset to automatically connect to calls after a single ring (not available when twinned with a desk top phone). This is useful for headset operation. When selected, *B-ANSWER* appears on the display.

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.
2. Press **>** until required profile appears and then press ✔.
3. Press **>** until *B-ANSWER* appears and then press ✔.
4. Use **<** and **>** to switch **O**N or **OFF**.
5. When set as required press ✔ and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

Handset Phone Book

Storing Handset Phone Book Numbers

Handset phone book numbers can be either external or internal numbers. They can also be codes for the telephone system to which your 20DT connects.

1. Dial the required number and press **BOOK**.
2. *STORE NO.?* appears. If yes, press ✔ otherwise press **MENU**.
3. *NAME* appears. Enter the required name from key pad by tapping keypad digits until required letter appears. Press **#** to switch between capitols and lower case.
4. When flashing cursor moves to next space, select next letter.
   To delete letters use **<** to back space and then hold down.
5. When the name has been entered, press ✔ to store both name and number.
6. Press **BOOK** and use **<** and **>** to view the number.

Using Handset Phone Book

The handset phone book can store up to 80 numbers. Each number can be up to 24 digits with 24 letter names. These numbers are stored on the handset in the sequence in which they are entered.

There are two methods of accessing stored handset phone book numbers:

- **By Scrolling**
  Press **BOOK**. The first number in the stored list appears. To dial, press ➤ or press > to scroll through the list and then press ➤.
- **By Reviewing**
  Press **BOOK**. The first number in the stored list appears. Key the 1st letter of the required stored name. When name and number appear press ➤ to call.

To delete a handset phone book number:

1. Press **BOOK**. Select the number to be deleted by either of the two methods above.
2. Press ✔ twice.

Key Clicks, Out of Range & Vibrator

Key Click Sounds

You can set if the handset keys should give a click when pressed.

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.

2. Press **>** until required profile appears and then press ✔.

3. Press **>** until *KEY CLICK* appears, then press ✔.

4. Use **<** and **>** to either switch *OFF* or to increase the volume.

5. Press ✔ to save the setting and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

Out of Range Tone

An out-of-range warning tone occurs when you are about to go out-of-range of the current base station and either there is no base station to handover the call to or the next base station already has its maximum number of calls.

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.

2. Press **>** until required profile appears and then press ✔.

3. Press **>** until *OUT of RANGE* appears, then press ✔.

4. Use **<** and **>** to either switch *ON* or *OFF*.

5. Press ✔ to save the setting and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

It is strongly recommended that the *OUT of RANGE* option is always *ON*.

Vibrator

You can set the handset to vibrate and ring or just vibrate or just ring (see page 10) when an incoming call arrives (not available when twinned with a desk top phone).

1. Press **MENU*** and ✔. *SET PROFILE/PROFILE 1* appears.

2. Press **>** until required profile appears and then press ✔.

3. Press **>** until *VIBRATOR* appears, then press ✔.

4. Use **<** and **>** to either switch *ON* or *OFF*.

5. Press ✔ to save the setting and **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>**to display *PROFILE SET UP.* Press ✔ and **>** until required profile appears. Press ✔ and continue from step 3.

Using the Handset

Switching On/Off

To switch the handset on press and hold down ⌒ until *INDeX* appears. To switch the handset off, press ✔ until you hear a tone and the display clears.

- (•)) **Signal Symbol**
  Indicates a base station in range and that your 20DT handset is ready for use. If the symbol flashes the base station is busy with its maximum number of calls.

- ✆ **Off-Hook Symbol**
  Shown when making calls and during conversations. Use ⌒ key to disconnect.

Answering Calls

To answer an incoming call: Press ⌒.

To cancel a message waiting lamp: Press ∗, 2 and ⌒ twice.

Making Calls

1. Press ⌒ and then dial the number required (prefix external calls with 9). **Or**
2. Dial the number required and press ⌒.

Last Number Redial

1. To access the redial stack (up to 10 different numbers) press **REDIAL**.
2. Press **>** until the required number appears (from newest to oldest).
3. Press ⌒ to call the desired number.

Locking the Keyboard

You can lock the handset keys. This stops calls being accidentally started.

Whilst locked the handset displays *KEY LOCKED*. You can still answer calls by pressing the ⌒ key.

1. To lock or unlock the keyboard, press **MENU** and then **LOCK**.

Recall

The **R** key produces a 'recall' signal and is used to Hold calls. When a call is held, you will hear a dial tone. In addition, some PBX's may need this 'recall' signal to access specific functions.

Call Waiting

If your phone has the call waiting feature set (consult your system manager), then when someone else calls you during a call, the display will show *CALL WAITING*.

1. To answer a Call Waiting, press ⌒ to end your current call and press ⌒, again.
2. You will be connected to the waiting call.

IP Office Functions

Introduction

When used on an IP Office system, the 20DT handset can access a range of additional functions directly from the IP Office system.

- Access the IP Office Directories of extensions and speed dial numbers by either Alpha or Name search, both of which are selected/configured from the IP Office platform (see page 14).
- Voicemail messages prompts are displayed and you can access messages via an intuitive menu structure.
- Display CLIP, Calling and Called party information, Alpha tags, etc.

Accessing the IP Office Directories

1. Press **MENU** followed by **> (BOOK)**. *EXT. SERVICE* appears. Press ✔
2. *INTERNAL* is displayed.
   Press ✔ to access your IP Office Internal Directory extensions.
   or
   Press **>** to select *EXTERNAL* to access your IP Office system speed dials and then press ✔.
   Note: Having accessed either the internal or external directory, you can return back to *INTERNAL/EXTERNAL* by pressing *****.
3. *Enter 1st letter of Name* is displayed. Press the key matching the first letter of the *Name* you want. E.g. for **SMITH** press **7(PRQS) four times.** The display shows the first name in the alphabetic list of the **S**'s.
4. Use **>** to step through the Smiths. Press 📞 to call the displayed name.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press ✔ and continue from step 2.

Using the IP Office Voice Service

When *Voice Message* appears on your display, you access your messages as follows:

1. Dial *17 and then 📞.
   or
   Press **MENU*** followed by **> (BOOK)**. *EXT. SERVICE* appears.
   Press ✔ and *INTERNAL* is displayed.
   Press **>** until *VOICE MAIL* appears, press ✔ and then 📞.
2. **For a 20DT twinned with an extension:**
   If required, dial your password. You will access the Voicemail box of your twinned extension number. Follow the audible prompts to either listen to your messages, send a message or action your message(s).
   For an individual 20DT:
   If required, dial your password and follow the audible prompts to either listen to your messages, send a message or action your message(s).
3. Press 📞 to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press ✔. Press **>** until *VOICE MAIL* appears, press ✔, 📞 and continue from step 2.

For all other Voicemail service, refer to the IP Office Voicemail manual.

Selecting Language (s)

You can change either or both the internal language setting used by the 20DT for Profile Set Ups (see *20DT Menu* Structure *on page 4*) or the language sent from the Compact DECT Base Station (for Internal/External Directories).

To change the Internal/External Directories Language:

1. Press **MENU** followed by **> (BOOK)**. *EXT. SERVICE* appears.

2. Press **>** until **SETTINGS** appears and then press ✓. *LANGUAGE* appears.

3. Press ✓ and **>** until the required language appears.

   Note: Having accessed a language, you can return back to *LANGUAGE* or *SETTINGS* by pressing *****.

4. Press ✓ to select required language and then **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press ✔ and continue from step 2.

To change the 20DT Profile Set Up Language:

1. Press **MENU** followed by **> (BOOK)**. *EXT. SERVICE* appears.d

2. Press **>** until **Language** appears and then press ✓.

2. Press **>** until the required language appears.

3. Press ✓ to select required language and then **MENU** to finish.

* Note: On older menu structures (see pages 3 and 4), after pressing **MENU**, press **>** and ✔. Press **>** to select Profile and then press ✔. Continue from step 2.

Customising Your Mailbox

It is essential that you set a passcode to keep your mailbox private. At default, IP Office does not password protect your mailbox. If not already done, request your system administrator to enable the password protection facility. Regularly update your passcode to maximise security.

To change your mailbox passcode:

1. Press ☎ and dial the Voice Manager extension number *17.

2. When answered, dial ***04**.

3. Follow the voice prompts to change your password.

To change your mailbox greeting:

1. Press ☎ and dial the Voice Manager extension number *17.

2. When answered, dial **3**.

3. Follow the voice prompts to add/change your greeting.

Glossary of Terms

CLIP

Calling Line ID Presentation:
Information about the caller sent with their call, i.e. their name and number.

DECT

Digital Enhanced Cordless Telecommunications:
A standard for the high density operation of cordless handsets in a small area.

GAP

Generic Access Profile:
A series of standards to allow the inter-operation of DECT equipment from different DECT suppliers.

PBX

Private Branch Exchange:
A private telephone system.

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