

Cordless Phone Mitel 5614

CONFIGURATION MANUAL



NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

®,™ Trademark of Mitel Networks Corporation
© Copyright 2017, Mitel Networks Corporation
All rights reserved

1. Introduction	7
1.1 Abbreviations and Glossary.....	7
1.2 Functionality Matrix	9
2. Getting Started with Configuration of the Handset	11
2.1 WinPDM.....	11
2.2 Device Manager	11
2.2.1 Via Chargers	11
2.2.2 Over-the-air via IP-DECT	12
2.3 Device Management in Multiple Systems	12
3. Handset Installation and Configuration	14
3.1 Preparing WinPDM or Device Manager for Handset Handling.....	14
3.2 Installing a New Handset	14
3.2.1 Handset Installation in IP-DECT System using Easy Registration.....	15
3.2.2 Manual Handset Installation in DECT System.....	15
3.3 Installing a handset in MX-ONE Integrated DECT.....	15
3.3.1 Adding a Charger in CPDM3.....	16
3.3.2 New Handset, New Number	16
3.3.3 New Handset, Existing Number	17
3.3.4 Existing Handset, New Number	17
3.3.5 Several New Handsets, New Numbers	18
4. Maintenance	19
4.1 Definitions.....	19
4.2 Upgrade Handset Software	19
4.3 View Handset Licenses	20
4.4 Upgrade Handset by License	20
4.4.1 Automatic License Upgrade	20
4.4.2 License Upgrade Using import or Export	20
4.4.3 Manual License Upgrade	21
4.4.4 Move License	21
4.5 Perform a Factory Reset.....	22
4.6 Replacement Procedure Choice Guide	23
4.7 Replacement of Handset with Device Manager	23
4.7.1 Data Included in a Replacement Transfer.....	23
4.7.2 Handset Replacement with Device Manager in DECT System.....	23
4.8 Handset Replacement with WinPDM.....	24
4.8.1 Handset Replacement with WinPDM in DECT System.....	24
4.9 Handset Replacement MX-ONE	25
4.9.1 Replacement of phone with the CPDM3 in MX-ONE	25
4.9.2 Data included in replacement transfer	25
4.9.3 Phone replacement with CPDM3, Scenario 1	25

4.9.4	Phone replacement with CPDM3, Scenario 2	26
4.9.5	Replacement of phone with the WinPDM in MX-ONE	26
4.9.6	Phone replacement with WinPDM, Scenario 1	27
4.9.7	Phone replacement with WinPDM, Scenario 2	27
4.10	DECT Frequency Band Configuration	27
4.10.1	Multiple Frequency Support	28
5.	Handset Configuration	29
5.1	Configure a Handset with a Template	29
5.1.1	Create a Template	29
5.1.2	Apply a Template	29
5.1.3	Save a Handset Configuration as a Template	30
5.1.4	Synchronizing a Handset with WinPDM/Device Manager	30
5.2	Hot Desk/Shared Phone for MiVocie Business	30
5.2.1	Shared Phone Takeover	31
5.3	Voice Mail	32
5.3.1	Wildcard Characters in Voice Mail Number	32
5.4	Central Phonebook	32
5.5	Company Phonebook	32
5.5.1	Create a Company Phonebook File	32
5.5.2	Upload a Phonebook File	33
5.5.3	Delete Company Phonebook Entries	33
5.6	Import Contacts	33
5.6.1	Create Local Phonebook File	33
5.6.2	Upload a Local Phonebook File	33
5.7	Call Services	33
5.7.1	Activate or Deactivate Call Services when Changing Profile	34
5.8	Call Diversion	34
5.9	Absence Handling	34
5.10	In Call Menu	35
5.10.1	Always Displayed	35
5.10.2	Predefined, configurable	36
5.10.3	Advanced Functions	36
5.10.4	Custom In Call Functions	37
5.11	Creating and Hiding a Soft Key to an In Call Function	37
5.11.1	Create a Soft Key to an In Call Function	37
5.11.2	Hide a Soft Key to an In Call Function	38
5.12	Own Line Settings	38
5.13	Configure DTMF	38
5.13.1	Send DTMF Tone when Pressing On-Hook key	38
5.13.2	Send DTMF Tones when Pressing or Releasing the PTT Button	38

5.14	Uploadable Language	39
5.15	Customize the Menu.....	39
5.15.1	Hide Missed Call Window	39
5.16	Configure Handset Restrictions	40
5.16.1	Enable or Disable Mute Function	40
5.16.2	Enable or Disable Switch Off Function	40
5.16.3	Enable or Disable Call List	40
5.16.4	Enabling or Disabling Handset Keys.....	40
5.16.5	Allow or Disallow Advanced Call Functions.....	41
5.16.6	Allow or Disallow Incoming Messages	41
5.17	Action when Handset is Placed In Charger	41
5.17.1	In Charger Action when not in Call.....	41
5.17.2	In Charger Action when in Call	42
5.17.3	Clear Lists when Inserted in Charger	43
5.18	Disable Homebase GAP Registration.....	43
5.19	Early Encryption	43
5.20	Base Station Positioning	43
5.21	DECT Location	44
5.21.1	Handset Users	44
5.21.2	System Administrators and Installers	44
5.22	Special Location	45
5.23	Poll Location	45
5.24	Site Survey Tool	46
5.25	Common Alarm Settings	46
5.26	Push Button Alarm	46
5.26.1	Call Predefined Number without Sending Alarm.....	47
5.27	Use Multifunction Button as PTT Button	48
5.28	Messaging Settings	48
5.28.1	Configure Message Alerts with Beep Codes	51
5.28.2	Example of TTR and TTP settings	53
5.28.3	Broadcast and Multicast Messaging	56
5.29	Message Templates.....	56
5.29.1	Configure the Handset for Message Templates.....	56
5.29.2	Create Message Template Texts	57
5.30	Name Presentation	57
5.30.1	Name Resolution Priorities	57
5.30.2	Display Management Parameter.....	58
5.31	Services	58
5.31.1	Add Service.....	58
5.31.2	Delete Service	58
5.32	Protect Registration from User Deletion.....	59

5.33	Emergency Call Numbers.....	59
5.34	Audio adjustment	59
5.34.1	Echo Canceling	59
5.35	Headset Configuration.....	59
5.35.1	Selection of Corded Headset Type	60
5.35.2	Configuration of Headset Button	60
5.36	Display New Messages and Call Information Upside Down	61
5.37	Owner identification in the Idle Display.....	61
5.38	Screen Saver	62
5.39	Profiles	62
5.39.1	User Profiles	62
5.39.2	System Profiles.....	62
5.40	Shortcuts	65
5.40.1	Restricting Access to Shortcuts	66
5.41	Shared Phone.....	66
5.41.1	Shared Phone Takeover	67
5.42	Push-to-Talk (PTT) Group Call	68
5.43	Handset Locks	68
6.	Administration	70
6.1	Admin Menu Tree.....	70
6.1.1	Activating the Admin Menu	70
6.2	Quick Access to the Handset Device Information.....	72
7.	Troubleshooting	73
7.1	Fault Symptoms.....	73
7.2	Display Information	73
7.3	Error Messages in WinPDM	76
8.	Related Documents	77

1. Introduction

This document is a guide for installing, configuring and maintaining Mitel 5614 handsets.

The handset can be used immediately but it is highly recommended to install the Windows Portable Device Manager (WinPDM) or use the centralized Device Manager available in Central Portable Device manager (CPDM3)/Wireless Service Manager (WSM3). This enables customization of the behaviour of the handset to suite each user profile and the specific PBX used in the system.

WinPDM is aimed for smaller sites where the handsets are near to hand. The Device Manager allows handsets to be managed centrally via a web interface without needing to collect the handsets beforehand.

The reader is recommended to have a basic knowledge of the system and how handsets are subscribed to the PBX.

For information about WinPDM, the Device Manager, and related systems, refer to "Related Documents" on page 77.

1.1 Abbreviations and Glossary

CLIP	Calling Line Identity Presentation
CNIP	Calling Name Identity Presentation
DECT	Digital Enhanced Cordless Telecommunications: global standard for cordless telephony.
Device Manager	Application for management of handsets, charging racks, (WinPDM, CPDM3, WSM3).
CPDM3/WSM3	Cordless Portable Device Management/Wireless Service Manager. A software running on an Elise3 hardware that enables wireless services to and from handsets and chargers. Features, such as the Device Manager application can be included.
IPDI	International Portable DAM Identity DAM (DECT Authentication Module) See IPEI for more information.
IPEI	International Portable Equipment Identity: IPEI/IPDI is needed to enable network subscription of the handset. At delivery of the handset, IPEI and IPDI are the same and either can be used for network subscription. If one handset is replaced with another using the Easy replacement procedure the IPDI is exchanged and IPEI and IPDI are no longer be the same. If the IPEI and the IPDI differ, the IPDI is used for network subscription.
OTA	Over The Air
PBX	Private Branch Exchange (MiVoice MX-ONE, MiVoice Business, MiVoice 250): Telephone system within an enterprise that switches calls between local lines and allows all users to share a certain number of external lines.
WinPDM	Windows Portable Device Manager An application, running on a PC under Windows, for managing portable devices, charging racks, etc.

User ID	User ID identifies a set of user parameters that can be saved and managed. It can be moved together with user parameters between handsets. It is normally set automatically at DECT subscription to be equal to call number.
---------	--

1.2 Functionality Matrix

The following matrix shows the functions that are available for the handset. Available functions require settings to be made using WinPDM/Device Manager.

Functions	5614 Standard	5614 Alarm
180 degrees rotation of message and call information	x	x
Acoustic Location Signal (ALS)	-	x
Audio adjustment (mic gain etc.)	x	x
Automatic Call after Alarm	-	x
Base station encryption	x	x
Call priority	x	x
Central Phonebook	x	x
Clear lists in charger	x	x
Customizable ring signals and message alerts	x	x
Company Phonebook	x	x
PBX date format for absence handling	x	x
DECT Location	x	x
Display Management Layout	x	x
DTMF settings for On-hook/PTT	x	x
Early Encryption	x	x
Emergency call number	x	x
Handset restrictions	x	x
Headset button functionality	x	x
Location, Base Station	x	x
Messaging (message volume, priority settings etc.)	x	x
Message templates	x	x
Missed call indication	x	x
Multifunction button	x	x
Own line settings	x	x
Own/User headset profile	x	x
PBX date format for absence handling	x	x
Personalized menu	x	x
Poll Location	x	x
Procedure call	x	x
Push Button Alarm	-	x
Push to Talk (PTT)	x	x
Selection of Device Management system	x	x
Services	x	x
Shared Phone	x	x
Special Location	x	x
System Profiles	x	x

1. INTRODUCTION

Upgradable to 5614 alarm	x	x
Upload language	x	x
Voice mail access	x	x

2. Getting Started with Configuration of the Handset

The handset can be configured by inserting it into DP1 Programmer or Desk PDM Charger, or a Rack PDM Charger. The Charger/Programmer is connected via USB or Ethernet to the WinPDM or the Device Manager. For IP-DECT systems, the handset can be configured over-the-air.

This chapter describes how to configure handsets in three different system setups:

- with WinPDM
- with Device Manager via chargers
- with Device Manager over-the air

2.1 WinPDM

WinPDM is run on a PC. The handset is configured as follows:

- 1 Connect a DP1 Programmer or Desk PDM Charger or a Rack PDM Charger through USB to the computer running WinPDM.
- 2 Start WinPDM.
- 3 Place the handset in this charger connected to WinPDM. A handset that is turned off starts up automatically and the battery charging symbol is displayed.

For instructions on how to use WinPDM, see the WinPDM Installation and Operation Manual.

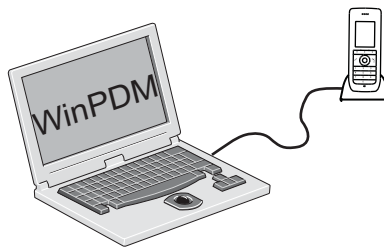


Figure 1. Configuration of handsets through WinPDM

2.2 Device Manager

For instructions on how to use the Device Manager, see the CPDM3 Installation and Operation Manual.

2.2.1 Via Chargers

- 1 Connect a Programmer or Deck PDM Charger or a Rack PDM Charger through the Ethernet port to the network.

The charger is by default configured to connect to the network using DHCP. If DHCP is not used in the network, connect each charger via USB to WinPDM and configure a static IP address.

- 2 Open the Device Manager.
- 3 Place the handset in a charger that is connected to the Device Manager. The handset can either be turned off or turned on when placing it in the charger. A handset that is turned off starts up automatically and the battery charging symbol is displayed.

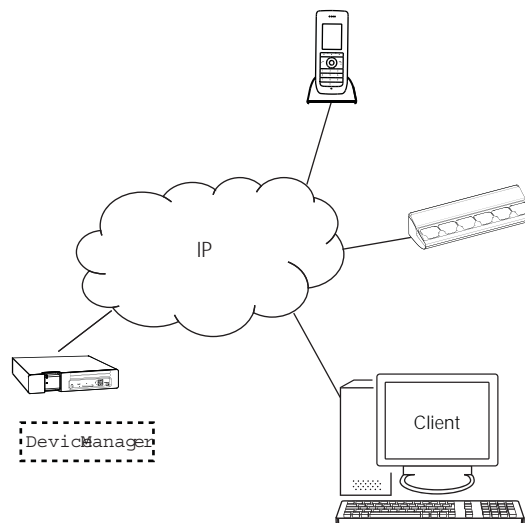


Figure 2. Configuration of handsets via Device Manager and chargers

2.2.2 Over-the-air via IP-DECT

There is no external equipment needed besides Device Manager and IP-DECT. Please proceed with [3. Handset Installation and Configuration](#) on page 14.

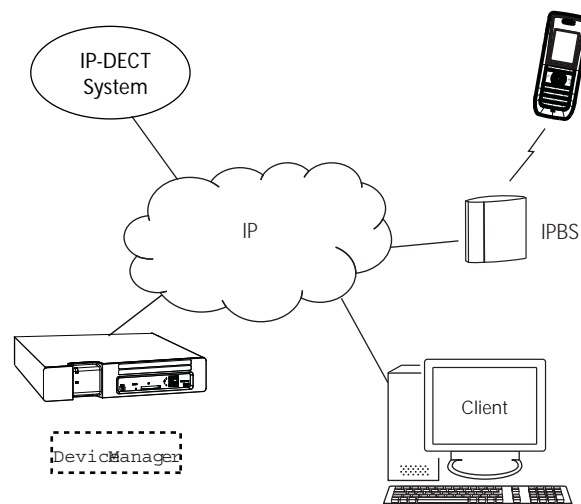


Figure 3. Configuration of handsets via the Device Manager and over-the-air

2.3 Device Management in Multiple Systems

When using a handset in multiple systems, the system that the handset is to be synchronized with can be determined by the Device Manager. This means that a software upgrade and handset configuration can only be applied in the system where the handset synchronizes with the Device Manager.

If a handset has no subscriptions and it is subscribed to the first system the default setting is the handset synchronizing with the Device Manager in that system (that is System A).

NOTE: When changing the “Device Management system” parameter to another system, the handset loses the connection to the IP-DECT system for a few seconds. When changing the "Device Management system" parameter to another system, the handset loses the connection to the IP-DECT system for a few seconds.

- 1 In the WinPDM or Device Manager, select the "Number" tab.
- 2 Select the handset to be configured.
- 3 In the Number menu, select "Edit parameters". A dialog window opens.
- 4 Select "Systems".
- 5 In the Device Management System drop-down list, select the system to be used for device management.

3. Handset Installation and Configuration

This section describes the recommended procedure for installing and configuring handsets. There are several ways to install a handset, but the procedures described here guarantees simple maintenance of the system.

The Device manager is the recommended method for installing, upgrading and configuring handsets in a large system because it allows large numbers of handsets to be maintained simultaneously. Another benefit is that the recall and collection of handsets from users is not required. Handsets can be maintained while placed in desktop chargers or rack chargers connected to a network, or an IP-DECT over-the-air connection.

WinPDM is suitable for smaller systems where a handset is managed by inserting it in a desktop Programmer or charging rack connected to a computer over USB.

For WinPDM, see the WinPDM Installation and Operation Manual.

3.1 Preparing WinPDM or Device Manager for Handset Handling

If the parameter definition file (".def" file) for the handset is not present in the WinPDM or the Device Manager, it can be added by following the procedure below. The parameter definition file and software files are delivered as a package file with the extension ".pkg". Note that template files (".tpl") may also be included in a package file.

- 1 Open the WinPDM or Device Manager.
- 2 In the File menu, select Import > Packages.
- 3 Select the package and click "OK".

The package is imported and the files are created; one definition file with the extension ".def" and one software file with the extension ".bin". Template files may also be created.

3.2 Installing a New Handset

The installation basically contains three steps:

- Subscribing to the DECT-system – needed to be able to make calls and send messages (Mandatory).
- Creating an identity for the handset in the WinPDM/Device Manager – needed to be able to configure the behaviour of the handset and take backups of the handset configuration (Recommended).
- Configuring the handset using WinPDM/Device Manager – customizing the behaviour of the handset to suite each user profile and the specific PBX used in the system (Recommended).

The installation is described in three different scenarios, see below. Before starting, check the most suitable scenario that suits best.

- [3.2.1 Handset Installation in IP-DECT System using Easy Registration](#) on page 15
- [3.2.2 Manual Handset Installation in DECT System](#) on page 15
- [3.3 Installing a handset in MX-ONE Integrated DECT](#) on page 15

3.2.1 Handset Installation in IP-DECT System using Easy Registration

A handset can subscribe to an IP-DECT system automatically if the following are fulfilled:

- The IP-DECT system is configured for Easy Registration, refer to the Installation and Operational Manual for your IP-DECT system.
- The handset's extension number and IPEI are registered in the IP-DECT system, refer to the Installation and Operational Manual for your IP-DECT system.
- The handset is not subscribed to any systems.

Subscribe

Subscribe the handset to the IP-DECT system. The subscription procedure is described in the handset user manual.

During the subscription procedure, the handset User ID is automatically set to the same as the extension number. The User ID is used to identify the handset when it is connected to WinPDM/Device Manager and is visible in the Number column.

TIP: The User ID can be viewed in the handset by navigating to the menu:
Admin menu > Device info > User ID.

See also examples of handset configurations which is described in the *Cordless phone DT69x/DT390 Configuration Manual*.

3.2.2 Manual Handset Installation in DECT System

NOTE: The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset.

Subscribe

- 1 Assign an extension number for the handset in the DECT system. Refer to the corresponding manual for the IP-DECT system.
- 2 Subscribe the handset to the DECT system. For information about the subscription procedure, refer to Mitel 5614 User Guide for MiVoice Business.

During the subscription procedure, the handset's User ID is automatically set to the extension number. The User ID is used to identify the handset when it is connected to WinPDM/Device Manager and is visible in the Number column.

TIP: The User ID can be viewed in the handset by navigating to the menu:
Admin menu > Device info > User ID.

See also examples of handset configurations that can be made in chapter [5. Handset Configuration](#) on page 29.

3.3 Installing a handset in MX-ONE Integrated DECT

In a DECT system, each handset corresponds to a DECT extension in the MX-ONE. The handsets and MX-ONE communicates using DECT base stations connected to the MX-ONE.

Configuring handsets in a DECT system comprises the following steps:

- Creating DECT extensions (including authorization codes and the IPEI codes of the handsets) in the MX-ONE.
- Subscribing the handsets to the MX-ONE, using the authorization codes and, if applicable, the PARK code.
- Adding the handsets in CPDM3 using one of the following procedures:
 - New handset, new number
 - New handset, existing number
 - Existing handset, new number
 - Several new handsets, new numbers
- Configuring the handsets, manually or using a template.

3.3.1 Adding a Charger in CPDM3

A charger must be added in CPDM3 before handsets can be configured through the CPDM3.

Follow the steps below to add a charger in CPDM3:

- 1 Open CPDM3 and Device Manager.
- 2 Connect a desktop or rack charger to the network. The Found new hardware wizard is opened in CPDM3.
- 3 In the wizard, select "Store in database" and click OK.
- 4 The charger is now added in CPDM3. Since it is stored in the database, the charger is visible in CPDM3 even when disconnected from the network.
- 5 Open the Numbers tab and double-click the charger.

Configure the charger as mentioned in chapter 2.2.

3.3.2 New Handset, New Number

Adding a new handset with a new number in a DECT system comprises the following steps:

- 1 Create a DECT extension (including an authorization code and the IPEI code of the handset) in the MX-ONE.
- 2 From the handset, subscribe the handset to the MX-ONE using the authorization code of the created DECT extension.

After subscription the handset is ready for making and receiving calls. To be able to manage handset settings and firmware using CPDM3, the handset must be added in CPDM3.

- 3 Open CPDM3 and Device Manager.
- 4 Place the handset in a desktop or rack charger connected to CPDM3 over the LAN. The *Found new hardware* wizard is opened. (For information on how to connect chargers to CPDM3, see "Installing a handset in MX-ONE Integrated DECT" on page 15.)
- 5 In the wizard, select "Do nothing" and click OK.
- 6 Open the "Devices" tab and verify that the handset is online.
- 7 Right-click the handset and select "Assign number". (Assigning a number to a handset is a one-step procedure for both creating a number in CPDM3 and associating a handset to this number).
- 8 In the "Assign number to device" dialog box, enter the directory number of the DECT extension created in step 1. (Even though CPDM3 is not a part of the communication between the handset and the MX-ONE, it is highly

recommended that the handset number in CPDM3 corresponds to the directory number of the DECT extension created for the handset. If not, the handset will be displayed using different numbers in CPDM3 and the MX-ONE.)

- 9 Configure the handset. For information on how to configure handsets, see [Mitel 5614 User Guide for MX-ONE](#) on page 77.

3.3.3 New Handset, Existing Number

When adding a new handset to an existing number in a DECT system, an existing DECT extension in the MX-ONE and handset number in CPDM3 is used.

Adding a new handset using an existing number comprises the following steps:

- 1 In the MX-ONE, change the IPEI code for the existing DECT extension (or re-initiate the DECT extension) so that it corresponds to the IPEI code of new handset.
- 2 From the handset, subscribe the handset to the MX-ONE using the authorization code of the created DECT extension.
- 3 Open CPDM3 and Device Manager.
- 4 Place the handset in a desktop or rack charger connected to CPDM3 over the LAN. The *Found new hardware* wizard is opened.
- 5 In the wizard, select "Do nothing" and click OK.
- 6 Open the "Device" tab and verify that the handset is online.
- 7 Open the "Numbers" tab
- 8 In the list, select the number to associate with the handset.
- 9 On the Number menu, select "Associate with device...".
- 10 Select the handset and click OK.
- 11 Configure the handset. For information on how to configure handsets, see [Mitel 5614 User Guide for MX-ONE](#) on page 77.

3.3.4 Existing Handset, New Number

When adding a new number to an existing handset in a DECT system, a new DECT extension in the MX-ONE and handset number in CPDM3 is created.

Adding a new number to an existing handset comprises the following steps:

- 1 Create a DECT extension (including an authorization code and the IPEI code of the handset) in the MX-ONE.
- 2 Open CPDM3 and Device Manager.
- 3 Place the handset in a desktop or rack charger connected to CPDM3 over the LAN. The *Found new hardware* wizard is opened.
- 4 In the wizard, select "Do nothing" and click OK.
- 5 Open the "Device" tab and verify that the handset is online.
- 6 Open the "Numbers" tab.
- 7 Create a new number in CPDM3 (it is highly recommended to use the same number as the created DECT extension).
- 8 In the list of available numbers, select the created number.
- 9 On the Number menu, select "Associate with device...".
- 10 Select the handset and click OK.

- 11 Configure the handset. For information on how to configure handsets, see [Mitel 5614 User Guide for MX-ONE](#) on page 77.

3.3.5 Several New Handsets, New Numbers

When adding several new handsets with new numbers in a DECT system, the procedure in CPDM3 can be simplified by adding a range of numbers and then associating the numbers with a selection of handsets.

Adding several new handsets with new number comprises the following steps:

- 1 Create a range of DECT extensions (including authorization codes and the IPEI codes of the handsets) in the MX-ONE.
- 2 From the handsets, subscribe the handsets to the MX-ONE.
- 3 Open CPDM3 and Device Manager.
- 4 Place the handsets in a desktop or rack charger connected to CPDM3 over the LAN. The *Found new hardware* wizard is opened.
- 5 In the wizard, select "Do nothing" and click OK.
- 6 Open the "Device" tab and verify that the handset is online.
- 7 Create a set of numbers, see "*Create New Numbers*", in *Installation and Operation Manual*, CPDM3.
- 8 Associate the numbers with the handsets according to "*Associate Numbers with a device*" in *Installation and Operation Manual*, CPDM3.
- 9 Configure the handsets. For information on how to configure handsets, see [Mitel 5614 User Guide for MX-ONE](#) on page 77.

4. Maintenance

4.1 Definitions

In the replacement descriptions, the handsets are defined as:

- "old handset" is the handset to be replaced, possibly damaged but still working
- "new handset" is the replacement handset that uses the settings downloaded from the old handset.

4.2 Upgrade Handset Software

The software on a handset can be upgraded or reinstalled. When upgrading the software of the handset, any data (for example, messages) may be deleted.

- 1 Open the WinPDM or the Device Manager.
- 2 In the **Devices** tab, right-click the handset to be upgraded/reinstalled and select "Upgrade software...".
- 3 If needed, import the software file to be used by clicking "Import". Locate the software file (".bin" or ".pkg") and click "Open".
- 4 In the Available software drop-down list, select the desired software file (".bin") and click "OK".

The software is now downloaded to the handset. The following table shows the approximately download times when done over-the-air (OTA) in an IP-DECT system, or via charger in a DECT system.

OTA via IPBS	Rack PDM Charger connected to Device Manager via Ethernet	Desk PDM Charger or Programmer connected to WinPDM via USB.
approx. 40 min.	approx. 10 min.	approx. 1 min. (DP1 Programmer) approx. 10 min. (Desk PDM Charger)

The software download capacity depends on call traffic stated below. The table below is applicable for IPBS with Device Manager.

IPBS	0-4 simultaneous downloads depending on call traffic as follows:	
	No. of calls	No. of possible simultaneous downloads
	0	4
	1	3
	2	2
	3	1
	4 >	0
Device Manager	Max. 10 simultaneous downloads (max. 20 when using an external web server).	

Also see the WinPDM Installation and Operation Manual.

TIP: Several handsets of the same device type can be updated simultaneously using the Baseline function in the Device Manager.

4.3 View Handset Licenses

A handset licenses can be viewed as follows:

- In idle mode, press *#34# and select “License”, or
- View licenses via the Admin menu in the handset, see [6.1 Admin Menu Tree](#) on page 70, or
- In the WinPDM, select the “License” tab and select handset in the list. In the bottom of the work area, the license options of the device are listed, and whether the options are enabled or not.

4.4 Upgrade Handset by License

Tip: It is recommended to read the [IP-DECT and WIFI System Wireless Handset Advanced Capability Licensing Guide](#) on page 39 before reading this section. The document describes how to view current licenses, purchase licenses and the technical solution of the upgrading alternatives described below.

A handset can be upgraded by adding a license key for the new handset variant (for a summary of functions for each variant, see [1.2 Functionality Matrix](#) on page 2).

There are three alternatives for upgrading a handset:

- Automatic upgrade, see [4.4.1 Automatic License Upgrade](#) on page 20.
- License upgrade using import/export, see [4.4.2 License Upgrade Using import or Export](#) on page 20.
- Manual upgrade, see [4.4.3 Manual License Upgrade](#) on page 21.

4.4.1 Automatic License Upgrade

Use this option if the WinPDM has an internet connection to the License Server.

- 1 Place the handset in a charger connected to the WinPDM.
First time the handset logs on the WinPDM, the license key is automatically downloaded to the handset. Go to step 3.
- 2 If the handset has been logged on to the WinPDM before, no automatic check for licenses is done. The WinPDM and License Server must be synchronized as follows;
 - Open WinPDM.
 - Select the “Licenses” tab.
 - Right-click the handset in the list.
 - Select “Refresh”.The license key is now downloaded to the handset.
- 3 The handset is restarted. See also [4.3 View Handset Licenses](#) on page 12 for viewing the handset license option(s).

4.4.2 License Upgrade Using import or Export

Use this option if the WinPDM has no internet connection to the License Server. A device information file (“.xml”) must first be exported from the WinPDM, and then imported to the License Web.

- 1 Place the handset in a charger connected to the WinPDM.
- 2 Open the WinPDM.

- 3 Open the WinPDM.
 - Select the “Licenses” tab.
 - Right-click the handset(s) in the list.
 - Select “Export”.
 - Save the file on a computer with internet connection to access the License Web later on.
- 4 Access the License Web by entering the address “https://ascom-ws.com/licenses” in a browser (see *Advanced Capability Licensing Guide*). The License Web is used for:
 - Importing the device information file
 - Viewing the handset license
 - Downloading the license file containing handset license keys.

For information about how to use the License Web, refer to the License Web online help.

- 5 When the license file (“.xml”) containing the license key(s) has been downloaded from the License Web, select File > Import > Licenses in the WinPDM to import the file.
- 6 When the file is imported, the license key(s) is downloaded to the handset(s), and the handset is restarted. See also [4.3 View Handset Licenses](#) on page 12 for viewing the handset license option(s).

4.4.3 Manual License Upgrade

Use this option if the serial numbers of the devices cannot be exported to a file due to a WinPDM is not in use. The serial numbers must be manually entered in the License Web to get the corresponding license key for the handset. The license key must also be manually entered in the handset. For information about how to get a license key, refer to the License Web online help.

Tip: If several handsets are to be upgraded, it is recommended to use [4.4.2 License Upgrade Using import or Export](#) on page 20.

The license key is added via the Admin menu in the handset, see [6.1 Admin Menu Tree](#) on page 70 for information about how to activate the Admin menu.

Tip: *#35# can also be entered in idle mode for quick access to the “Enter license key” menu.

- 1 Press the soft key “Menu”.
- 2 Select “Calls”.
- 3 Select “Admin menu”.
- 4 Select “Enter license key”.
- 5 Enter the license key without any spaces between the digits.
- 6 Press “OK”.

If the license key is valid, a dialog window “License key accepted” is shown. The handset is now restarted.

4.4.4 Move License

Note: This feature requires Device Manager that supports the move license feature, and a connection to the license server.

The "Move License" command is used to move handset licenses from one variant to another, for example when a handset with a broken display needs to be replaced. By using the "Move License" command, the license from the broken handset can be transferred to an unused handset. The broken handset can then be sent for service.

- 1 Select the "Licenses" tab.
- 2 Select the device whose license shall be moved. The selected row is highlighted.
- 3 In the License menu, select "Move license..." or right-click and select "Move license...". The Move license window appears.
- 4 Select the device that shall receive the license. Click "OK".
If no devices are shown in the Move license window, there are no devices that are selectable to move the license to.
- 5 In the Licenses menu, select "Refresh" to complete the transfer of the license.

See also [4.6 Replacement Procedure Choice Guide](#) on page 14 for information about how to move user parameters and contacts to another handset.

4.5 Perform a Factory Reset

When a factory reset is performed on a handset, all configuration settings are restored to their default values and PBX subscriptions and all data are removed. This includes contacts etc. The software is left intact.

Factory Reset using WinPDM/Device Manager

- 1 In WinPDM/Device Manager, click the Devices tab and mark the handset to be factory reset. Note that the handset must be online.
- 2 In the Device menu, select "Factory reset". Alternatively, right-click the handset and select "Factory reset".
- 3 A Reset devices dialog appears, click "Yes". The handset restarts.

Factory Reset using Handset

A handset can be factory reset from the Admin menu:

- 1 To activate the Admin Menu, enter the Call time screen and press > * < * <.
- 2 Select "Factory Reset".
- 3 A Reset portable? dialogue appears, press "Yes". The handset is restarted.

4.6 Replacement Procedure Choice Guide

Depending on situation, two different replacement procedures can be chosen; replacement via WinPDM/Device Manager and Easy Replacement. Use the following list as a guide to choose which procedure to use.

- If a handset needs to be replaced due to for example a broken display, refer to the handset user manual.
- If the electrical connection is damaged, the Easy Replacement procedure may not work. Depending on fault, it might work to do a replacement via WinPDM/Device Manager, see [4.7 Replacement of Handset with Device Manager](#) on page 23 or [4.10 DECT Frequency Band Configuration](#) on page 27.
- If two handsets and their settings are to be switched between two users, follow [4.7 Replacement of Handset with Device Manager](#) on page 23 or [4.10 DECT Frequency Band Configuration](#) on page 27.

4.7 Replacement of Handset with Device Manager

Both the old handset and the new handset must be of the same device type. The same extension number is assigned to the new handset.

Make sure that the old handset is saved in the Device Manager. Start the Device Manager and navigate to the "Numbers" tab. There is a tick in the "Saved" column for the old handset.

If the handset is not saved, insert it into a desktop charger or rack charger connected to Device Manager and perform a save.

If the old handset settings cannot be saved, stop this replacement procedure. Instead unsubscribe the old handset from the PBX, register the new handset and follow the instructions for installing a handset, see [3.2 Installing a New Handset](#) on page 14.

When the handset is saved, unsubscribe the old handset from the PBX.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

4.7.1 Data Included in a Replacement Transfer

The following data is replaced during a replacement with Device Manager:

- User parameters (including User ID)
- Contacts (entered by the user)

Note that the following data is not replaced:

- DECT registration
- Call list
- Company phonebook
- Downloaded Language

4.7.2 Handset Replacement with Device Manager in DECT System

NOTE: The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset.

- 1 Unsubscribe the old handset. If the unsubscription cannot be performed in the handset, unsubscribe the handset via the DECT interface. Refer to the corresponding IP-DECT documentation.
- 2 Subscribe the new handset with the same extension number as the old handset. The subscription procedure is described in the Handset User Manual. During the subscription procedure, the handset User ID is automatically set to be the same as the extension number.

TIP: The User ID can be viewed in the handset by navigating to the menu:
Admin menu > Device info > User ID.

- 3 Insert the handset into a desktop charger or rack charger connected to Device Manager or use an IP-DECT over-the-air connection. Navigate to the Numbers tab in the Device Manager.
- 4 Navigate to the Numbers tab in the Device Manager.

The new handset now has the same User ID as the old handset. It is automatically synchronized and data and parameter settings from the old handset are transferred to the new handset.

The synchronization takes a while if the Contacts in the original handset contains a large number of entries.

4.8 Handset Replacement with WinPDM

To see which data that is replaced during this process, see [4.7.1 Data Included in a Replacement Transfer](#) on page 23.

Both the old handset and the new handset must be of the same device type. The same extension number is assigned to the new handset.

The new handset should not be subscribed to the PBX yet.

- 1 Perform a factory reset, see [4.5 Perform a Factory Reset](#) on page 22, if the new handset has been previously used.
- 2 Make sure that the handset is saved in the WinPDM. In the Numbers tab, a saved handset has the symbol ✓ in the Saved column. If not, right-click the handset and select "Save" to transfer the settings to the new handset later on.

NOTE: If the old handset settings cannot be saved, stop the replacement procedure. Instead register the new handset and follow the instructions for installing a handset, see [3.2 Installing a New Handset](#) on page 14.

4.8.1 Handset Replacement with WinPDM in DECT System

NOTE: The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset.

- 1 Unsubscribe the old handset. If the unsubscription cannot be performed in the handset, unsubscribe the handset via the IP-DECT interface.
- 2 Subscribe the new handset with the same extension number as the old handset. The subscription procedure is described in the Mitel 5614 User Guide for MiVoice Business.

During the subscription procedure, the handset's User ID is automatically set to the extension number.

TIP: The User ID can be viewed by navigating to the menu:
Admin menu > Device info > User ID.

- 3 Insert the new handset into a Desktop Charger or Rack Charger connected Device Manager or use an IP-DECT over-the-air connection.
- 4 Navigate to the Numbers tab in the Device Manager. The new handset now has the same User ID as the old handset. The new handset is automatically synchronized and data and parameter settings are transferred from the old handset.

The synchronization can take a while if the Contacts in the original handset contains a large number of entries.

4.9 Handset Replacement MX-ONE

4.9.1 Replacement of phone with the CPDM3 in MX-ONE

Both the old phone and the new phone must be of the same device type (Mitel 5613 or Mitel 5614). The same extension number is assigned to the new phone.

Make sure that the old phone is saved in the CPDM3. Start the CPDM3 and navigate to the “Numbers” tab. There shall be a tick in the “Saved” column for the old phone.

If the phone is not saved, insert it into a desktop charger or rack charger connected to CPDM3 and perform a save, see *Installation and Operation Manual, CPDM3*.

If the old handset settings cannot be saved, stop the replacement procedure. Instead unsubscribe the old phone from the MX-ONE, register the new phone and follow the instructions for installing a phone.

When the phone is saved, unsubscribe the old phone from the MX-ONE.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

4.9.2 Data included in replacement transfer

The following data is replaced during a replacement with Device Manager:

- User parameters (including User ID)
- Contacts

Note that the following data is *not* replaced:

- DECT registration
- Call list
- Messages
- Bluetooth pairing list
- Company phonebook
- Downloaded Language

4.9.3 Phone replacement with CPDM3, Scenario 1

Note: The phone to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the phone or use Scenario 2.

- 1 Unsubscribe the old telephone (integrated DECT). If the unsubscribing cannot be performed in the phone, unsubscribe it via the IP-DECT interface. See corresponding IP- DECT documentation.
- 2 Subscribe the new phone with the same extension number as the old phone. During the subscription procedure, the CPDM3 identity (User ID) will automatically be set to be the same as the extension number.

Note: The User ID can be viewed in the phone by navigating to the menu Admin menu > Device info > User ID.

- 3 Insert the phone into a desktop charger or rack charger connected to CPDM3 (not needed if an over the air connection is used). Navigate to the Numbers tab in CPDM3.

The new phone now has the same User ID as the old phone. It will automatically be synchronized and data and parameter settings from the old phone will be transferred to the new phone.

The synchronization will take a while if the Contacts in the original phone contains a large number of contacts.

4.9.4 Phone replacement with CPDM3, Scenario 2

- 1 Make a note of the IPDI of the new phone. It is found by pressing *#06# on the phone.
- 2 Insert the new phone into a desktop charger or rack charger connected to the CPDM3 and navigate to the Numbers tab in CPDM3.
- 3 Select the old phone in the list and make a right-click. Click "Associate with device...". Select the device with an IPDI that matches your new phone from the list that appears.

The new phone is automatically synchronized and all data and parameter settings will be transferred to the new phone.

The synchronization will take a while if the Contacts in the original phone contains a large number of contacts.

- 4 Subscribe the new phone. The subscription procedure is described in the cordless phone user manual. During the subscription procedure, the phone's user ID will automatically be set to be the same the extension number.

4.9.5 Replacement of phone with the WinPDM in MX-ONE

To see which data that is replaced during this process, see [4.7.1 Data Included in a Replacement Transfer](#) on page 23.

Both the old phone and the new phone must be of the same device type (Mitel 5613 or Mitel 5614). The same extension number is assigned to the new phone.

The new phone should not be subscribed towards the MX-ONE yet.

- 1 Perform a factory reset, see [4.5 Perform a Factory Reset](#) on page 22, if the new phone has been previously used.
- 2 Make sure that the old phone is saved in WinPDM by starting PDM and navigating to the Numbers tab. There shall be a tick in the "Saved" column for the old phone.

If the phone is not saved, insert it into a desktop charger or rack charger connected to WinPDM and perform a save.

Note: If it would be impossible to save the old phone settings, stop this replacement procedure. Instead register the new phone and follow the instructions for installing a phone, see [3 Installation of Phones](#) on page 6.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

4.9.6 Phone replacement with WinPDM, Scenario 1

- 1 Unsubscribe the old telephone (integrated DECT). If the unsubscription cannot be performed in the phone, unsubscribe it via the IP-DECT interface. See corresponding IP- DECT documentation. Subscribe the new phone with the same extension number as the old phone. During the subscription procedure WinPDM identity (User ID) will automatically be set to be the same as the extension number.

Note: The User ID can be viewed by navigating to the menu Admin menu > Device info > User ID.

- 2 Insert the new phone into a DeskPDM charger or Rack PDM charger connected to WinPDM.
- 3 A pop-up dialogue appears, asking the user to decide whether to use the Number settings in PDM or the Number settings in the device. Select PDM.

The phone will automatically be synchronized and all data and parameter settings will be transferred to the new phone. The synchronization will take a while if the Contacts in the original phone contains a large number of contacts.

Note: If subscribing towards an IP-DECT system, the IP-DECT software version must be 3.1.X or higher. If not, use Scenario 2.

Note: The phone to be installed must not have any previous valid registrations. Unsubscribe phone or use Scenario 2.

4.9.7 Phone replacement with WinPDM, Scenario 2

- 1 Insert the new phone into a desk PDM charger or Rack PDM charger connected to WinPDM.
- 2 A pop-up will be displayed. Select the option "Associate with number". Follow the instructions and select the number of the old phone, see *Installation and Operation Manual, WinPDM*.

The phone will automatically be synchronized and all data and parameter settings will be transferred to the new phone. The synchronization will take a while if the Contacts in the original phone contains a large number of contacts.
- 3 Subscribe the new phone.

4.10 DECT Frequency Band Configuration

NOTE: The frequency band configuration can only be done once and is only needed if the handset is used in other frequency bands than the default (EU US). In special cases a new configuration might be needed after repair services.

To change the operating frequency band, the following preconditions must be fulfilled:

- The frequency is set to Not initiated. This can be checked by entering the Admin menu, see [6. Administration](#) on page 70. follow the path:
Admin menu > Device info > Hardware.
Scroll down to "Frequency band".
- The handset must not have a DECT registration. If it already has, perform a Factory reset. See [4.5 Perform a Factory Reset](#) on page 22.

To change the operating frequency band, perform the following procedure:

- 1 Enter the Admin Menu. See chapter [6. Administration](#) on page 70.
- 2 Select "Frequency band" and then the desired band:
 - EU US (Default)
 - LA (Latin America)
 - Brazil
 - 1900 - 1920 MHz
 - Multifrequency. For additional information, see [4.10.1 Multiple Frequency Support](#).
 - Taiwan
 - Thailand
- 3 Restart the handset.
- 4 Register the handset.
- 5 The frequency band option is no longer available.

NOTE: The selection is persistent and remains even after a factory reset.

4.10.1 Multiple Frequency Support

The handset can be used in a system that changes frequency by selecting "Multifrequency" as frequency band in the handset. See [4.10 DECT Frequency Band Configuration](#). This setting is applicable when handsets are used in different geographical locations, for example, users working on ships that visit different countries.

When the frequency band is set to "Multifrequency" and the handset is restarted, it adopts the frequency band (EU, US or Brazil) used in that particular region.

NOTE: The handset adopts the frequency band configured in the DECT system.

The recommended procedure when changing frequency band is as follows:

- 1 The site administrator transmits a broadcast message to all handsets informing them that they need to be restarted at a specific time.
- 2 The site administrator enters IP-DECT master and changes the frequency setting and carriers just before the specified time.
- 3 The users all restart their handsets. After the restart the handsets change to the applicable frequency band or the default 'EU, US or Brazil'.

After the restart the handsets have changed to the applicable frequency band (EU, US or Brazil).

5. Handset Configuration

NOTE: This chapter describes settings in parameter definition files (.def). These files are regularly updated and settings may change slightly. For example "On" to "Enable" or a parameter can be moved to another directory.

5.1 Configure a Handset with a Template

A handset can be selected in the WinPDM and changes can be made directly to one or more configuration parameters. By using a template, the same configuration can easily be applied to many handsets simultaneously. Templates are also an efficient way to give good control over which changes that are applied to each handset.

Templates enables configuration of all aspects of a handset from sound volume to keypad shortcuts.

Your supplier can provide example templates for different PBXs. The handset has full functionality to the PBX even without such a template. However, by using a template, the handset is customized for that PBX with menu options for PBX specific functions such as Callback.

5.1.1 Create a Template

- 1 Open the WinPDM or the Device Manager.
- 2 Select the Templates tab and open the menu "Template > New...". The "New template" window opens.
- 3 Select the device and parameter version that matches the software version installed on the handset. Give the template a descriptive name.

The parameters that are not part of the template is left unchanged on the handset.

The parameter version of an installed handset is visible under the "Numbers" tab or the "Devices" tab.
- 4 Select the checkbox of each parameter that you want to be part of this template and enter the proper value.
- 5 Click "OK" to save your template.

5.1.2 Apply a Template

- 1 Open the WinPDM or the Device Manager.
- 2 Open the Numbers tab and select the handsets you want to apply the template to.
- 3 Make a right-click and select "Run template...".

Only templates with a parameters version matching the selected handsets are shown. Select the template you want to apply and click "OK".
- 4 The template is applied. The number of parameters in the template affects the time it takes to apply the template to the selected handsets.

When looking at a handset under the Numbers tab, the column "Last run template" shows the name of the most recently applied template.

NOTE: A template can be applied to several handsets of the same device type simultaneously using the Baseline function in the Device Manager.

5.1.3 Save a Handset Configuration as a Template

It is possible to save all settings of a handset as template. Please note that this does not include contacts and other personal data. The template only contains configuration data.

This template can be used as a backup if you want to restore the configuration of the handset at a later stage or as a template that can be applied to a number of handsets.

- 1 Open WinPDM or the Device Manager.
- 2 Open the Numbers tab and select the handset you want to save as a template.
- 3 Make a right-click and select "Use as a template...". Enter a descriptive name for the template.
- 4 The Edit template window is opened. By default, all parameters are selected and are saved when clicking on "OK".

If one or more parameters should be excluded, remove them by clearing the checkbox next to the parameter.

Some parameters are user specific. If it is decided to apply this type of template to several handsets, it is recommended to exclude the following parameters:

- Owner ID - A text string displayed in idle mode. The parameter is located directly under "Settings".
- Phone lock PIN code - The security code used to unlock the keypad. The parameter is located under Settings > Locks.

- 5 Click "OK".

5.1.4 Synchronizing a Handset with WinPDM/Device Manager

After installing and saving a handset, the handset is synchronized each time it is connected to the WinPDM/Device Manager. The synchronization transfers parameter changes between the handset and the WinPDM/Device Manager and vice versa as follows:

- If a parameter has been changed in the handset, it is transferred to the WinPDM/Device Manager.
- If a parameter has been changed in the WinPDM/Device Manager while the telephone was disconnected, it is transferred to the handset.

If the same parameter has been changed in both the WinPDM/Device Manager and the handset, the value in WinPDM/Device Manager is transferred to the handset.

5.2 Hot Desk/Shared Phone for MiVocie Business

A handset can be configured as a shared phone. In a template or Number in PDM/WSM3, the parameter for activation of shared phone is found at:

Systems > Common > Shared Phone

The feature shared phone allows more than one user to use a handset. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system.

Extension and messages are user unique. Messages and call lists are deleted when a user logs off a handset. Contacts, settings and licenses, are common for all shared phone users of the same handset.

Set Default Master ID

The parameter Default Master ID determines which IP-DECT Master the handset logs onto. In a small IP-DECT system where a single IP-DECT Master is used, the parameter should not be changed (default ID is "0").

In a large IP-DECT system where several IP-DECT Masters are used, the parameter may be changed depending on the IP-DECT Master to be used.

If the handset is to logon to another IP-DECT Master, the user can override the default master ID by entering Master ID followed by the User ID.

<*><Master ID><*><User ID>

Enable or Disable Shared Phone

1Select Systems > Common > Shared Phone.

2In the Phone mode drop-down list, select one of the following:

- Personal - Select if the handset is intended to be used by one user only.
- Shared - Select if the handset is intended to be shared between several users. Each user can log on the handset to obtain their personal extension number.
- Hotdesk - Same function as Shared, but the handset's Call list is also downloaded to the handset.

When registering a handset for the first time in the PDM/Device Manager, the Number (User ID) is equal to the handset's extension number. If another user logs on the same handset, the Number is unchanged. It is recommended to rename Number to, for example, Shared X (where X is a number) to prevent number conflict if assigning several shared phone handsets the same extension when subscribing to the IP-DECT system. Renaming the handset in PDM/WSM3 also makes it easier to find and manage the handset in PDM.

See User Manual, Mitel 6514 for information on how to log on a handset.

A handset placed in a charger can be logged out. In the PDM, select Connections > In charger> Logout.

5.2.1 Shared Phone Takeover

A user is prompted to enter a User code when logging on to a system. The user code is the handset extension number. An additional level of authorization may be enforced by an Authorization Code, which is a parameter that may be set when a handset is first registered with an IP-DECT master. If the parameter is set, the handset user must enter the authorization code as a Password in addition to the User code when logging on to the system. The authorization code is uniquely associated with the handset extension number.

A user who has a shared phone configured with an authorization code and who is logged on to the system can have his or her handset taken over by a second user, even if the first user has not logged off from the system. The user initiating the takeover must, however, know the first user's extension and the authorization code for the takeover to be possible. The second user logs on from his or her handset using the first users extension number and authorization code. If the login is successful, the profile, name, system ID and extension number of the first user is displayed on the second users handset. The first user may receive an audible warning if such a takeover occurs, but this depends on the configuration of the handset.

NOTE: Authorization codes should be carefully guarded to prevent careless and unauthorized takeovers that can render the shared phone unusable for a user who has had his or her handset taken over.

5.3 Voice Mail

In some systems it is needed to assign the handset number of the Voice Mail service. The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

5.3.1 Wildcard Characters in Voice Mail Number

When programming voice mail dial strings in WinPDM/Device Manager, a wildcard character, N, can be used to represent the phone's extension number.

For example, a PBX uses voice mail numbers that are a combination of a base voice mail number and the phone's extension number. If the base voice mail number is 2222 and the extension number is 4455, the voice mail number is 22224455. Using the N wildcard character this can be written as: 2222N.

5.4 Central Phonebook

If the system is equipped with a messaging server with a phonebook service, the Central Phonebook on that server can be accessed from the handset. The number to be used is set to default 999999. It can be changed by editing parameters in a Number or a template.

If the system is not equipped with a Central Phonebook, this menu option can be removed from the handset by entering an empty value for the corresponding parameter.

The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

5.5 Company Phonebook

It is possible to create a phonebook that is administered centrally and uploaded to the handset from WinPDM/Device Manager. If this feature is used, entries from Contacts and Company Phonebook are merged. The Company Phonebook entries are locked and cannot be edited in the handset.

- 1 Create a Company phonebook file.
- 2 Import the Company phonebook file to WinPDM/Device Manager, refer to the corresponding Installation and Operation Manual.
- 3 Upload the company phonebook file to the handset via WinPDM/Device Manager, refer to the corresponding installation and operation manual.

5.5.1 Create a Company Phonebook File

The phonebook file (.cpb) is created from an Excel file using a script to extract the information and create to the phonebook file (.cpb). The Excel file is provided by your supplier.

The handset supports a maximum length of 24 characters in each field, additional characters are truncated when the phonebook file is created. The following characters are accepted in the handset number field in the phonebook file, but are ignored when the phonebook file is created: "(", ")", "-", and " "(space).

5.5.2 Upload a Phonebook File

In WinPDM/Device Manager, go to the devices tab and select device(s). In the Device menu, select Upload phonebook.

5.5.3 Delete Company Phonebook Entries

Company phonebook entries in a handset can be deleted by downloading an empty company phonebook file to the handset.

5.6 Import Contacts

A centrally administered local phonebook of contacts can be created and uploaded to the handset from the WinPDM/Device Manager.

5.6.1 Create Local Phonebook File

The local phonebook file is created by an Excel file provided by the handset supplier.

5.6.2 Upload a Local Phonebook File

IMPORTANT: When uploading a local phonebook file, local phonebook entries in the handset are replaced by the entries in the file.

- 1 In WinPDM or the Device Manager, go to the Numbers tab and select handsets.
- 2 In the Number menu, select Import contacts > From file.
- 3 Select the file to be imported and click "Open".

5.7 Call Services

Call services is a configurable menu in the handset. The purpose of the Call services menu is to provide a user friendly access to system dependent functionality such as absence handling and call diversion.

The menu is described in Mitel 5614 User Guide for MiVoice Business.

In addition to the default Call services functions, up to 10 extra system specific call services can be defined by codes. The codes can be programmed in the following ways:

- with the digits 0-9
- with the special characters # and *
- With the following uppercase characters:
 - P – pause
 - H – hook, that is, auto disconnection
 - U – the handset prompts the user to enter numerical characters for making a procedure call.

The programming of the menu is done with WinPDM/Device Manager.

Using the WinPDM/Device Manager and the “Edit template” feature, the parameter can be found at
Systems > System X > PBX Settings > In call functionality > General purpose X.

Tip: The handset supplier may have a template example that configures the call services menu for the PBX.

5.7.1 Activate or Deactivate Call Services when Changing Profile

A Call service can be activated or deactivated when changing a profile in the handset. This feature can be used to send feature access codes, for example *21*, to the system when the handset changing profile.

- 1 If needed, configure the Call services to be used for the profiles, respectively. See [5.6 Call Services](#).
- 2 Select User Profiles > User Profile X (where X represents 1 - 4).
- 3 Select Presence and diversion > Call services.
- 4 In the When activated and When deactivated drop lists, select the Call services to be used when the profile is activated and deactivated.

TIP: A profile can be activated when placing a handset in a charger, see [5.15.1 In Charger Action when not in Call](#) on page 30.

5.8 Call Diversion

Only applicable for MX-ONE.

User friendly call diversion menus can be configured in the handset using WinPDM/Device Manager. These menus can then be selected in the handset by selecting Calls > Call services > Divert calls.

TIP: Beside the default call diversion menus, up to ten system specific services codes can be defined, see [5.7 Call Services](#).

- 1 Select Systems > System X (where X represents A - H).
- 2 Select PBX Settings > Diversion.
- 3 Select “Internal”, “External”, “On No Reply”, “On Busy”, and/or “All Calls”; enter the following:
 - Prefix - the system specific prefix code to be used (if required by the PBX used)
 - Suffix - the system specific code required to activate the diversion (for example “*21*”)
 - Cancel - the system specific code required to deactivate the diversion (for example “#23#”).

The user can now enter the diversion number in the handset.

5.9 Absence Handling

Only applicable for MX-ONE.

User friendly absence menus can be configured in the handset using WinPDM/Device Manager. These menus can then be selected in the handset by selecting Calls > Call services > Absence to set the reason why a call cannot be answered, for example

when the user is in a meeting. The calling party is notified about the absence reason when making the call.

In addition to the default absence menus, up to 10 extra system specific services codes can also be defined, , see [5.7 Call Services](#).

- 1 Select Systems > System X (where X represents A - H).
- 2 Select PBX Settings > Absence.
- 3 Select "Common codes", enter the following:
 - Activation prefix - the system specific activation prefix code required to activate the absence (for example *23*).
 - Activation suffix - the system specific activation suffix code required to activate the absence (for example #).
 - Deactivation - the system specific code required to deactivate the absence (for example #23#).
 - PBX date format for user input - the PBX supported date format to be sent to the PBX when activating an absence reason containing a date (for example "Vacation"). The date in the handset is always entered in MMDD format. If the parameter is set to DDMM, the handset is automatically converted to correct date format.
- 4 Select "Lunch", "Meeting", "Trip", "Vacation", "Out" and/or "General absence X"; enter the following:
 - Activation code - the system specific code for an absence reason, for example "0*".
 - Name - enter name of absence reason (only for General absence). The name is visible in handset.
 - User input - specifies if time or date is required for the absence reason (only for General absence).

5.10 In Call Menu

The In Call menu let a user access a number of functions during a call. Some functions are:

- Always displayed
- Predefined but may be configured by the administrator
- Custom functions that may be configured by the administrator

5.10.1 Always Displayed

The following functions are always accessible during a call:

Function	Description
Messaging	Displays the "Messaging" menu and messaging functions available during a call.
Microphone	Turn the microphone on or off

The Messaging function may be hidden from the In Call menu via the WinPDM/Device Manager in the following way:

- 1 Navigate to Customization > Visibility > Messaging
- 2 Set the value of the Messaging parameter to "Hide".

NOTE: The Messaging parameter may also be set to “Read only”. This allows the user to access the messaging function during a call but does not allow the user to delete sent or received messages.

The Microphone function cannot be hidden or removed from the In Call menu.

5.10.2 Predefined, configurable

These functions in this are normally displayed during calls. The administrator can add or remove a function from the In Call menu by configuring the parameter associated with the function. The following functions can be configured by selecting “Edit parameters” in the WinPDM/Device Manager or by opening and editing the template file from the “Templates” tab.

Parameter	Description
New call	Start a new call during a conversation.
End current call	End a call.
Switch call	Switch between calls.
Transfer call	Transfer a call.
Conference call	Make a conference call.
Callback	May be requested if the called party is engaged. When the called party becomes available, the calling party receives a callback from the PBX.
Call waiting	May be requested if the called party is engaged. Notifies the called party that a call from the calling party is waiting.
Contacts	Open the handset contacts list.
DTMF	When requested, enables the handset to send DTMF.
Decline call waiting	Determines what is sent to PBX when user declines an incoming call if the user is already on another call. NOTE: The “Decline call waiting” function is not displayed in the handset In Call menu. Instead a new call screen is shown for the second call where the option to accept or decline the call is shown. If user accepts the call the parameter “Switch call” is used.
Transfer to new	Performs an unattended transfer of the inbound call to another party.

To locate the function and configure the associated parameter:

- 1 Navigate to System > System X > PBX Settings > In call functionality > <parameter name> <value>
- 2 To remove the function from the In Call menu, delete the value of the parameter associated with the function.

5.10.3 Advanced Functions

The administrator can configure the handset to allow access to the following advanced functions during a call. These are functions intended for an advanced user such as an

installer using the handset to measure RF link and system parameters as part of a troubleshooting or site surveying procedure.

Function	Description
DECT Info	Shows link and DECT system information.
Location Info	Shows location IDs and RSSI values received from location devices if the handset has the appropriate DECT Location license and a DECT location service is running.

These functions can be added to the handset In Call menu by activating the Admin Menu as described in [6.1.1 Activating the Admin Menu](#) on page 70.

5.10.4 Custom In Call Functions

Up to 10 extra system specific call services by codes can be defined. The codes can be programmed as follows:

- With digits 0-9
- The characters # and *
- P – Pause
- H – Hook (auto disconnection)
- U – The handset prompts for user input. Numerical characters may also be entered as input (procedure call).

To define a system specific call service:

- 1 Select Systems > System X > PBX Settings > In call functionality > General purpose X
- 2 In the Name field, enter the name to be displayed in the In call menu.
- 3 In the Data field, enter the applicable code to be used for the function.
- 4 Click “OK” to save the settings.

TIP: The handset supplier may have a template example for configuring the In call functions menu for the PBX.

5.11 Creating and Hiding a Soft Key to an In Call Function

The left and right Soft keys can be configured as shortcuts to a certain In call functions, or completely hidden. By default, the left Soft key is configured as a loudspeaker key, and the right Soft key is configured as R-key.

5.11.1 Create a Soft Key to an In Call Function

- 1 If needed, configure the In Call functionality to be used. See [5.10 In Call Menu](#) on page 35. This is not needed if the Loudspeaking function or R-key is used.
- 2 Select Systems > System X > PBX Settings > In call functionality > Soft key Right
- 3 In the Name field, enter a descriptive name of the Soft key. This is not needed if the functions Loudspeaking function or R-key is used.
- 4 In the Function drop-down list, select the function to be used.
 - R-key
 - Loudspeaking function
 - Start a new call during a conversation

- End a call
 - Switch between calls
 - Transfer a call
 - Transfer to a new call
 - Make a conference call
 - Activate call back
 - Sending call waiting
 - General purpose 1 -10
- 5 Click "OK" to save the settings.

5.11.2 Hide a Soft Key to an In Call Function

- 1 Select Systems > System X > PBX Settings > In call functionality > Soft key Right
- 2 In the Function drop-down list, select "Not used".
- 3 Click "OK" to save the settings. The Soft key is not visible during a call.

5.12 Own Line Settings

Use own line settings if the same phonebook is to be used in different systems and in different countries.

The own line settings enables:

Calling numbers stored with a "+" sign for the international access code. The same local phonebook can be used in different countries.

The recognition of incoming internal or external calls as numbers stored in international format in the local phonebook. The same phonebook can be used in different systems.

For this feature to work, numbers must be stored in the local phonebook in international format with a "+" sign for the international access code. Also, the Own Line parameters must be configured via the WinPDM/Device Manager.

5.13 Configure DTMF

Some legacy systems and PBXs require that the handset sends DTMF tones when pressing or releasing the PTT button or when pressing the On-hook key to end a call.

NOTE: This is only applicable for some handsets variants, see [1.2 Functionality Matrix](#) on page 2.

5.13.1 Send DTMF Tone when Pressing On-Hook key

- 1 Select Settings > DTMF.
- 2 In the On-hook DTMF tone drop-down list, select the DTMF tone to be sent when the On-hook key is pressed.

To disable the DTMF tone, select "Not used".

5.13.2 Send DTMF Tones when Pressing or Releasing the PTT Button

- 1 Select Settings > DTMF.

- 2 In the Push to talk DTMF tones drop-down list, select "On".
- 3 In the PTT DTMF ton on push drop-down list, select the DTMF tone to be sent when pressing the PTT button.
- 4 In the PTT DTMF ton on release drop-down list, select the DTMF tone to be sent when releasing the PTT button.

To disable the DTMF tones, select "Off" in the Push to talk DTMF tones drop-down list.

5.14 Uploadable Language

The handset can be loaded with one additional language. The language file is generated via an Excel file. Excel language files are available from the handset supplier.

Note: If another language file is uploaded, the first additional language is overwritten.

Certain special characters are allowed when generating the language file, see information in the Excel file.

To upload an additional language, the WinPDM or Device Manager is used, go to the devices tab and select devices. In the Device menu, select "Upload language...".

The parameter "Writing language" can be set to match the uploaded language. The parameter controls:

- The characters available for text input
- The sort order in the phonebook

This parameter is only used when an uploaded language is set. The Parameter can be found in the "Settings" folder.

Tip: A language can be uploaded on several handsets of the same device type simultaneously using the Baseline function in the Device Manager.

5.15 Customize the Menu

The handset menu can be customized by turning certain menus On or Off in the WinPDM/Device Manager.

The path to these settings in the template depends on the version of the parameter definition file (.def). In the current version the path is:

Customization > Visibility > X

where "X" can be Messaging, Favourites, etc. The parameters are found under "X".

The settings for the parameters may have three alternatives, such as:

- Show
- Hide all
- Read-only. All settings can be viewed but not modified by the handset user.

5.15.1 Hide Missed Call Window

A missed call is by default indicated by a Missed call window. The window can be hidden and this is recommended if a user has, for example, both a DECT handset and a mobile.

Example:

If configured in the PBX, an incoming call to the DECT handset can either be answered using the DECT handset or mobile. If the user answers the call using the mobile, the Missed call window is not displayed in the DECT handset.

Using the WinPDM “Edit template” feature, the parameters can be found at Settings > Answering.

In the Show missed calls popup drop-down list, select “No” to hide the Missed call window.

5.16 Configure Handset Restrictions

5.16.1 Enable or Disable Mute Function

The user can be prevented from muting the handset by perform the following steps:

- 1 Select Customization > Phone Restrictions
- 2 In the Turn off sound drop-down list, select one of the following:
 - No - The user cannot mute the handset or set the ring volume to silent.
 - Yes - The mute restriction is disabled.

5.16.2 Enable or Disable Switch Off Function

A user can be prevented from turning off a handset by performing the following steps:

- 1 Select Customization > Phone Restrictions
- 2 In the Switch off handset drop-down list, select one of the following:
 - Yes - The user cannot switch off the handset by pressing the On-hook key.
 - No - The switch off restriction is disabled.

5.16.3 Enable or Disable Call List

The handset can be prevented from storing outgoing calls and incoming calls in the Call list. This can be useful to prevent unauthorized persons from viewing call lists.

- 1 Select Customization > Phone Restrictions
- 2 In the Enable call list drop-down list, select one of the following:
 - Yes - The handset stores the calls in the Call list
 - No - The handset does not store any calls in the Call list

NOTE: Old incoming and outgoing calls are not deleted in the Call list when setting the parameter to No. Clearing all call lists is recommended to ensure that no old calls are stored.

5.16.4 Enabling or Disabling Handset Keys

The handset keys 0-9, * and # are enabled by default so that users can press keys to dial numbers, create messages, access soft keys and perform other supported system and handset functions. However, certain application areas may require that users are prevented from accessing all or some of the functions, so that when a user presses the key, nothing happens. To access the parameters associated with the keys, perform the following steps:

- 1 Select Customization > Phone Restrictions

- 2 Select the required parameter:
Enable keys 0-9: Enable or disable numeric keys 0 through 9
Enable key star (*): Enable or disable the * key
Enable key hash (#): Enable or disable the # key
- 3 From the drop-down menu associated with each parameter, select one of the following:
 - Yes - Retain the default, that is, the selected keys are enabled
 - No - Disable the selected keys, thereby denying the user access to the handset or system functions associated with the keys.

5.16.5 Allow or Disallow Advanced Call Functions

The handset is enabled, by default, to let the user access the functions described in [5.9 In Call Menu](#) on page 24 during a call. The user can be prevented from accessing these functions by not displaying the soft key during the call. To access and configure the parameter associated with the display of the call functions, perform the following steps:

- 1 Select Customization > Phone Restrictions
- 2 Select the Allow advanced call functionality parameter.
- 3 From the drop-down menu associated with the parameter, select one of the following:
 - Yes - Retain the default and allow the user to access call functions
 - No - Prevent the user from accessing call functions.

5.16.6 Allow or Disallow Incoming Messages

The handset is enabled, by default, to receive text messages unless explicitly configured not to do so. Whether or not incoming text message are allowed is determined by the value of the Allow incoming messages parameter, which is set in the following way:

- 1 Select Customization > Phone Restrictions
- 2 Select the Allow incoming messages parameter.
- 3 From the drop-down menu associated with the parameter, select one of the following:
 - Yes - Retain the default and allow incoming text messages to be received
 - No - Disallow incoming text messages from being received.

5.17 Action when Handset is Placed In Charger

5.17.1 In Charger Action when not in Call

The handset can be configured to perform an action when it is placed in a charger. The selected action is only performed when no call is established. When the handset is removed from the charger, it returns to previous settings. NOTE: If the Logout action is enabled, the handset needs to be logged on manually when it is removed from the charger.

- 1 Select Connections > In Charger

- 2 In the In charger action drop-down list, select one of the following:
 - No action - no action is performed when handset is placed in charger
 - Switch off - the handset is switched off when placed in charger
 - Redirect - the handset redirects all calls and messages (only available for some handset variants, see [1.2 Functionality Matrix](#) on page 2) when placed in charger.

NOTE: The destination number must be programmed in the PBX to be able to redirect calls and messages.

1. If the parameter "Turn off sound" is set to "No", the handset is not muted when placed in charger.

- Sound off¹ - the handset is silenced when placed in charger

NOTE: Messages with breakthrough, for example, messages with a high or alarm priority, are not muted. To mute all messages, regardless of priority, also set the Show and indicate incoming messages parameter.

- Logout - the handset is logged off when placed in charger. This option is only visible if the license dependent Shared Phone feature is enabled.
- Message absence - if a message is sent from a system, it is notified that the handset is absence.
- Change profile - the handset changes profile when placed in charger. In the Change to profile drop-down list, select the profile to be used. By default, only the profile Normal is selectable. If configured, additional profiles are visible, see [5.39.1 User Profiles](#) on page 62.
- Show and indicate incoming messages while charging²
Determines how incoming messages are displayed or indicated when the handset is placed in charger. If this parameter is set to No, the message alert, if any, is muted and only the New message icon is displayed. The messages are stored as unread messages in the Messaging Inbox.

NOTE: All incoming messages are affected by this setting; that is PTT invitation received as message, and all other messages regardless of priority (even messages with breakthrough such as high/alarm priority). To only silence messages without breakthrough (low/normal priority), set the Sound off parameter instead.

5.17.2 In Charger Action when in Call

The handset can be configured to end a call, or turn on the loudspeaker when it is placed in a charger during a call. If the handset is removed from the charger during the call, it does not revert to the previous settings.

- 1 Select Connections > In Charger
- 2 In the Call behaviour drop-down list, select one of the following:
 - No action - no action is performed when handset is placed in charger
 - End - the handset disconnects calls when placed in charger

Note: Some systems/PBXs require that the handset sends a DTMF tone to

1.If the parameter "Turn off sound" is set to "No", the handset is not muted when placed in charger.

2.Only applicable for some handset variants, [1.2 Functionality Matrix](#) on page 2.

end a call, See [5.13.1 Send DTMF Tone when Pressing On-Hook key](#) on page 38 for configuration.

- Put on Loudspeaker - the handset activates the loudspeaker mode when placed in charger.

5.17.3 Clear Lists when Inserted in Charger

The handset can be configured to clear lists when placed in a charger. The following message and call lists are then cleared:

- Inbox
- Unsent
- Sent
- Call list
- Missed calls

To configure automatic clearing of lists when placed in a charger:

- 1 Select Connections > In charger.
- 2 In the Clear lists in charger drop-down list, select "On".

5.18 Disable Homebase GAP Registration

When the feature is enabled, it is not possible to register to a home base. To disable homebase GAP registration:

- 1 Select Systems.
- 2 In the Can the handset subscribe to a home base drop-down list, select "No".

5.19 Early Encryption

Early encryption is used when DECT security is activated in the base station. This means that the radio link is encrypted early before data is transmitted.

To enable early encryption in the handset, the "Early encryption enable" parameter is set via the WinPDM/Device Manager in the following way:

- 1 From the WinPDM/Device Manager, select Systems > System x
- 2 Select "true" from the Early Encryption enable drop-down list

If users experience connection problems when early encryption is turned on, the function may be turned off in the handset by reconfiguring the handset through the WinPDM/Device Manager and setting the value of the parameter to "false". This can occur, for example, when the handset is being used in an environment where highly reflected metallic surfaces are used in the construction of the locale.

5.20 Base Station Positioning

The approximate location of a handset can be sent with an alarm. The handset evaluates the field strength ratio of the individual radio Base Stations and sends the best-rated Base Station ID to indicate the approximate location of the handset.

In addition, a system can also request the Base Station ID regardless if an alarm is sent or not. See [• Off - Turns the special location feature off.](#) on page 45.

In a template or Number in WinPDM/Device Manager, the parameter for activation is found at:

Location > Base station positioning

Note: The standby time for the handset is lower when Base station positioning is activated.

5.21 DECT Location

Note: This is a license dependent feature, see [4.4 Upgrade Handset by License](#) on page 20.

The DECT location feature is used to keep track and report the location of DECT handsets. It is implemented through DECT location devices, which transmit location information continuously. The location information consists of a location ID and a Received Signal Strength Indication (RSSI) threshold value. Location information is stored by handsets when the handset RSSI is stronger than the location device RSSI threshold. The handset stores the four last received location IDs and the time that has elapsed since the location IDs were received.

5.21.1 Handset Users

For handset users, DECT location is used to indicate the location of the handset in critical situations when the handset alarm button is pressed. DECT location is configured via the WinPDM/Device Manager where the parameter for activation is found at:

Location > DECT location

5.21.2 System Administrators and Installers

For system administrators and location installers, the handset can be configured and used to provide important RF information when provisioning, commissioning and analysing a network of location devices:

- DECT location data
- DECT location indications.

DECT Location Data

To configure the handset to provide DECT location data, perform the following procedure:

- 1 Press the "Menu" soft key.
- 2 Select "Calls".
- 3 Select "Admin menu".

NOTE: The "Admin menu" is only visible if the Admin menu is activated. To activate the Admin menu, see [6.1.1 Activating the Admin Menu](#) on page 70

- 4 From the Admin menu, select "Location info".

- 5 Select "DECT Location info". DECT information is displayed in the handset display as shown in [Figure 4](#):

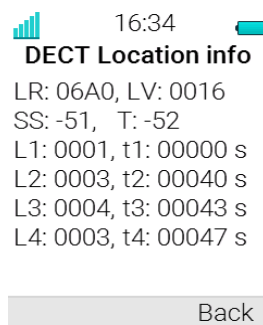


Figure 4. DECT Location Information

DECT Location Indications

When the DECT Location info screen is present, the handset can be configured to provide additional indications to the support engineer as the handset is carried into a valid location. A beep indication can be activated to indicate when valid locations are received. The activation parameters that can be configured via the WinPDM/Device Manager are as follows:

Location > Indicate location with beep

- Off - The beep indication is turned off
- Beep on new - The handset beeps when it receives a new valid location. A location is considered as "new" when the location ID is changed for the current location.
- Beep always - The handset beeps when it receives a valid location.

Location Information during Call

When the Admin menu is activated and DECT location is enabled, the DECT location information screen can be accessed during a call by pressing the soft key "More" and select "Location info".

5.22 Special Location

A special location is a valid location received by the handset from a location device that is automatically sent to the system. To prevent the system from being overloaded, a special location that has already been received in the last three seconds will not be sent to the system again. The special location feature is managed from the WinPDM/Device Manager in the following way:

- 1 Select Location > Special location
- 2 In the Special location drop-down list, select one of the following:
 - On- Turns the special location feature on
 - Off - Turns the special location feature off.

5.23 Poll Location

A system or application can request a location of a handset. When location of the handset is requested, the handset send its exactly location (DECT location enabled), or

an approximate location (Base Station positioning enabled) depending on the set parameters in the handset.

If DECT location is enabled, the handset sends the four last received DECT location IDs together with the time since they were received. See also [5.21 DECT Location](#) on page 44.

If Base Station positioning is enabled, the handset sends the best-rated Base Station ID together with the time since it was received. See also [5.18 Base Station Positioning](#) on page 33.

5.24 Site Survey Tool

See the *User Guide, Site Survey Tool*.

5.25 Common Alarm Settings

Note: The support for this feature is dependent on that model of handset that is used. For more information, see [1.2 Functionality Matrix](#) on page 2.

In a template or Number in WinPDM/Device Manager, the parameters for activation are found at:

Alarm > Common

Parameters in the current version are:

- Stored alarm data
Information that is sent with an alarm (for example a handset's location)
- Indicate triggered alarm with vibrator
NOTE: If the parameter "Silent alarm" is set, no indication is shown when an alarm has been sent or received.
- Indicate triggered alarm with beeper signal
NOTE: If the parameter "Silent alarm" is set, no indication is shown when an alarm has been sent or received.
- Password protect ALS
Determines if a password is required to turn off the ALS
- Number for automatic call after alarm
Determines which number the handset automatically calls after an alarm is sent. This number can also be dialed without sending an alarm, see [5.26.1 Call Predefined Number without Sending Alarm](#) on page 47.

See also [5.26 Push Button Alarm](#) for additional parameter settings.

5.26 Push Button Alarm

Note: This feature is only applicable for some handsets variants, see [1.2 Functionality Matrix](#) on page 2.

The way in which alarms are managed in a system can be configured. A user can activate an alarm by:

- A single long press
- Multiple presses

The following alarm types are handled:

- Push-button alarm
- Test alarm

In a template or Number in WinPDM/Device Manager, the parameters for activation are found at:

Alarm > Alarm on long press

Alarm > Alarm on multiple press

Parameters in the current version are:

- Alarm type for long press
Test alarm, Push-button Alarm 1, or Push-button Alarm 2, or Not used. If Not used is selected, the call can still be dialed after alarm number without sending an alarm, see [5.26.1 Call Predefined Number without Sending Alarm](#) on page 47.
- Text indication for alarm on long press?
- Duration for long press
- Alarm type for multiple press
Test alarm, Push-button Alarm 1, or Push-button Alarm 2, or Not used. If Not used is selected, the call can still be dialed after alarm number without sending an alarm, see [5.26.1 Call Predefined Number without Sending Alarm](#) on page 47.
- Text indication for alarm on multiple press
- Define multiple press
- ALS
NOTE: If the parameters “ALS” and “Silent alarm” are set, no ALS is triggered after an alarm has been sent. The ALS is not be activated if an automatic call is established after an alarm has been sent.
- Silent alarm
If enabled, the indication of an alarm has been sent and received is disabled.
NOTE: If the parameters “ALS” and “Silent alarm” are set, no ALS is triggered after an alarm has been sent.
- Mode for automatic call after alarm
The call can be established in the following modes;
 - Normal: the call is established as an ordinary call.
 - Loudspeaking: the loudspeaker on the backside of the handset is turned on.
 - Monitoring: a one-way speech channel is established, that is, the called part can only listen to a conversation.

See also [5.25 Common Alarm Settings](#) on page 46 for additional parameter settings.

Information about the handset location can also be sent along with an alarm, see [5.18 Base Station Positioning](#) on page 33 and [5.21 DECT Location](#) on page 44.

5.26.1 Call Predefined Number without Sending Alarm

The push-button can be configured to dial the automatic call after alarm number without sending an alarm. The following example describes how to configure the push-button (alarm on long press). The corresponding settings can also be configured for the push-button when it is pressed twice or more (alarm on multiple press).

Example of configuration:

- 1 Select Alarm > Common
- 2 In the Number for automatic call after alarm field, enter the number to be dialed.

- 3 Select Alarm > Alarm on long press
- 4 In the Alarm type for long press drop-down list, select "Not used".
- 5 In the Mode for automatic call after alarm drop-down list, select one of the following:
 - Normal: the call is established as an ordinary call.
 - Loudspeaking: the loudspeaker on the backside of the handset is turned on.
 - Monitoring: a one-way speech channel is established, that is, the called part can only listen to an conversation.

This configuration lets the user long press the push-button to dial the number without sending an alarm. However, the push-button can be configured to send an alarm by pressing it twice (see Alarm type for multiple press in chapter [5.25 Common Alarm Settings](#) on page 46).

Information about the handset location can also be sent along with an alarm, see [5.18 Base Station Positioning](#) on page 33 and [5.21 DECT Location](#) on page 44.

5.27 Use Multifunction Button as PTT Button

Note: This feature can only be configured in Messenger handsets.

The handset mute button is normally used to switch to talk mode during a PTT call. However, the Multifunction button may also be configured to do this, and in so doing, provide the user with an additional means of switching to talk mode.

NOTE: If the multifunction button is enabled for PTT, it can no longer be configured in the handset menu to provide shortcuts to handset functions. Any existing shortcuts that have been configured are disabled, both for long and multiple presses of the multifunction button. Shortcuts are also disabled when the handset is in idle mode.

To configure the multifunction button as a PTT button, perform the following steps:

- 1 In the WinPDM, select the parameter Push to Talk > Use multifunction button for PTT
- 2 Set the value of the parameter to "On".

5.28 Messaging Settings

NOTE: This feature is only applicable for ome handsets variants, see [1.2 Functionality Matrix](#) on page 2.

The way incoming messages are indicated and displayed in handset can be configured. The parameters can be found at:

Settings > Sound and Alerts

- Vibrating alert
Determines if the handset vibrates when receiving incoming calls and messages.
- Message alert
Determines the message sound for incoming messages. A predefined melody (Message 1 - Message 7) or a beep code that represents a certain sound can be selected. For more information about how to configure sounds with beep codes, see [5.28.1 Configure Message Alerts with Beep Codes](#) on page 51.

- **Message alert during call**
Determines if a message alert should be played when receiving a message during a call.
- **Message volume**
Determines the message volume for incoming messages. By default, the message volume is the same as the volume of the ring signal. A different message volume can be set with this parameter. The parameter may also be set to "Silent" to mute the message volume completely.
- **Vibrator for call waiting**
Determines whether or not the handset vibrates when another call is received before the user has finished an ongoing call. If set to "Yes", the handset vibrates during the ongoing call.

NOTE: To enable the Vibrator for call waiting function the *Vibrating alert* parameter must be enabled, and both *Switch call* and *Call waiting* must be configured. For more information about how to configure Switch call and Call waiting, see [5.9 In Call Menu](#) on page 24.
- **Vibrator for message during call**
Determines if the handset vibrates when receiving messages during an ongoing call. The *Vibrate alert* parameter must also be enabled if the handset is set to vibrate when receiving a message during the call.

Settings > Messaging

- **Text size**
Size of the message text when viewing and writing messages.
- **Time to Read (TTR)**
Determines if the user needs to close a message manually, or if the message closes automatically when TTR expires. Regardless how a message is closed, it is removed from the message queue and stored in the Messaging Inbox. TTR starts when a message is displayed and keep running also when the message is placed in the messaging queue. If a user presses any key when a message is displayed, the TTR is reset. See also [5.28.2 Example of TTR and TTP settings](#) on page 53.
- **Time to Prioritize (TTP)**
Determines how long messages keep their priority status. The TTP starts when a message is displayed. If a user presses any when a message is displayed, the TTP is reset. If receiving a message with higher priority than the displayed message, the message with lower priority is placed in queue and its TTP is paused. When the TTP elapsed for a message, it is put last in the queue. See also [5.28.2 Example of TTR and TTP settings](#) on page 53.
- **Message list representation**
Can be set to text or a number or name.
- **Repeat message indication**
This parameter enables or disables message indications. It determines whether a message indication is repeated until confirmed by the user or not. The current repetition rate is 7 seconds. If the message itself contains a repetition, it overrides this setting.
- **IM (Interactive Messaging) option mode**
This parameter is used for older applications and sets that three soft keys shall be placed automatically, i.e. on soft keys or in an option menu (list).

- Call priority

This parameter determines:

- whether call information presented on the display during incoming, ongoing and outgoing call shall be suppressed when viewing a message
- whether an ongoing call shall be disconnected when receiving a PTT invitation with Answer mode set to "Automatically".

0 = Call indication overrides all messages and ongoing call is never disconnected (default).

1-9 = Comparison with message priority; highest priority is shown and PTT invitation with higher priority causes disconnection of ongoing call.

10 = Call indication on the display is always suppressed and ongoing call is always disconnected by a PTT invitation.

The tables below show examples of priority settings and how they affect the handset behaviour.

Table 1. Call priority vs PTT priority

Call priority	PTT invitation (priority) ¹	Disconnection of ongoing call?
0	1	No, since this call priority setting overrides all PTT invitations regardless of priority.
6	6	No, an ongoing call is not be disconnected when the priority is equal.
2	1	Yes, immediately since the PTT priority is set to 1 and also is higher than Call priority.
3	2	Yes, after 10 seconds since the PTT priority is higher than Call priority.
10	1	Yes, immediately since the PTT priority is set to 1 and also is higher than Call priority.
10	2	Yes, after 10 seconds since the PTT priority is higher than Call priority.

1.PTT invitation received as incoming call has always priority 6, while PTT invitation received as message can have priority 1 - 9 depending on configuration.

Table 2. Call priority vs Message priority

Call priority	Displayed Message (priority)	Call information suppressed?
0	1	No, since this call priority setting overrides all messages regardless of priority.
7	6	Yes, since the priority of the displayed message is higher than the incoming call.
6	6	Yes, since the message is considered as most important when the priority is equal.
1	3	No, since the priority of the incoming call is higher than the displayed message.
10	1	Yes, the call information is always suppressed regardless of the message priority.

Settings > Display

- Rotate display text

Determines if incoming messages shall be displayed upside down. This can be useful if you wear the handset in a belt and want to read the message without rotating the handset. When pressing any key, the messages are displayed in the normal way.

Note: This setting also affects how incoming calls shall be displayed.

5.28.1 Configure Message Alerts with Beep Codes

The handset can map beep codes sent from a system or an application to different message alerts. There are several ways to threat the beep codes:

Beeps according to beep code

Beep code sent from a system/application	The handset plays:
Beep code 0	No message alert is played
Beep codes 1- 6	1 - 5, and 10 beeps
Beep code 7	Siren

The handset plays the original message alerts that are mapped to the beep codes.

- 1 Select Settings > Sound and Alert.
- 2 In the Message alert drop-down list, select "Beeps according to beep code".

High beeps according to beep code

Beep code sent from a system/application	The handset plays:
Beep code 0	No message alert is played
Beep codes 1- 6	1 - 5, and 10 beeps
Beep code 7	Siren

The handset plays the message alerts that are mapped to beep codes but with a higher tone.

- 1 Select Settings > Sound and Alert.
- 2 In the Message alert drop-down list, select "High beeps according to beep code".

Enhanced beeps according to beep code

Beep code sent from a system or application	The handset plays:
Beep code 0	No message alert is played
Beep codes 1 -3	1 - 3 beeps
Beep code 4	3 tones chime
Beep code 5	10 beeps
Beep code 6	Alarm sweep
Beep code 7	Siren

The handset plays extended message alerts that are mapped to the beep codes.

- 1 Select Settings > Sound and Alert.
- 2 In the Message alert drop-down list, select "Enhanced beeps according to beep code".

Custom sounds according to beep code

Beep code sent from a system or application	The handset plays:
Beep code 0	No message alert is played
Beep codes 1- 7	Corresponding customized sound

The handset can play customized message alerts that are mapped to beep codes. The message alerts must first be customized and then mapped to the beep codes.

Customized sounds may also be mapped to enhanced beep codes, as described in [A.1 Customize the Default Handset Beeps](#) on page 70.

Tip: It is recommended to use this feature to create a message a message alert that sounds like an item of equipment, such as a respirator, that generates an alarm.

- 1 Select Settings > Custom Sounds > Custom Sound X (where X represent 1 - 10).
- 2 Set the following parameters:
 - Label - The name of the custom sound (required). The name is visible when mapping the custom sound to a beep code later on.
 - Melody - The text string represents a non-polyphonic sound. By default, example of melodies are set for Custom Sound 1 - 7. See also [Appendix A. Programming Custom Sound](#) on page 68. For enhanced beep code mappings, also see [A.1 Customize the Default Handset Beeps](#) on page 70.
 - Beat - The tempo in beats per minute to be used when playing the sound.
 - Style - The ratio of note to rest period to be used when playing the sound.
 - Instrument - The instrument to be used when playing the sound.

Map Beep Codes to Customized Sounds

- 1 Select Sound and Alerts > Custom Message Alert
- 2 In the Beep code drop-down lists, select the customized sounds to be used for respectively beep codes.

Enable Customized Sound

- 1 Select Settings > Sound and Alert.
- 2 In the Message alert drop-down list, select "Custom sounds according to beep code".

5.28.2 Example of TTR and TTP settings**Example 1**

This example describes the message handling with the following message settings:

- TTP= Prioritize forever
- TTR= Close manually

Tip: It is recommended to use these settings if messages with the highest priority always shall be displayed until the user closes the current message.

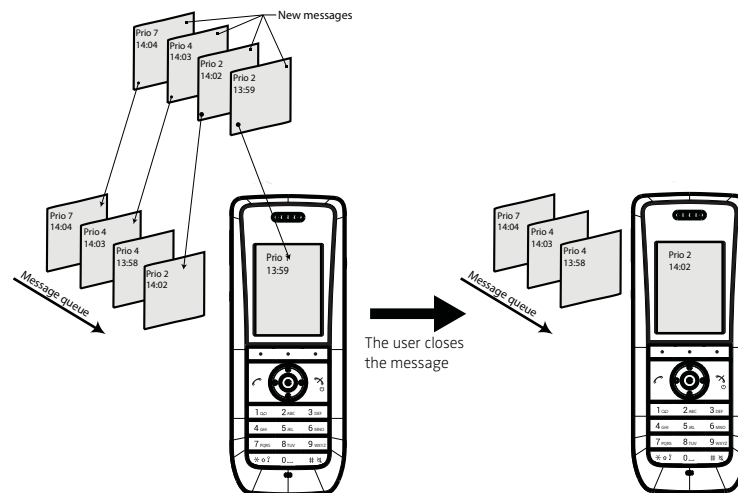


Figure 5. Describing how queuing and prioritizing for messages with equal messages works

In [Figure 5](#), a message with priority 2 is received at 13:59 and is displayed in the handset. Another message with equal priority is received at 14:02 and is placed in the queue. If no messages with higher priority are received, the user needs to close the current displayed message to show the next message in the queue. In this case, the message received at 14:02. The closed message is indicated as a read message in the Messaging Inbox.

Example 2

This example describes the message handling with the following message settings:

- TTP= 20 seconds
- TTR= Close manually

Tip: It is recommended to use these settings if the user shall not be interrupted during 20 seconds while reading a message, unless a message with higher priority is received. When the user has read a message, its priority is no longer important, that is when TTP expires.

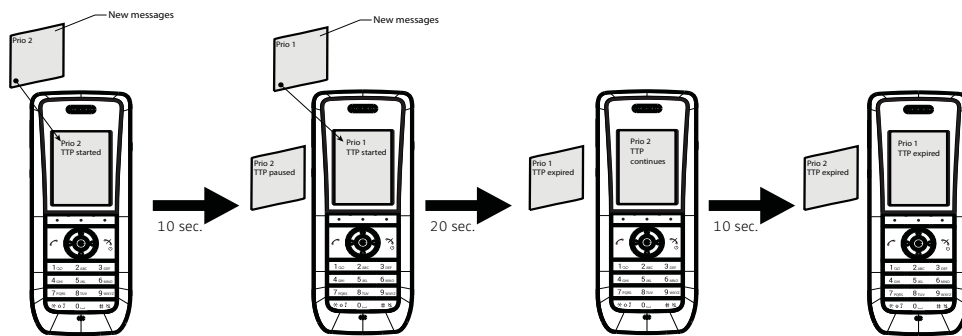


Figure 6. Queuing and prioritizing for messages with TTP

In [Figure 6](#), a message with priority 2 is received and displayed in the handset, TTP for the message is started.

After 10 seconds, a second message with priority 1 is received and displayed while the message with priority 2 is put in the queue. TTP for the message with priority 2 is paused, and TTP for the message with priority 1 is started.

After 20 seconds, TTP expires for the message with priority 1 and the message is placed in the queue. The message with priority 2 is shown again and its TTP continues.

TTP expires after 10 seconds for the message with priority 2. In this case, all messages have been shown 20 seconds each, and the oldest shown message with the highest priority is displayed (in this case, the message with priority 1). The handset does not indicate when it shows the message again, since it already has been shown and indicated once. The message with priority 2 is placed in the queue.

Example 3

This example describes the message handling with the following message settings:

- TTP= 20 seconds
- TTR= 2 minutes

Tip: It is recommended to use these settings if the user shall not be interrupted during 20 seconds while reading a message, unless a message with higher priority is received. When the user has read a message, its priority is no longer important, that is when TTP expires. In addition, if a message is not shown again within the TTR interval, it is considered as not important and is removed from the queue.

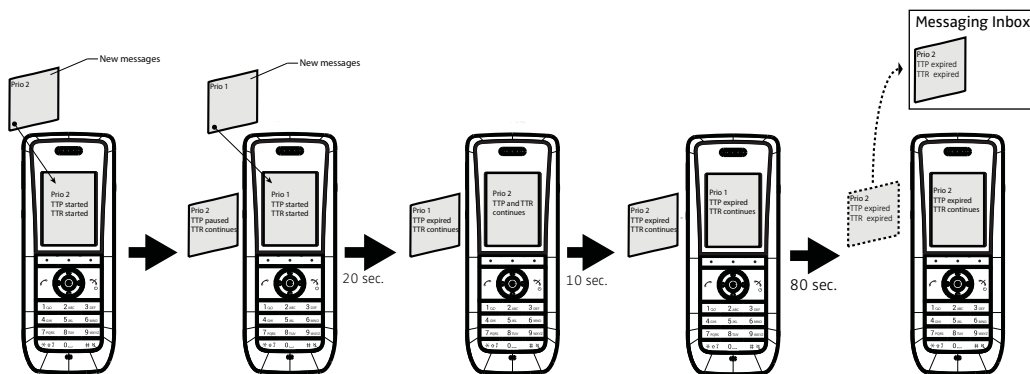


Figure 7. Message handling without manually closing a message.

In [Figure 7](#), a message with priority 2 is received and displayed in the handset, TTP and TTR for the message is started.

After 10 seconds, a second message with priority 1 is received and displayed while the message with priority 2 is put in the queue. TTP for the message with priority 2 is paused, but TTR continues. TTP and TTR for the message with priority 1 is started.

After 20 seconds, TTP expires but TTR continues for the message with priority 1 and the message is placed in the queue. The message with priority 2 is shown again and its TTP continues.

TTP expires after 10 seconds but TTR continues for the message with priority 2. In this case, all messages have been shown 20 seconds each, and the oldest shown message with the highest priority is displayed (in this case, the message with priority 1). The handset does not indicate when it shows the message again, since it already has been shown and indicated once. The message with priority 2 is placed in the queue.

After 80 seconds, the TTR expires for the message with priority 2, and it is removed from the queue and is indicated as an unread message in the Messaging Inbox. When TTR expires for the message with priority 1, it is also indicated as an unread message in the Messaging Inbox.

Note: If no messages have been read/closed manually and TTP expired for each message, a dialogue window New messages(s): [number of messages]. View now? is displayed. All messages are indicated as unread messages in the Messaging Inbox.

Example 4

This example describes the message handling with the following message settings:

- TTP= No prioritization
- TTR= Close manually

Tip: It is recommended to use this setting if messages regardless of priority are read in chronological order, that is, the newest message is displayed first.

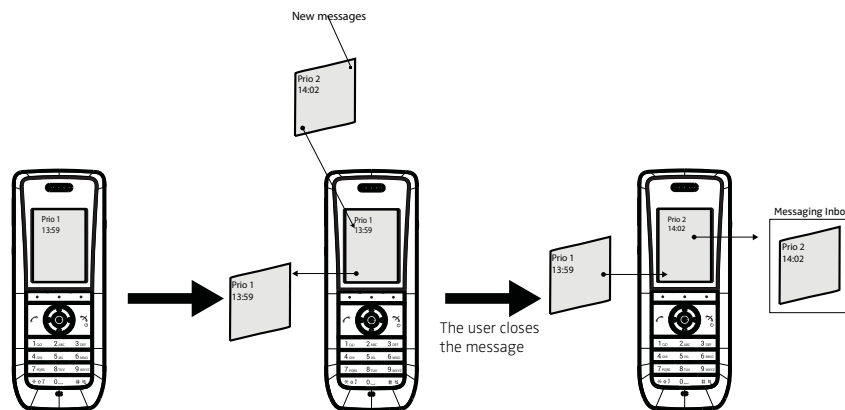


Figure 8. Display messages in order regardless of priority

In Figure 8, a message with priority 1 is received at 13:59. Another message with priority 2 is received at 14:02 and is displayed. The message with priority 1 is put in the message queue. The user needs to close the current message (priority 2) to show the message (priority 1) in the queue. When closing the message (priority 2) it is indicated as a read message in the Messaging Inbox.

5.28.3 Broadcast and Multicast Messaging

This feature is supported by the handset, but no parameter settings are required.

5.29 Message Templates

Handsets can be configured with predefined messages using the message template function. Provided that both parties are connected via an IP-DECT system, a predefined message can be used in the following ways:

- The user can decline the call but still acknowledge the receipt of the call by selecting a predefined message and sending it to the caller
- The user replies to an incoming text message by selecting a predefined message and sending it to the message sender
- The user can construct a text message from a predefined message.

5.29.1 Configure the Handset for Message Templates

To activate the message template function in the handset so that a user can decline a call with a predefined message, perform the following steps using the WinPDM/Device Manager:

- 1 Open the "Edit parameters" dialog
- 2 Select Settings > Answering
- 3 Locate the parameter "Reject with a message template" and set the value to "On".

5.29.2 Create Message Template Texts

A handset can be configured with up to five predefined messages. A message cannot exceed 50 characters. To create a message, performing the following steps in the WinPDM/Device Manager:

- 1 Open the "Edit parameters" dialog
- 2 Select Settings >Messaging > Templates > Template <n> where n refers to the five message templates numbered 1 to 5.
- 3 Click on a Template <n>.
- 4 Position the cursor in Value column and click the mouse button. An editable text field opens.
- 5 Type a message of maximum 50 characters in the text field.
- 6 Click the "OK" button.

NOTE: If a system uses a character set other than UTF-8 for SMS, care must be taken to ensure that the characters entered into the message strings are compatible with the character set used by the system. Entering characters that cannot be encoded by the system may cause a type conversion error, the failure of the message to arrive at the intended recipient, and a "Message failed" popup being displayed in the sender handset.

5.30 Name Presentation

The caller name is displayed in the user handset when the phone is ringing and when in call. The PBX usually sends information to the handset to resolve details about the calling party. If no such information is received, CLIP or CNIP can be used as described in the next section. Where no information is provided by the PBX and both CLIP and CNIP are not provided, an "Unknown" message is displayed in the handset.

5.30.1 Name Resolution Priorities

How the caller's name and other information such as the caller's number is presented in the handset display depends on how the PBX sends calling party information to the handset. The PBX may or may not be set to pass display management text. The handset always looks for this information according to the following priorities:

- 1 If the PBX sends display management text then this is used before any other source of caller identification such as CLIP, the local phone book, or CNIP. The handset displays the display management text as it is.
- 2 If the PBX is not configured to send display management text, but is configured to send CLIP, CLIP is used to look up and resolve the calling party name from the local phonebook. The handset can then display the name.
- 3 If no entry is found in the local phonebook and the PBX is configured to send the calling party name in CNIP, the name is taken directly from CNIP. The handset can then display the name.
- 4 If the PBX is configured only for CLIP and no name resolution was possible because the local phonebook had no entry corresponding to the calling party number, only the calling party extension number can be displayed in the handset.

NOTE: Caller name or number received as display management text will not be stored in the Call list and cannot be used for local phone book queries. Only information received as CLIP or CNIP can be used for these functions.

5.30.2 Display Management Parameter

If information about a caller exists in the local phonebook, a display management parameter can be configured to show this information in addition to the information provided by the display manager. The additional information is displayed as additional lines of text in the handset display. The parameter is accessed through the WinPDM/Device Manager by selecting:

Systems > System X > Display Management and Local Phonebook Name

The parameter can be set to one of the following values:

- Normal: The handset shows only the display management text.
- Add name internal and external call: Additional detail about the caller is displayed if there is information about the caller in the local phonebook. If there is no entry for the caller in the phonebook, only the display management text is displayed. This option applies when both internal and external calls are received.
- Add name external call: Displays additional caller detail as described above, but only when external calls are received.

5.31 Services

Note: This feature is only applicable for some handsets variants, see [1.2 Functionality Matrix](#) on page 2.

From WinPDM/Device Manager, up to 10 services can be configured that can be accessed from the Services menu. Soft keys can also be configured to access services quickly. A list of predefined functions are available such as Phone call, Send message and Send data.

5.31.1 Add Service

- 1 Select "Services".
- 2 Select the service (1 - 10) to be configured.
- 3 In the Name field, enter the name of the service. The service name is displayed in the handset.
- 4 In the Type drop-down list, select the function (Send Message, Phone Call or Send data) to be used.
- 5 If needed, in the Number field, enter the destination number for the message/call/data. The following values can be entered in the Number field: Digits 0-9, #, *, P – pause, H – hook.
Tip: If the Phone call function was selected, an additional character U can be entered in the Number field. The handset prompts the user to enter numerical characters before establishing a call (procedure call).
- 6 If needed, in the Prefix field, enter the prefix to be used.

5.31.2 Delete Service

- 1 Select "Services".
- 2 Select the service (1 - 10) to be deleted.
- 3 In the Name field, delete the name of the service.

5.32 Protect Registration from User Deletion

A registration can be protected from deletion via the handset menu by altering the parameter "Protected flag". In a template or from the Number tab in WinPDM/Device Manager, the parameter is found at:
Systems > System X > Registration data.

5.33 Emergency Call Numbers

Up to five different phone numbers may be reserved for emergency calls. These numbers can always be called even when the phone or key locks are active.

NOTE: If emergency numbers of varying length are used, care must be taken to ensure that longer numbers do not begin with the same digits and ordering used by a shorter number. For example, if 124 and 1245 define two emergency numbers, the number 1245 cannot be used because 124 is always be evaluated and called before the longer number can be entered. However, 5421 and 1256 would be allowed.

Emergency numbers are configured using the WinPDM/Device Manager and setting the value of the parameter:

Settings > Emergency Call Numbers

5.34 Audio adjustment

Microphone gain and side tone can be configured to achieve optimal audio quality for each working environment through the parameters:

Audio > Normal

- Normal side tone adjustment - Determines how much of the speakers voice that is fed back to the speaker.
- Normal mic adjustment - Determines the microphone sensitivity, that is, how much sound the microphone gains.

The parameter settings affect the "normal" mode, that is, the wired headset, Bluetooth headset, handsfree and loudspeaking modes are unaffected.

For configuration of headset audio see, [5.34.1 Echo Canceling](#).

NOTE: Changing these parameters may result in lower sound quality and high sound level. Evaluate carefully before applying.

5.34.1 Echo Canceling

Echo cancelling reduces echoes from the surrounding environment. Echo cancelling is turned off by default. The function can be turned on by setting Settings > Answering > Loudspeaking Mode to "With echo canceling".

5.35 Headset Configuration

A headset is recommended if the handset is used frequently or if the user wants to have both hands free. The headset comes in two versions, that is, microphone on boom and microphone on cable.

5.35.1 Selection of Corded Headset Type

To achieve optimal audio quality with the different headset types, it is recommended to set the corresponding headset type. The default setting is “microphone on a boom”, which means that the audio is optimized for using a headset with microphone on a boom. The headset type can be changed as follows:

- 1 Select Connections > Headset.
- 2 In the Headset type drop-down list, select the corresponding headset type to be used.

If “User headset profile” is selected, see [User headset profile](#).

User headset profile

If the preconfigured headset profiles does not match the headset or the audio performance is unsatisfactory, a headset profile can be configured in the following way:

- 1 Select Connections > Headset > User headset profile.
- 2 In the Name of user headset profile field, enter an appropriate name. The name is visible and selectable in the handset menu.
- 3 In the Headset mic adjustment drop-down list, select the microphone gain to be used.
- 4 In the Headset speaker adjustment drop-down list, select the speaker gain to be used.

Note: Changing these parameters may result in a very high sound level which can cause hearing damage. In addition, these parameters may result in lower sound quality such as noise and echo. If the audio problems occur, it is noticeable for the person listening on the conversation. Evaluate carefully before applying.

5.35.2 Configuration of Headset Button

Note: This feature is not applicable for some handset variants.

The headset answer button can be configured with a predefined function.

Configure a corded headset button

- 1 Select Connections > Headset.
- 2 In Headset type drop-down list, select headset to be used.
- 3 In the Call with headset button drop-down list, select one of the following:
 - Not activated - a call can only be answered or ended.
 - Last called number - the last called number is dialled.
 - Predefined number - a predefined number is called (if selected, continue with step 3)
 - Hook off - activates the post-dial function, that is, a dial tone is heard and the user can enter the number to be called.
- 4 If required, enter the number to be dialled when the headset button is pressed in the Predefined number field.

Configure a Bluetooth headset button

Note: Refer to the user manual for the Bluetooth headset for more information about how to connect it and use its answer button. This feature is not applicable for some handset variants.

- 1 In the Call with headset button drop-down list, select one of the following:
 - Not activated - a call can only be answered or ended.
 - Last called number - the last called number is dialled.
 - Predefined number - a predefined number is called (if selected, continue with step 3)
 - Hook off - activates the post-dial function, that is, a dial tone is heard and the user can enter the number to be called.
- 2 If needed, in the Predefined number field, enter the number to be dialled when the headset button is pressed.

5.36 Display New Messages and Call Information Upside Down

New messages and call information can be displayed upside down. This can be useful if the handset is worn in a belt and messages or call information need to be read without rotating the handset. When pressing any key, the messages are displayed in the normal way.

- 1 Select Settings > Display
- 2 In the Rotate display text drop-down list, select one of the following:
 - On - New messages and call information are rotated 180 degrees.
 - Off - Disables the rotation function.

Display Management Layout

In the Active area of the display, the first 2 rows can show 12 characters each by default. The number of rows and characters to be displayed in idle mode or during a call up can be extended to 3 rows with 16 characters each. When extending the rows or characters, the System name or Owner ID is hidden to provide space for system dependent information instead.

- 1 Select System X.
- 2 In the Display Management Layout drop-down list, select one of the following:
 - 2x12 characters
 - 2x16 characters
 - 3x16 characters, remove Owner ID
 - 3x16 characters, remove system name

5.37 Owner identification in the Idle Display

Owner identification can be added while the handset is in standby mode. In a template or Number in WinPDM/Device Manager, the parameter is found at:

Settings > Owner ID

Note: The Owner ID might not be displayed depending on the setting in [Display Management Layout](#).

NOTE: The Owner ID can also be configured via the handset menu. See the Mitel 5614 User Guide for MiVoice Business.

5.38 Screen Saver

The handset screen saver can be configured to display information or turn off the backlight so that no information is shown. To configure the screen saver:

- 1 In the WinPDM/Device Manager, select Device > Settings.
- 2 In the Screen saver drop-down list, select one of the following:
 - Information: Dims the backlight but keeps sufficient light to display time and status information, such as message indications.
 - Black: The screen goes black and the backlight is turned off.
 - Black also in call: The screen goes black and the backlight is turned off, as for the "Black" option. In addition, the backlight is turned off when the handset is in call. This helps extend battery life especially when the user is on an extended call.

5.39 Profiles

5.39.1 User Profiles

An own profile can be setup for incoming calls, message alerts, message volume, vibrating alerts, key sound etc. This can be useful when there are many users on the same handset who want different sound profiles. It can also be used for temporarily settings, for example while in a meeting, incoming calls should be silent.

- 1 Select User Profiles > User Profile X (where X represents 1 - 4).
- 2 In the Name text field, enter the name of the profile.
The name is visible in the handset and becomes a selectable option in User Profiles > Active Profile.
- 3 Select the settings to be edited. For example Sound and alerts, Soft keys etc.
- 4 If required, select the profile to be activated in the handset by selecting User Profiles > Active Profile.

Tip: Profiles can also be configured via the handset menu. see the Mitel 5614 User Guide for MiVoice Business.

5.39.2 System Profiles

Note: This feature is only applicable for some handsets variants, see [1.2 Functionality Matrix](#) on page 2.

A system profile can be setup to force a handset to use certain settings that the user is unable to modify. The system profile is set up in two steps:

- 1 Create sub groups.
- 2 Create system profile using the predefined sub groups.

Configure Presence settings group (sub group)

- 1 Select System Profiles > System Profiles Sub Groups > Presence groups > Presence group X
- 2 In the Message absence drop-down list, select one of the following:
 - On - When a handset receives a message, it indicates that it is absent. The message can be redirected to another destination and is system dependent.
 - Off - The message absence is disabled.
- 3 In the Name of group field, enter a descriptive name.

Configure Alarm Settings Group (sub group)

- 1 Select System Profiles > System Profiles Sub Groups > Alarm settings group > Alarm settings X.
- 2 In the Name of group field, enter a descriptive name.
- 3 Select System Profiles > System Profiles Sub Groups > Alarm settings group > Alarm settings X > Common.
 - Stored alarm data - Information that shall be sent along an alarm (for example a handset's location)
 - Indicate triggered alarm with vibrator
 - Indicate triggered alarm with beeper signal

NOTE: If any of the alarm triggers are set to "No", no indication is shown for that trigger when an alarm is sent or received.
- 4 Select System Profiles > System Profiles Sub Groups > Alarm settings group > Alarm settings X > Alarm on long press
 - Alarm type for long press - Determines the alarm type to be sent when long pressing the alarm button. If Not used is selected, the call can still be dialed after alarm number (if any, see [5.25 Common Alarm Settings](#) on page 46) without sending an alarm.
 - ALS - Determines if a ramped up signal shall sound after an alarm is sent.
Note: If the handset is configured to call a predefined number when an alarm is sent (see [5.25 Common Alarm Settings](#) on page 46), the ALS is not triggered.
- 5 Select System Profiles > System Profiles Sub Groups > Alarm settings group > Alarm settings X > Alarm on multiple press
 - Alarm type for multiple press - Determines the alarm type to be sent when pressing the alarm button twice or more. If Not used is selected, the call can still be dialed after alarm number (if any, see [5.25 Common Alarm Settings](#) on page 46) without sending an alarm.
 - ALS - Determines if a ramped up signal shall sound after an alarm is sent.
Note: If the handset is configured to call a predefined number when an alarm is sent (see [5.25 Common Alarm Settings](#) on page 46), the ALS is not triggered.

Configure Sound and Alerts Sub Group

These parameters let the system administrator define up to five different system profile sub groups of sounds and alerts. To configure a sub group:

- 1 Select System Profiles > System Profiles Sub Groups > Sound and Alerts group > Sound and alerts X.
- 2 In the Name of group field, either accept the default name Group X or enter a description appropriate to this particular sub group of sounds and alerts.

- 3 From the pull down menus associated with each parameter, select the required values for:
- Ring volume: Select "Silent" or one of the volume levels between 1, the lowest, and 8, the highest.
 - Vibrating alert: Select "On" or "Off".
 - Internal call: A ringtone to indicate an internal call.
 - External call: A ringtone to indicate an external calls.
 - Callback: A ringtone to indicate a callback.
 - PTT Call: A ringtone to indicate a Push-to-talk call.
 - Key sound: Select "Silent" or associate the key press with a "Click" or "Tone".
 - Message alert: Indicate an incoming message by a melody, beeps or a customized sound.
 - Message volume: For an incoming message, set the alert to the same volume level as for Ring volume or set a higher or lower volume.

Configure Soft key groups (sub group)

Select System Profiles > System Profiles Sub Groups > Soft key groups > Soft key group X > Soft key X.

- Soft key label - Determines the name to be displayed on the soft key
- Function - Determines the function to be connected to the soft key.
- Value - Determines a value (for example, phone number) to a function. The value is only needed for some functions.
- Control question - Determines if a Proceed? dialogue shall appear when pressing a soft key.

Configure Idle display groups (sub group)

By default, the name of a system profile is displayed in the handset. It is only needed to configure an idle display group if a system name is not to be displayed in the handset.

Select System Profiles > System Profiles Sub Groups > Idle display groups > Idle display group 1.

- Show name of system profile - Determines if the name of the system profile shall be displayed in the handset idle screen.
- Name of group - Determines the name of the group

Create System Profile using Predefined Sub Groups

To create a system profile, it must be connected to the predefined sub groups.

Select System Profiles > System Profile X.

- Soft keys group - Determines if a soft group shall be used.
- Alarm settings group - Determines if a alarm settings group shall be used.
- Presence group - Determines if a presence group shall be used.
- Idle display group - Determines if an idle display group shall be used.

Activate and Deactivate System Profile

When a system profile is created, it can be activated on the handset using WinPDM or the Device Manager. For example, the application could be triggered by a positioning beacon. However, this section describes how to activate the system profile using WinPDM.

By default, when the system profile is activated, its name is displayed in the handset idle screen. The system profile name replaces the system name (that is, the DECT system the handset is subscribed to). If a certain system profile always shall be active on a handset, it is recommended to hide the settings and menus the user cannot change. If the user changes any settings that are specified in the system profile, the settings are not applied.

Example:

In the system profile Alarm has the alarm settings been configured. In this case, the user cannot change any alarm settings via the handset, despite that the Alarm menu is visible. It is recommended to hide the Alarm menu to avoid misunderstanding.

- 1 Select "System profiles".
- 2 In the Active system profile on phone drop-down list, select one of the following:
 - Normal - no system profile is used.
 - [System profile]

System Profile Activation and Deactivation Audible Alert

The administrator may configure the handset to play a sound if the system profile is activated or deactivated. This provides the user with an audible alert when the system profile changes from inactive to active or vice versa. The feature can be triggered by several kinds of event, such as moving between different parts of a buildings where a system profile might be appropriate in one location but not required in another.

To configure the handset to play a sound when a system profile is activated or deactivated, perform the following steps:

- 1 Select "System profiles".
- 2 From the "System Profile X" list select the system profile where the audible alert is to be applied.
- 3 Set the "Activation and deactivation sound" parameter to the required customized sound.

5.40 Shortcuts

One click access to predefined functions can be configured for the Soft keys, Hot keys, Navigation keys, and the Multifunction button. For example a soft key can be configured to make a call.

Shortcuts are configured via parameters in the "Shortcuts" folder.

Note: When programming Soft keys both name and function must be set.

Note: A hot key configured to the Data Send service is also available during the call.

Tip: Shortcuts can also be configured via the handset menu. See the "Mitel 5614 User Guide for MiVoice Business."

5.40.1 Restricting Access to Shortcuts

For some application areas, it may be a requirement that the user is prevented from defining shortcuts to predefined functions via the handset Shortcuts menu. Setting a shortcut to “Read only” via the WinPDM/Device Manager enforces this restriction. To access the parameters associated with shortcuts, perform the following steps:

- 1 Select Shortcuts.
- 2 Select the required shortcut parameter:
 - Hot keys 2 through 9 and “Hook Off”
 - Soft Keys “Left”, “Middle” and “Right”
 - Navigation keys “Up”, “Down”, “Left”, “Right” and “OK”
- 3 Select the “Read Only” attribute for the selected parameter and from the drop-down menu select:
 - False - Retain the default, that is, the selected shortcut remains configurable from the Handset Shortcuts menu
 - True - The shortcut is set read only. The end user is able to select the shortcuts menu and individual shortcut keys from that menu but is unable to assign a function to the selected key.

5.41 Shared Phone

NOTE: This is a license dependent feature (see [4.4 Upgrade Handset by License](#) on page 20) and applicable for IP-DECT systems only.

The feature Shared phone allows more than one user to use a handset. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system.

Extension and messages are user unique. Messages and call lists are deleted when a user logs off a handset. Contacts, settings, licenses, and Bluetooth devices are common for all shared phone users of the same handset.

Set Default Master ID

The parameter Default Master ID determines which IP-DECT Master the handset logs on to. In a small IP-DECT system where a single IP-DECT Master is used, the parameter is not changed (default ID is “0”).

In a large IP-DECT system where several IP-DECT Masters are used, the parameter may be changed depending on which IP-DECT Master to be used.

- 1 Select Systems > Common > Shared Phone.
- 2 In the Default Master ID field, change the master ID if needed.

If a user and a shared handset belong to different IP-DECT Masters, the user must override the default master ID of the shared handset when logging in. Enter the user's Master ID followed by the User ID in the following format:

* <Master ID> * <User ID>

Enable and Disable Shared Phones

NOTE: Enabling Shared Phone must be done before assigning an extension to the handset. Either before subscribing the handset to the IP-DECT system, or before assigning the extension to an anonymously subscribed handset.

In the WinPDM do the following to enable or disable Shared Phone:

- 1 Select Systems > Common > Shared Phone.
- 2 In the Phone mode drop-down list, select one of the following:
 - Personal - Select this if the handset is intended to be used by one user only. Shared Phone will be disabled for this handset.
 - Shared - Select this if the handset is intended to be shared between several users. Each user can log on to the handset to obtain their personal extension number. Shared Phone will be enabled for this handset.

NOTE: There is a Shared phone license parameter in Systems > Common > Shared Phone. The Shared phone license parameter is used to hide the phone mode parameter. Thus that the phone mode parameter is not always visible. Changing this parameter in WinPDM does not change the setting in the handset. The Shared phone license parameter is restored to its original value in WinPDM when WinPDM and the handset are synchronized.

NOTE: When registering a handset for the first time in the WinPDM, the Number (User ID) is equal to the handset extension number. If another user logs on the same handset, the Number is unchanged. It is recommended to rename Number to, for example, Shared X (where X is a number) to prevent number conflict if assigning several shared phone handsets the same extension when subscribing towards the IP-DECT system. Renaming the handset in WinPDM also makes it easier to find and manage the handset in WinPDM.

For more information about how to log on a handset, see the Mitel 5614 User Guide for MiVoice Business.

TIP: A handset can be logged off when it is placed in a charger, see [5.15.1 In Charger Action when not in Call](#) on page 30.

5.41.1 Shared Phone Takeover

A user is prompted to enter a User code when logging on to a system. The user code is the handset extension number. An additional level of authorization may be enforced by an Authorization Code, which is a parameter that may be set when a handset is first registered with an IP-DECT master. If the parameter is set, the handset user must enter the authorization code as a Password in addition to the User code when logging on to the system. The authorization code is uniquely associated with the handset extension number.

A user who has a shared phone configured with an authorization code and who is logged on to the system can have his or her handset taken over by a second user, even if the first user has not logged off from the system. The user initiating the takeover must, however, know the first user's extension and the authorization code for the takeover to be possible. The second user logs on from his or her handset using the first users extension number and authorization code. If the login is successful, the profile, name, system ID and extension number of the first user is displayed on the second users handset. The first user may receive an audible warning if such a takeover occurs, but this depends on the configuration of the handset.

NOTE: Authorization codes should be carefully guarded to prevent careless and unauthorized takeovers that can render the shared phone unusable for a user who has had his or her handset taken over.

5.42 Push-to-Talk (PTT) Group Call

Note: Messaging groups must be defined in the Device Manager.

To be able to call a PTT group, its properties must also be set accordingly:

- 1 Select "Push to Talk".
- 2 Select "PTT X" (where X represents the groups 1 to 10)
- 3 The following parameters can be set:
 - Group number - The Messaging group number that is defined in Device Manager.
 - Display text - This text appears in the display when the PTT group call is connected.
 - Indication - Depending on the handsets in a PTT group, they may receive the PTT invitation as a message.
 - Conference number - The phone number to the conference bridge (PTT server) that is provided by the system administrator.
 - Answer mode - Determines if the PTT call shall be automatically or manually answered.
 - Speaker mode - Determines if the PTT call shall be answered in loudspeaker mode.

5.43 Handset Locks

The WinPDM/Device Manager can be used to configure the following handset locks:

- Automatic keypad lock
- Phone lock.

Configuring the Keypad Lock

Handsets can be configured in the WinPDM/Device Manager with a keypad lock to minimize the risk of accidentally pressing keys or buttons while the handset is not in use. The key lock is applied after the handset has been out of use for a specified time defined by the "Automatic lock time" parameter.

The locking and unlocking characteristics of the keypad can be defined by configuring following parameters in the WinPDM/Device Manager and navigating to Settings > Locks:

- Automatic key lock. One of the following options may be configured:
 - "On": the keypad is automatically locked if it is not used before the specified lock time elapses.
 - "On, except calls": the keypad is automatically locked if it is not used for the specified lock time. If the user is on a call when the lock time elapses, the keypad remains unlocked until the user has completed the call.
 - "Off": the keypad is never automatically locked.
- Automatic lock time: specifies the time that elapses before the keypad is automatically locked. The shortest time that may be specified before the key lock is applied is 5 seconds and the longest time is 3 minutes.

- Automatic key unlock: the keypad is automatically unlocked when a call or message is received. When the user has serviced the call or message, the key lock is reapplied after the specified automatic lock time expires.

Configuring the Phone Lock

The handset can be protected for unauthorized use by activating the phone lock. If this function is activated a PIN code has to be entered at power on, or when the handset is removed from the charger.

The locking and unlocking characteristics of the handset can be defined by configuring following parameters in the WinPDM/Device Manager and navigating to Settings > Locks:

- Automatic phone lock: The parameter may be set accordingly:
 - “On”: the handset is automatically locked if not used for the specified automatic lock time.
 - “On in charger”: the handset locks immediately when placed in the charger. When removed from the charger and unlocked by the PIN, the handset remains unlocked
 - “Off”: The handset is never locked.
- Automatic lock time: specifies the time that elapses before the handset is automatically locked. The shortest time that may be specified before the phone lock is applied is 5 seconds and the longest time is 3 minutes.

6. Administration

6.1 Admin Menu Tree

The handset has a hidden menu for system administrators. The Admin menu contains:

- Software and hardware information, license information, IPEI/IPDI, and User ID
- DECT link and system information
- DECT location information
- Centralized Management status
- Site survey tool
- Fault logging
- Enhanced system menu with ability to alter protection
- Factory reset option

6.1.1 Activating the Admin Menu

To activate the Admin Menu:

- 1 From the handset menu, select "Calls".
- 2 Select "Call time" from the Calls menu
- 3 While the Call time screen is displayed, press the following sequence from the navigation and * keys:

> * < * <

The Admin menu is displayed.

[Figure 9](#) on page 71 shows the Admin menu tree for the handset.

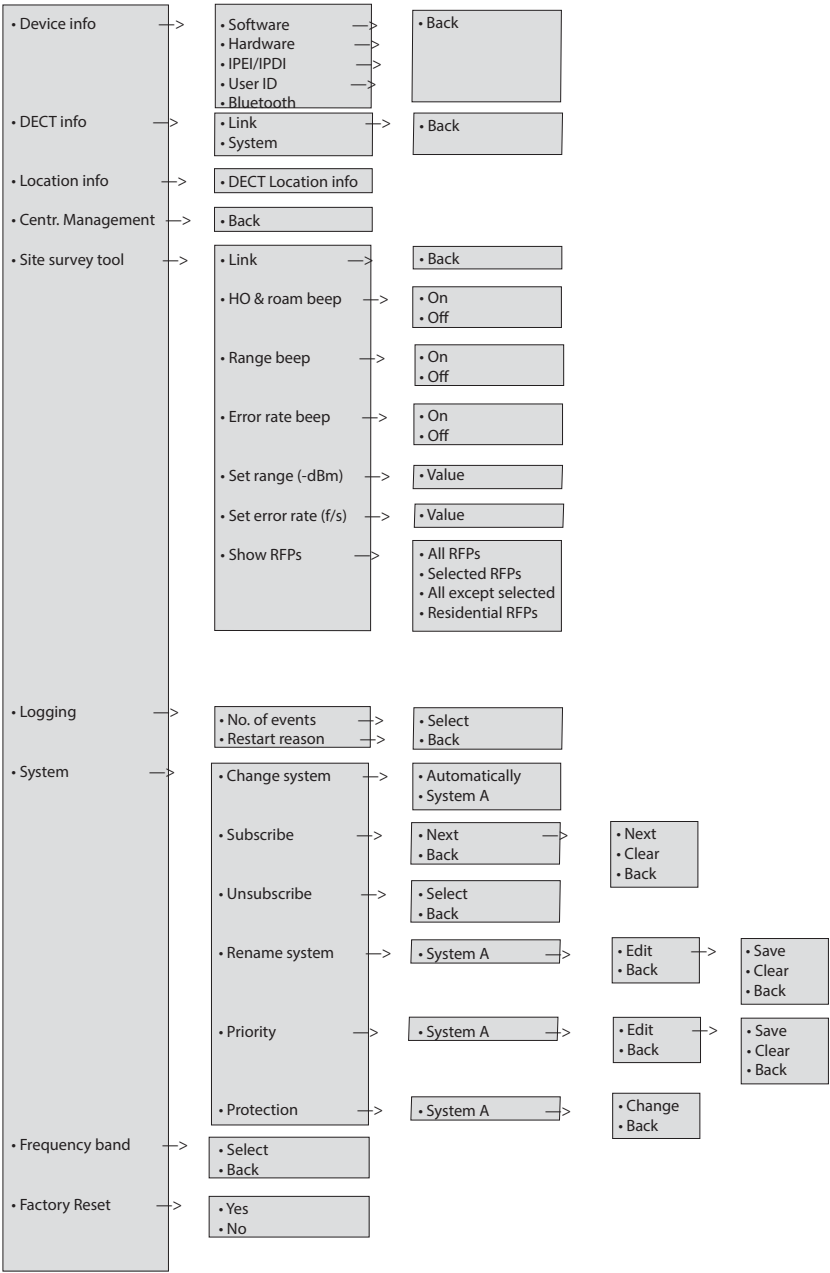


Figure 9. Admin Menu

Other menus are described in Mitel 5614 User Guide for MiVoice Business.

6.2 Quick Access to the Handset Device Information

For quick access to device information, short codes can be used from the idle menu. To display this information, enter the following codes in the handset.

Information	Code
Software version	*#34#
Hardware version	*#34#
License information	*#34#
IPEI	*#34# or *#06#
IPDI	*#34# or *#06#
User ID	*#34#
Bluetooth	*#34#

7. Troubleshooting

This section contains information about how to solve common operational problems and information about warnings you may receive.

Go through the following lists to troubleshoot problems. If this checklist does not solve the problem, contact the system administrator.

If other users have similar problems, there may be a system error.

7.1 Fault Symptoms

If any of the following Fault Symptoms occur, follow the instructions below.

Fault	Probable cause	Action or comment
The display stays dark	Low battery level or faulty handset.	Charge or replace the battery. If the handset does not work after charging, contact the system administrator.
There is no ring signal	The handset is muted, or the ring volume is set to silent, or faulty handset.	Press and hold the Mute key, or increase volume (Settings > Sound & Alerts > Volume) or contact the system administrator.
Handset cannot be muted by long pressing Sound off key/Mute button.	A handset restriction preventing the user to silence the handset.	Disable the parameter Disable permanent mute.
Ring volume cannot be set to "Silent".		
Handset, with In Charger > Other actions>Sound off enabled, is not muted when placed in charger.		
Handset cannot be switched off by long pressing the On-hook key.	A handset restriction preventing the user to switch off the handset.	Disable the parameter Prevent switch off.
Handset, with In Charger > Other actions> Switch off enabled, is not switched off when placed in charger.		

7.2 Display Information

The following error messages can be shown in the handset display:

Display shows	Probable cause	Action or comment
No access	The handset is in range, but has no access rights.	Switch off the handset and then switch it on again. If this does not work, contact the system administrator.

No System. The handset beeps once a minute with a low tone followed by a high tone (during max 30 minutes). If the vibrator is enabled, it vibrates after the last beep.	The handset is out of coverage, or faulty handset.	The beeps can be stopped with the mute button. Then go into range. NOTE: When re-entering the coverage area it can take a couple of minutes before the handset has automatically registered with the system. If this does not work, contact the system administrator.
SERVICE NEEDED Parameters corrupt NOTE: This display message is only shown in English.	Faulty handset.	Select the reset option on the middle soft key. If this is not available or the problem persists send the handset for service.
SERVICE NEEDED Invalid IPDI NOTE: This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Enter PIN code	Phone lock is activated.	Enter the required PIN code. If the PIN code has been lost, enter a new PIN code via the WinPDM/Device Manager or do a factory reset via the WinPDM/Device Manager.
Battery low, charge now	The battery level is low.	Charge the handset, or replace battery.
Phonebook is not available at the moment.	The phonebook is not activated or does not respond.	Try again later or if the fault persists do a factory reset via the admin menu or via the WinPDM/Device Manager. Note that it may take several minutes for the phonebook to be available if there are many entries in Contacts and/or company phonebook.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via the WinPDM/Device Manager.
Could not encrypt connection	The parameter "Encryption Required" is enabled in the handset in combination with;	

	1) Unencrypted base station(s); and/or,	1) Disable the "Encryption Required" parameter in handset; and/or,
	2) Unsupported base station(s).	2) Enable the encryption in the base station(s); and/or,
		3) Use supported base stations. Ask the handset supplier.
Not allowed	1) The user cannot login to the handset with the shared phone functionality enabled, due to another handset currently using the same extension (User).	1) Logout from the handset that uses the same extension.
	2) The user cannot logout from the handset with the shared phone functionality enabled, due to incorrect password (AC code).	2) Enter #11*<AC code># on the keypad and press the off-hook key to logout from the shared phone.
	3) The extension (User) does not exists.	3) Make sure that you entered correct extension. If needed, contact the system administrator.
	4) The password is not correct.	4) Make sure that you have entered correct password. Ask the system administrator if you have forgot the password.

7.3 Error Messages in WinPDM

The following error messages can be shown in the WinPDM. Refer to the *Installation and Operation Manual, Portable Device Manager (WinPDM), Windows Version*.

Error message	Probable cause	Action or comment
Aborted	1) Trying to downgrade the software of a handset that has been upgraded with a product license. 2) The handset hardware does not support the software version you are trying to downgrade to.	1) The licenses can be moved to an unlicensed handset using Device Manager. 2) Use another software version. Ask you supplier.

8. Related Documents

WinPDM Installation and Operation Manual
CPDM3 Installation and Operation Manual
Mitel 5614 User Guide for MiVoice Business
Mitel 5614 User Guide for MX-ONE
IP-DECT and WIFI System Wireless Handset Advanced
Capability Licensing Guide
Wireless Messaging Gateway (WSM3) Installation and
Operation Guide
Site Survey Tool for DECT

