Aastra Business Communication Solution

AASTRA

Dialog 4220
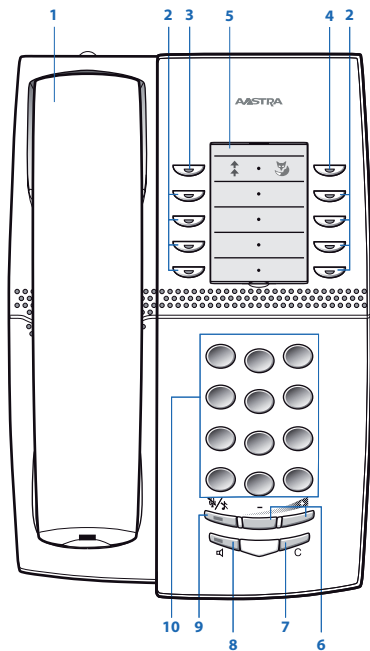## User's Guide

Supported platform:

Aastra 470

This user's guide describes the functions, the configuration, and the use of the Dialog 4220 Lite.

Operating and display elements

Operating elements

1	**Handset**	

2	**Configurable keys with LED**
	Freely configurable as number or function key:
	• Number key with two storage locations:
	  Press once short: First phone number.
	  Press twice short: Second phone number.
	• Function key: Activate/deactivate function.	

3	**Redial key** Last phone number dialled.	
4	**Foxkey** • Press once short: Activate/deactivate function. • Press and hold down: Open configuration mode.	

5	**Labels** Write-on labels for the configurable keys can be found on the *Aastra Doc-Finder*. You can fill out the fields directly on your PC and then print out the labels.	
6	**Volume/cursor keys** Adjusts volume.	−|+
7	**Correction key** • In the text mode: Delete the last character. • In a connection: Ends a call.	C
8	**Loudspeaker key** Activate/deactivate open listening.	
9	**Microphone key** • Activate/deactivate handset microphone. • Deactivate ringing when phone rings or is not used.	
10	**Key block** Enters digits or letters.	

Product information

Safety Information

Failure to observe this information can be hazardous and infringe existing laws.

Connections
Always plug the phone cable connectors into the appropriate sockets. Do not modify the connections in any way.

Mains power
Use the original power supply only. Connect the power supply only to power sources that conform to the indications on the power supply. The device will be inoperable when mains power of the communications system fails.

Retention of Metal Objects
Telephone receivers produce magnetic fields that can attract small metallic objects such as pins and staples. To avoid injury, do not place the handset where such objects can be picked up.

Maintenance
Make sure all installation and repair work is carried out by a specially qualified technician.
Always use a soft, moistened, or antistatic cloth to clean your device. Do not use chemicals or other chemical products.

Cost control and Data protection
You should protect your phone with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings.

Ambient conditions
Do not operate the device outside the temperature range of +5 °C to approx. +40 °C. Avoid direct sunlight and other sources of heat.
Protect your device against the wet, excessive dust, corrosive liquids and steam.
Do not expose your device to electromagnetic fields (electric motors, household appliances). The speech quality could be affected. To prevent interference, avoid placing your handset in the immediate vicinity of computers, radios, TV sets, VCRs, and other telephone sets.

Disposal
Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return centre.

Accessories
Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.

User information

DocFinder for the communication plat-form Aastra 400:	*www.aastra.com/docfinder*
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Your product is supplied with a Quick User's Guide, safety information and, where applicable, with other product-specific information.

These and all other user documents are available for download from the Aastra DocFinder: *www.aastra.com/docfinder* as individual documents or as a documentation set. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

- Please make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the Aastra 470 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

Purpose and function

This product is part of the Aastra 470 communication solution.

Aastra 470 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different output and expansion capacity, a comprehensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both user- and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and telephones to the interfaces certified specially for that purpose).

One number user concept:

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With Personal call routing and Ring Alone you can define where incoming calls shall be routed to. Your system administrator can set whether or not you are busy for further incoming calls (Busy if busy). You are still able to make further outgoing calls with the other phones.

Call lists and contacts are available on all your phones and are automatically synchronised.

An announcement is signalled on all your phones which support announcement.

Protection against listening in and recording

The Aastra 470 communication solution comprises features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

Disclaimer

All parts and components of the Aastra 470 communication solution are manufactured in accordance with ISO 9001 quality guidelines.

The relevant user information has been compiled with the utmost care. The functions of the Aastra 470 products have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour. Potential hazards are mentioned in the relevant places in the user information. Liability for loss of profit shall be excluded in any case.

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Content

Dialling and phoning

The following sections explain how to make phone calls simply and the functions your phone offers you whenever you receive a call.

Answering calls

This section explains the procedure for answering a call.

Answering a call

Your phone is ringing. To answer the call, proceed as follows.

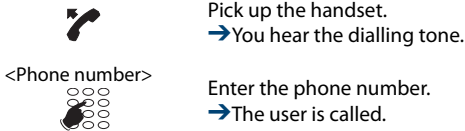Pick up the handset.

Ending a call

You want to end the call.

C   Put the handset on-hook or press the Correction key.

Making calls

This section explains the different ways you can make a call with your phone.

Dialling with the phone number

You want to call someone and key in that person's phone number.

Pick up the handset.
➔You hear the dialling tone.

<Phone number>
Enter the phone number.
➔The user is called.

Dialling with redial

You want to call the user you have called last.

In the redial list your phone automatically stores the last dialled phone number.

Pick up the handset.

Press the Redial key.
➔Last dialled phone number is dialled.
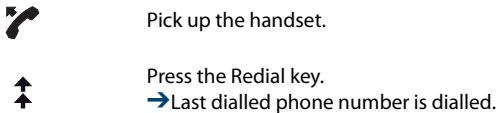
Using your phone in open listening mode

You want other people in the room to be able to listen in to the call.

The open listening function lets you activate the loudspeaker in addition to the handset.

During a call:
Press the Loudspeaker key.
➔Open listening mode is active, the Loudspeaker key's LED is lit.

Note:
You can continue with the call as usual using the handset.

Deactivating open listening:
Press the Loudspeaker key a second time.
➔Open listening is now deactivated.

Muting the microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call.

Switching the microphone off:
Press Microphone key.
➔Microphone is deactivated, the Microphone key's LED is lit.

Switching the microphone back on:
Press the Microphone key once again.

Using the display and operating elements

The following sections explain how to operate your phone quickly and simply.

Keys

Using the Foxkey

The Foxkey has variable functions, depending if you press the key short or long.

If the Foxkey's LED is lit red, messages and/or activated functions are available. Using the Foxkey you can retrieve the various information or make settings.

Press the Foxkey:
- Press once short: Activate/deactivate function.
- Press and hold down: Open configuration mode.

Input

Digit keys

The characters are assigned to the digit keys as follows. Press the relevant digit key repeatedly until the character you want is displayed.

1	- . ? 1 ! , : ; ' " ¿ ¡	**2**	A B C 2 Ä Æ Å Ç a b c 2 ä æ å à ç
3	D E F 3 É d e f 3 é è ê	**4**	G H I 4 g h i 4 ì
5	J K L 5 j k l 5	**6**	M N O 6 Ñ Ö Ø m n o 6 ñ ö ø ò
7	P Q R S 7 p q r s 7 ß	**8**	T U V 8 Ü t u v 8 ü ù
9	W X Y Z 9 w x y z 9	**0**	+ 0
*	* / ( ) < = > % £ $ € ¥ ª @ & §	**#**	\<Space\> #

Enters digits

The digit keys are used to enter the digits 0 to 9.

Enter the letters

You can also use the digit keys to enter letters and special characters. A number of letters and special characters are assigned to each key.

Correcting your input

You notice you have entered a wrong digit or character. You can either delete the input one character at a time or cancel the entire input.

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To delete the last character:
Press the Correction key.

<long>
C

End input without saving:
Press and hold down the Correction key.

Signals

Indicator LED Signals

Depending on the situation the indicator LEDs of the configurable keys either flash or remain steadily lit.

LED	State	Description
	Switched off	Function is not activated
	Lit	• Function is activated • Team partner in a call (Team key)
	Flashes	Incoming call on Team key

Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

Making and answering calls

This section explains some convenient features provided by your phone for making a call.

Dialling with the abbreviated dialling memory

You want to call a user who is stored in your abbreviated dialling memory.

You can call up the user with a single keystroke by pressing the corresponding digit key.

> **Note:**
> The Foxkey's LED is lit or flashes. Function is not available. Other functions are assigned to the Foxkey.

Pick up the handset.
➔You hear the dialling tone.

Press the Foxkey.

Enter the user's abbreviated dialling number: 0 to 9.
➔The user is called.

Dialling with redial

You want to call the user you have called last.

In the redial list your phone automatically stores the last dialled phone number.

Pick up the handset.

Press the Redial key.
➔Last dialled phone number is dialled.

Dialling with a configurable key

You want to call someone whose phone number is stored under a configurable key.

You can dial the person by pressing the corresponding key.

To find out how to configure a configurable key, refer to the chapter "Configuring keys", page 34.

	Pick up the handset. ➜You hear the dialling tone.
<once short>	**Activate the key's first allocated phone number:** Press the key once short. ➜The phone number is dialled.
<twice short>	**Activate the key's second allocated phone number:** Press the key twice short. ➜The phone number is dialled.

Requesting a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

	You called someone and hear the busy tone or the ring-back tone.
	To activate a callback request: Press the Foxkey. ➜You hear the acknowledgement tone.
	Put the handset on-hook.
	Reset callback: Press the Foxkey twice. ➜Callback is deactivated.

Note:
You can only have 1 callback activated at a time and only 1 callback can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

To answer the callback request

Someone has asked you to call back. The Foxkey's LED is lit.

<once short>

To answer the callback request:
Press the Foxkey once short.
➔The phone number is dialled.

<twice short>

Clear callback:
Press the Foxkey twice short.
➔Callback is deleted.

Call waiting on an internal user

The *Call waiting* function can only be executed using a function code. For more detailed information please refer to the "User's Guide Function Codes" on the Aastra 400 DocFinder: *www.aastra.com/docfinder*.

Answering call waiting

You are in a call and hear the call waiting tone. Another user is urgently trying to reach you.

You can either answer, deflect or reject the call.

Answering the call:
Press the Foxkey.
➔The first call party is put on hold. You are now connected with the party who initiated the call waiting.

Note:
For more detailed information on how to broker between callers or set up a conference, please refer to the chapters "Brokering between an enquiry call party and your call partner", page 23 and "Making a conference call", page 23 respectively.

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Ending a current call:
Press the Correction key.
➔The first call is terminated. You are now connected with the party who initiated the call waiting.

Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.

The call number dialled is not stored in the last-number redial list.

Pick up the handset.

1. Enter procedure #46 followed by your internal call number.
2. Enter your PIN.
➜ The phone is now enabled. The external user is called.
Enter the external call number directly, without the exchange access digit.

Note:
The default PIN setting "0000" is not accepted. First change the PIN with function code *47 (see "User's Guide Function Codes" on the Aastra 400 DocFinder: *www.aastra.com/docfinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry call* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.

You are making/taking a call:
Press the Foxkey.
➔The call party is put on hold.

<Phone number>

Enter the phone number of the enquiry call party.
➔The enquiry call party is called. You obtain the ring back tone.

To end the enquiry call:
Press the Foxkey.
➔You are now back through to your original call partner. The enquiry call party is put on hold.

Notes:
- If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you press the Call key during the continuous ringing, you will be reconnected with your first call partner.
- If the other user does not answer, you can cancel the enquiry call with the Foxkey and take back the first call.

Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the *Brokering* function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

Brokering:
Press the Foxkey.
➜Your call partner changes. The other call party is put on hold.

To terminate the current connection:
Press the Foxkey.
➜Call party disconnected. Connected with the call party on hold.

Making a conference call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the *Conference* function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

<long>

To connect the call party on hold:
Press the Foxkey with a long keystroke.
➜The call party on hold is now included in the call.

Note:
Depending on the system configuration you may hear an attention tone.

Leaving a conference call:
Put the handset on-hook.
➜The other conference parties remain in the call.

Transferring a call partner

You want to put your call partner through to someone else.

With the *Enquiry call* function you can connect your call partner with someone else. You can connect internal and external users with one another.

You are making/taking a call
Press the Foxkey.
➔The call party is put on hold.

<Phone number>
Enter the phone number of the enquiry call party.
➔The enquiry call party is called.

Connecting with notification:
Wait until the person has answered the call. Announce the call party.
Put the handset on-hook.
➔Your first call partner and the other person are now connected with each other.

Note:
If the other user does not answer, you can cancel the enquiry call with the Foxkey and take back the first call.

Connecting without notification:
Wait for the first ringing tone, then hang up.
➔The other party is then called directly by your first call partner.

Note:
Recall: If the other party does not answer, the call comes back to your phone.

Organising absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.

Forwarding calls (Call forwarding)

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. phone, voice mail, pager).

With call forwarding you can forward incoming calls directly to a different destination.

This function must be stored under a function key (see chapter "Store a function under a key – function key", page 35).

> **Notes:**
> • In the one-number user concept a forwarding applies to all connected phones.
> • Only one forwarding variant at a time is possible.

In the idle state:
Press the function key for *<Call forwarding>*.
➜The call forwarding unconditional is activated.

Forwarding a Call on No Reply (CFNR)

You want calls that you receive on your phone to be forwarded to another destination.

Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

This function must be stored under a function key (see chapter "Store a function under a key – function key", page 35).

> **Notes:**
> • In the one-number user concept a call forwarding on no reply applies to all connected phones.
> • Only one forwarding variant at a time is possible.

In the idle state:
Press the function key for *<Call Forwarding on No Reply>*.
➜Call forwarding on no reply is activated.

Functions for special situations

This section explains the different options provided by your phone to deal with special situations.

Listening to voice message

The Foxkey's LED is lit.

You can listen to your voice messages only using a function code. For more detailed information please refer to the "User's Guide Function Codes" on the Aastra 400 DocFinder: *www.aastra.com/docfinder*.

> **Note:**
> Depending on the system configuration your system administrator can specify that you are notified by e-mail whenever you receive a new voice message (with the voice message attached). Contact your system administrator for more information.

Activating/deactivating DTMF mode

You want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine or telebanking. For these services you need the DTMF mode.

In the DTMF mode each keystroke generates a tone. If for example you enter a call number during a call, your call partner will hear the tone signals.

Your system administrator can specify whether the DTMF mode should be generally activated or deactivated.

If the DTMF mode is generally deactivated, you can activate it and deactivate it again temporarily during a call.

<long>
✴

Activate the DTMF mode temporarily during a call:
Press and hold down the *-key.
➜You can now enter the DTMF characters.

> **Note:**
> If you have already entered input during the call, you can clear them with the Correction key first.

<long>
✴

Resetting DTMF mode:
Press and hold down the *-key.

> **Note:**
> When you hang up, the DTMF mode is automatically deactivated again.

Making a call on a third-party phone

You want to make a call on a third-party phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate a third-party phone to make an internal or external call using your personal settings, even if the phone is locked for external calls.

You can activate the phone for a business or private call.

Once you have activated the phone using a */# procedure and your PIN, dialling by your private phone book is available.

The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.

Pick up the handset.

1. Enter function code #36 for a business call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.
➔ The phone is now enabled; the external user is called.

Or:
1. Enter procedure #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
➔ The phone is now enabled; the external user is called.

Note:
The default PIN setting "0000" is not accepted. First change the PIN with function code *47 (see "User's Guide Function Codes" on the Aastra 400 DocFinder: *www.aastra.com/docfinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Suppressing the phone number from your called party's display (CLIR)

You do not want your call number to appear on the terminal display of a called party in the public network.

You have two possibilities:

- If you never want the phone number to be displayed, set *CLIR Permanent*.
- To suppress your call number display for certain calls only, select the function *CLIR Per call* before dialling your party's call number.

This function must be stored under a function key (see chapter "Store a function under a key – function key", page 35).

You can also execute the function with a function code (see "User's Guide Function Codes" on the Aastra 400 DocFinder: *www.aastra.com/docfinder*).

Before the call:
Press the function key for *<CLIR>*.

Notes:
- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

Setting functions by remote control

This section explains how you can alter your phone's settings even if you are not directly at your phone.

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special function code. You can then enter the function commands and function codes.

Pick up the handset.

Using remote control from a third-party phone:
1. Enter */# procedure #06.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the function code for activating/deactivating the function you want.

Put the handset on-hook.
➔ The function is now activated/deactivated.

Note:
The default PIN setting "0000" is not accepted. First change the PIN with function code *47 (see "User's Guide Function Codes" on the Aastra 400 DocFinder: *www.aastra.com/docfinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Personalizing your phone

These sections explain how to adapt the phone's basic settings to suit your personal requirements.

Setting the ringing properties (Audio)

This section explains how to set your phone's ringing tone properties.

Setting the ringing volume during ringing

You want to adjust the ringing volume.

You can adjust the ringing volume while the phone is ringing.

      –   Quieter: Press the –-key.

      +   Louder: Press the +-key.

Setting the volume during a call

You want to adjust the volume while in a call. You have to set the volume of handset and loudspeaker separately.

The new volume will remain stored even after the call is ended.

      –   Quieter: Press the –-key.

      +   Louder: Press the +-key.

Setting the ringing properties

You want to change the way in which your phone rings.

You can set the *Ringing volume* and the *Internal melody*.

If you do not want to be disturbed during a certain time, you can set your phone not to ring using the Microphone key. The Microphone key's LED is lit when the ring is deactivated.

Pick up the handset.
➜You hear the dialling tone.

<long>
Press the Foxkey with a long keystroke.
➜Dialling tone stops. Configuration mode is active.

Set the ringing volume:
1. Press the digit key 1.
2. Set the ringing volume using the digit key 1 (quit) to 4 (loud). Each ringing volume rings when you press the corresponding key.
➜The setting is stored.

Setting the internal melody:
1. Press the digit key 3.
2. Set the melody using the digit key 1 to 4. Each melody rings when you press the corresponding key.
➜The setting is stored.

Management of the abbreviated dialling memory

Creating or overwriting a new entry in the abbreviated dialling memory

You want to store your own phone numbers.

You can save and overwrite your own phone numbers on your phone.

	Pick up the handset. ➜You hear the dialling tone.
<long>	Press the Foxkey with a long keystroke. ➜Dialling tone stops. Configuration mode is active.
	1. Press the Foxkey. 2. Enter the memory code: 0 to 9. 3. Enter the phone number. 4. Press the Foxkey. ➜You hear the acknowledgement tone. The phone number is now stored.
	Put the handset on-hook. ➜Configuration mode is terminated.

Configuring keys

This section explains how to assign phone numbers and functions to a config-urable key.

Available keys

You can assign phone numbers or functions to one of the configurable keys. These are accessible at all times.

You can assign each key with a specific type so you can trigger a particular action by simply pressing that key. Choice available:

*   Number key: storing the phone number;
*   Function key: activate/deactivate function;

Store a phone number under a key – number key

You want to retrieve a frequently used phone number with a single keystroke rather than enter it digit by digit.

On each configurable key you can store two call numbers and the associated names. The key automatically becomes a number key.

	Pick up the handset. ➜You hear the dialling tone.
\<long\>	Press the Foxkey with a long keystroke. ➜Dialling tone stops. Configuration mode is active.
	Storage location 1: Press the configurable key you want once short. **Storage location 2:** Press the configurable key you want twice short. ➜The storage location you want is selected.
\<Phone number\>	Enter the phone number and confirm with the Foxkey. ➜The phone number is now stored.
	Put the handset on-hook. ➜Configuration mode is terminated.

Note:
You can also store function codes on number keys.

Store a function under a key – function key

You want to retrieve a frequently used function - for example "call forwarding on no reply" - using a single keystroke rather than having to enter it by hand. Usually the function is assigned so that you:

• activate the function with the first keystroke – key-LED lit,
• and deactivate the command again with a second keystroke - key-LED off.

To store a function on a key, contact your system administrator.

Formulating functions

This section explains how to activate an individual function, for example call forwarding unconditional, with the aid of function commands and function codes and how to assign it to a key.

Function commands

You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a function key (select *configurable* function).

Tab. 1   The following function commands are available:

"A"	Seize line with highest priority
"I"	Seize line
"X"	Disconnect
"P"	1Pause 1 second before the next operation
"N"	Use the phone number entered in call preparation
":"	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and reseize the line

Tab. 2   Examples of how to define a function:

"IR"	Seize line ("I"), Dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding ("*21") to phone number 201, disconnect ("X")
	Notes: • Text mode has to be activated before you can enter function commands. • Functions that are not available via the menu can be activated using function codes (see "User's Guide Function Codes" on the Aastra 400 DocFinder: *www.aastra.com/docfinder*). • You can either type in a function command or code directly or store it under a key. • You can only activate certain function codes if the same function cannot be obtained via the menu. • The availability of certain function code may be restricted depending on the system and software version.

Function code

A list with all the function codes can be found in the "User's Guide Function Codes" on the *Aastra DocFinder*.

Installation and first-time operation

These sections explain the setup options available with your phone.

Equipment provided

Telephone and handset	Handset connection cable	Telephone connection cable
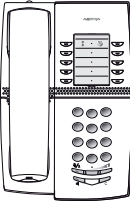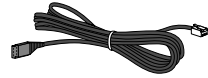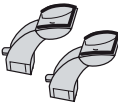
2 Stand rest	Quick User's Guide and safety information
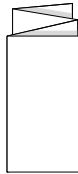
Options

Plug-in power adapter
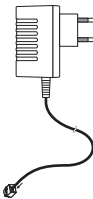
Setting up and mounting the phone

With the aid of the supplied stand rest you can set up the phone as a desk phone or mount it to the wall.

Setting the phone up as a desk phone

You can set up the phone either at a 40° or a 25° angle. To do so, insert the stand rest in different positions into the back of the phone until it snaps into place.

1. Insert the stand rest as indicated on the figure, press the lever downwards until it snaps into place.
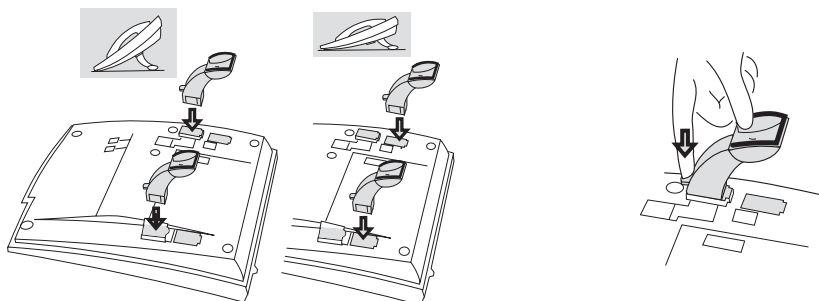
2. Connecting the handset: Plug the connector at the rippled end of the handset cord into the socket on the handset. Plug the connector at the loose extremity of the cord into the handset socket on the underside of the phone.
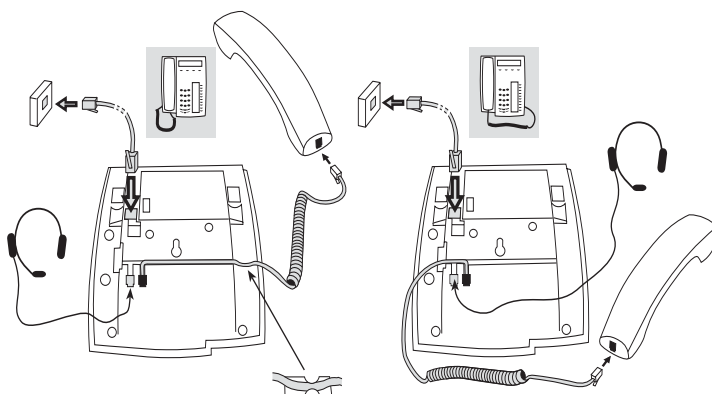
3. Connect the phone as indicated in chapter

Wall mounting

You can also mount the phone on the wall without using a special console.

1. Use a screwdriver to remove the handset cam (figure A).
2. Turn the cam upside down and insert (figure B).
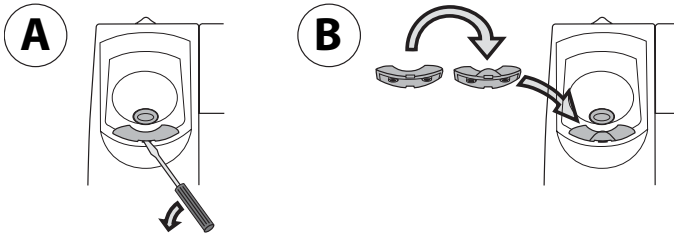
3. Use a screwdriver to remove the two plastic covers (figure C).
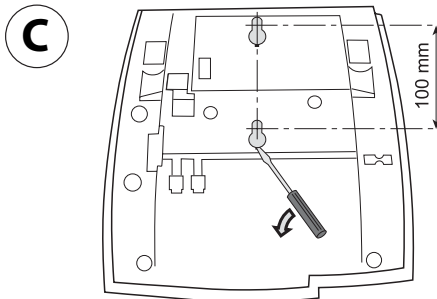
4. Drill wall holes according to measurements indicated here (figure D).
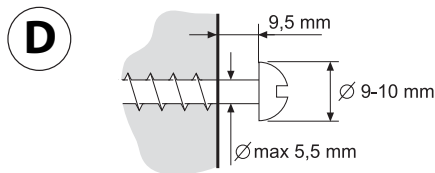
5. Place screws according to the measurements and mount the phone.
6. Insert the handset.

Dismantling

Desk phone:

- Disconnect the phone cord and remove.
- Press the lever on the stand rest upwards and carefully pull the stand rest away.
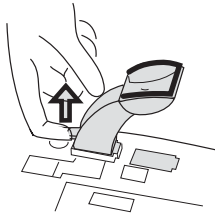
Wall set:

- Carefully slide the phone upwards out of the holder.
- Disconnect the phone cord and remove.

Connecting the phone

Connections

LINE   Telephone connection

HANDSET   Connecting the handset

Connecting your phone to the system

- Plug the connector on the phone cord on the underside of the phone into the socket marked LINE.
- Plug the other end of the cable into the phone socket outlet.
- To remove a cable, use a screwdriver to unlock the stop.

Logging your phone on

Your system administrator has to prepare the system before you can log on your phone.

Labels

Write-on labels for the configurable keys can be found on the *Aastra DocFinder*.

You can fill out the fields directly on your PC and then print out the labels.

- Label the write-on labels on the PC, print them (select the setting: "Page scaling for printing: none) and cut them out.
- Carefully remove the transparent cover next to the configurable keys.
- Place the write-on labels into the recesses next to the configurable keys.
- Carefully replace the transparent cover.

Further information

The following sections contain more useful information about your phone.

Troubleshooting

This section contains a few tips on how to operate your phone if you encounter any problems.

Malfunctions

Your call partner cannot hear you or you cannot hear your call partner

Make sure the handset cord is correctly plugged into both the handset and the phone (see chapter "Installation and first-time operation", page 38).

Handset off-hook, no dialling tone

Make sure the phone cord is correctly plugged in to both the phone and the phone socket outlet (see chapter "Installation and first-time operation", page 38).

Freely configurable keys cannot be configured

The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.

Phone calls can be made, but no names are displayed; the key configuration is missing, and the phone does not respond to function commands

Restricted mode following a software update without update licence.

Note:
For all other messages, faults and questions you may have, contact your system administrator.

Index

Declaration of Conformity

Aastra Telecom Schweiz AG hereby declares that

- the Aastra 400 products conform to the basic requirements and other relevant stipulations of Directive 1999/5/EC.
- all our products are manufactured in conformity with RoHS and WEEE (2002/95/EC and 2002/96/EC).

The product-specific declarations of conformity can be found on the Aastra 400 DocFinder: *www.aastra.com/docfinder*.

Disclaimer

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