



## Aastra Business Communication Solution



### Dialog 4223 User's Guide

#### **Supported platform:**

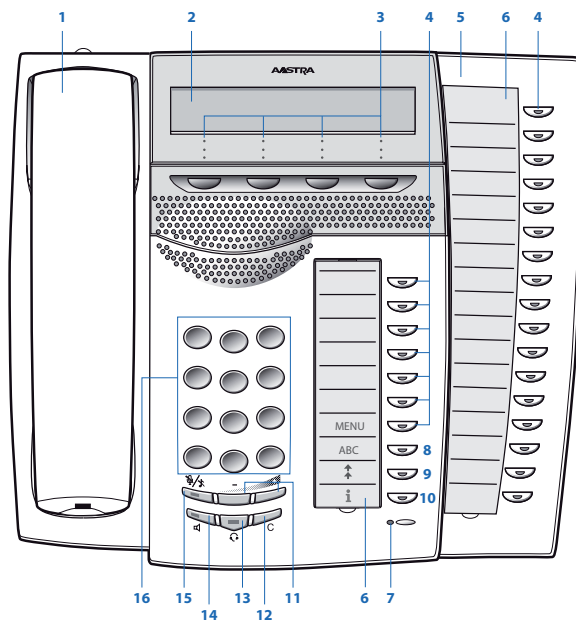
Aastra 470

This user's guide describes the functions, the configuration, and the use of the Dialog 4223 Professional.



# Operating and display elements

## Operating elements



### 1 Handset

### 2 Adjustable display

Status display of three lines, current displays on telephone traffic and displays the available softkey functions.

### 3 Softkeys

Executes displayed function using the key. Softkeys can be freely configured.







### 4 Configurable keys with LED

Freely configurable as number, function or Team key:

- Number key with two storage locations:  
Press once short: First phone number.  
Press twice short: Second phone number.
- Function key: Activate/deactivate function.
- Team key:  
Press once short: Call or pick up a call.  
Press twice short: Announcement to team partner.  
Press and hold down: Configure key.



5	<b>Expansion key module KPU</b> Expansion key module with 17 configurable keys.	
6	<b>Labels</b> Write-on labels for the configurable keys can be found on the <a href="#">Aastra Doc-Finder</a> . You can fill out the fields directly on your PC and then print out the labels.	
7	<b>Hands-free microphone</b>	
8	<b>Alpha key</b> Searching in phone books.	ABC
9	<b>Redial key</b> Selects the phone numbers last dialled.	↕
10	<b>Info key</b> Retrieving further information.	i
11	<b>Volume/cursor keys</b> Adjusts volume.	- +
12	<b>Correction key</b> <ul style="list-style-type: none"> <li>• In the text mode: Delete the last character.</li> <li>• In a connection: Ends a call.</li> </ul>	C
13	<b>Headset key</b> Making phone calls using a headset.	
14	<b>Loudspeaker key</b> Activate/deactivate hands-free mode.	
15	<b>Microphone key</b> <ul style="list-style-type: none"> <li>• Activate/deactivate hands-free or handset microphone.</li> <li>• Deactivate ringing when phone rings or is not used.</li> </ul>	
16	<b>Key block</b> Enters digits or letters.	

Display symobls

Status information	
α	Text mode
»	More softkeys available
→	Insert space

# 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 platform Aastra 400:

[www.aastra.com/docfinder](http://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](http://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 (see chapter "[Activating personal call routing](#)", page 54 und "[Activating ring alone](#)", page 54). 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.

### Trademarks

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The designations used in this manual for software and hardware are registered trademarks and are thus subject to the relevant regulations.

### Document information

- Document number: eud-1399
- Document version: 1.0
- Valid as of: R1.1
- Copyright © 07.2011 Aastra Technologies Limited
- In PDF Viewer, click on this link to download the latest version of this document:
- [https://pbxweb.aastra.com/doc\\_finder/DocFinder/eud-1399\\_en.pdf?get&DNR=eud-1399](https://pbxweb.aastra.com/doc_finder/DocFinder/eud-1399_en.pdf?get&DNR=eud-1399)



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# 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.

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### 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.

**Note:**

If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the system, the display also shows the corresponding name.



**Hands-free operation:**

Press the Loudspeaker key.

→ Hands-free mode is active, the Loudspeaker key's LED is lit.

**Notes:**

- To find out how to make phone calls with the headset, refer to the Chapter "Using a headset", page 16.
- To find out how to make phone calls in hands-free mode or in automatic hands-free mode, refer to the Chapter "Using your phone in hands-free mode", page 14 and the Chapter "Automatic hands-free mode", page 61 respectively.

#### Ending a call

You want to end the call.

After the call the call duration is indicated. Call charges are also displayed after any external call which you initiated, provided your provider supports this function.



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



**Ending a call in hands-free mode:**

Press the Loudspeaker key.

**Notes:**

- To find out how to make phone calls with the headset, refer to the Chapter "Using a headset", page 16.
- To find out how to make phone calls in hands-free mode or in automatic hands-free mode, refer to the Chapter "Using your phone in hands-free mode", page 14 and the Chapter "Automatic hands-free mode", page 61 respectively.

## 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.

With call preparation you can enter a phone number without it being dialled automatically, so you have time to check the number and, if necessary, correct it. The number is not dialled until you go off-hook, for example by picking up the handset.

<Phone number>



Enter a phone number in call preparation.

You can use the Correction key to delete any incorrect character.



Pick up the handset or press the *Call* softkey.

→ The user is called.

### Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.



Press the Redial key.

→ Redial list is displayed.



Press the redial key several times to scroll through the phone numbers last dialled.



Pick up the handset.

→ The phone number displayed 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.

#### Note:

To end a call in open listening mode, you need to press the Loudspeaker key and hang up the phone. If you merely replace the handset, the phone switches to the hands-free mode.

### Using your phone in hands-free mode

You want other people to join the conversation or to have your hands free while making the call.

The hands-free mode function activates the loudspeaker and the microphone.



#### During a call:

Press the Loudspeaker key.

→ Open listening mode is active, the Loudspeaker key's LED is lit.



Put the handset on-hook.

→ Hands-free mode is activated.

#### Notes:

- Make sure the hands-free microphone is not obstructed.
- The sound quality is improved if you set the volume of your phone to a low setting.



#### To continue the call with the handset:

Pick up the handset.

→ The loudspeaker and hands-free microphone are now deactivated.

#### Notes:

- To find out how to make phone calls with the headset, refer to the Chapter "Using a headset", page 16.
- To find out how to activate the automatic hands-free mode, refer to the Chapter "Automatic hands-free mode", page 61.

## 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 a headset

To make a phone call with the headset.

If you answer a call using the Headset key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset.



#### Answering the call:

Press the headset key.

→ The call is provided on your headset. The Headset key's LED is lit.



#### Switch between headset and handset:

Pick up the handset.

→ You make your call via handset.



Press the Headset key and put the handset on-hook.

→ Headset mode is reactivated.



#### Open listening:

Press the Loudspeaker key.

→ The phone's loudspeaker is activated.

Press the Loudspeaker key a second time.

→ Headset mode is reactivated.



#### Hands-free operation:

Press the Loudspeaker key, then the Headset key.

→ The phone's microphone is switched on and the headset microphone is switched off.

Press the Headset key again.

→ Headset mode is reactivated.



#### Ending a call:

Press the C-key.



#### Making a call:

Enter the phone number of the user you want and press the Headset key.

→ The Headset key's LED is lit.

#### Notes:

- To find out how to connect a headset, refer to chapter "Connecting a headset", page 86.
- For more information refer to your headset's operating instructions.



# Using the display and operating elements

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

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








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# Display

## Display symbols and display text

New events such as a call in your absence, a new message or activated functions (e.g. Forwarding) are signalled on the display in the idle state by a display text and the Info key's LED is lit. You can then use the relevant softkey or the Info key to call up the information.

	<b>The Info key's LED is lit:</b> Missed call, new voice message, message, or callback received. Press the Info key to retrieve detailed information.
	<b>More softkeys available:</b> Press the  softkey.
	<b>More choice available:</b> Press the  or  softkey. Press and hold down the  or  softkey to reverse the order of the choice.
	
	<b>Retrieving detailed information:</b> Press the Info key.
	<b>Deleting the display text:</b> Press the End softkey. →The display returns to the idle state; the function remains activated.

## Keys

### Using the softkey

The 4 softkeys have variable functions. These functions are displayed above the key.

You can also store phone numbers or a function on a softkey (see chapter "[Configuring keys](#)", page 69).

<Setting value>



Press the softkey where the display above shows the function you want.

<long>



Keep the softkey held down for a moment (about 2 seconds).

### Using the Info key

If the Info key's LED is lit red, a call list, messages and/or activated functions are available. Using the Info key you can retrieve various information.



#### **Retrieving detailed information:**

Press the Info key.

### Using the expansion key module KPU

The 17 configurable keys of the expansion key module KPU can be operated as the phone's other configurable keys.

# 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!,:;'"/"¿i



DEF3É  
def3éèè



JKL5  
jkl5



PQRS7  
pqr7ß



WXYZ9  
wxyz9



\* / ( ) < = > % £ \$ € ¥ ¢ @ & §



ABC2ÄÆÅÇ  
abc2äæåç



GHI4  
ghi4ì



MNO6ÑÖØ  
mno6ñöøò



TUV8Ü  
tuv8üù



+0



<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.

To enter letters using the digit keys, you need to be in text mode (**α** is displayed). The text mode is activated automatically if the phone is expecting a text input. Using the Alpha key you can switch back and forth between number mode and letter mode during your input.

ABC

**Switching between number mode and letter mode during your input:**  
Press the Alpha key.

## Switching between upper and lower case

You want to switch between upper and lower case while making an input in text mode.

Upper-case input is automatically activated when the first letter is entered. The text mode then automatically switches to lower-case input. You can use the Softkey to switch manually between upper-case and lower-case input.



### Switching between upper case and lower case in text mode:

Press the *a>A* or the *A>a* softkey.

## 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.

C

### To delete the last character:

Press the Correction key.

### Note:

With the volume/cursor keys you can go straight to the character you want to delete.

<long>

C

### End input without saving:

Press and hold down the Correction key.

## Moving the Cursor

You want to go to a certain character for an input or correction.

With the volume/cursor keys you can move the cursor to the left or right.




Move the cursor with the volume/cursor keys.




# Menu-guided navigation


## Accessing the menu


The phone is in standby mode:

- Menu



Press the *Menu* or  softkey.  
→ Menu entries are displayed.
-   


Scroll through the menu entries with the  softkey.
- <Setting>





Press the setting you want.  
→ Accessing the displayed menu.

## Undoing actions

To cancel operating steps, proceed as follows:

- <long>




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


**Back to the idle state in the menu:**  
Press the Correction key.

## Resetting activated features

You can deactivate again all the activated functions (e.g. Forwarding, Barring).

- 

Press the Info key.  
→ All the activated functions are now displayed.
- Reset






*Reset* the function in question.  
→ The function is now deactivated.

# 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	<ul style="list-style-type: none"><li>• Function is activated</li><li>• Team partner in a call (Team key)</li></ul>
	Flashes	Incoming call on Team key

# Supplementary features

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

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## Making and answering calls

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

### Dialling by name (Quickdial)

You want to make a call by entering a name.

With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

The surname and first name have to be separated by a space (# key), for example "no s" (6 6 # 7) for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

#### Notes:

- To be able to search in an external phone book using Quickdial, you need to press the \* key or 0-key before entering the first letter.
- The response time may vary greatly depending on the size and the number of phone books connected.



#### Quickdial:

Press each of the corresponding digit keys once for the first few letters of the name you are looking for.

→ For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".

ABC

Press the Alpha key.

→ The phone searches for matching users.



You may have to enter another letter before the name you want or a list of users is displayed.



Use the ↵ or ↶ softkey to scroll through the list until the user you want is displayed. Select the phone number you want.

#### Note:

If the phone is unable to find a matching user, *List empty* will appear on the display.



Pick up the handset.




→ The phone number displayed is dialed.

## Dialling from the phone book

You want to search a user in one of the connected phone books.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

To find out to create a new contact in your private phone book, refer to the Chapter "[Creating a new phone book entry](#)", page 66.

ABC	<p><b>Searching in all phone books:</b> Press the Alpha key once short. →The display shows <i>Name dial: All</i>.</p> <p><b>Or:</b> <b>Searching in the private phone book:</b> Press the Alpha key twice short. →The display shows <i>Name dial: Private</i>.</p>
	<p>If required, enter the first few letters of the name you are looking for (first name and surname separated by a space) until the user or a list is displayed.</p> <div><p><b>Notes:</b></p><ul style="list-style-type: none"><li>• Text mode is activated automatically.</li><li>• Use the # key to enter spaces.</li></ul></div>
	<p>Use the ⌘ or ⌘ softkey to scroll through the list until the user you want is displayed. Select the phone number you want.</p>
	<p>Pick up the handset. →The phone number displayed is dialled.</p> <div><p><b>Note:</b> The search function is not affected by upper/lower case and special characters.</p></div>

## Dialling from the call list of unanswered calls

You want to call someone who has previously tried to reach you.

Your phone automatically stores the phone number of this user in a call list and the display shows *Missed calls*. You can now call the person back using this call list.

The call list of unanswered calls contains a maximum of 10 entries.

*Show*



### Calling a user back:

Press the *Show* softkey.

→ The display shows a list of the last unanswered calls.

⌂ / ⌂



Use the ⌂ or ⌂ softkey to scroll through the list until the user you want is displayed.



Pick up the handset.

→ The phone number displayed is dialled. Once the call has been successfully connected, the entry is deleted from the call list.

*End*



### Hiding the "Missed calls" display:

Press the *End* softkey.

→ Display is hidden. The entry remains stored in the list of the last unanswered calls.

#### Note:

The call list of unanswered calls can also be selected using the menu: *Menu > Calls > Unanswered calls*.

## Dialling from the call list of answered calls

You want to call back someone whose call you answered.

Your phone automatically stored the person's phone number on the list of answered calls. You can now call the person back using this call list.

The list of answered calls contains a maximum of 10 entries.

*Menu*



Press the *Menu*/⌂ repeatedly until *Calls* is displayed.

*Calls*



Press the *Calls* softkey.

*Answered calls*



Press the *Answered* softkey.

→ The display shows the list of the last calls.

⌂ / ⌂



Use the ⌂ or ⌂ softkey to scroll through the list until the user you want is displayed.



Pick up the handset.

→ The phone number displayed is dialled.

### Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 10 entries.



Press the Redial key.  
→ Redial list is displayed.



Press the redial key several times to scroll through the phone numbers last dialled.



Pick up the handset.  
→ The phone number displayed is dialled.

### Dialling with configured softkey

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

You can call up the user by pressing the corresponding position on the softkey.

To find out how to configure a softkey, refer to the Chapter "[Configuring keys](#)", page 69.



Press the configured softkey.  
→ The key's allocated phone number is shown on the display.



Pick up the handset.  
→ The phone number displayed 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 69.

#### Note:

The dial procedure is identical when you use a configurable key on an expansion key module KPU.

<once short>



**Activate the key's first allocated phone number:**

Press the key once short.

→ The key's first allocated phone number is displayed.

<twice short>



**Activate the key's second allocated phone number:**

Press the key twice short.

→ The key's second allocated phone number is displayed.



Pick up the handset.

→ 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.

*Callback*



**You called someone and hear the busy tone or the ring-back tone.**

**To activate a callback request:**

Press the *Callback* softkey.

→ You hear the acknowledgement tone.



Put the handset on-hook.

→ The display shows *Call expected*.

*Close*



**Back to the idle state:**

Press the *Close* softkey.

→ Callback remains activated.

*Reset*



**Reset callback:**

Press the *Reset* softkey.

→ Callback is deactivated.

**Note:**

The callback is stored under the Info key as long as it was not answered or cancelled by the system.

**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 Info key's LED is lit and *Callback requested* is displayed.



**To answer the callback request:**

Press the *Call* softkey.  
→ The phone number is dialled.



**Clear callback:**

Press the *Delete* softkey.  
→ Callback is deleted.

**Note:**

The callback can be changed using the Info key > Softkey *Delete* or *Call*.

## Call waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The person can either answer, deflect or reject your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the Chapter "[Activating protection against call types](#)", page 65).

Ask your system administrator whether the Call waiting function is enabled on the system.



**User is busy:**

Press the *Call waiting* softkey.  
→ You hear the dialling tone.

**Note:**

If the person rejects your call request or if call waiting is not possible, the call is, depending on the system's configuration, disconnected (busy tone) or forwarded to a preconfigured destination.

## 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.

*Answer*



### Answering the call:

Press the *Answer* softkey.

→ 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 35 and "Making a conference call", page 35 respectively.

*Deflect*



<Phone number>



### Deflect call:

Press the *Deflect* softkey.

Enter the user's phone number and confirm with the *Ok* softkey.

→ Call-waiting party is put through.

#### Note:

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

*Reject*



### Rejecting the call:

Press the *Reject* softkey or the Correction key.

→ You remain connected with your original call partner. Depending on the system configuration the call-waiting party hears the busy tone or he is forwarded to a preconfigured destination.

*End call*



### Ending a current call:

Press the *End call* softkey.

→ The first call is terminated. You are now connected with the party who initiated the call waiting.


## Starting an announcement

You want to address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the Chapter "Activating protection against call types", page 65).

Menu



Press the **Menu**/ repeatedly until **Announcement** is displayed.

Announcement



Press the **Announcement** softkey.

<Destination>



Select destination (*Subscriber* or *Group*) and confirm with the **Ok** softkey.

<Phone number>



Enter the phone number and confirm with the **Ok** softkey.



Pick up the handset.  
→ User is made aware of the announcement. You can now talk.

**Note:**  
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

## Receiving an announcement

You are made aware of the announcement by an acoustic signal, the display shows **Announcement**. You will be addressed via your loudspeaker.

You can listen to the announcement or stop it.



**To continue the announcement as a phone call:**  
Pick up the handset.  
→ You are now connected to the person who initiated the announcement.

**Note:**  
If the announcement was started to a group, all the other recipients of the announcement are excluded.

C

**To stop the announcement:**  
Press the Correction key.



## 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.



1. Enter procedure #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.



Pick up the handset.

→ The phone is now enabled. The external user is called.

**Note:**

The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 63 or with function code \*47 (see "User's Guide Function Codes" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://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.

*Enquiry*



<Phone number>



#### **You are making/taking a call:**

Press the *Enquiry call* softkey.

Enter the phone number of the enquiry call party.

→ Enquiry call party is called; first call partner is on hold.

#### **Note:**

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

#### **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 *End call* softkey 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*



#### **Brokering:**

Press the *Brokering* softkey.

→ Your call partner changes. The other call party is put 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.

### *Conference*



#### **To connect the call party on hold:**

Press the *Conference* softkey.

→ 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.

*Enquiry*



<Phone number>



**You are making/taking a call**

Press the *Enquiry call* softkey.

Enter the phone number of the enquiry call party.

→ Enquiry call party is called; first call partner is on hold.

**Note:**

You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

*Connect*



**Connecting with notification:**

Wait until the person has answered the call. Announce the call party.

Put the handset on-hook or press the *Connect* softkey.

→ 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 *End call* softkey 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.

## Parking a call partner

You want to put your call partner on hold without using a phone line as a result.

You can park your call partner locally and take back at each phone assigned to you.

You can also allocate the Park function to a function key (see chapter "Store a function under a key – function key", page 71).

*Park*



Press the *Park* softkey.

**Or:** Press the function key for *Park*.

→ Your call partner is now parked locally; *Call parked* is displayed.



*Take back*



Put the handset on-hook.

**To retrieve a parked call party:**

Press the *Take back* softkey.

→ Connected in hands-free mode.

### Note:

The callback can be changed using the Info key > Softkey *Delete* or *Call*.



**To phone with the handset:**

Pick up the handset.

### Notes:

- With the Correction key the display returns to the idle state. As long as your call partner does not hang up, he remains parked. You can retrieve your parked call party using the Info key > softkey *Take back*.
- The function code for central parking can be found in the "User's Guide Function Codes" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder).

### 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.

##### Notes:

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

Menu



Press the **Menu**/ repeatedly until **Forward** is displayed.



Forward



Press the **Forward** softkey.

<Setting value>



Use the  or  softkey to select the setting you want:



*CFU to sub., Forw. VM, Forw. to message.*

Enter the user's phone number and confirm with the **Ok** softkey.

→ The forward is activated, *Forwarded to* is displayed.

 / 



Use the  or  softkey to scroll through the list until the user you want is displayed.

##### Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If a call is to be forwarded only when you are already in a call, select *Forwarding if busy*.
- You can also forward to your *Voice Mail* (see Chapter "Forwarding to voice mail", page 40) or to a *Message* (see Chapter "Forwarding to a message", page 41).
- Use the Info key > softkey *Reset* to deactivate the forwarding.
- You can also activate forwarding by remote control, see Chapter "Setting functions by remote control", page 55.

## 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.

### 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.

*Menu*



Press the *Menu*/ repeatedly until *Forward* is displayed.

*Forward*



Press the *Forward* softkey.

*User*



Use the or softkey to select the setting you want:

*CFNR to sub., CFNR VM.*

Enter the phone number of the destination to which your calls are to be forwarded and confirm with the *Ok* softkey.

→ Call forwarding on no reply is activated.

### Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- You can also forward calls to your *Voice Mail* (see Chapter "Forwarding to voice mail", page 40).
- Use the Info key > softkey *Reset* to deactivate the call forwarding on no reply.
- You can also activate call forwarding on no reply by remote control, see chapter "Setting functions by remote control", page 55.

## Forwarding to voice mail

You cannot momentarily be reached on your phone. If you forward to your voice mail, a user can leave you a voice message.


You can use the global greeting or your own greeting (see Chapter "Configuring voice mail", page 68).

For further information on voice mail refer to the "User's Guide Voice Mail Systems" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder).



**Notes:**

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



Press the *Menu*/ repeatedly until *Forward* is displayed.

Press the *Forward* softkey.

Use the  or  softkey to select the setting you want:  
*Forw. VM, CFB to VM, CFNR VM.*

→ The forward is activated, *Forwarded to* is displayed.

**Notes:**

- You can specify whether your voice mail should answer directly (*Call forwarding*) or with a delay (*Forwarding on No Reply*), or only if you are already on the phone (*Forwarding if busy*).
- Use the Info key > softkey *Reset* to deactivate the forwarding.
- A new voice message is signalled with a text message on the display and the lit LED of the Info key.



## Forwarding to a message

You cannot be reached on your phone. You want any internal user who calls you to get a text message. The user hears the busy tone and obtains a text message on his display.

Requirement: The internal user must have a phone capable of receiving text messages. Users whose phone cannot receive text messages are put through to your phone or rerouted to a destination predefined within the system.

You can use one of the text messages stored in the system directly, modify it or create a new message.

### Notes:

- A forwarding applies to all connected phones.
- Only one forwarding variant at a time is possible.

*Menu*



Press the *Menu/Forward* repeatedly until *Forward* is displayed.

*Forward*



Press the *Forward* softkey.

*Message*



Use the *Message* or *Forward* softkey to select the setting you want: *Forw. to message*.

<Message>



Use the *Message* or *Forward* softkey to select one of the text messages stored in the system.

Adapt or expand the text and confirm with the *Ok* softkey.

→ Forward is activated, *Message active* is displayed.

### Notes:

- If you activate another forwarding, the message you have left on your phone will be deactivated.
- Use the Info key > softkey *Reset* to deactivate the forwarding.

### Locking your phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make outside calls from your phone.

You can lock your phone with a PIN consisting of two to ten digits. You can modify this via menu (see chapter "[Changing the PIN](#)", page 63) or with function code \*47 (see "User's Guide Function Codes" on the Aastra 400

DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)).

*Menu* <long>




Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*Lock*



Use the  softkey to scroll through the menu and select and press the *Lock* softkey.

→ You are prompted to enter your PIN.



<PIN>



Enter the PIN and confirm with the *Ok* softkey.

<Setting value>



Use the  or  softkey to select the barring you want and confirm with the *Ok* softkey.

→ Phone is locked, *Data blocked/Barred* is displayed.

→ To lock all your phones, execute the function code \*33\* <PIN> # (see "User's Guide Function Codes" on the Aastra 400

DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)).

#### Note:

You can lock either just the configuration (*Data blocked*) or the entire phone (*Barred*). With *Barred* your private data cannot be viewed and external calls can only be made from your phone in accordance with the system settings.

## Unlocking your phone

You want to unlock your phone.

You can use the PIN to unlock your phone. If you have forgotten your PIN, your system administrator can reset it to the default setting.

*Menu* <long>



Press and hold down the *Menu* softkey.  
→ Configuration mode is active.

*Lock*



Use the  $\nabla$  softkey to scroll through the menu and select and press the *Lock* softkey.  
→ You are prompted to enter your PIN.

<PIN>



Enter the PIN and confirm with the *Ok* softkey.

*Unlocked*



Use the  $\nabla$  or  $\nabla$  softkey to scroll to *Free* and confirm with the *Ok* softkey.

→ The phone is unlocked.

→ To unlock all your phones, execute the function code #33\* <PIN> # (see "User's Guide Function Codes" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)).

## Functions for special situations

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

### Function selection for configurable key

This section contains a list of all the functions you can store under a configurable key via the menu. Contact your system administrator for more information.

More information on how to store functions under a configurable key using function commands and function code can be found in Chapter "Formulating functions", page 74.

Function	Description
<i>configurable</i>	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 key. For further information refer to Chapter "Formulating functions", page 74.
<i>CLIR</i>	This function lets you prevent your call number from being displayed to the caller. For further information refer to Chapter "Suppressing the phone number from your called party's display (CLIR)", page 53.
<i>Deflect</i>	This function lets you deflect an incoming call to another user. For further information refer to Chapter "Deflect a call during the ringing phase", page 46.
<i>Headset</i>	This function lets you activate the headset mode. For further information refer to Chapter "Using a headset", page 16.
<i>Conf.Function key</i>	
<i>Park</i>	With this function you put your call partner on hold without using a phone line as a result. For further information refer to Chapter "Parking a call partner", page 37.
<i>Do not disturb</i>	With this function incoming calls are automatically forwarded to a specific destination.
<i>Hands-free operation</i>	This function activates the loudspeaker and the microphone. For further information refer to Chapter "Using your phone in hands-free mode", page 14.
<i>Discreet ringing</i>	With this function the phone rings only once. For further information refer to Chapter "Activating/deactivating discreet ring", page 52.
<i>Greeting</i>	This function allows you to activate/deactivate the greeting you want. For further information refer to Chapter "Managing personal greeting", page 68.

Function	Description
<i>Ring alone</i>	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information refer to Chapter " <a href="#">Activating ring alone</a> ", page 54.
<i>Call routing</i>	This function lets you specify where incoming calls are routed to (as part of the one-number user concept). For further information refer to Chapter " <a href="#">Activating personal call routing</a> ", page 54.
<i>Forwarding</i>	With this function you forward incoming calls directly to a different destination. For further information refer to Chapter " <a href="#">Forwarding calls (Call forwarding)</a> ", page 38.
<i>Forwarding if busy</i>	With this function you forward incoming calls directly to a different destination if you are busy. For further information refer to Chapter " <a href="#">Forwarding calls (Call forwarding)</a> ", page 38.
<i>Call Forwarding on No Reply (CFNR)</i>	With this function you forward incoming calls you receive on your phone to another destination. For further information refer to Chapter " <a href="#">Forwarding a Call on No Reply (CFNR)</a> ", page 39.
<i>Switch group</i>	This function lets you route calls and functions via switch groups (with two switch positions).
<i>Control output</i>	You can control external electric equipment or installations using control outputs. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
<i>Announcement</i>	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ring-back tone again.
<i>Lock</i>	This function protects you against Call Waiting and Announcement. For further information refer to Chapter " <a href="#">Activating protection against call types</a> ", page 65.
<i>Remote control</i>	This function lets you set remote maintenance access to your phone on a one-off basis or permanently.
<i>MCID</i>	This function lets you track a malicious call. For further information refer to Chapter " <a href="#">Tracking a malicious call (MCID)</a> ", page 53.
<i>ACD (Automatic Call Distribution)</i>	The call routing of calls in the queue can be controlled using an ACD application.
<i>User group (UG)</i>	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
<i>Home alone</i>	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.

### Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the voice mail during the ringing phase.

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

*Deflect*



<Phone number>



Press the *Deflect* softkey.

**Or:** Press the function key for *Deflect*.

Enter the phone number and confirm with the *Ok* softkey.

→ The call is deflected to the user you want.

#### Notes:

- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If the user you want to deflect to is busy, the call will not be deflected. The display shows *Busy* and your phone still rings.

### Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase.

*Reject*



Press the *Reject* softkey.

→ The connection is rejected and, depending on the system configuration, the caller obtains the busy tone or he is forwarded to a preconfigured destination.

## Listening to voice message

Your display shows *Voice mail from* and the Info key's LED is lit.

### 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.

*Listen*



### Listening new messages:

Press the *Listen* softkey.

→ Message is played back.

### Or:

The voice message can also be selected using the menu: *Menu > Calls > Unanswered calls > Listen*.

*Menu*



### To delete the message:

Press the *Menu*/ repeatedly until *Calls* is displayed.

*Calls*



Press the *Calls* softkey.

*Unanswered*





Press the *Unanswered* softkey.

→ The display shows the list of the last calls.

 / 



Use the  or  softkey to scroll through the list until the voice message you want is displayed.

*Delete*



Press the *Delete* softkey.

→ Voice message is deleted.

### Notes:

- To find out how to configure call forwarding to your voice mail, refer to the Chapter "Forwarding to voice mail", page 40.
- To find out how to configure a voice mail, refer to the chapter "Configuring voice mail", page 68 or in the "User's Guide Function Codes" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder).

## Send text messages

You want to send a written message to an internal user.


You can send a text message to an internal user. The text message will appear on the person's display.

Requirement: The internal user must have a phone capable of receiving text messages.

You can use one of the text messages stored in the system directly, modify it or create a new text message.

Menu



Press the **Menu**/ repeatedly until **Message** is displayed.



Calls



Press the **Message** softkey.



 / 



Use the  or  softkey to select one of the text messages stored in the system and confirm with the **Ok** softkey.

<Destination>



Use the  or  softkey to select the destination you want and confirm with the **Ok** softkey.

<Phone number>



For **Subscriber** and **Group**: Enter the phone number and confirm with the **Ok** softkey.

→ The text message is sent.

**Note:**

If the display shows *Not available*, the text message could not be sent.



## Read text messages

Your display shows *New message received*. The Info key's LED is lit.

*Read*



### Read text messages:

Press the *Read* softkey.

→ If the text message runs over several lines, use the navigation key to scroll.

*Delete*



### Delete text message:

Press the *Delete* softkey.

→ The text message is deleted; the next text message is retrieved from the memory.

### Or:

You can also select the text message via *Menu* > *Message* > *Browse* and then continue as described above.

### Note:

You can select and read a new text message even during an active call using *Text message* > *Inbox*.

## Picking up a call

You hear a phone ringing in your vicinity and want to pick up the call.

With the *Pick up* function you can pick up the call from the other phone on your own phone.

*Menu*



Press the *Menu*/ repeatedly until *Pick up* is displayed.



*Pick up*



Press the *Pick up* softkey.

<Destination>



Use the  or  softkey to select the destination you want and confirm with the *Ok* softkey.

→ The display shows the number of the phone from which you last picked up a call.

<Phone number>



Enter the number of the phone from which you want to pick up the call and confirm with the *Ok* softkey.

→ You are now through to the caller.

### 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.

You can specify whether the DTMF mode should be generally activated or deactivated (see chapter "[Configuring the DTMF mode](#)", page 62). DTMF is activated as the default dialling mode.

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

*DTMF*



#### Activate the DTMF mode temporarily during a call:

Press the *DTMF* softkey.

→ The display shows *Enter number DTMF*. You can now enter the DTMF characters.

*Reset*



#### Resetting DTMF mode:

Press the *Reset* softkey.

#### 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.



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.



Pick up the handset.

→ The phone is now enabled; the external user is called.

**Note:**

When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

**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.
5. Pick up the handset.

→ The phone is now enabled; the external user is called.

**Note:**

The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 63 or with function code \*47 (see "User's Guide Function Codes" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)). If you have forgotten your PIN, your system administrator can reset it to the default setting.


## Paging an internal user using the general bell

You are unable to reach an internal user and thus want to page them.

When general bell is configured in the system, you can search for an internal user using the general bell. The paged person can answer from any phone.

Page



Press the **Menu**/ repeatedly until **Page** is displayed.

Page



Press the **Page** softkey.

<Phone number>



Enter the phone number of the user to be paged and confirm with the **Ok** softkey.

→ User is called and receives your phone number.

### Answering a general bell

Via the general bell, you hear either your personal ringing pattern or the general ringing signal. Calls with the general bell as the destination can be signalled visually or acoustically via an external piece of supplementary equipment. The call can be answered on any phone.

Ask your system administrator whether a general bell is set up.

You can answer from any internal phone.

*Page*



Press the **Menu**/ repeatedly until **Pick up** is displayed.



*Pick up*



Press the **Pick up** softkey.

*General bell*



Use the  or  softkey to select **General bell** and confirm with the **Ok** softkey.  
→ You are now through to the caller.

#### **Note:**

You can also answer a general bell using the \*/# procedure \*82 (personal ringing pattern) and \*83 (ringing signal).

### Activating/deactivating discreet ring

You do not want to be disturbed by your phone ringing. However, you do not want to switch off your phone.

Discreet ringing is available on your phone as an alternative to the usual ringing. If discreet ring is activated, the phone rings only once.

This function must be stored under a function key (see chapter "[Store a function under a key – function key](#)", page 71).



#### **In the idle state:**

Press the function key for **<Discreet ring>**.

→ Discreet ring is activated, **Discreet ring** is displayed.

## 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 71).

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](http://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.

## Tracking a malicious call (MCID)

You are being threatened or molested by a call. You want to identify the caller.

Using the *MCID* (Malicious Call Identification) function the provider records the following call data: Your phone number, the caller's phone number, and the date and time of the call.

MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.

This function must be stored under a function key (see chapter "Store a function under a key – function key", page 71).



### During a call:

Press the function key for *MCID*.



After the call do not hang up: press the function key for *MCID* while you hear the busy tone.

### Activating personal call routing

You want to specify which of your phone shall ring when you receive a call.

If your system administrator has set up a phone number with several phones for you as well as the 5 call routings, you can specify which of your phones shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on phone where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all phones. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

This function must be stored under a function key (see chapter "[Store a function under a key – function key](#)", page 71).



#### Activating personal call routing in idle state:

Press the function key for *<Call routing>*.

→ Personal call routing is activated.



#### Deactivating personal call routing in idle state:

Press the function key for *<Call routing>*.

→ Personal call routing is deactivated and the default setting activated.

### Activating ring alone

You want to specify which of your phones shall ring acoustically when you receive a call.

When your system administrator has set up a phone number with several phones, you can define on which phones a call shall acoustically be signalled using ring alone.

When you have activated ring alone on a phone, the acoustic ringing tone is deactivated for all other phones. An incoming call is signalled in the display of all phones. You can answer the call on each of your phones.

#### Note:

When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored under a function key (see chapter "[Store a function under a key – function key](#)", page 71).



#### In the idle state:

Press the function key for *<Ring alone>*.

→ Ring alone is activated/deactivated.

## 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.



### 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.



Pick up the handset.

→ You hear the acknowledgement tone.



Put the handset on-hook.

→ The function is now activated/deactivated.

### Note:

The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 63 or with function code \*47 (see "User's Guide Function Codes" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)). If you have forgotten your PIN, your system administrator can reset it to the default setting.

### Organisation within the team

**This section explains the different options provided by your phone to communicate in a team.**

#### Using the Team key

You and your team partners want to be reachable at all times as a team and be able to communicate with one another as quickly as possible.

By pressing a single key you can call a team partner or answer a call for anyone in the team.

When a team partner makes a call, the corresponding Team key lights up; this tells you when a team partner is busy. The Team key flashes to indicate that the team partner is receiving a call.

#### Calling a team partner

You want to call a team partner as quickly as possible.

Requirement: You have configured a configurable key as a Team key and stored the team partner's phone number under it (see Chapter "[Configuring keys](#)", page 69).



Press the Team key for the team partner.

→ The phone number and possibly the name of the team partner appear on the display. The team partner is called.



## Substituting for a team partner

Your team partner is called. The Team key flashes. You know that your team partner is not at his desk at present and therefore decide to answer the call.

You can answer the call using the Team key. As soon as you have answered the call, your team partner is free again.



### While the Team key is flashing:

Pick up the handset.

→ You hear the dialling tone.

Press the Team key.

→ You are through to the person who is calling your team partner.

### Note:

Depending on the Team key's configuration, you are immediately connected with your team partner's caller as soon as you pick up the handset (see chapter "Store a team partner under a key – team key", page 72).

## Starting an announcement to a team partner

You want to tell a team partner something without waiting for a reply.

With the Team key you can initiate an announcement to a team partner.

Requirement: It is essential that the team partner has not barred his phone against announcement (for configuration see the Chapter "Activating protection against call types", page 65).



<twice short>



<twice short>



### Initiating an announcement to a team partner using a handset:

Pick up the handset.

→ You hear the dialling tone.

Press the Team key for the team partner twice short.

→ You hear the acknowledgement tone. The display shows *Announcement...*  
You can now talk.

### Initiating an announcement to a team partner using hands-free mode:

Press the Team key for the team partner twice short.

→ You hear the acknowledgement tone. The display shows *Announcement...*  
You can now talk.

### Note:

Depending on the Team key's configuration, you are immediately connected with your team partner's caller as soon as you pick up the handset (see chapter "Store a team partner under a key – team key", page 72).

# Personalizing your phone

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

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## 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.

*Menu* <long>




Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*Ring*





Use the  softkey to scroll through the menu and select the *Ring* softkey.

→ The set audio values are displayed.

<Setting value>



Use the  or  softkey to select the audio setting you want and confirm with the *Ok* softkey.

→ The setting is stored.

## Hands-free settings

This section explains other ways in which you can make calls with your phone.

### Automatic hands-free mode

You want to answer a call without picking up the handset or pressing a key.

You can choose whether your phone should immediately and automatically activate hands-free operation after one ring, for internal calls or announcements.

*Menu* <long>




Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*Hands-free*





Use the  softkey to scroll through the menu and select the *Hands-free* softkey.

→ The set value is displayed.

<Setting value>



Use the  or  softkey to select the setting value you want for which you want to switch automatically to hands-free and confirm with the *Ok* softkey.

→ The setting is stored, *Automatisk Handsfree* is displayed.

### General settings

**This section explains other settings you can make on your phone.**

#### Selecting the language

The display text is not in the language you want.

You can select a different language. The menu item under which you select your language is marked by an "\*" in front of the word for "language" in the language of your choice, e.g. "\*Language" for English.

*Menu* <long>



Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*\*Language*



Use the  $\mathbb{X}$  softkey to scroll through the menu and select the *\*Language* softkey.

→ The set language is displayed.

<Setting value>



Use the  $\mathbb{X}$  or  $\mathbb{Y}$  softkey to select the language you want and confirm with the *Ok* softkey.

→ Display text appears in your selected language.

#### Configuring the DTMF mode

You want to decide whether the DTMF mode is to be activated or deactivated as default on your phone.

*Menu* <long>



Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*Hands-free operation*



Use the  $\mathbb{X}$  softkey to scroll through the menu and select the *DTMF* softkey.

→ The set value is displayed.

<Setting value>



Use the  $\mathbb{X}$  or  $\mathbb{Y}$  softkey to select the setting value you want and confirm with the *Ok* softkey.

→ The setting is stored.

## Changing the PIN

You want to change the PIN used to lock/unlock your phone (see Chapter "Locking your phone", page 42 and "Unlocking your phone", page 43).

The digit combination "0000" is set as default. You can select any 2 to 10-digit combination for your new PIN.

If you have forgotten your PIN, your system administrator can reset it to the default setting. Depending on the system settings the function may not be available.

### Note:

Your PIN applies to all your phones.

*Menu* <long>




Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*PIN*



Use the  softkey to scroll through the menu and select the *PIN* softkey.

→ The display shows *Old PIN*.

<Old PIN>



Enter the old PIN and confirm with the *Ok* softkey.

→ The display shows *New PIN*.

<New PIN>



Enter the new PIN and confirm with the *Ok* softkey.

→ The display shows *Confirm*.

<New PIN>



Enter the new PIN a second time and confirm with the *Ok* softkey.

→ The new PIN is stored.

### Notes:

- For each digit entered, the display shows an "\*".
- You can also change the PIN with function code \*47 (see "User's Guide Function Codes" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder)).

### Entering the display text for idle state

You want to change the text displayed by your phone in the idle state.

In addition to the date and time you can enter a personal text for the text displayed in the idle state.

*Menu* <long>




Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*Text*



Use the  softkey to scroll through the menu and select the *Text* softkey.

*Idle text*



Enter the *Idle text* you want and confirm with the *Ok* softkey.

→ The text is stored.

#### Notes:

- The text mode for letter input is automatically activated.
- You can use the Correction key to delete any incorrect character.



## Protection settings

This section explains how you can protect yourself against certain types of call.

### Activating protection against call types

You want to protect yourself against certain types of calls.

You can set the settings so that the following functions are not allowed on your phone:

- **Call waiting:** You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. You can either answer or reject this second call.
- **Announcement:** You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).

Ask your system administrator whether these functions are enabled on the system.

*Menu* <long>




Press and hold down the *Menu* softkey.

→ Configuration mode is active.

*Announcement / Call waiting*





Use the  softkey to scroll through the menu and select the *Announcement* or *Call waiting* softkey.

→ The set value is displayed.

<Setting value>



Use the  or  softkey to select the setting you want and confirm with the *Ok* softkey.







→ The setting is stored.

## Phone book management

This section explains how to create a new entry in the phone book and how to edit or delete an entry.

### Creating a new phone book entry





You want to store your own phone numbers. You can store your own phone numbers in the private phone book.

	Press the <b>Menu</b> /  softkey repeatedly until <b>Ph.book</b> is displayed.
	Press the <b>Ph.book</b> softkey.
	Press the <b>Edit</b> softkey.
	Press the <b>New entry</b> softkey.
	Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the <b>Ok</b> softkey. → Phone number and name are stored.

### Editing or deleting a phone book entry

You want to modify a phone number stored on your private phone book.

**Note:**  
You cannot modify entries in other phone books.

	Press the <b>Menu</b> /  softkey repeatedly until <b>Ph.book</b> is displayed.
	Press the <b>Ph.book</b> softkey.
	Press the <b>Edit</b> softkey.



## Changing an entry:

Enter the name or use the *Browse* softkey to select the entry you want.



Change the entry and confirm with the *Ok* softkey.

→ Phone number and name are stored.

*Browse*



## Deleting an entry:

Use the *Browse* softkey to select the entry you want.

*Delete*



Confirm with the *Delete* softkey.

→ The entry is now deleted.

## Storing the phone number in the phone book from the call list

You want to store a phone number from one of the call lists in your private phone book.

You can add a phone number to an existing contact or create a new contact.



Select the entry you want in one of the call lists.

*Edit*



Press the *Edit* softkey.



Confirm the phone number with the *Ok* softkey , enter the name and confirm with the *Ok* softkey.

→ Phone number and name are stored.

# Configuring voice mail

This section explains how to set your voice mail.

## Managing personal greeting


You have the possibility to record up to 3 different greetings (e.g. for Absent or Vacation). Give each greeting the relevant name.

Depending on the system configuration a caller may or may not be able to leave a message.

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. Contact your system administrator for more information.

Menu



Press the **Menu**/ repeatedly until **Voice mail** is displayed.

Voice mail



Press the **Voice mail** softkey.

Record



### Recording a greeting:

Select the greeting you want and press the **Record** softkey.

→ You can monitor your personal greeting text and re-record it if necessary.

### Note:

You can improve the voice quality by recording the text through the handset.

Listen



### Listening to the greeting:

Select the greeting you want and press the **Listen** softkey.

→ Now record your personal greeting text.

### Notes:

- To find out how to configure call forwarding to your voice mail, refer to the Chapter "Forwarding to voice mail", page 40.
- For further information on voice mail refer to the "User's Guide Voice Mail Systems" on the Aastra 400 DocFinder: [www.aastra.com/docfinder](http://www.aastra.com/docfinder).

## Configuring keys

**This section explains how to assign phone numbers and functions to a configurable key.**

### Available keys

You can store phone numbers or functions under two different keys:

- on a configurable key – retrievable at any time
- directly on the softkey – retrievable in the idle position only

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;
- Team key: Organisation within the team;

## 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 softkey you can store one number and name, and on each configurable key you can store two call numbers and the associated names. The key automatically becomes a number key.



**To store a phone number under the softkey:**

Press and hold down the softkey you want.  
→ Display shows choice of key types.

**Note:**

Configuration mode is also available via the menu: *Menu > Config. > Foxkey.*

Use the  or  softkey to scroll to *Number key* and confirm with the *Ok* softkey.

Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the *Ok* softkey.  
→ Phone number and name are stored.

**Notes:**

- The text mode for letter input is automatically activated.
- You can use the Correction key to delete any incorrect character.




**To store a phone number under a configurable key:**

Press the configurable key and hold it down for a moment.  
→ Display shows choice of key types.

**Note:**

Configuration mode is also available via the menu: *Menu > Config. > Foxkey.*

Use the  or  softkey to scroll to *Number key* and confirm with the *Ok* softkey.

Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the *Ok* softkey.  
→ Phone number and name are stored.

**Notes:**

- The text mode for letter input is automatically activated.
- You can use the Correction key to delete any incorrect character.

## 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.

<long>



### Storing a function under the softkey:

Press and hold down the softkey you want.



→ Display shows choice of key types.

#### Note:

Configuration mode is also available via the menu: *Menu > Config. > Foxkey.*

Function key



Use the  or  softkey to scroll to *Function key* and confirm with the *Ok* softkey.  
→ The currently set function is displayed.

<Function>



Select the function you want and confirm with the *Ok* softkey.

→ The further prompting depends on the function (see Chapter "*Supplementary features*", page 24). Once you have made all the settings, the function is stored under the key.

#### Note:

Besides the predefined functions you can also specify your own function. For more information please refer to the Chapter "*Function commands*", page 74.

<long>



### Storing a function under a configurable key:

Press and hold down the configurable key.



→ Display shows choice of key types.

#### Note:

Configuration mode is also available via the menu: *Menu > Config. > Keys.*

Function key



Use the  or  softkey to scroll to *Function key* and confirm with the *Ok* softkey.  
→ The currently set function is displayed.

<Function>



Select the function you want and confirm with the *Ok* softkey.

→ The further prompting depends on the function (see Chapter "*Supplementary features*", page 24). Once you have made all the settings, the function is stored under the key.

#### Note:

Besides the predefined functions you can also specify your own function. For more information please refer to the Chapter "*Function commands*", page 74.

### Store a team partner under a key – team key

Together with other members you wish to organise yourself into a team so that on the one hand you can always be reached as a team and, on the other, to ensure mutual substitution. You can configure a configurable key as a Team key and then assign it to a team partner. One team key is configured for each team member, allowing you:

- to call one another with a single keystroke;
- to answer an incoming call for another team member with a single keystroke;
- and to select whether the flashing team key should be complemented by a ringing tone whenever a team partner is called. You can configure a ringing delay for the ringing tone;
- to choose between answering directly using automatic hands-free operation, picking up the handset, and pressing the Team key.

The following audio settings are possible: *Ring*, *Melody*, *Answer*.

#### Notes:

- A Team key can only be allocated to a configurable key.
- To find out how to use a Team key, refer to the Chapter "Using the Team key", page 56.

<long>



Press the configurable key and hold it down for a moment.

→ Display shows choice of key types.

Team key



Use the  $\times$  or  $\nabla$  softkey to scroll to *Team key* and confirm with the *Ok* softkey.

<Phone number,  
name>



Entering or editing phone number. If the user is stored in the system, the name is automatically entered. Confirm with the *Ok* softkey.

→ The display shows the properties with which you can configure the team key.

Ring



#### Set the Audio settings:

Use the  $\times$  or  $\nabla$  softkey to select the audio setting you want and confirm with the *Ok* softkey.

- *Off* for no ringing tone,
- *On* for instant ringing tone,
- Ringing tone *Del10s*, *Del20s*, and *Del30s*,
- *Melody*.



→ The setting is stored.



Answer



## Setting the answering mode:

Use the  or  softkey to select the answering mode you want and confirm with the *Ok* softkey:

- *Key* to answer the call by pressing the Team key,
- *Handset* to answer by picking up the handset,
- *Hands-free* to answer automatically with hands-free,
- *Priority*.

→ The setting is stored.

## Notes:

- The *Handset* and *Hands-free* settings only work when the ringing signal is activated.
- If you select answer using *Handset* or *Hands-free*, you must also specify the *Priority*, with 1 being the highest priority, and 8 the lowest:

## Clearing a key

You want to clear the assignment made to a configurable key.

Select the function *Delete key* to delete the function key assignment.

<long>



*Delete key*



<long>



*Delete key*



## Delete softkey:

Press and hold down the softkey.

→ The display shows the key type.

Use the  or  softkey to scroll to *Delete key* and confirm with the *Ok* softkey.

→ The key configuration is cleared.

## To clear a configurable key:

Press the configurable key and hold it down for a moment.

→ The display shows the key type.

Use the  or  softkey to scroll to *Delete key* and confirm with the *Ok* softkey.

→ The key configuration is cleared.

## 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 dialed ("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")
	<b>Notes:</b> <ul style="list-style-type: none"><li>• Text mode has to be activated before you can enter function commands.</li><li>• 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: <a href="http://www.aastra.com/docfinder">www.aastra.com/docfinder</a>).</li><li>• You can either type in a function command or code directly or store it under a key.</li><li>• You can only activate certain function codes if the same function cannot be obtained via the menu.</li><li>• The availability of certain function code may be restricted depending on the system and software version.</li></ul>

## 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.

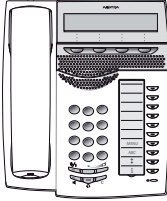
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## Equipment provided

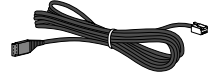
Telephone and handset



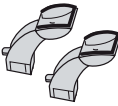
Handset connection cable



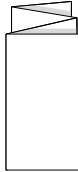
Telephone connection cable



2 Stand rest

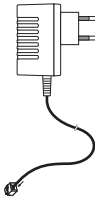


Quick User's Guide and  
safety information



## Options

Plug-in power adapter



Expansion key module KPU with write-on labels  
(incl. stand rest)



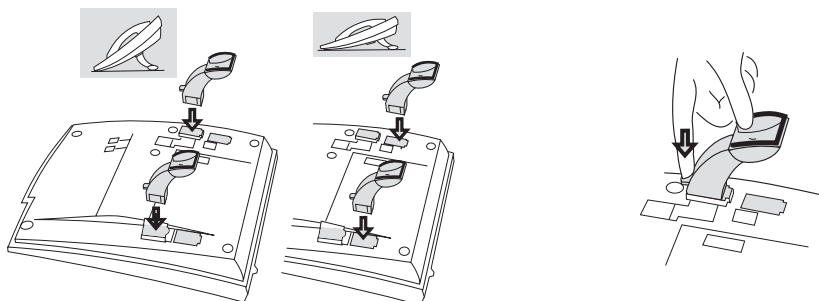
### Setting up and mounting the phone

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

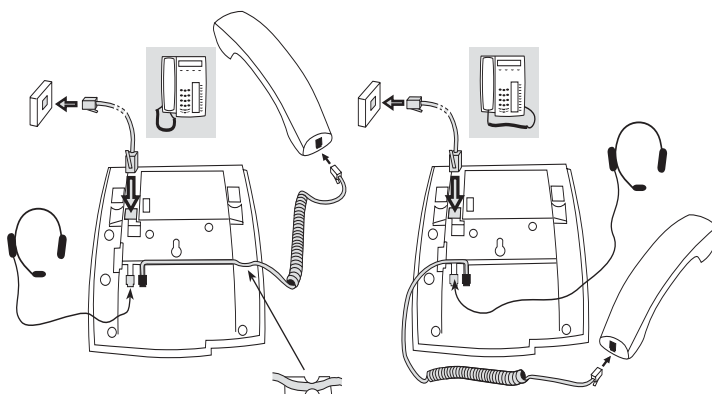
#### Setting the phone up as a desk phone

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.



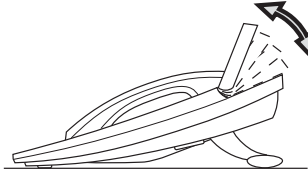
2. Connecting the handset: Plug the connector at the rippled end of the handset cord into the socket on the handset. Plug the connector at the loose extremity of the cord into the handset socket on the underside of the phone.



3. Connect the phone as indicated in chapter ["Connecting the phone"](#), page 82.

## **Adjusting the display**

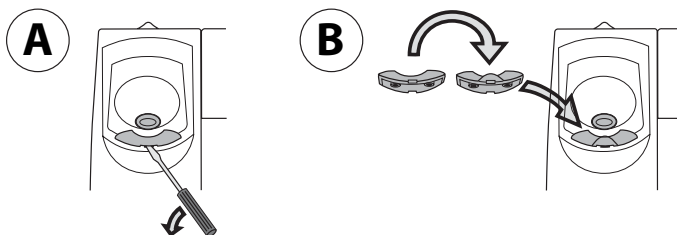
You can also adjust the display in various angles.



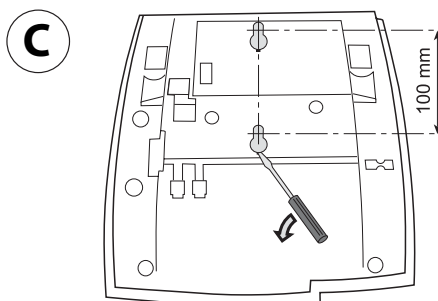
### Wall mounting

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

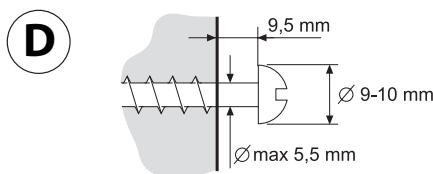
1. Use a screwdriver to remove the handset cam (figure A).
2. Turn the cam upside down and insert (figure B).



3. Use a screwdriver to remove the two plastic covers (figure C).



4. Drill wall holes according to measurements indicated here (figure D).



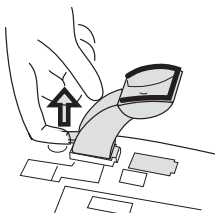
5. Place screws according to the measurements and mount the phone.
6. Insert the handset.



## **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
HEADSET 	Headset connection

## 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.

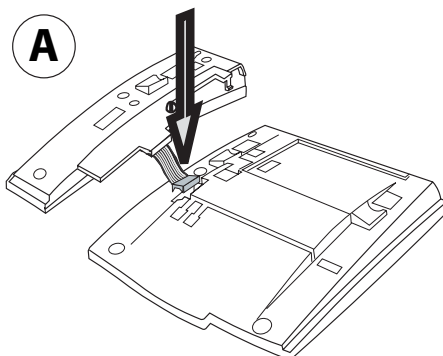


### Expansion key module KPU (optional)

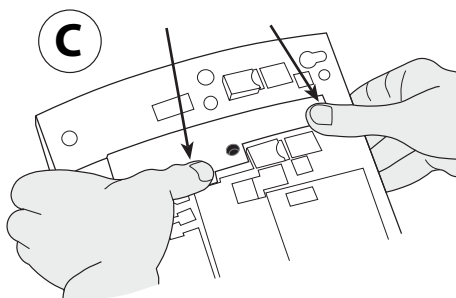
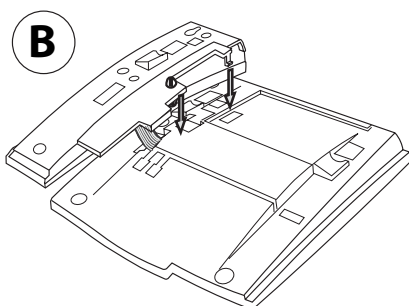
You can connect up to 3 expansion key modules KPU with 17 configurable keys each to your phone. Each key has an LED for visual signalling.

#### Connecting the expansion key module KPU

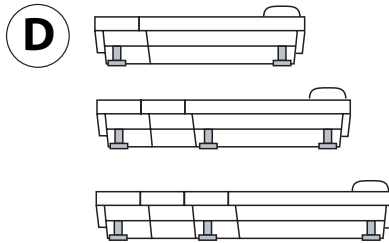
1. Fasten the connector in the bottom of the hole using a finger or a blunt tool (figure A). Make sure the connector fits before pressing it down.



2. Press where the arrows are pointing until you hear a "Click" sound (figure B+C).



3. Install the stand rest as indicated in figure D.



4. The expansion key module KPU is now ready for operation.

### Connecting a headset

You want to connect a headset.

You can connect a headset in parallel with the handset.

If you answer a call using the Headset key, the call is provided on the headset. Alternatively you can also answer the call by picking up the handset. To find out how to make phone calls with the headset, refer to the Chapter ["Using a headset"](#), page 16.

This phone supports corded headsets with RJ11 connector, which allows you to set up and to end calls from the headset. Ask your dealer which headsets are particularly well suited for this phone.

Connect the connector of the headset cable on the underside of the phone into the socket marked HEADSET (see figure ["Setting the phone up as a desk phone"](#), page 78).

# Further information

The following sections contain more useful information about your phone.

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# 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 76).

### Handset off-hook, no dialling tone, no display

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 76).

### Display shows "Not configured", handset off-hook, no dial tone

Your phone has not been assigned a call number. Contact your system administrator for more information.

### Display shows: "Trying to register"

The telephone cannot be registered. Contact your system administrator for more information.

### Display is working, but connection is not possible

Your phone may be locked. Unlock your phone (see Chapter "Unlocking your phone", page 43).

### Freely configurable keys cannot be configured

The configuration may be locked. Unlock your phone (see Chapter "Unlocking your phone", page 43). The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.

### Impaired sound quality during hands-free operation

The sound quality can be affected if the volume is too loud – turn down the volume. If the sound quality fluctuates, contact your system administrator.

### 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.



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## **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](http://www.aastra.com/docfinder).

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