Aastra 5000 Communications Systems

User's Guide

AASTRA

Contents

Contents

Contents

Contents

Overview

Display

1
- In the upper area (1 line): Display of symbols.
- In the lower area (1 line): Display of information and the functions accessible via Fox keys.

Indicators

2
- The indicator on the left-hand side:
  Flashes slowly when a new call arrives.
  Flashes quickly when a new call arrives while you are out of office.
- The indicator on the right-hand side lights up: new voice message.

Alphanumeric keypad

3
Entry of numbers or letters.

Navigation key

4
Scrolling up and down the menu, open or close menus, browsing the lists.

Fox key

5
Carrying out a function displayed by means of the key.

Correct key

6
Erasing the last character or scrolling back in the menu.

Description of the phone

7	**Fox menu** Opening the menu or calling up other Fox key functions	
8	**Absence key with associated indicator** Pre-configured for immediate call forwarding to the voice mailbox. Can also be configured as a programmable key.	
9	**Directories key** Provides access to the directories available.	
10	**Redial key** Selection of the number dialled last.	
11	**Mute** Deactivate/activate the microphone.	
12	**Loudspeaker key** Activate/deactivate group listening.	
13	**Adjustment keys** Adjust the volume of the bell or voice.	$-|+$
14	**Call key** Make / take a call.	
15	**END key** • Ending a call. • Finishing the entry without saving, returning to standby mode.	
16	**Programmable keys** Each of these keys enables you to: • Store a call number • Program a feature or a series of codes These functions are described in detail later in the document.	
17	**Inscription labels** These labels allow the user to note down the assignment of the keys. They can be downloaded from the Internet as a file. You can fill in the different fields directly on the PC and print the document afterwards. The Internet address is indicated on the last page of this document.	

Display symbols

Symbols displayed in the first line of the screen:

Entries available in the call list		New text or voice message	
Loudspeaker		Microphone switched off	
Immediate call forwarding or forwarding on busy activated Do not disturb activated		**Abc** Text mode active	
In standby mode, it signals that the user must identify himself (general-purpose terminal)		Voice encryption (available with future versions)	

Shows a list per vertical scroll keys.
In standby mode, it signals that a function is activated (alarm, forward on no answer, lock, total deactivation, group deactivation, temporary connection to the back-up system...)

Symbols presented in the menus:

Detailed information available	Other available Fox keys (Fox key)
Function active	

Description of the phone

Navigation key

The navigation key is used to scroll through the different sections or records and to make a selection. The different menu items can be browsed in vertical and in horizontal direction.

Horizontal scroll key:
On the left: Scroll back in the menu.
On the right: Scroll down in the menu, open the displayed menu, call up detailed information.

Vertical scroll key:
Down: Scroll down in a list.
- **Note**: This key also serves as a hotkey for the options of the "Parameters" menu (Calls, Audio, Keys, etc.).
Up: Scroll up in a list.
- **Note**: This key also serves as a hotkey for the options of the "Active Functions" menu (Forwarding, DND, etc.).

When complementary information can be displayed, the ♦ symbol is shown in the first line of the screen.

Fox key

An interactive Fox key is associated with a function. It is available depending on the context. The function is shown on screen, above the key.

Two contacts are located below the horizontal bar marked 🦊 .

Each contact is assigned a Fox key for the selection of the function shown on screen.

In the following paragraphs of this document, the following two pictograms have to be distinguished.

Corresponds to one or several successive key strokes to the right of the horizontal bar. By means of these key strokes, the available functions are displayed, i.e. the user can scroll until the desired function is displayed.

Corresponds to a key stroke below the displayed function or category. This key stroke allows you to select the displayed function.

Voice prompts

Caution!

Certain voice messages transmitted by the system cannot be received by this phone, e.g. voice messages which prompt the user to dial "R plus code". To access the functions, use the Fox keys available on the phone and described in this document.

Description of the phone

Browsing the menu

Menu

1 - Press to the right of the Fox Menu bar and then press the Menu Fox key which pops up.
  - The first category of the menu is displayed.

Note: You can also directly access the first category of the menu by pressing to the left of the Fox Menu bar.

Settings

2 - Scroll the different categories of the menu via the vertical scroll key in order to make your selection (e.g. Settings).

3 - To confirm your selection in the list, press the Fox key under the indicated function or category.

Settings

In the following paragraphs, the symbols shown on this page correspond to the Steps 2 and 3, accompanied by the following text: "Select Settings and confirm."

A description of the menu is provided in the following chapter in the annex to this document: "Menu options", Page 63

The following list includes the keys to be used for browsing and selecting the desired option:

Press the Fox Menu key to show the available Fox keys. Several key strokes might be necessary.

Call

Press the Fox key below the function displayed for selection.

Use the vertical scroll keys to scroll the options of a list.

Use the horizontal scroll keys to show the rest of the menu or list.

Description of the phone

Alphanumeric keypad

The alphanumeric keypad allows the user to:

• dial a phone number.
• enter alphanumerical characters in text mode.

The dialling keys are associated with the following characters. Press the corresponding dial key until the desired character is displayed.

1	**1 - ' . , ?!"( ) @ / : _ ; + & % *** **= < > $ #**	**2** ABC	**A B C 2** **a b c**
3 DEF	**D E F 3** **d e f**	**4** GHI	**G H I 4** **g h i**
5 JKL	**J K L 5** **j k l**	**6** MNO	**M N O 6** **m n o**
7 PQRS	**P Q R S 7** **p q r s**	**8** TUV	**T U V 8** **t u v**
9 WXYZ	**W X Y Z 9** **w x y z**	**0** +	**+ 0**
✳ @	**@ ***	**#** ␣	**<Blank> #**

Correcting an entry

You have entered an incorrect number or character. You can erase your entry either character by character or terminate the entry in order to cancel it.

C   **To erase the last character:**
 Press the Correct key.

☎   **To finish the saving procedure:**
 Press the END key: The phone returns to standby mode.

Standard codes

This document describes the standard codes for access to the various functions. They can be customised by the operator if required. In that case, the operator will indicate to you the specific access codes to enter in the spaces reserved for that purpose (for example: Dial-out code **0** or ☐ : enter the customised code in the frame).

Making a call

Several options exist to call a party, depending on whether the party's number is new or has already been stored by the phone.

The procedures to call parties stored in the directories or logs are explained in the chapters that are dedicated to these functions.

Entering the number

1st method

1 - Type the number of the contact (preceded by the external access code for an external call) directly on the keypad.

-> If your entry is not correct, you can correct it by pressing the ⬡ C ⬡ key.

2 - To confirm your entry, press 🔺
  -> The number is dialled.

3 - When the called party answers, pick up the handset to talk.

2nd method:

1 - Pick up your handset first.

2 - Type the number of the contact (preceded by the external access code for an external call) on the keypad.

-> The number is dialled immediately without possibility to correct it.

-> As soon as the called party answers, you can talk.

Using the programmable keys

The programmable keys on your phone can be assigned to the numbers of parties that you call regularly (internal or external).

• Press the programmed key.
  -> The phone automatically calls the party. The number of the party called is shown on the display.
  When the called party answers, you can talk.

Note: To program a key, please refer to the chapter "Programming a key", page 31.

---

* *Depending on the programming performed by the system operator*

Making a call

Using the redial function (redialling of the last number called)

The redial function (redialling of the last number called) allows you to redial automatically the last number called.

• Press twice the redial key.
-> The phone automatically calls the party. The display shows the number called.
When the called party answers, pick up the handset to talk.

Calling an attendant* (switchboard)

To reach the person who is responsible for the call reception service:

9
WXYZ   or

• After picking up the handset, dial **9**.
When the attendant answers, you can talk.

Note: This allows you to reach the switchboard:

Operator

After picking up the handset, you can press 🐾 until the Operator Fox key appears.
Next, press Operator.

Calling a party back

If calls have arrived in your absence, the "X missed call(s)" message appears on your screen.

The ⬇ symbol on the first line of the screen informs you that calls are available in the list of received calls.

To call a party back:

Show

1. Press the View Fox key.
    Note: You can press directly the bar below the "Missed call" message.

Call

2. Press the Call Fox key.
    -> The contact is called back. If the contact answers and a conversation is set up, the entry is removed automatically from the list of calls in absence.

Delete

-> To erase an entry without calling back the caller, press Delete.

---

* Depending on the programming performed by the system operator

To call a party back later:

Close

To check the list of calls in absence later, press Close.
For more detailed information about checking this list later, refer to the following chapter: "Checking and calling from call lists", page 29

Note: To return to the idle screen without any action, press .

Calling a party by name

To choose the directory in which you want to search your contact:

1 - Press the Directories key.

\<Directory name\>

2 - Select the directory in which you want to perform the search and confirm.

3 - Enter the first letters of your contact's name on the keypad (at least 2 characters). See "Alphanumeric keypad", page 10.

Consult

4 - Press Consult.

Call

5 - Select the contact to be called and press Call.

Correct

Note: To go back to the entry screen to correct an entry, press Correct.

Making a call

Using the automatic callback function

You call an internal contact, but his line is busy and he does not pick up the call. You can request the party to call you back automatically.

To activate the automatic callback function:

Callback
1 - Press the Callback Fox key (before hanging up).
-> The «Request OK» message confirms that the call has been considered and that the terminal returns to standby mode.

As soon as your called party is free (if the line was busy) or has used his telephone (after returning to his office), your phone rings. When you answer, your called party's phone that is in callback mode also rings.

To deactivate the automatic callback function:

Menu
1 - Press the Menu Fox key.

Act. features
2 - Select Act. features and then confirm.

Callback
3 - Select Callback
-> The function is preceded by a tick.

Delete
4 - Press the Delete Fox key.

Notifying an internal party

When the party you wish to reach does not answer, you can leave him a short message on this terminal.

Note: This function is not available if the memory of your contact's terminal is full (up to 4 messages).

Notify
1 - Press the Notify Fox key.
The system suggests the first predefined message.

2 - If the message is truncated, use the horizontal scroll key to show the rest of the display.

Next
3 - To show the next message, press the Next Fox key.

4 - Depending on the individual case, complete the message by entering a text or time of day.

Send
5 - After selecting the message, press Send.

6 - Specify whether you want to Resume or Release the call.

Note:
If a contact has announced his call, the ⊠ symbol is shown on the first line of the screen (see "Accessing the messages received", page 39).

Receiving a call ▬▬▬▬

Receiving a call

When a call arrives, the phone rings and the call indicator (left-hand indicator) flashes.
When the caller is stored in one of the common directories (internal or external), the display
shows the associated name.

Notes:
• By default, the number (or type of line) is displayed on screen.
• If the call has been forwarded, the coordinates of the terminal which was initially called
  are displayed.

Adjusting the ring volume

To adjust the ringer volume level during the ringing phase:

−|+	**Volume down:** • Press the – key.
−|+	**Volume up:** • Press the + key.

The phone stores the last setting.

Answering the call

📞 • Pick up the handset.

Note:
• An external call that is not answered within a given time is
  transferred to the attendant. If call forwarding on no answer has
  been programmed on the phone, this option has priority over the
  transfer to the attendant.

---

* Depending on the programming performed by the system operator

Diverting calls to another extension

You want to divert the party to another extension without answering the call.
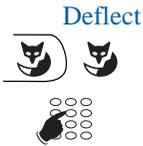
Deflect   1 - Press the Deflect Fox key.

2 - Next, enter the number of the extension to which you want to divert the call.

Note: You can also search an internal name or use the pre-programmed keys.
     -> The internal contact is called back automatically.

Intercepting a call intended for another extension

You can pick up calls intended for another extension when its designated user is absent.

To pick up a call for a phone in your group:

You are part of a call pick-up group*, i.e. all the persons in this group can quickly take calls from a ringing phone of their group.
One of the phones of the group is ringing:

1 - Pick up the handset.

Pick-up   2 - Press the Pick-up Fox key.

Group   3 - Press the Group Fox key.
-> You can talk to the contact of the intercepted terminal.

To pick up a call meant for any phone:

You can pick up the call on a phone when its designated user is absent.

1 - Pick up the handset.

Pick-up   2 - Press the Pick-up Fox key.

Receiving a call

Extens.
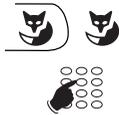
3 - Press the Extens. Fox key.

4 - Dial the extension number.

   -> You can talk to the contact.

Note: If this situation arises frequently with the same phones, ask the system operator to become part of the same call group.

To pick up a call for any phone on common bell*:

The attendant is absent and you want to pick up a common bell call:

1 - Pick up the handset.

Pick-up

2 - Press the Pick-up Fox key.

Gen. Ring

3 - Press the Gen. Ring Fox key.
-> You can talk to the contact of the intercepted terminal.

During the call

Using the group listening mode

The group listening mode allows you to listen to a contact via the loudspeaker, while the handset is picked up, in order to enable other persons to listen to the call as well.
You continue to talk via the microphone of the handset.

During the call:
• Press the speaker key.
->The group listening option is activated ◁ and displayed on screen.

To deactivate the group listening mode:
• Press the speaker key.
-> Group listening is deactivated.

Using the mute function

The call is phone up with a party and you want to have a confidential conversation without the party being able to hear it.

To deactivate the microphone:
• Press the microphone key.
-> The microphone is deactivated and the ⊠ symbol is shown in the first line of the screen.

To reactivate the microphone:
• Press the microphone key again.
-> The ⊠ symbol is no longer displayed, which means that your contact can hear you again.

Placing a party on hold and resuming the call on the same phone

The call is set up with a party and you want to put it on hold to resume it later on the same phone:

1st method

Enquiry

1 - Press the Enquiry Fox key.
-> Your other party is put on hold and hears an audible signal.

Recover

2 - To resume a call which was put on hold, press the Recover Fox key.

During the call

2nd method

The on-hold function can be activated on a programmable key. For more detailed information on how to program the on-hold function, refer to the following chapter: "On-hold function", page 60.

HOLD ⬭

1 – Press the programmed on-hold key. The other party is put on hold.

Recover

2 – To resume your call, press the Recover Fox key.

During the call

Placing the party on hold and resuming the call on another phone

The call is set up with a party and you want to continue the conversation on another phone located in another office.

Park

• Press the Park Fox key.
-> The phone returns to standby. The other party is put on hold.

• **On the second terminal** (Aastra 53xx range):

1 - Pick up the handset.

Pick-up

2 - Press the Pick-up Fox key.

Unpark

3 - Press the Unpark Fox key.

4 - Enter the number of the phone on which you have selected the Parking function.
-> The communication with your contact is resumed.

Note: If the external call on hold is not resumed within a given time, it is routed to the operator. An internal call will be released.

During the call

Transferring a call

To transfer the call to another phone:

Enquiry

1 - Press the Enquiry Fox key.

2 - Dial the number of the contact.

Note: You can also perform a search by name or use the pre-programmed keys.

You can wait for the called party to answer or hang up immediately.

Calling a second party

You are in the middle of a call with a party and you want to call a second party, inside or outside the company.

Enquiry

1 - Press the Enquiry Fox key.
-> Your other party is put on hold and hears an audible signal.

2 - Dial the number of the other party.

Note: You can also press directly the Redial key (to call the last number dialled), a programmed key or the Directory key to access a stored number.

Recover

• If the called party does not answer, press the Recover Fox key to go back to the party on hold.

-> The display shows the number or name of the two contacts:
  - The name of the contact with which you are talking over the phone is shown to the left of the line.
  - The name of the contact put on hold is shown to the right of the line (use the horizontal scroll key if required).

Switching between two parties

To successively switch between parties:

Broker • Press the Broker Fox key.

You talk alternately with each party, but they cannot communicate with one another.

-> The display shows the number or name of the two contacts:
  - The name of the contact with whom you are talking over the phone is shown to the left of the line.
  - The name of the contact put on hold is shown to the right of the line (use the horizontal scroll key if required).

Answering a second external call[*]

You hear a beep while you are having a conversation with a contact if an external party is trying to call you. You can answer this second call without cutting off the ongoing call.

Waiting • Press the Waiting Fox key.

-> The other party is put on hold.

-> You are now talking to the external contact.

Broker You communicate alternately with each of the two contacts by using the Broker Fox key. However, the two contacts cannot communicate with each other.

Releasing one of the parties

To release one of the parties (the one with whom you are talking):

Recover • Press the Recover Fox key.

You recover the party who was on hold.

Depending on the programming performed by the system operator

During the call

Setting up a conference call

To talk to both parties at the same time (this is possible if you have made the last call):

Conf.

• Press the Conf. Fox key.
-> A three-way conference call is set up between you and your two parties.
If one of them hangs up, you stay on line with the other.

To leave the conference call:

During the conference call, if you want to leave your two parties talking to one another:

Connect

• Press the Connect Fox key.
You can also simply hang up the handset
-> The two parties stay in communication.
Note: If it fails, your phone rings again.

Other features available during a call

To use the trace function:

If you want the number of the called or calling party (internal or external) to be recorded in the logbook, for example, to identify a malicious call:

Trace

1 - Press the Trace Fox key.

-> The number is automatically saved in the logbook that can be checked by the system operator. The Trace function is also available after the contact has hung up.

To protect the call:
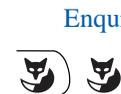
Enquiry

To protect the phone against any call or intrusion during data transmission:

1 - Press the Enquiry Fox key.

2 - Press successively the following keys: **∗ 4 3** or ⬚ .

Recover

3 - Press the Recover Fox key.

During this call, any attempt to call the phone is ignored.

∗ Depending on the programming performed by the system operator

Ending a call

• Simply hang up your handset.

Abbreviated numbers

Abbreviated numbers

These numbers are stored at the system level.

- The personal directory allows you to record your most frequently used numbers (up to 10 numbers from 0 to 9).
- The group directory of abbreviated numbers can be accessed by all the phones (even those for which outside access is forbidden).

Programming a personal abbreviated number *

1 - Press the Directories key.

«Phone book»

2 - Select «Phone book» and confirm.

3 - Select the abbreviated number to be programmed (0 to 9) and confirm.

4 - Enter the phone number (or the number of the external phone, preceded by the prefix for external calls).

OK

5 - Press the OK Fox key or simply press on the left-hand side of the Fox bar.
-> The step is confirmed by a message. The screen shows the new number in the list of abbreviated numbers.

---

* Depending on the programming performed by the system operator

Abbreviated numbers

Modifying a personal abbreviated number

📖　　　　　1 - Press the Directories key.

«Phone book»　　2 - Select «Phone book» and confirm.

　　　　　3 - Select the abbreviated number to be programmed (0 to 9) and confirm.

Modify　　　　4 - Press the Modify Fox key.

　　　　　5 - Erase all incorrect characters via the ⬯ key and then repeat your entry.

Modify　　　　6 - Press the Modify Fox key.
　　　　　-> The step is confirmed by a message. The screen shows the new number in the list of abbreviated numbers.

Calling a personal abbreviated number

0 to 9　　　　• Hold down the digital key of the abbreviated number programmed (from 0 to 9).
　　　　　-> The call is made.

Deleting a personal abbreviated number

📖　　　　　1 - Press the Directories key.

«Phone book»　　2 - Select «Phone book» and confirm.

　　　　　3 - Select the abbreviated number to be deleted.

Delete　　　　4 - Press the Delete Fox key.

　　　　　-> The step is confirmed by a message. The screen returns to the list of abbreviated numbers and the number is no longer included.

Abbreviated numbers

Dialling a common abbreviated number[*]

You will gain time using common abbreviated numbers; contact your system operator to find out the list.

You can call a common abbreviated number in standby or during a call.

$*$ 3 0 1 - Press successively the following keys: **$*$ 3 0**.

2 - Dial the abbreviated number to be called.
-> The phone automatically dials the number.

When the called party answers, you can talk.

---

* Depending on the programming performed by the system operator

Call lists

The call lists store the last calls. They can be accessed via the Menu Fox key. They allow the user to show:

- the last calls arrived in absence, i.e. those calls which were not answered (1 internal call and 5 external calls). When the list is full, a new call will erase the oldest.
- The last outgoing call made. This number corresponds to the **Redial** ⬆ key.

When calling up these lists, you can automatically call back the stored number. You can delete a record or all the records stored.

Checking and calling from call lists

Menu | 1 - Press the Menu Fox key.

«Call Lists» | 2 - Select <Call Lists> and confirm.

The call lists are displayed. The lists including a record are ticked.

«Unanswered» | 3 - Select the list depending on the context (Unanswered, for example) and confirm.

4 - If required, refine your search by scrolling to the number which you want to call back.

Call | 5 - Press the Call Fox key.

-> The call is started.

Reminder: If a call has arrived while you were absent, press the Show Fox key to directly access the list of unanswered calls.

Removing a record from the call lists

Proceed as described for the call-up of lists in order to select the number to be removed.

Delete | 1 - Press the Delete Fox key.

-> The step is confirmed. The previous display is shown again.

Call lists

Removing all records from a list

Proceed as described for the call-up of lists in order to select the list to be removed.

Delete   1 - Press the Delete Fox key.

-> The step is confirmed. The previous display is shown again. The list is no longer ticked.

Programmable keys

You call certain contacts or colleagues several times per day or frequently use certain telephone functions, such as forwarding or accessing your voice mailbox.

These numbers or functions can be saved by means of the programmable keys.

Programming a key

Regardless of the type of programming (number or function), the access procedure is identical.

To select the key to be programmed:

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Keys

3 - Select Keys and confirm.

4 - The terminal prompts you to press the key to be programmed.

- A free key is indicated by the "Not programmed" message.
- To show the programming of the key, scroll the options. The programmed function is preceded by a tick.

To program a number:

You can program the number to call an internal or external party.
-> After selecting the key to be programmed:

Numbering

5 - Select Numbering and confirm.

\<Number>

6 - Enter the call number.
Reminder: An external number must be preceded by the code for external calls.

OK

7 - To confirm, press the OK Fox key.

Therefore, your party will be called by simply pressing this key.

Programmable keys

To program a call feature:

Proceed as follows in order to program a function: Forwarding (immediate, on busy, on no answer or predetermined), alarm, locking of the phone, do not disturb, etc.

-> After selecting the key to be programmed:

Call features

5 - Select Call features and confirm.
• The list of functions which can be programmed is displayed.

Immediate Fwd

6 - Select the function to be programmed (Immediate forwarding for example) and confirm.

To subscriber

7 - Select the destination (To subscriber for example) and confirm.

\<Number\>

8 - Enter the number of the terminal.

OK

9 - To confirm, press the OK Fox key.

In this way, you can access the activation of one of the functions (forwarding, alarm, locking, do not disturb...) by a single stroke of the programmed key.

To program a series of codes:

This is to program a series of codes that will be interpreted by the phone that already has a call in progress. For example, you can program the sequence to access your voicemail.

DTMF

After selecting the key to be programmed:

1 - Select DTMF and confirm.

2 - Dial the sequence.

Box N° # code #

Example: Enter the voice mailbox number followed by # then the personal code to access the mail system followed by #.

Pause 1

• In case of an error press ⓒ
• To insert a pause between the two code sequences, press the Pause 1 or Pause 2 Fox key.

---

* Depending on the programming performed by the system operator.

OK

3 - To confirm your entries, press the OK Fox key.

-> The programming of the key is confirmed by a message. The screen returns to the list of programmed keys. The status of the key is indicated by a tick at DTMF.

Therefore, by simply pressing this key, you give the phone with a call in progress all the information required in order to quickly access the requested service.

Deleting, modifying and exiting the programming

When selecting a key already programmed, the programmed function is indicated by a tick in the list.

Delete

• Press the Delete Fox key to erase the displayed programming.

• Press the Modify Fox key and return to the procedure previously described for modifying the displayed programming.

Modify

Reminder: During the programming,
-> press C to return to the previous screen,
-> press to cancel and return to the screen in standby mode

Identifying the programmed keys

The terminal comes with cardboard labels which allow you to indicate the name of the contact or the programmed function for each key.

They can also be downloaded from the Internet as an electronic file. You can fill in the fields directly on the PC and print the document afterwards (the Internet address is indicated on the last page of this document).
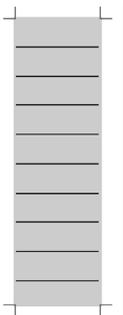
1 - Carefully lift the transparent cover next to the programmed keys.

2 - Place the label at the free space.

3 - Put the transparent cover back in place.

Call forwarding function

Call forwarding function

If absent or busy, you can forward your calls to another terminal, to an external number*
(e.g. the GSM number) or to your voice mailbox*.

The call forwarding is shown on the first line of the idle screen by means of the
↳ symbol in case of immediate forwarding or forwarding on busy.

Forwarding a call*

To access the call forwarding function:

Menu

1 - Press the Menu Fox key.

Forwarding

2 - Select Forwarding and confirm.

Note: By means of the "Cancel forw." message, the screen shows
that a forwarding option is active. You can delete this message via
the Select Fox key (see also "Deactivate call forwarding",
Page 36).

To choose the type of forwarding:

The following types of forwarding are proposed:

• Immediate forwarding: The call will be routed directly to the
indicated terminal.

• Transfer on busy (CFB): The call will be routed to the indicated
terminal if your terminal is busy.

• Forward on no reply(CFNR): The call will be routed to the
terminal indicated if you do not reply.

• Predefined forward: The call will be routed to a terminal the
number of which is programmed by the operator.

<Type of forwarding>

3 - Select the desired option and confirm.

The screen now prompts you to specify the origin of calls to be
forwarded.

Depending on the programming performed by the system operator.

To choose the origin of the calls:

You want to choose the origin of the calls to be forwarded.

- All origin: This option allows you to forward all calls.

- Internal origin: This option allows you to forward calls from internal extensions.

- External origin: This option allows you to forward calls from external lines.

<origin>

4 - Select the desired option and confirm.

To choose the forward destination:

You now want to choose the forward destination.

To subscriber

- **To forward the calls to a subscriber:**
5 - Select the option To subscriber.

<Number>

6 - Dial the number of the terminal or the external number, preceded by the external access code.
If your entry is not correct, use the key to correct it. C

OK

7 - Press the OK Fox key.
-> The screen indicates that the step has been carried out.

- **To forward the calls to a voice box*:**
•Select the «To voice mail» option and confirm.

- **To forward the calls to an external line*:**
•Select the option «To ext. line» and confirm.

- **To forward the calls to a pager*:**
•Select the «To pager» option and confirm.

Reminder: To cancel the sequence in progress:
-> press C to return to the previous screen,
-> press to cancel and return to the screen in standby mode.

---

* Depending on the programming performed by the system operator.

Call forwarding function

Deactivate call forwarding

To check the status of your forwarding options while the phone in standby mode:

Menu

1 - Press the Menu Fox key.

Act. features

2 - Select Act. features and then confirm.
-> The tick for Forward indicates that a forwarding option is active.

Forwarding

3 - Select Forwarding and confirm.
-> The programmed forwards are displayed.

<Type of forwarding>

4 - Select the type of forwarding.

Delete

5 - Press the Delete Fox key.
-> The "Request accepted" message confirms that the step has been cancelled.

Programming forwarding on a programmable key

For a repetitive type of forwarding, we recommend storing the function on a programmable key. As a reminder, the forward programming procedure is repeated in this context. For more detailed information on the programming of keys, refer to the following chapter: "Programmable keys".

To program a forwarding option:

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Keys

3 - Select Keys and confirm.

4 - Choose the key which you want to program for the forwarding of calls.

Call Features

5 - Select Call Features and confirm.
• The list of functions which can be programmed is displayed.

<Type of forwarding>

6 - Select the type of forwarding and confirm.

<Destination>

7 - Select the destination if required and confirm.

<Number>

8 - Enter the number of the terminal if required.

OK

9 - Press the OK Fox key.
-> The "Request OK" message confirms that the programming has been accepted.

Reminder: To simplify the use of your programmed keys, indicate the function assigned to the key on the related label.

To activate call forwarding:

You want to activate forwarding of your calls.

Forwarding.

• Press the **programmed key**.
   Depending on the programming of the key, you are prompted to enter the **phone number**.
-> The forwarding function is activated. In case of immediate forwarding or forwarding on busy, the symbol is shown in the first line of the screen in standby mode.

To deactivate call forwarding:

You want to deactivate the forwarding of your calls.

Forwarding.

• Press the **programmed key**.
-> The forwarding function is deactivated. The symbol no longer appears on the idle screen.

Overriding the call forwarding function*

You are trying to reach a party and you know that his phone is forwarded. You can force this forwarding and ring the desired phone.

$*$ 2_{ABC} 9_{WXYZ}
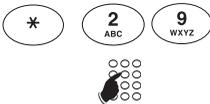
1 - Press successively the following keys: **$*$ 2 9**.

2 - Next, enter the desired extension number.

Note: this function is subject to a right; contact the system operator.

If you are authorised to use the assistant forwarding function (this function is subject to a

---

* Depending on the programming performed by the system operator.

Call forwarding function

right), you can also force a forward and ring the desired phone as follows:

1 - Press successively the following keys: *** 2 8**.

2 - Enter the desired extension number.

Note: A user authorised for assistant forwarding can thus join his party by *29 as well as by *28; contact your system operator.
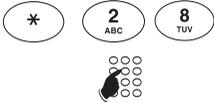
Message function

This function allows you to send and receive written messages via your phone. A menu option is reserved for this purpose.

Accessing the messages received

The ✉ symbol reminds you that text messages (read or unread) are available.

Menu

Phone in standby

1 - Press the Menu key.

Messages

2 - Select Messages and confirm.

Messages rec'd

3 - Select Messages rec'd and confirm.
If there are no messages, you cannot confirm. Otherwise, the number of messages received is indicated after the label.

Next

4 - Press the Next Fox key to scroll your messages.
Reminder: Use the right-hand browser key to show the rest of a message.

Delete

5 - To erase the displayed message, press the Erase key.

Notify function

This function (*also accessible upon a call, see chapter* "Notifying an internal party", Page 15) allows the transmission of a short message to a contact, provided that the contact is connected to a digital interface.

Menu

Phone in standby

1 - Press the Menu key.

Messages

2 - Select Messages and confirm.

Message function

3 - Select Notify and confirm.

<Number>

4 - Dial the number of the contact to be notified.

OK

5 - Press OK.
-> The first of the predefined messages is shown on screen.

Next

6 - Press successively the Next Fox key in order to select
another predefined message.
- Depending on your choice, you have to complete the
message displayed, or enter a free message text on the
alphanumeric keypad.
- To correct an entry, press C.

Send

7 - To confirm that you really want to send the message, press
Send.
-> The sending of the message is confirmed on the screen.
Note: The message cannot be sent if the number of messages
recorded on your terminal's contact has exceeded the specified
limit (up to 4).

Instead of sending the message, you can decide to call the
contact whose number you have just dialled by pressing the Call
button.

Voicemail

The voicemail system helps you to manage your calls when you are absent or simply when you do not want to be disturbed. For the messaging system to be able to record your messages, you must configure and personalise your voice mailbox, then forward your calls.

Configuring and customising your voice mailbox*

You must call the voicemail system to access the menus to configure and personalise your voice mailbox.

- Enter the voicemail number: ☐ .

- You can also pick up the handset to seize the line and then press the V.Mail Fox key.

- The mailbox can also be called up by selecting the Voice Mail option from the menu.

-> A voice prompt welcomes you and gives the different commands to access the main menu.

We recommend that you do the following straight away:
- personalise your access code,
- record your name,
- record your greeting message.
If required, contact your system operator for additional information on using the voicemail system.

Activating the forwarding of calls to the voice mailbox

The default configuration allows you to conveniently activate the immediate forwarding of all calls to the voice mailbox by pressing ⬭ . The indicator associated with the key lights up and all your calls are automatically forwarded to the voice mailbox. The ↳ symbol is shown in the first line of the screen.

To cancel a forward, simply press ⬭ again. The related indicator goes off. You will be able to receive your calls directly again.

Depending on the programming performed by the system operator.

Voicemail

Defining call forwarding to the mailbox

You can also define other forwarding parameters than those specified for the ⬭🔒⬭ key: For example, forward on no answer or forward of calls from a specific origin.

To define another type of forwarding by selecting the voice mailbox as forward destination, refer to the following chapter: "Forwarding a call", Page 34. This key can also be defined by means of other types of programming.

Calling up new messages

When a message has been left in your voice mailbox, the LED on the top right-hand side lights up and the ⊠ symbol is shown on the first screen line.

V.Mail

1 - Pick up your handset to seize the line and then press the V.Mail Fox key.

Note:
• You can also access the box via the Menu by selecting the Voice mailbox option.
• You can also use a key programmed with the number of your voice mailbox.

A voice prompt welcomes you to the voicemail and gives you the different commands to access your voice mailbox. Simply follow the instructions.

2 - Dial the sequence consisting of the number of the voice mailbox, followed by #, and/or the personal code for accessing the mailbox, followed by # *(depending on the version of the mailbox system).*

Box N° # code #

-> A voice prompt indicates the number of messages received and the steps to be executed in order to listen to the messages, to erase them and to manage your voice mailbox.

Note: We recommend you to store long code sequences on a programmable key (see next paragraph).

The indicator goes out after the messages have been played.

Programming the access codes on a programmable key

To make voicemail access easier, you can save your voice mailbox access codes on a pro-grammable key.

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Keys

3 - Select Keys and confirm.

4 - Choose the key to which you want to program the access to your voice mailbox.

-> After selecting the key to be programmed:

DTMF

5 - Select DTMF and confirm.

6 - Enter the sequence (e.g. the number of the voice mailbox, followed by #, and/or enter the personal mailbox access code, followed by #).

Box N° # code #

• To correct an error, press ⓒ

OK

7 - To confirm your entries, press the OK Fox key.

To use the programmed key:

Therefore, after calling the mailbox, when the voice prompt asks you to enter the box n° and/or your secret code:

Accesses
Voice Mailb.

• Simply press the **programmed key**.
-> You are taken directly to the main menu of your voice mailbox.

Note: We strongly recommend you to customise the label of the key in order to avoid that a third party can call up your voice mailbox without you noticing it.

Alarm function

Alarm function

This function allows you to program one or several appointments (up to 4) on your phone. Your phone will remind you of your appointment at the desired time.

Note: If you have forwarded your calls, the appointment continues to be notified on your phone.

Programming the alarm function

You can program up to four appointments.

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Calls

3 - Select Calls and confirm.

Alarm

4 - Select Alarm and confirm.

\<hhmm\>

5 - Enter the time of day in hhmm format.
Reminder: To cancel the sequence in progress:
-> press C to return to the previous screen,
-> press to cancel and return to the screen in standby mode.

OK

6 - Press OK to confirm.

Mute

At the hour of the appointment, your phone rings and displays the "Agenda" message.
• To stop the appointment bell, press the Mute Fox key.

Checking and adding an alarm

Menu

1 - Press the Menu Fox key.

Settings

2 - Select successively the options Settings, Calls, Alarm.

Calls

Alarm

If alarms have already been programmed, you can display them via the vertical scroll keys ◁ ⬍ ▷ .

To add an alarm:

New

3 - Press the New Fox key.
-> The display prompts you to enter the hour of the appointment.

\<hhmm\>

4 - Enter the time of day in hhmm format.

OK

5 - Press OK to confirm.

Alarm function

Checking and cancelling an alarm

Menu

1 - Press the Menu Fox key.

Act. features

2 - Select successively the options Act. features, Alarm.

Alarm

Ongoing alarms are displayed.

3 - Select the alarm to be erased.

Delete

4 - Press the Delete Fox key.
-> The request is accepted.

"Do not disturb" function

You may wish to avoid being disturbed by the ringing phone for a certain time and not receive any call.

Using the "Do not disturb" function[*]

To activate the function:

Phone in standby:

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Calls

3 - Select Calls and confirm.

Do not disturb

4 - Select Do not disturb and confirm.

-> You no longer receive any calls. The ↳ symbol is displayed on the screen in standby mode in order to indicate that the phone does not receive calls.

To deactivate the function:

Phone in standby, the screen shows the ↳ symbol.

Menu

1 - Press the Menu Fox key.

Act. features

2 - Select Act. features.

Do not disturb

3 - Select Do not disturb. If activated, the function is ticked.

Delete

4 - Press Delete.

-> The request is accepted.

"Do not disturb" function

Overriding the "Do not disturb" function*

You are trying to reach a party who has programmed the "Do not disturb" function on his phone. You can force this forwarding and call the desired phone.

✱ 2(ABC) 9(WXYZ) • Press successively the **✱ 2 9** keys before dialling the number of the desired phone.

---

* Depending on the programming performed by the system operator.

Locking the phone

With this function, the user can disallow external calls from his phone e.g. while being out of office.

Note: The access to the internal phone directory remains nevertheless possible.

Important note: Before locking your terminal, you must have customised your secret code (*see chapter § "Customising the password", Page 52*). **Without customisation, the locking of the phone is rejected.**

Activating the phone lock

Menu	1 - Press the Menu Fox key.
Settings	2 - Select Settings and confirm.
Calls	3 - Select Calls and confirm.
Lock (unlock)	4 - Select Lock (unlock) and confirm.
	Note: The phone is locked, but you can call an internal party.

Calling an external party from a locked phone

You have locked your phone and want to selectively call an external party without deactivating the lock.

Note: Access to the external name directory is possible, but the call cannot be made.

0 or	1 - Dial the outside line access code (0). -> The screen prompts you to enter your secret code.
	2 - Enter you secret code. • If you make a mistake, you must repeat the operation. -> As soon as the code has been validated, the access to external lines is authorised and you can dial the number of the contact. **Note**: At the end of the call, the phone goes back to the locked state.

Locking the phone

Making an emergency call from a locked phone

The phone is locked, but you can call an emergency number.

	1 - Press **1**.
	2 - Dial the emergency number.
	Note: At the end of the call, the phone goes back to the locked state.

Deactivating the phone lock

To deactivate the locking of the phone:

Menu	1 - Press the Menu Fox key.
Settings	2 - Scroll to Settings and confirm.
Calls	3 - Scroll to Calls and confirm.
Locking (lock)	4 - Scroll to Locking (lock) and confirm.
	5 - Enter your password.
OK	6 - Press OK to confirm. -> The request is accepted. The keypad is unlocked.

Phone settings

Selecting and adjusting the phone ringer

You can choose the tune (8 different tunes) and adjust the volume level (8 levels) of the current ring tone.

To select the ring volume:

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Audio

3 - Select Audio and confirm.

Volume

4 - Select Volume *(the current volume level is shown next to the label)* and confirm.

5 - Browse the available volume levels.

6 - To test the volume: Press the Test Fox key to start the test and then press Stop to stop the test.

Select

7 - To confirm your selection, press the Select Fox key or press on the left-hand side of the Fox bar.

To select the melody:

Menu

1 - Press the Menu Fox key.

Settings

2 - Select «Settings» and confirm.

Audio

3 - Select Audio and confirm.

Melody

4 - Select Melody *(the current melody is shown next to the label)* and confirm.

Phone settings

5 - Browse the available melodies.

6 - To test the tune: Press the Test Fox key to start the test and then press Stop to stop the test.

Select

7 - To confirm your selection, press the Select Fox key or press on the left-hand side of the Fox bar.

Adjusting the screen contrast

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Display

3 - Select Display and confirm.

Contrast

4 - Select Contrast *(the current contrast is shown next to the label)* and confirm.

<Adjusting the screen contrast>

5 - Choose the screen contrast level (4 levels) and confirm.

Customising the password

To access certain functions (unlocking the terminal, login function, etc.), a password is required. This code (different from the mailbox access code) is 0000 by default. You must personalise this code before use (for example, to unlock the phone).

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

General

3 - Select General and confirm.

Phone settings

4 - Select Password and confirm.

5 - Enter the old password and confirm.
   Upon the first change, this is the default code 0000.
-> To confirm, press the Fox Menu key below the entered number.

6 - Enter the new password and confirm.

7 - Enter the new password a second time and then confirm.

Note: Remember this code; you will need it later to access certain functions.

Selecting the language of the phone

Menu

1 - Press the Menu Fox key.

Language

2 - Select Language and confirm.

<English>

3 - Select the desired language and then confirm.

Checking the coordinates of the phone

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

General

3 - Select General and confirm.

Phone settings

4 - Select Own ID and confirm.

This menu level provides the following information:
• The directory number of the phone
• The user (subscriber) name
• The system to which the phone is connected: Aastra 5000 in case of our solution.

Local settings

This menu is reserved for the administrator.

Other functions

Total deactivation

You want to leave the office while other colleagues have forwarded their calls to your phone. The function allows you to temporarily redirect these calls to the subscribers in order to prevent disadvantages for the callers. If you are part of a call group, your phone will be excluded.

Phone in standby

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Calls

3 - Select Calls and confirm.

General deact.

4 - Select General Deact. and confirm.

To undo the total deactivation:

▲

1 - Press the upper key of the browser to directly access the active functions.

General deact.

2 - Select General Deact. (the function is ticked) and confirm.

* Depending on the programming performed by the system operator.

Other functions

Group deactivation

Your phone is part of a call group and you want to temporarily leave this group.

Phone in standby

Menu

1 - Press the Menu Fox key.

Settings

2 - Select Settings and confirm.

Calls

3 - Select Calls and confirm.

Group deactiv.

4 - Select Group Deactiv. and confirm.

To cancel the group deactivation:

1 - Press the upper key of the browser to directly access the active functions.

Group deact.

2 - Select Group Deactivation (the function is ticked) and confirm.

Other functions

The squatt function

This function allows you to restore the features and programmed settings of your own phone (and for a call) on another phone which you are using temporarily.

Important note: Before activating the squatt function, you must have customised your secret code (*see chapter § "Customising the password", Page 52*). **Without previous customisation, the function is rejected.**

On the phone used temporarily:

*@ 4 GHI 9 WXYZ 1 - Press successively the following keys: *** 4 9**.

-> Enter the number of the phone the features of which you want to restore.

2 - Enter you secret code.

-> You can access the various features associated to your phone number.
-> Examples:
- You can change the programming of your call forwarding.
- You can access your personal abbreviated numbers.
- To notify a contact from this temporary phone, the proposed messages are personalised with your identity.

Other functions

The Login/Logout function[*]

You are temporarily staying in an office equipped with a general-purpose phone (not as-signed to a subscriber). The Login function allows you to identify and restore your calls and the characteristics associated to your subscriber number.
After returning to your office, you will use the same procedure to restore the calls on your own phone, as well as the phone configuration (forwarding, programmable keys, settings, etc.).
If, however, you want your subscription to be no longer associated with the temporary phone when you leave the place, you can perform a Logout on the phone in order to re-lease it. The temporary telephone becomes a general-purpose phone again. You can at a later time restore your subscriber number and the user rights associated with your own phone by a new identification.

Note: The 🐾 icon shown in the first line of an Aastra 5360ip indicates that this terminal has become a general-purpose phone: Press the Fox menu key to show the ID Fox key.

To restore your subscriber rights on a general-purpose phone:

Ident
1 - Press the Ident Fox key.

OK
2 - Enter your subscriber number (phone number) and press OK.

OK
3 - Enter the password of your phone and confirm with OK.
-> The display confirms that the function has been activated.

The calls meant for you now arrive on this phone and you can access the various features associated to your subscriber number.

Note: While you are out of office, your own phone cannot be called. However, another sub-scriber can restore his rights or make emergency calls.

To restore your subscriber rights on a phone:

After returning to your office, use the same procedure

Ident
1 - Press the Ident Fox key.

---

* Depending on the programming performed by the system operator.

58

OK

2 - Enter your subscriber number (phone number) and press OK.

OK

3 - Enter the password of your terminal and then confirm with OK.
-> The screen shows that the function has been activated and that your calls will arrive again on your original terminal.

Note: As a result, the phone you are currently using in your temporary office is no longer assigned to any subscriber, and automatically becomes a general-purpose phone again.

To release a phone*:

Before leaving the office, do the following on your temporary phone:

Menu.

1 - Press the Menu Fox key.

Logout

2 - Select Logout and confirm.

Your release request is accepted. The phone is no longer associated with your subscription. The icon on the first line of the screen shows that the phone has become a general-purpose phone.
-> Back in your office, you will find your subscriber rights as soon as you have identified.

Important!

Before leaving a phone, we recommend programming immediate forwarding (for example, on voicemail) to ensure that your calls are managed while you are absent.

---

* Depending on the programming performed by the system operator.

Other functions

Line protection function during data transmission

You want to send data via your telephone line (using a modem or Minitel on the line) and therefore do not want to be disturbed by a call (i.e. non-presentation of waiting calls).

You can activate this function selectively during a call (see section During a call).

To have this function continuously activated, we recommend that you contact your system operator.

On-hold function

The on-hold function can be programmed via the programmable key, only from the iPBX management portal. If you use this function regularly, contact your system operator and ask him to program it.

-> For more detailed information on the use of the key, refer to the following chapter: "Placing the party on hold and resuming the call on the same phone" page 24.

Store and redial function

If your party does not answer or is busy, you can temporarily record his number in order to call him back later (even if you dial other numbers in the meantime).

The store and redial function can be programmed via a programmable key, only from the iPBX management portal. If you use this function regularly, contact your system operator and ask him to program it.

To store the number:

Storage

If your party is busy or does not answer,
1 - press the Store and Redial programmed key.
-> An audible message indicates that the action has been validated. This number remains stored until it is redialled or erased.

Other functions

To call the stored number:

Storage

If you need to redial this number,
1 - press the Store and Redial programmed key.
-> The phone automatically calls the stored number. When the called party answers, pick up the handset to talk. After the party has answered in callback mode, the number is no longer stored.

To change the stored number:

Storage

You want to change the stored number (for example, in order to store another number): Upon the call of a second contact who is busy or does not answer,
1 - press the Store and Redial programmed key.
-> An audible message indicates that the action has been validated. This number remains stored until it is redialled or erased.

Other specific functions that are not described in this guide can be used to suit to your specific requirements. Do not hesitate to contact your system operator who will advise you and carry out the programming required.

Other functions

Menu options

The table below shows the menu tree. The options allow the implementation of the functions available for the individual phone.

Phone in standby mode; the menu can be accessed by pressing the Menu Fox key.
To directly access the first menu option (call list), press on the left-hand side of the horizontal bar.

All the functions are described in the following table. Some of them might not be available on your phone. Please contact your system operator.

The last column provides a reference to the pages where the individual function is described in detail..

Call lists	• Unanswered • Outgoing calls		page 29
Active features	• Forwarding • Do not disturb • General deactivation • Group deactivation • Intercom* • Auto headset* • Handset off* • Call back • Alarm • Filtering command*	*The active functions are ticked* ✅.	
Forwarding	• Immediate forwarding • Forwarding on busy • Forwarding on no reply • Predefined forward		page 34 and following
Settings	• Calls	• Forwarding • Alarm • Lock(unlock) • Do Not Disturb • General deactivation • Group deactivation • Filtering command*	page 34 page 44 page 49 page 47 page 55 page 56
	• Audio	• Volume • Melody • Intercom*	page 51 page 51

* Function not available

Appendices

	• Keys	• Call features • Numbering • Line • Intercom Subsc* • Filtering* • Dtmf • From the subscriber* • From the network* • Network Superv. * • V.M. Supervis.* • Server access* • On-Hold* • Save/repeat*	"Programmable keys", Page 31
	• Display	• Contrast	page 52
	• General	• Own ID • Local settings (reserved to the operator) • Password	page 53 page 52
	• Language		page 53
Voice mail			page 41
Messages	• Messages received • Notify		page 39 page 39
Phone Book	• Personal abbreviated numbers		page 26
Language	The selected language is preceded by a tick in the list.		page 53
Logout			page 58

* Function not available

Reminder:

⬚	The vertical scroll key allows the user to directly access the following categories:
	• For the options of the **Active functions** menu, press ▲ .
	• For the options of the **Settings** menu, press ▼ .

Glossary (terms you should know)

Secret code/password	Personal code, used as a password. Two secret codes are assigned to you. • Password: Used to cancel a phone lock and access certain functions (squatt). The default code is 0000. • Secret mail access code: 2 to 4-digit code used to access your voice mailbox.
Conference call	Three-way call from a call with two parties.
Intercept group	Group of phones associated to the same group and authorised to intercept calls intended for this group.
List of calls received	List of the calls received by the phone.
Login	This identification procedure assigns a subscription (subscriber number) to a physical terminal.
Logout	This procedure cancels the assignment of the subscription to a physical terminal. This terminal is thus becoming a "general-type" terminal again.
Digital	A phone with access to the services of the ISDN network.
Directory of internal names	This is the common directory of names of internal parties, recorded in the system by the system operator.
Directory of external names	This is the common directory of names of external parties, recorded in the system by the system operator.
Directory of common abbreviated numbers	This is the directory of common abbreviated numbers recorded in the system by the operator.
Directory of personal abbreviated numbers	This is the directory of 10 personal abbreviated numbers (0 to 9) recorded in the system by the designated user of the phone.
Common bell	Ringer on an unidentified phone.
Squat	Function used to recover the features granted on an original phone on another phone.

Appendices

Troubleshooting Check

Fault detected	Possible causes
No display	Check that the terminal is connected to the network (dial tone in the earpiece). Check the network connection cable. Check that the other phones in the installation are working. Check the screen contrast setting.
No dial tone	Check that the terminal is connected to the network (display). Check the cord to connect the handset. Check that the other phones in the installation are working. Check the handset or loudspeaker volume level.
No sound	Check the handset or loudspeaker volume level.
No outside access	Check that you have the right to make outside calls. Check that your phone is not locked or that your have entered the right personal code.
Messages displayed in a foreign language	Check the selected display language.
No reception of voice messages	Check your connection to a voicemail system. Check the recording of your voice signature or greeting message. Check that call forwarding to your voice mailbox is activated.

In case of particular problems, we recommend that you contact your system operator.
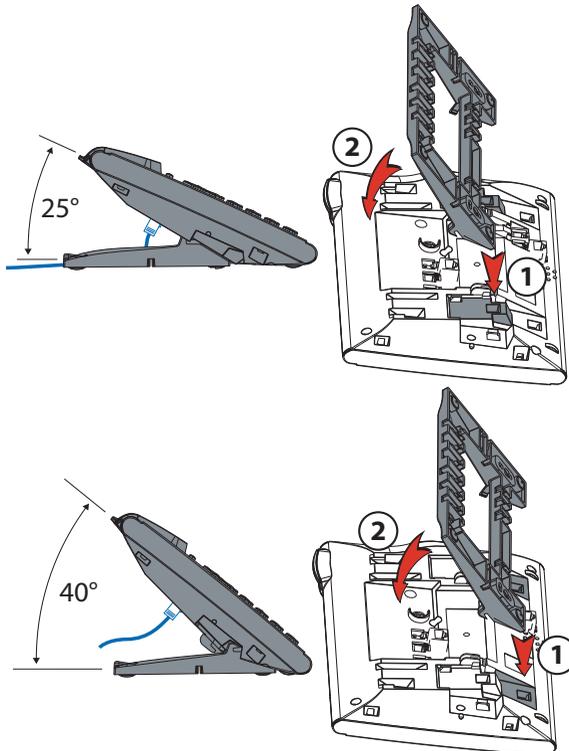
Installation of the phone

Your phone has been installed by the system operator. Nevertheless, this chapter provides you with useful information concerning the mounting and connection of your phone.

Mounting the phone

Using the base included in the scope of delivery, you can place your phone on your desk or mount it on the wall.

Desktop phone

- You can place the phone on a flat desk at an angle of 40° or 25°. To do this, the base must be snapped in place at different positions on the rear of the phone.

- Insert and snap the base in place as described in the set-up diagram.

- To connect the handset: Insert the plug of the handset connecting cable into the handset socket. Next, insert the connector on the free end of the cable into the socket marked with the phone symbol at the bottom of the telephone set. Route the cable through one of the grooves in the base.
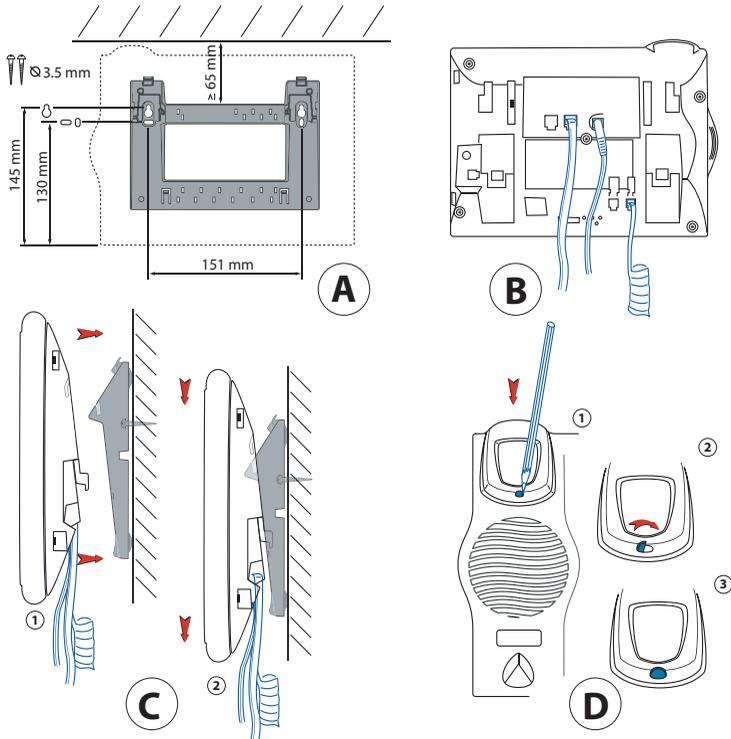
Installation of the phone

Wall-mounted phone

You can mount the phone on a wall. To do this, the base must be screwed to the wall as a mounting bracket and the phone must be snapped into the base.

> **Notes:**
> • Since there is only little space left between the connection sockets on the rear of the phone and the wall, a ribbon cable with a short socket connector must be used to set up the LAN connection. Please contact your retailer in order to buy a suitable ribbon cable.

- Arrange the screws for fastening the base and mount the base (Figure A).

- Connect the earpiece cable and the phone connection cable (Figure B). For more detailed information concerning the connection assignments, refer to the chapter "Connecting the telephone".

- Insert the phone horizontally into the base (Figure C-1) and push it downward (Figure C-2).

- Unscrew the support cam of the earpiece (Figures D-1 to D-3).

- Hang up the earpiece.

Connecting the telephone

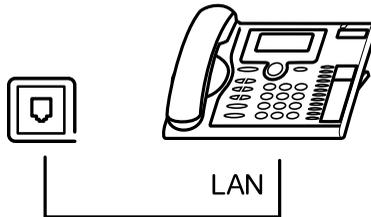LAN   Connection to the IP network

       Connecting the handset

       Connection of the power supply

Note:
The IP addressing and the commissioning of the phone are performed by the system operator responsible. The IP addresses and other information on your phone are available in Settings mode.

LAN

Unmounting the telephone

Unmounting of a desktop phone
- Lift and remove the connection cable.
- Carefully remove the base in reverse direction.

Unmounting of a wall-mounted phone
- Slide the phone carefully upwards and remove it from the base.
- Lift and remove the connection cable.

Installation of the phone

Tips and safety

Non-observance of these instructions can result in danger and breach of applicable laws.

Connections
Make sure that the phone cable connector is inserted into the socket intended for this purpose. Do not modify the connectors.

Maintenance
Use original accessories only. Installation and maintenance work must be carried out by an authorised specialist.
Clean your phone with a soft, slightly moist and antistatic cloth. Do not use a detergent or other chemical products.

Environmental impacts
Use your phone only in a temperature range between +5 °C and about +40 °C. Avoid direct sun light and other sources of heat.
Protect your phone from humidity, heavy dust exposure, liquids and corrosive vapours.
Your phone must not be exposed to electromagnetic fields (electric motors, household appliances). The voice quality can be influenced by these factors. Do not place the phone immediately next to computers, radios, TV sets, video sets or other phones in order to avoid interferences.

Disposal
For the disposal of your phone and the related packing, aspects of environmental protection must be taken into account. Alternatively, return the device to the supplier or your service centre.

CE marking
Certifies the products' conformity with applicable standards according to the R & TTE 1999/5/CE directive.

Conformity
The declaration of conformity is available on: www.aastra.com

Information for the user

Your phone comes with a brief instruction manual which explains its main functions and contains security information.
Other documents concerning the phone can be downloaded from the following web site: www.aastra.com.
You are responsible for informing yourself about the scope of functions and the purpose of use of the device.

• Check whether you have all user information on your phone available and make sure that this information corresponds to the version of your phone and is up to date.

• Attentively read the user information before setting up your phone.

Installation of the phone

- Keep this information at an easily accessible place and read it if you have any doubt concerning the handling of the device.
- When giving your phone to a third party, make sure that you hand over the related user documents.

Intended use

This phone is part of the Aastra 5000 communication system and has been specifically designed for operation on this system.

Aastra 5000 is an open, modular and complete communication system which includes iPBX (referred to as "system" in the user documents), several extension cards, modules and a complete range of system terminals, including IP system terminals. The system, including all elements, has been designed to cover, based on a comfortable solution, all the telecommunication requirements of companies and organisations. The various elements of the complete system have all been designed for use with each other. They must not be used for any other purpose or replaced by third-party elements (except in case of integration via the interfaces available for this purpose, other networks, applications and authorised terminals.

Installation of the phone