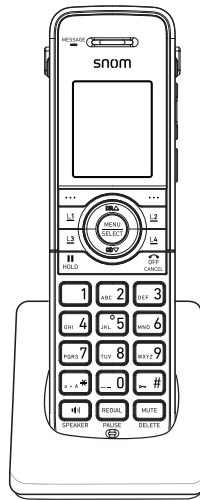snom

User Manual

M10 SC Handset

SIP DECT handset

User Manual

M10 SC
SIP DECT Handset

Table of Contents

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Important information

Intended use

The handset M10 SC is designed for professional use with the M100 SC base station or the M110SC bundle. Any other use is considered unintended use. Any modification or reconstruction not described in the user manual is considered unintended use.

Safety precautions

⚠️ 🛈 CAUTIONS:

Please read these precautions and the instructions on how to set up and use the phone thoroughly before using the phone. Save this guide and do not give the phone to third parties without it.

The nameplate is located at the bottom or rear of the product.

Charger, power supply/adapter, rechargeable batteries

Use only the power converter (AC/DC adapter) delivered with the device. Other power power supplies may damage or even destroy it.

Use only the rechargable batterie packs delivered with the device, model no. Ni-MHAAA550mAh 2.4V (NI-MHAAA550*2), 2.4 V, 550 mAh, supplier Yiyang Corun Battery Co., Ltd. Before use, please read the information on the safe and proper handling, use, disposal, and replacement of the batteries on page 8.

- Power of M10 SC handset charger:

  ◦ EU: VTPL, model number VT05EEU06045, 100-240V, 50/60Hz, 150mA, 6V, 450mA
  ◦ UK: VTPL, model number VT05EUK06045, 100-240V, 50/60Hz, 150mA, 6V, 450mA

Placement of handset charger, cables, and cords

- **Warning:** Power adaptors shall be installed near the equipment and shall be easily accessible.

- Mount the device only at heights not exceeding 2 m.

- Avoid placing the devices' cords where people may trip over them. Avoid placing the cords where they may be exposed to mechanical pressure as this may damage it. If the power supply cord or the plug is damaged, disconnect the device and contact qualified service personnel.

- Charger, power adapter, and cord are for indoor installation only. **Not for outdoor installation!**

- The operational temperature is between 0°C and + 40°C, humidity 95% non.-condensing. The charging temperature is between 0°C and +40°C.

- Do not install product in rooms with high humidity (for example, in bathrooms, laundry rooms, damp basements). Do not immerse product in water and do not spill or

pour liquids of any kind onto or into any parts of it.

- Do not install product in surroundings at risk for explosions and do not use the handset in such surroundings (paint shops, for example). **Do not use the phone if you smell gas or other potentially explosive fumes!**

- Install the base at a minimum distance of 100 cm (39") to persons and animals.

- Medical devices might be adversely affected. Please consider the technical ramifications when installing the devices in a doctor's office, for example.

- **Warning:** The handset contains a magnet, and its earpiece may attract small dangerous objects such as needles or pins. Please ensure before each use that no such objects are present.

If you have an implanted pacemaker

- Do not use if you have an implanted pacemaker unless the pacemaker manufacturer's directions expressly permit the use of devices emitting pulsating radio frequency signals. Always follow the manufacturer's directions!

- Recommended MINIMUM distance to the handset: 20 cm (7").

- Do not carry the handset in a breast pocket.

- Hold the handset to the ear opposite the medical device to minimize the potential for interference.

- Turn the handset off immediately if there is any reason to suspect that interference is taking place.

Other health risks

Do not hold the loudspeaker at the back of the handset against your ear when the phone is ringing or when speakerphone is switched on. **Danger of serious, irreversible damage to your hearing!**

If you are wearing a hearing aid

Please note that the handset may cause an annoying background noise.

Additional safety information

Small children

Your device and its enhancements may contain small parts. Keep them out of the reach of small children.

Operating environment

Remember to follow any special regulations in force in any area, and always switch off your device when its use is prohibited or when it may cause interference or danger. Use the device only in its normal operating positions. Do not place credit cards or other magnetic storage media near the device, because information stored on them may be erased.

Medical devices

Operation of any equipment emitting radio frequency signals may interfere with the functionality of inadequately shielded medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external radio frequency (RF) energy or if you have any other questions concerning this topic. Switch off your phone in health care facilities when signs posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Implanted medical devices

Manufacturers of medical devices recommend that a minimum distance should be maintained between a wireless device and an implanted medical device, such as pace-makers or cardioverter defibrillators, to avoid potential interference with the medical device. Persons who have such devices should:

- Always keep the wireless device more than 20 centimeters (7.8 inches) from the medical device when the wireless device is turned on.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device to minimize the potential for inter-ference.
- Turn the wireless device off immediately if there is any reason to suspect that inter-ference is taking place.
- Read and follow the directions of the medical device's manufacturer.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

SELV (Safety Extra Low Voltage) Compliance

Safety status of Input/Output connections comply with SELV requirements.

Potentially explosive environments

Switch off your device when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off the device at refuelling points such as near gas pumps at service stations. Observe restrictions on the use of radio equip-ment in fuel depots, storage, and distribution areas; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often but not always clearly marked. They include below deck on boats, chemical transfer or sto-rage facilities, vehicles using liquefied petroleum gas, and areas where the air contains chemicals or particles such as grain dust or metal powders.

Sensitive electronic equipment

The current state of research concludes that operational DECT phones normally do not adversely affect electronic equipment. Nevertheless, you should take some precautions if you want to operate DECT phones in the immediate vicinity of such equipment like sensitive laboratory equipment. Always keep a minimum distance of 10 cm (3.94") to the equipment even when the phone is in standby.

Electrical surges

We recommend the installment of an AC surge arrester in the AC outlet to which this device is connected to avoid damage to the equipment caused by local strikes of lightening or other electrical surges.

Important battery information

⚠️ 📖 **CAUTIONS**

The handset uses a rechargeable battery pack, model name Ni-MHAAA550mAh 2.4V (NI-MHAAA550*2), supplier Yiyang Corun Battery Co., Ltd.

- Only use the battery that came with the handset or a replacement battery obtained from Snom Technology. Do not use any other type of battery since this may lead to leakage, fire, explosion, or other dangerous situations.

- Avoid using the battery when it has been exposed to extremely high or low temperatures during use, storage, or transportation.

- Avoid using the battery in extremely low air pressure at high altitudes.

- Leaving the battery in an environment with extremely high temperatures and/or extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

- Never disassemble, alter, or short-circuit batteries or use them for purposes other than the intended one.

Charging and discharging, storage

- **CAUTION:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

- Charge the battery only inside the handset.

- The full performance of a new battery is achieved only after two or three complete charge and discharge cycles.

- The battery can be charged and discharged hundreds of times, but it will eventually wear out. Use only Snom Technology GmbH approved batteries.

- If left unused, a fully charged battery will lose its charge over time. If the batteries are completely discharged, it may take a few minutes before the charging indicator appears on the display.

- Use the batteries only for their intended purpose. Do not short-circuit the batteries. Short-circuiting the terminals may damage the batteries or the connecting object. Do not use a damaged charger or battery. Using a damaged battery may cause it to explode.

- Do not place or store the batteries, inside or outside the handset, in the immediate vicinity of open fire or other heat sources.

- Leaving the batteries in hot or cold places will reduce their capacity and lifetime. Charge batteries within an ambient temperature range of 0 °C to 40° C. A device with hot or cold batteries may not work temporarily, even when the batteries are fully charged.

- Avoid overcharging. Repeated overcharging can lead to deterioration in battery performance. Never attempt charging the batteries with reversed polarity as this may cause the gas pressure inside the batteries to rise and lead to leakages.

- Remove batteries if storing phone for more than 1 month.

- Store batteries in a cool, dry place without corrosive gases.

Battery disposal

Defective or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not dispose a battery into fire or a hot oven, or mechanically crush or cut a battery which can result in an explosion.

Cleaning

Use an anti-static cloth. Please avoid water and liquid or solid cleaning products as they might damage the surface or internal electronics of the base, charger, and handset.

Disposal

Handset, charger, and power supply

This product is subject to European Directive 2012/19/EU and may not be disposed of with general household garbage. If you do not know where you may dispose of the device at the end of its lifespan, contact your municipality, your local waste management provider, or your seller.

Batteries

The batteries provided with this product are subject to European Directive 2006/66/EC and may not be disposed of with general household garbage. If you do not know where you may dispose of the batteries at the end of their lifespan, contact your municipality, your local waste management provider, or your seller.

For countries outside the European Union: Disposal of electrical and electronic products in countries outside the European Union should be done in line with local regulations. Please contact local authorities for further information.

Standards conformance

C E This device complies with Directive 2014/53/EU and the essential health, safety, and environmental requirements of all relevant European directives. This device
UK CA complies with the Radio Equipment Regulations 2017 and the essential health, safety, and environmental requirements of all relevant UK legislation.

The declaration of conformity can be downloaded at www.snom.com/conformity.

Unauthorized opening, changing, or modifying the device will cause the warranty to lapse and may also result in the loss of CE conformity. In case of malfunction contact authorized service personnel, your seller, or Snom.

Technical Specifications

• **Safety**: IEC 62368-1

• **Frequency band**: 1880-1900 MHz (EMEA)

• **Channels**: 10

• **Operating temperature: 0–40 °C**

• **Connectors: Headset 2.5 mm standard phone jack**

• **Battery type**: Rechargeable battery pack, NiMH 2.4 V, minimum charge 550 mAh

• ⚠ 📖 **Power of handset charger:**

  ◦ EU: VTPL, model number VT05EEU06045, 100-240V, 50/60Hz, 150mA, 6V, 450mA

  ◦ UK: VTPL, model number VT05EUK06045, 100-240V, 50/60Hz, 150mA, 6V, 450mA

Introduction

About this manual

This user manual provides installation and handset configuration instructions, and detailed instructions for using the M10 SC handset.

See "Viewing handset status" on page 49 for instructions on how to check the software version of your M10 SC handset and/or M100 SC base station.

Please read Important Safety Information on page 4 of this user manual.

Please thoroughly read this user manual for all the feature operations and troubleshooting information necessary to install and operate your handset.

Please refer to the M100 SC Administrator and Provisioning Manual for complete configuration instructions.

For customer service or product information, visit our website at **https://service.snom.com** .

Product overview

The M10 SC handset, combined with the M100 SC base station, is a full-featured SIP endpoint business phone system designed to work with popular hosted IP PBX services and on-premise SIP PBXs. Once you have ordered and configured your PBX service, the handset enables you to make and receive calls as you would with any other business phone. Up to M10 SC handsets can be registered to the base station. Each handset provides calling features such as hold, transfer, conferencing, and speakerphone.

The M100 SC SIP DECT 8-line base station supports shared calls among multiple cordless handsets with a single SIP account. With Key System Emulation, the line keys (L1 to L4) on handsets/desksets can be configured as KeyLine type, which enables the keys to be used for making calls, picking up held calls, and barging in calls.

The features of the M10 SC handset include:

- Backlit Liquid Crystal Display
- Speakerphone, Hold and Mute
- Up to 8 SIP accounts
- Up to 6 concurrent calls across all handsets
- Shared call usage on single SIP account among multiple users
- Key System Emulation
- 4 line keys (L1-L4) with LEDs (can be reprogrammed as shortcuts to other features)
- Message waiting alert LED
- 3-way conferencing
- Corded headset support
- 500-entry local directory
- 1,000-entry base directory with entries shared on all registered handsets and desksets

Quick Reference Guide

Cordless handset external features

HEADSET JACK
2.5 mm jack for
connecting a corded
headset.

SOFT KEYS
Perform the actions
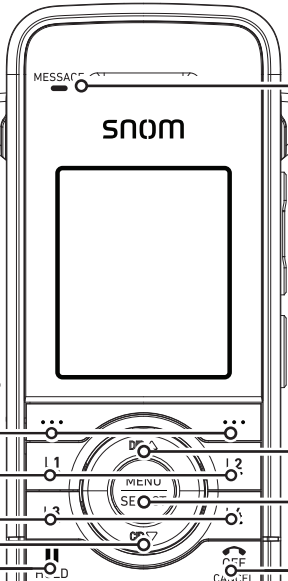indicated by the on-screen
labels.

L1 - L4
Line keys with LEDs
for call handling. Can
be reprogrammed as
shortcuts to other
features.

CID ▼
While in menus, press ▼ to
scroll down the menu.
Press to display the Call
history.

HOLD
Press to put a call on hold.

MESSAGES light
Flashes when an account
has a new voice message.

– VOLUME +
During a call: increase or
decrease listening volume.
When idle: increase or
decrease ringer volume.

INT
Press to make an internal
(intercom) call to another
handset/deskset.

DIR ▲
While in menus, press ▲ to
scroll up the menu.
Press to display Directory.

MENU/SELECT
Press to display the main
menu or context menu.
Press to select a menu item.

OFF/CANCEL
Press to end a call.
Press to cancel an operation
and leave a menu.

On back:

BELT CLIP

SPEAKER

Dial pad and audio controls

DIAL PAD

SPEAKER
Press to use
the handset
speakerphone.

REDIAL/PAUSE
Press to redial a number or enter a pause
when programming a phone number.
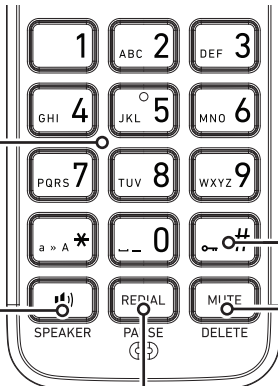
HANDSET LOCK
Press and hold to lock
handset keys and prevent
accidental key presses.

MUTE/DELETE
During a call, press to
prevent your voice from
being heard.
While entering numbers
or letters, press to delete
previous character.

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Factory Default Line Key Settings

Your base station and handsets have a factory default configuration where the line keys (L1 to L4) are set up to handle a shared line.
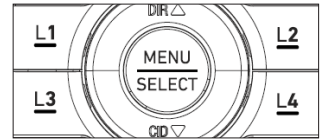
- All handset users can use the shared line via the line keys (L1 to L4).
- The LEDs on the line keys (L1 to L4) will be on or flashing to indicate calls in progress across all handsets.
- A handset user can make a new call, pick up a held shared call, or barge in a shared call by pressing the line keys (L1 to L4).

For more information, see "Using Key System Emulation" on page 34.

Handset Installation

This section assumes that your network infrastructure is established and that your IP PBX phone service has been ordered and configured for your location.

Handset installation involves both the handset and the handset charger. The charger is powered using the supplied power adapter. The charger can be placed on a flat surface or mounted on a wall.

Avoid placing the handset and charger too close to:

- Communication devices such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources such as a workshop or garage
- Excessive moisture
- Extremely low temperature
- Mechanical vibration or shock such as on top of a washing machine or work bench

Installing the charger

Install the charger as shown below.
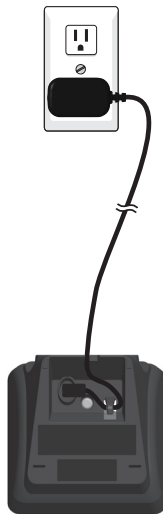
Plug the power adapter into an electrical outlet not controlled by a wall switch.

IMPORTANT INFORMATION

1. Use only the power adapter supplied with this product.
   To order a replacement power adapter, visit our website at
   www.snomamericas.com .

2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Battery installation and charging

Install the battery as shown on the following page. Once you have installed the battery, the screen indicates the battery status (see the table below). If necessary, place the handset in the charger to charge the battery. For best performance, keep the handset in the charger when not in use. The battery is fully charged after 11 hours of continuous charging.

If the screen is blank, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use the telephone for a short time. When the battery is low, the handset shows **Low battery** and a flashing 🗌.

Battery indicators	Battery Status	Action
The screen is blank or shows **Place in charger** and 🗌 flashes.	The battery has no or little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen shows **Low battery** and 🗌 flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minutes).
Full battery icon (🔋) appears.	Battery is charged.	To keep the battery charged, place it in the charger when not in use.

To install the handset battery:

1. Plug the battery connector securely into the socket inside the handset battery compartment. Insert the supplied battery with the label THIS SIDE UP facing up as indicated.

2. Align the cover flat against the battery compartment, then slide it upwards until it clicks into place.

3. Charge the handset by placing it face forward in the charger. The battery icon indicates the charge status as the battery charges.

Very low battery charging less than 30 minutes.

Charging 30 to 80 minutes.

Charging 80 minutes to 7 hours.

Charging more than 7 hours. Fully charged at 11 hours.
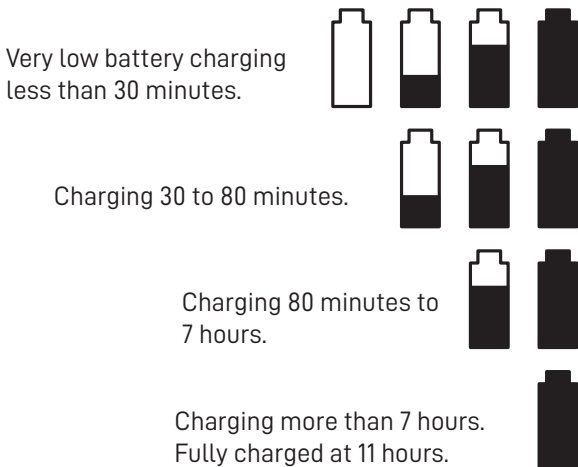
IMPORTANT INFORMATION

- Use only the supplied rechargeable battery or replacement battery (model BT264392). To order a replacement battery, contact Snom Technology GmbH.

- If you do not use the handset for a long time, disconnect and remove the battery to prevent possible leakage.

Wall mounting the charger

The charger is ready for tabletop use. If you want to mount the charger on a wall, use two 10 mm (7/16 inch) screws and wall anchors (not provided) to hold the charger in place. Screws and wall anchors are not provided, but are available for purchase at hardware retailers. You might need a professional to install the charger.

To mount the charger on the wall:

1. Use a pencil to mark the desired positions of the two holes on the wall. Make sure the space between the two holes is 30 mm. Drill two holes in the wall according to the marks.

Screw spacing 30 mm (1 3/16 inches)
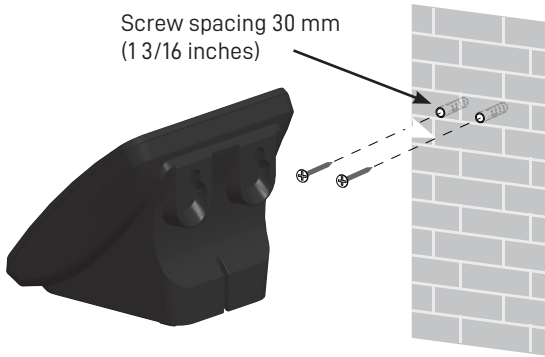
2. If you drill the holes into a stud, go to step 3.

    -OR-

    If you drill the holes into an object other than a stud, insert the wall anchors (not provided) into the holes and tap gently on the ends with a hammer until the wall anchors are flush with the wall.

3. Insert the screws (not provided) into the holes and tighten them until only 1/4 inch of the screws are exposed.

4. Align the holes at the back of the charger with the screws on the wall and slide the charger down until it locks into place.

Adding a corded headset

You can use this handset hands-free when you install any industry-standard 2.5 mm corded telephone headset (purchased separately).

Plug a 2.5 mm headset into the **HEADSET** jack on the side of the handset.
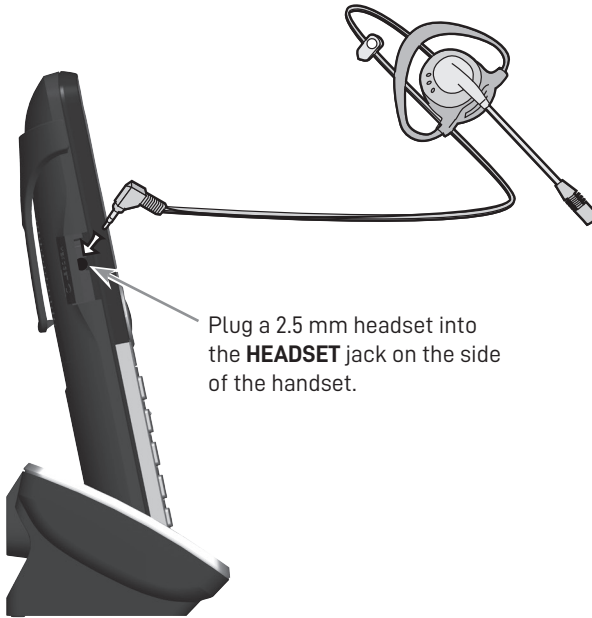
Registering the handset to the base station

The handset must be registered to the base station in order to make and receive calls.

To register the handset:

1. Make sure the handset has a charged battery before proceeding.
    Make sure the base station is connected to power.

2. If the handset is displaying

    > Trying to Auto
    > Register...
    >
    > CANCEL

    go to step 6.

3. If the handset is displaying

    > Device cannot
    > auto-register
    > with Base.
    > Try Manual
    > Registration?
    >
    > NO   YES
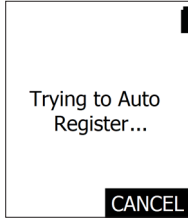
    go to step 7.

4. If the handset is displaying

    > Press and hold
    > HANDSET LOCATOR
    > key at base for
    > 4 seconds
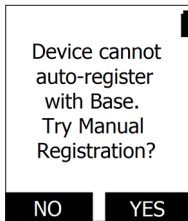
    > Then, press the
    > #key at the
    > Handset.

    go to step 8.

5. If the handset is displaying

    > Try Manual
    > Registration
    > again?
    >
    > NO   YES
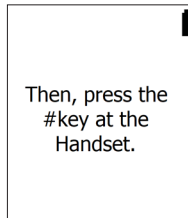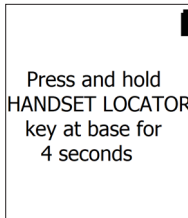
    go to step 7.
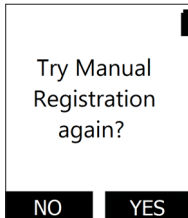
6. Press CANCEL .

    The handset displays the following message:

    > Device cannot
    > auto-register
    > with Base.
    > Try Manual
    > Registration?
    >
    > NO   YES

20
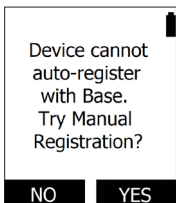
7. Press   **YES**   .

The handset displays the following message:

```
┌─────────────────┐   ┌─────────────────┐
│              ▮  │   │              ▮  │
│  Press and hold │   │  Then, press the│
│ HANDSET LOCATOR │   │    #key at the  │
│   key at base for│   │     Handset.    │
│    4 seconds    │   │                 │
│                 │   │                 │
└─────────────────┘   └─────────────────┘
```
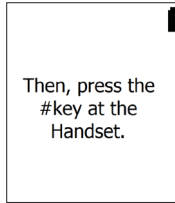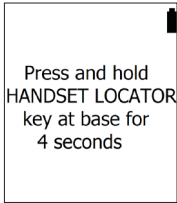
8. On the base station, press the **HANDSET LOCATOR** button for at least four seconds, then release the button. Both LEDs on the base station begin to flash.

9. Press the **#** key on the handset to begin registration.
The screen displays "Registering Please wait".

The process takes up to 10 seconds to complete. When registration is complete, the handset beeps and displays "Handset Registered".

If the handset fails to register, place it in the charger again for a few seconds, remove it and repeat the registration procedure.

Deregistering the handset

Before using the handset with a different base station, you must deregister the handset from the base station to which it is currently registered.

To deregister the handset:

1. Press **MENU** on the handset. The Main Menu appears.

2. Press ▼ to scroll to **User settings** and press **SELECT**.

3. Press ▼ to scroll to **Registration** and press **SELECT**.

4. Press ▼ to highlight **Deregistration** and press **SELECT**.

The handset screen displays a list of devices registered to the base station.

5. Press ▼ to highlight the name of the handset you want to deregister, and then press **SELECT** .

6. Enter the PIN, and then press **SELECT** to begin deregistration.
The default PIN is 1592.

The deregistration process takes up to 10 seconds to complete.
When the handset deregisters, it beeps and the screen displays
"Handset is deregistered."

Note: The handset enters an energy-saving charging mode after being deregistered. All cordless telephone functions except handset-battery charging are disabled. Energy-saving charging mode is deactivated after the handset registers to the base station.

Locating the Handset

You can find handsets by paging them from the base station. Press the **HANDSET LOCATOR** (page) button on the base station to ring all handsets:
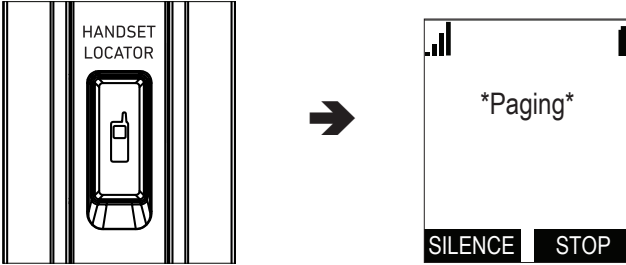
- All handsets within range of the base will ring for one minute, even if the volume is off.
- To end the locator page, press ▮ END ▮ .
- To silence the locator page on one handset only, press **MUTE**.

Screen icons

The following screen icons indicate your phone's current status:

Icon	Status
📶	Indicates signal strength, from one bar (weak) to four bars (strong). Flashes when out of range.
🔋	Indicates battery strength from 1/3 to 3/3. Flashes when empty.
⊞	Indicates the currently displayed call is on hold with your handset. This icon is visible when displaying the Call List.
🔕	The ringer is off.
🎧	Headset—audio is coming through a headset after the **HEADSET** key was pressed.
🔊	Speakerphone—the speakerphone is active.
🎤	Microphone is muted.

Using the Handset

This section describes how to use the handset to make calls and answer calls. This section also describes how to put calls on hold, transfer calls, and create conference calls.

Idle screen

The Idle screen appears after the phone is connected and configured for your SIP PBX service. The Idle screen indicates that you have no active or held calls.
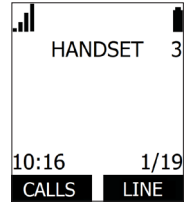
From the Idle screen, you can press:

- CALLS to view the Call List.
  See "Displaying calls on the Call List" on page 33.

- LINE to select another account (SIP Account).
  When you make a call, the phone will use this account.
  See "Making calls" below.

- **MENU** to view the main menu.
  See "Configuring the Handset" on page 47.

Making calls

You can make calls to any phone number (an outside call), or you can call another handset (an internal call).

To make an outside call:

1. Use the dial pad to enter the desired number.

   - Press BACKSP if you enter an incorrect digit.

2. Call the number by pressing an idle line key (**L1** to **L4**), DIAL or **SPEAKER** ▮( )).

   When the call is answered, the active call screen appears.
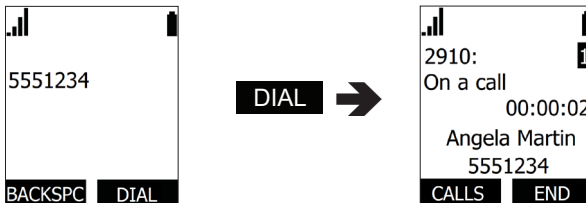
3. To end the call, press **OFF** or END , or place the handset in the charger.

If you wish to choose an outgoing account for the outside call:

1. Press LINE .

2. Press ▼ or ▲ to select the dialing line (account).

3. Press SELECT .

4. Use the keypad to enter the desired number.
   The call will dial automatically when you have finished entering the number.

Note that you can also live dial a number by pressing an idle line key (**L1** to **L4**) or

SPEAKER 🔊 to go off hook before entering a phone number. The call will dial automatically when you have finished entering the phone number.

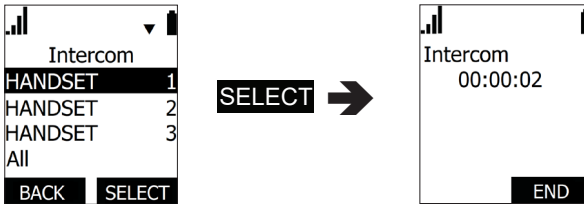**To make an internal call to another handset or deskset:**

1. Press the **INT** button on the right side of the phone

    -OR-

    Press **MENU**, press ▼ to scroll to **Intercom**, then press `ENTER`.

2. Press ▼ or ▲ to select the handset you wish to call, then press `SELECT`.

    If you select **All**, then you will be connected to the first handset to answer. When the call is answered, the active call screen appears.

3. To end the call, press **OFF** or `END`, or place the handset in the charger.

Answering Incoming calls

You can answer a call by pressing the flashing line key (**L1** to **L4**), `ANSWER` or

SPEAKER 🔊 :
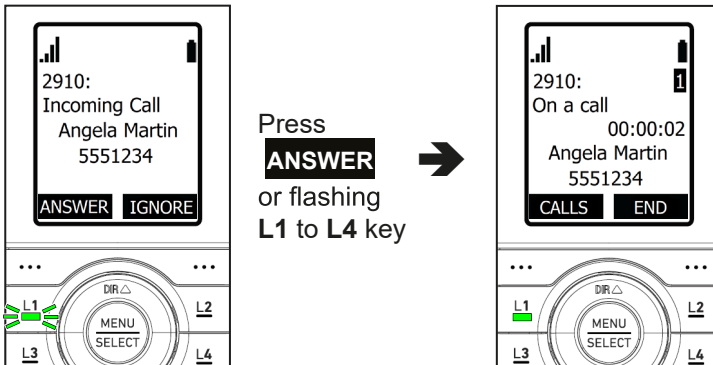
Multiple Incoming calls

If you have multiple incoming calls, (as indicated by ⬍):

- Press the flashing line key (**L1** to **L4**) for the call you want to answer

    -OR-

- Press ▼ or ▲ to select the call you want to answer and press `ANSWER`.
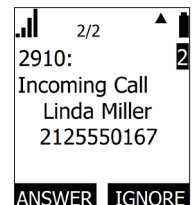
Ending a call

To end a call:

- Press **OFF** or **END** , or place the handset in the charger.

Speakerphone

To turn the speakerphone on/off during a call:

- Press **SPEAKER** ◀)) to switch between speakerphone and normal handset use.

  When the speakerphone is active, the handset displays the speakerphone icon

  ◀) at the top of the screen.

Volume

To adjust the listening volume during a call:

- Press **VOLUME +** or **–** on the side of the handset.

Mute

The mute function enables you to hear the other party, but the other party cannot hear you.

To mute/unmute your handset's microphone during a call:

- Press **MUTE**.

  When your handset's microphone is muted, the handset displays the mute

  🎤 icon at the top of the screen.

Call Waiting

If you are on a call, and receive an incoming call from an outside number, the handset displays the Call Waiting screen. If you answer the call, your active call will be put on hold.

To answer the incoming call:

- Press ANSWER .
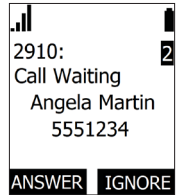
You can also ignore or reject the incoming call. See the next sections, "Ignoring calls" and "Rejecting calls."

Ignoring calls

You can ignore an incoming call from an outside number if you don't want to answer the call right away, but want to pick up the call later.

- If you ignore the call during an active call, and no other handsets/desksets answer the ignored call, your handset will ring again for the ignored call when you disconnect your call.

- If you ignore the call while your handset is idle, your handset will not ring again for the ignored call.

To ignore an incoming call:

- Press IGNORE on the "Incoming Call" screen or "Call Waiting" screen.

 The ignored call will be shown in the Call List until it is picked up by another handset/deskset. You can pick up the ignored call from the Call List - see "To view the Call List:" on page 33.

Dismissing calls

You can dismiss an incoming call from an outside number if you don't want to answer the call, and you don't want to pick up the call later.

- If you dismiss the call during an active call, the dismissed call will continue to ring on other handset/desksets until it is answered or ignored/dismissed by all handsets/desksets.

- Your handset will not ring again for the dismissed call.

To dismiss an incoming call during an active call:

1. Press **MENU** on the "Call Waiting" screen.

2. Press YES at the prompt,
   "Dismiss call? Dismissed call does not ringback."
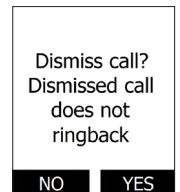
Missed Calls

If you don't respond to an incoming outside call, the handset displays a missed-call alert on the idle screen.
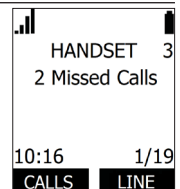
Answering Internal calls

You can receive internal calls from another handset/deskset.

To answer an internal call:

• Press ANSWER .

Internal calls from another handset/deskset cannot be rejected, but they can be silenced by pressing **MUTE**.

Putting a call on hold

You can put an outside call on hold by pressing **HOLD**. The handset also puts calls on hold automatically when you answer another call, transfer a call, or create a conference. Note that you cannot put an internal call on hold.
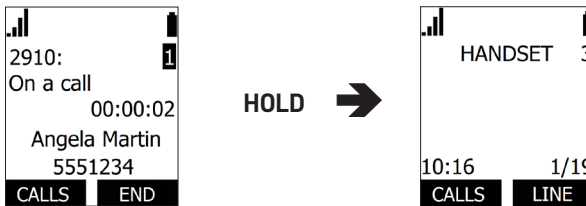
To take the call off hold:

1. Press CALLS .

2. If you have multiple calls on hold, (as indicated by ⬍), press ▼ or ▲ to select the call you want to take off hold.

3. Press RESUME .

If another party puts you on hold, you may see the message **Held by far end**. This message depends on compatibility between phones and PBX types, and may not always appear. You can press END to end the call.
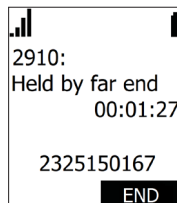
To make a new call while on hold:

1. When you have a call on hold, use the dial pad to enter the number you wish to dial.

2. Call the number by pressing an idle line key (**L1** to **L4**), ` DIAL ` or **SPEAKER** 🔊.

Putting a call on private hold

You can put a shared call on "private hold" to prevent other handsets/desksets from retrieving your held call from the Call List.

To put a shared call on "private hold," press and hold the **HOLD** button.

To resume the call, select it from the Call List.

Switching between two calls

If you are managing two calls, you can switch between them by one of the following ways:

-   Press the flashing line key (**L1** to **L4**) of the call you want to pick up
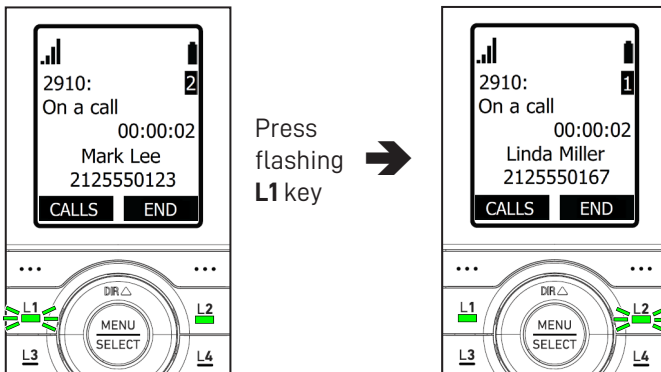
-OR-

-   Press ` CALLS `, and then press ` RESUME `:

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Paging another handset/desket

You can page another handset/deskset, and send one-way audio. The receiving handset/deskset will play an alert tone, and your voice on its speaker. If a corded headset is plugged in to the receiving handset/deskset, then audio is played on the headset.

You cannot hear the person. If you want to have a two-way conversation, make an internal call instead. For more information, see "To make an internal call to another handset or deskset:" on page 24.

In order for the page to work, both your handset and the receiving handset/deskset must be idle.

To page a handset/desket:

1. Press **MENU**.

2. Press ▼ to scroll to **Paging** and press **SELECT**.

3. Press ▼ or ▲ to select a handset/deskset, and press **SELECT**.

   Your handset displays "Paging <device name>".

   When a connection is established, your handset displays "Broadcasting" with a timer.

4. Speak into your handset.

5. To end the page, press   END   or **OFF**.

   The receiving handset/deskset can also end the page.

The receiving handset/deskset will not receive the page if:

- It is on an active call
- It has an incoming call ringing
- It is off-hook (deskset)

When this occurs, your handset displays "Broadcasting" for five seconds, and then displays "Ended."

Receiving a page

If you are paged by another handset/deskset, your handset will play an alert tone and display the message "Paged by: <device name>."

When the connection is established, your handset dislays "Broadcasting" with a timer, and you will hear the person paging you. The other person cannot hear you.

To end the page:

- Press   END   or **OFF**.

   The other person can also end the page.
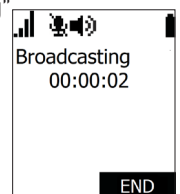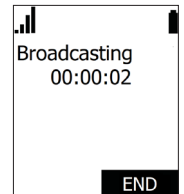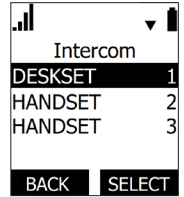
About Shared Calls

A shared call is a call that can be picked up by any handset/deskset on a shared line.

Active and held shared calls are shown in the Call List, which can be displayed by pressing ◼ **CALLS** ◼ on your handset.

Private calls are only visible to the handset/deskset user who makes or answers the call.

Your system administrator will determine whether or not calls on a SIP account will be shared among handset/deskset users.
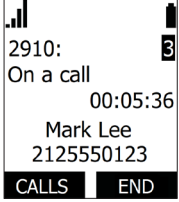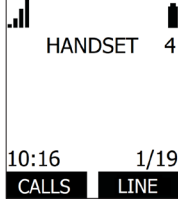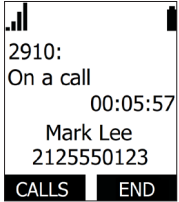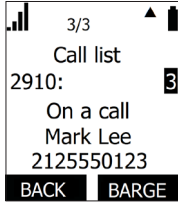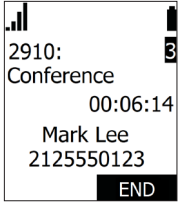
Whether or not calls on a SIP account will be shared among other handset/deskset users is configured by your system administrator via KeyLine assignment.

The following examples show how to use the Call List to pick up a held shared call and barge in an active shared call. Each example shows what the screen looks like on two different handsets.

Example - picking up a held shared call:

	Alice's handset	Bob's handset
1. Alice is on a call.	2910: **2** On a call 00:02:54 Angela Martin 5551234 CALLS END	HANDSET 4 10:16 1/19 CALLS LINE
2. Alice presses **HOLD** to put the call on hold.	To access call on hold , press CALLS	HANDSET 4 10:16 1/19 CALLS LINE
3. Alice shouts across the room, "Bob, can you pick up line 2?"		
4. Bob presses CALLS to display the Call List, and presses ▼ to select the call on line 2.	HANDSET 3 10:16 1/19 CALLS LINE	2/2 ▲ Call list 2910: **2** On hold Angela Martin 5551234 BACK RESUME
5. Bob presses RESUME to pick up the call.	HANDSET 3 10:16 1/19 CALLS LINE	2910: **2** On a call 00:00:02 Angela Martin 5551234 CALLS END
The call is now on Bob's handset.		

Example - barging in a shared call:

	Alice's handset	Bob's handset

1. Alice is on a call.	.ıll ▮
	2910: 3
	On a call
	                    00:05:36
	            Mark Lee
	            2125550123
	CALLS │ END
		.ıll ▮
		HANDSET 4
		
		10:16 1/19
		CALLS │ LINE

2. Alice shouts across the room, "Bob, can you join my call on line 3?"		

3. Bob presses CALLS to display the Call List, and presses ▼ to select the call on line 3.	.ıll ▮
	2910:
	On a call
	                    00:05:57
	            Mark Lee
	            2125550123
	CALLS │ END
		.ıll 3/3 ▲ ▮
		        Call list
		2910: 3
		        On a call
		        Mark Lee
		        2125550123
		BACK │ BARGE

4. Bob presses BARGE to barge in the call.	.ıll ▮
	2910: 3
	Conference
	                    00:06:14
	            Mark Lee
	            2125550123
	            │ END
		.ıll ▮
		2910: 3
		Conference
		                    00:00:02
		            Mark Lee
		            2125550123
		            │ END

Bob is now in a conference call with Alice and the caller on line 3.		

Displaying calls on the Call List

The Call List enables you to manage your own calls and shared calls within the system. The Call List displays:

- Shared calls on other handsets/desksets, which can be active, held, or barged-in calls.

- Calls held by your handset whether shared or private (indicated by ▦).

- Calls you ignored calls, which not are yet answered by other handsets/ desksets.

In the Call List, a number on the handset display indicates which KeyLine number is assigned to the call. KeyLine numbers 1-4 usually correspond to the **L1-L4** keys on the handset.
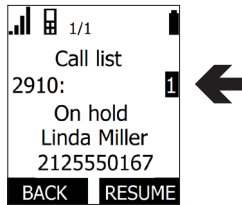
To view the Call List:

1. Press CALLS .

2. If there are multiple calls in the Call List, (as indicated by ⬦), press ▼ or ▲ to select a call.

3. To retrieve a call on hold, press RESUME .

4. To "barge in" on a shared call, press BARGE .

5. To answer a call you previously ignored, press ANSWER .

6. To exit the Call List, press BACK .

Barging In

You can "barge in" on a shared call in progress on another handset/deskset that shares the account. Barging in establishes a three-way call with two internal parties. Only one barge in party is allowed per active call.

To barge in on a call:

• Press the steady green line key (**L1** to **L4**) of the call you want to barge in.

   -OR-

1. Press CALLS to display the Call List.

2. Press ▼ or ▲ to select the call you want to barge in.

3. Press BARGE .

Call Privacy

During an active shared call, you can turn on Call privacy in order to prevent other handsets/desksets from barging in. The handset/deskset attempting to barge in displays the message "Call is not available at this time."

If Call privacy is on and your put your call on hold, then your handset resets Call privacy to "off". Other handsets/desksets can then pick up your call from the Call list, or barge in when you resume the call.

To turn call privacy on/off during an active shared call:

1. Press **MENU**.

2. Press ▼ to scroll to **Call privacy** and press **SELECT**.

3. Press to ▼ or ▲ to select **On** or **Off**, then press ENTER .

   When Call privacy is on, your handset's call screen shows "Private."

   When Call privacy is off, your handset's call screen shows "On a call."
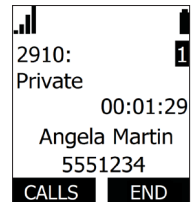
Using Key System Emulation
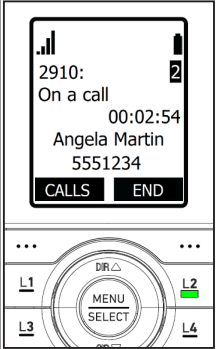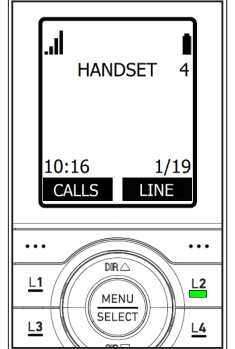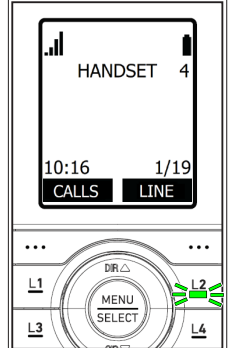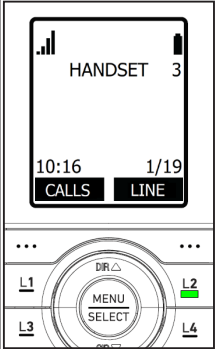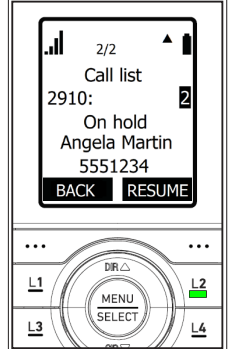
Your phone is equipped with Key System Emulation, where four line keys (**L1** to **L4**) enable direct interaction with shared calls. The line keys (**L1** to **L4**) act like shortcuts to the calls in the Call List.

Key System Emulation can be useful for small businesses where incoming calls are answered by a group of people. Handset users can use the line keys to make new calls, answer incoming calls, pick up calls held by other users, or barge in other users' calls.
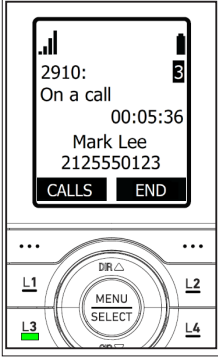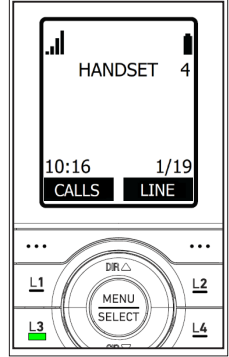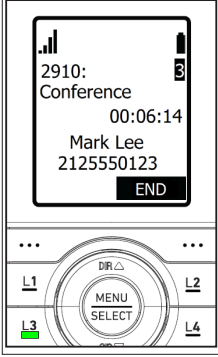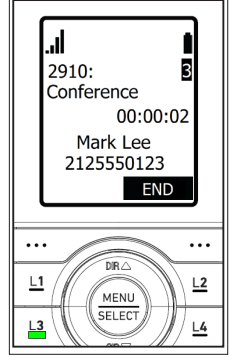
The following examples show how to use the line keys (**L1** to **L4**) to pick up a held shared call and barge in an active shared call. Each example shows what the screen and line key LEDs look like on two different handsets.

Example - picking up a held shared call:

	Alice's handset	Bob's handset
1. Alice is on a call.	.ıl 2910: **2** On a call 00:02:54 Angela Martin 5551234 CALLS END L1 DIR△ / MENU SELECT L2 L3 L4	.ıl HANDSET 4 10:16 1/19 CALLS LINE L1 DIR△ / MENU SELECT L2 L3 L4
2. Alice presses **HOLD** to put the call on hold.	.ıl To access call on hold , press CALLS L1 DIR△ / MENU SELECT L2 L3 L4	.ıl HANDSET 4 10:16 1/19 CALLS LINE L1 DIR△ / MENU SELECT L2 L3 L4
3. Alice shouts across the room, "Bob, can you pick up line 2?"		
4. Bob presses **L2** to pick up the call.	.ıl HANDSET 3 10:16 1/19 CALLS LINE L1 DIR△ / MENU SELECT L2 L3 L4	.ıl 2/2 ▲ Call list 2910: **2** On hold Angela Martin 5551234 BACK RESUME L1 DIR△ / MENU SELECT L2 L3 L4
The call is now on Bob's handset.		

Example - barging in a shared call:

	Alice's handset	Bob's handset
1. Alice is on a call.	2910: On a call 00:05:36 Mark Lee 2125550123 CALLS END	HANDSET 4 10:16 1/19 CALLS LINE
2. Alice shouts across the room, "Bob, can you join my call on line 3?"		
3. Bob presses **L3** to barge in the call.	2910: Conference 00:06:14 Mark Lee 2125550123 END	2910: Conference 00:00:02 Mark Lee 2125550123 END
Bob is now in a conference call with Alice and the caller on line 3.		

LEDs on the line keys (**L1**-**L4**) indicate the status of calls:

LED light	Indicates:	Press key to:
Off	Line is idle	Make a call
Fast flashing green	Ringing incoming call	Answer the call
Slow flashing green	Call is on hold on your handset OR another handset/deskset	Retrieve the held call
Steady green	Call is active on your handset; OR shared call is active on your handset or another handset/deskset	"Barge in" on the shared call

Your phone system has its factory default with SIP Account 1 and its four line keys (**L1**-**L4**) configured to provide a Key System experience. Ask your system administrator for other modes of operation.

Transferring a call

You can transfer a call to another party.

If you talk to the transfer recipient before completing the transfer, you are making a "supervised" transfer.

However, the transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making a "blind" transfer.

You can also transfer a call to a held call. Note that you cannot transfer internal calls.

To transfer a call (supervised):
1. During a call, press **SELECT.**
2. Press ▼ to scroll to **Transfer** and press **SELECT**.
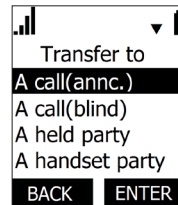
3. With **A call(annc.)** highlighted, press **SELECT.**
   The call is automatically put on hold.
4. Dial the number to which you want to transfer the call**.** Wait for the phone to automatically dial, once it recognizes a valid number.

   OR

   Press ▼ (Call History) or ▲ (Directory) and call a number from a list.

5. When the second caller answers, you can talk to the caller to notify them of the transfer, then press **TRANS.** to transfer the call.
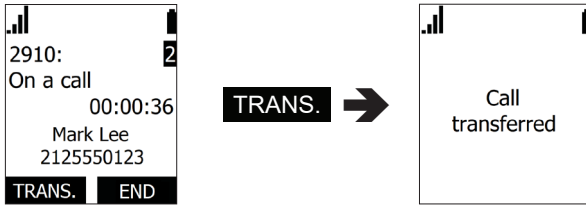
```
 .ıl                    
2910:            2
On a call
          00:00:36
      Mark Lee
    2125550123
 TRANS.    END
```

TRANS. ➜

```
 .ıl                    
           Call
       transferred
```

To transfer a call (blind):

1. During a call, press **SELECT.**
2. Press ▼ to scroll to **Transfer** and press **SELECT**.

```
 .ıl            ♦ 
        Menu
New call
Call privacy
Call List
Transfer
  BACK    ENTER
```

SELECT ➜

```
 .ıl            ▼ 
      Transfer to
A call(annc.)
A call(blind)
A held party
A handset party
  BACK    ENTER
```

3. Press ▼ to scroll to **A call(blind)**, then press **SELECT**.
4. Dial the number to which you want to transfer the call.

    OR

    Press ▼ (Call History) or ▲ (Directory) and call a number from a list.
5. Press **TRANS.** to transfer the call.

    When the far end picks up, the call will be immediately transferred.

```
 .ıl                    
2910:
Blind Xfer to
5551234


 TRANS.    END
```

TRANS. ➜

```
 .ıl                    
           Call
       transferred
```
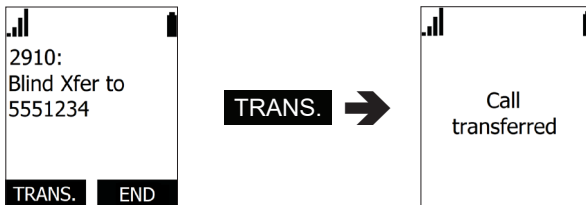
To transfer a call to a held call:

1. During a call, press **SELECT.**

2. Press ▼ to scroll to **Transfer** and press **SELECT**.

3. Press ▼ to scroll to **A held party**, then press **SELECT**.

4. Press ▼ or ▲ to select a held call to which you want to transfer, then press **SELECT**.

5. When the second call is established, you can talk to the caller to notify them of the transfer.

6. Press TRANS. to transfer the call.
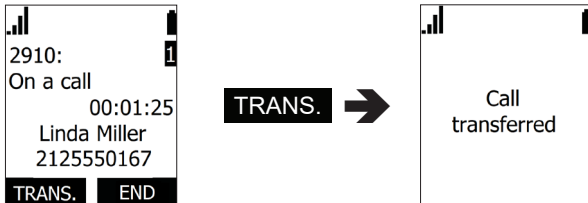
To transfer a call to another handset / deskset in your system:

1. During a call, press **SELECT.**

2. Press ▼ to scroll to **Transfer** and press **SELECT**.

3. Press ▼ to scroll to **A handset party**, then press **SELECT**.

4. Press ▼ or ▲ to select a handset or deskset, then press **SELECT.**

5. When the second call is established, you can talk to the caller to notify them of the transfer.

6. Press **SELECT.**

7. With **Transfer** highlighted, press **SELECT** to transfer the call.

Setting up a conference call

You can hold a conference call between yourself and two other parties.

To set up a conference call with an outside number:

1. During a call, press **SELECT.**

2. Press ▼ to scroll to **Conference** and press **SELECT**.

```
┌─────────────────┐              ┌─────────────────┐
│.ıl        ♦ ▪   │              │.ıl        ▼ ▪   │
│     Menu        │              │Conference with  │
│Call privacy     │              │A new party      │
│Call List        │   SELECT ➡   │A held party     │
│Transfer         │              │A handset party  │
│Conference       │              │                 │
│ BACK    ENTER   │              │ BACK    ENTER   │
└─────────────────┘              └─────────────────┘
```

3. With **A new party** highlighted, press **SELECT.**
   The call is automatically put on hold.

4. Dial the second number for the other party you want to join your conference**.** Wait for the phone to automatically dial,
   once it recognizes a valid number.

   OR

   Press ▼ (Call History) or ▲ (Directory) and call a number from a list.

5. When the second call is established, press CONF .
   The conference begins and the conference screen appears.

```
┌─────────────────┐              ┌─────────────────┐
│.ıl          ▪   │              │.ıl          ▪   │
│2910:        2   │              │2910:            │
│On a call        │              │Conference       │
│       00:00:02  │  CONF. ➡     │        00:00:03 │
│    Mark Lee     │              │    Mark Lee     │
│   2125550123    │              │   2125550123    │
│ CONF.   END     │              │          END    │
└─────────────────┘              └─────────────────┘
```

Press END to terminate both calls and end the conference.

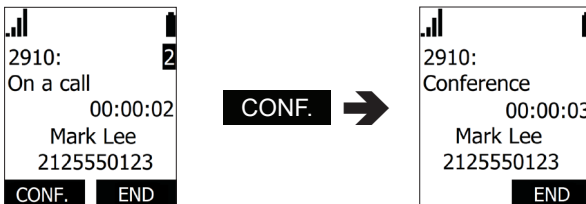**To create a conference with a held call:**

1. If you are on an Active call and also have a call on hold, press **SELECT.**

2. Press ▼ to scroll to **Conference** and press **SELECT**.
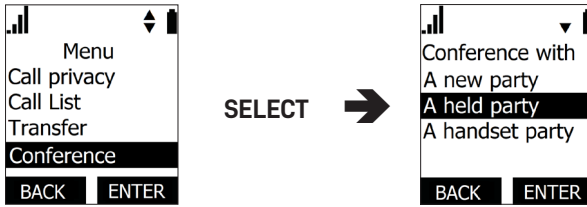
3. Press ▼ to scroll to **A held party**, and then press **SELECT.**
   A list of held calls will appear.

4. Press ▼ or ▲ to select a held call you want to conference with, then press **SELECT**.

5. Press **CONF** .
   The conference will begin immediately.

   Press **CANCEL** to terminate both calls and end the conference.

To set up a conference call with another handset / deskset in your system:

1. During a call, press **SELECT.**

2. Press ▼ to scroll to **Conference** and press **SELECT**.

3. Press ▼ to scroll to **A handset party**, then press **SELECT**.

4. Press ▼ or ▲ to select a handset or deskset, then press **SELECT.**

5. When the second call is established, press **SELECT** and press ▼ to scroll to
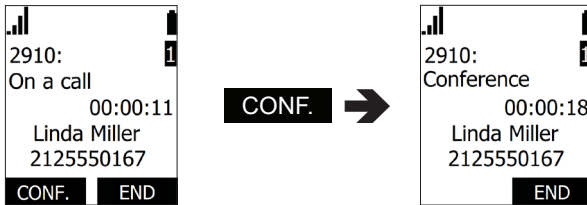   **Conference,** then press **SELECT**.

   The conference begins and the conference screen appears.

   Press **END** to exit the conference. The two other callers remain connected to
   each other.

Setting up a Network Conference:

A Network Conference is hosted by your service provider and allows multiple parties to join a conference. A Network Conference works in a similar way to the regular conference described above, except you can add as many parties as your service provider supports. Pressing **MENU** and selecting **Conference** during a conference will allow you to add more parties to the ongoing conference.

Listening to messages

When you have new messages, the phone displays a new-messages notification on the idle screen:

```
.ull                    ▮
     HANDSET    3

  New Message(s)

10:16          1/19
  CALLS    LINE
```

To listen to your messages:

1. Press **MENU.** With **Message** highlighted, press **SELECT**.

   The Message screen appears.

```
.ull            ▼ ▮                           .ull            ▼ ▮
    Main Menu                                     Message
Message                                       2910
Directory              SELECT   ➡            2911
Call history
Intercom
 BACK    ENTER                                 BACK    ENTER
```

2. Press ▼ to highlight the desired account and press **SELECT**.

   The handset dials the voicemail access number.

3. Follow the voice prompts to listen to your messages.

Using the Directory

The handset has three lists of contacts. The **Local directory** is only available on your handset. The **Base directory** is usually maintained by your system administrator, and is available on all handsets. The **Blacklist** contains blocked numbers.
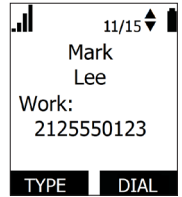
To view a directory:

1. Press **MENU**. Press ▼ to scroll to **Directory** and press **SELECT**, or press ▲ when the phone is idle.

   The Directory menu appears.

2. Press ▲ or ▼ to select the directory you wish to view, then press **SELECT**.

3. With **Review** selected, press **SELECT**.

4. Press ▼ or ▲ to browse through contacts.

```
.ull            ⬍ ▮
    Directory
Local directory
Base directory
Blacklist

 BACK    ENTER
```
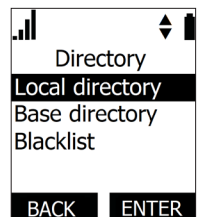
To call a contact:

When viewing a directory entry, you can call a contact in the following ways.

1. Dial the phone number in the entry:

   a. Press TYPE to cycle through work, mobile, and other numbers.

   b. Press DIAL to call the contact.

2. Revise the phone number to dial before calling:

   a. Press **MENU**.

   b. Press ▼ to scroll to **Edit dial** and press **SELECT**.

   c. Edit the number as required, then press DIAL .

To search a directory:

1. Press **MENU.** Press ▼ to scroll to **Directory** and press **SELECT**. The Directory menu appears.

2. Press ▲ or ▼ to select the directory to search, then press **SELECT**.

3. Press ▼ to scroll to **Search** and press **SELECT**.
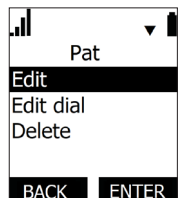
4. Enter a name or number, then press NEXT .

To add a new entry:

1. Press **MENU.** Press ▼ to scroll to **Directory** and press **SELECT**. The Directory menu appears.

2. Press ▲ or ▼ to select the directory to add a new entry to, then press **SELECT**.

3. Press ▼ to scroll to **Add new** and press **SELECT**.

4. Use the dial pad to enter the first name, last name, work, mobile, and other phone numbers. Press NEXT after entering each item.

5. Press **SELECT** to choose the ringer tone, then press NEXT .

6. Press **SELECT** to choose the dial line (account).

7. When you are done, press SAVE .

To edit an entry:

1. When viewing the directory entry you wish to edit, press **MENU**.

2. With **Edit** highlighted**,** press **SELECT**.

3. Press ▲ or ▼ to to select an item to edit.

4. Use the dial pad to change the first name, last name, work, mobile, and other phone numbers. Press BACKSP to delete characters.

5. Press **SELECT** to change the ringer tone and dial line (account).

6. When you are done editing, press SAVE .

To delete an entry:

1. When viewing the directory entry you wish to delete, press **MENU**.

2. Press ▼ to scroll to **Delete** and press **SELECT**.

3. Press **YES** on the delete confirmation screen.

To delete all entries:

1. Press **MENU.** Press ▼ to scroll to **Directory** and press **SELECT**. The Directory menu appears.

2. Press ▲ or ▼ to select the directory to delete, then press **SELECT**.

3. Press ▼ to scroll to **Delete all** and press **SELECT**.

4. Press **YES** on the delete all confirmation screen.
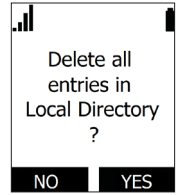
Using the Call History

The Call History contains lists of your missed, received, and dialed calls (you can also view dialed calls by pressing **REDIAL**). You can view, call and store list entries.

To view the Call History:

1. Press **MENU.** Press ▼ to scroll to **Call History** and press **SELECT**, or press ▼ when the phone is idle.

    The Call History menu appears.

2. Press ▼ or ▲ to highlight the desired list and press **SELECT**.

3. With **Review** highlighted, press **SELECT**.

4. Press ▼ or ▲ to view entries.
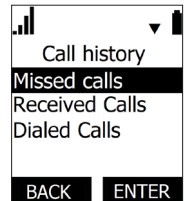
The Call History entry screen shows the time, date, name and number of the call, the number of entries in the folder, along with an icon indicating the type of call.

|					
◣	Received call	➚	Dialed call	⌵	Missed call

To call an entry:

When viewing a Call History entry, you can call the entry in the following ways.

1. Press **DIAL** to call the phone number in the entry.

2. Revise the phone number to dial before calling:

    a. Press **MENU**.

    b. With **Edit dial** highlighted**,** press **SELECT**.

   c. Edit the number as required, then press **DIAL** .
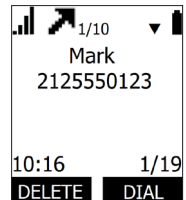
To save an entry to a directory:

1. Press **MENU** when viewing a Call History entry.
2. Press ▼ to scroll to **Save To** and press **SELECT**. Press
   ▲ or ▼ to select the directory to save to, then press `ENTER` .
3. Use the dial pad to enter the first name, last name, work, mobile,
   and other phone numbers. Press `NEXT` after entering each
   item.
4. Press **SELECT** to choose the ringer tone, then press
   `NEXT` .
5. Press **SELECT** to choose the dial line (account).
6. When you are done, press `SAVE` to return to Call History.
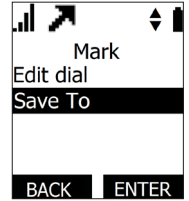
To delete entries:

1. To delete the entry you are viewing, press `DELETE` .
2. To delete all entries:
   a. In the main Call History menu, press ▲ or ▼ to select
      the list you wish to delete, then press `ENTER` .
   b. Press ▼ to scroll to **Delete all** and press **SELECT**.
   c. On the delete all confirmation screen, press **SELECT** to delete
      all, or press **CANCEL**.
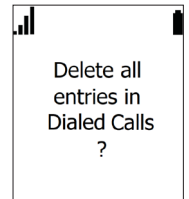
Using Speed Dial

The speed dial feature allows you to program up to 10 numbers that you dial frequently. To dial a speed dial number, press and hold the dial pad key that matches the speed dial entry number (for entry 10, press and hold **0**).

To program a Speed Dial number:

1. Press **MENU**.

2. Press ▼ to scroll to **Speed dial** and press **SELECT**.

3. Press ▼ or ▲ to select an empty slot, then press **SELECT**.

4. Use the dial pad to enter a name, and then press ▼.

5. Use the dial pad to enter a number, and then press ▼.

6. Press **SELECT** to choose the dial line (account), and then press SAVE .

To edit existing Speed Dial entries:

1. Select the entry in the Speed Dial list then press **SELECT.**

2. Press ▼ or ▲ to select an item to edit.

3. Use the dial pad to change the name and number. Press BACKSP to delete characters.

4. Press **SELECT** to change the dial line (account).

5. When you are done editing, press SAVE .

To delete existing Speed Dial entries:

1. Select the entry in the Speed Dial list, and then press **DELETE.**

2. Press **YES** on the delete confirmation screen.

Configuring the Handset

You can configure the phone using one of two methods:

1. The **Features** and **User settings** menus on the phone.
2. The WebUI, which you access using your Internet browser.

This section describes settings you can change using your handset. For information about settings you can change on the WebUI, see "WebUI" on page 57.

The system administrator can configure additional settings, including Network settings, Provisioning, and the PIN code by using the **Admin settings** menu. For more information about this menu, see the **M100 SC Administrator and Provisioning Manual**.
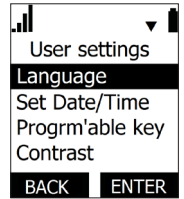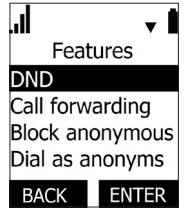
Setting do not disturb

When Do Not Disturb (DND) is on for an account, calls to that account will be rejected.

To turn DND on or off:

1. Press **MENU**.
2. Press ▼ to scroll to **Features** and press **SELECT**.
3. With **DND** highlighted, press **SELECT**.
4. Press ▲ or ▼ to select which account DND should apply to*, then press **SELECT**.
5. Press ▲ or ▼ to choose **On** or **Off**.
6. Press SET to save.

* Note that DND will apply to all handsets assigned the account.
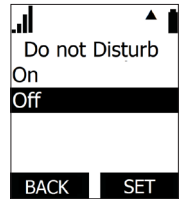
Setting call forwarding

Calls can be forwarded to another phone number always, only when busy, or after a set number of rings.

To set call forward:

1. Press **MENU**.
2. Press ▼ to scroll to **Features** and press **SELECT**.
3. Press ▼ to scroll to **Call forwarding** and press **SELECT**.
4. Press ▲ or ▼ to select which account Call forward should apply to*, then press **SELECT**.
5. Press ▲ or ▼ to choose the desired option:
   - Always
   - Busy
   - No answer
6. Press **SELECT**.
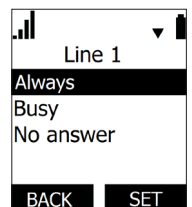
7. On the next screen, with **Set On/Off** highlighted, press **SELECT**.

8. Press ▲ or ▼ to choose **On** or **Off, and press SELECT**.

9. Press ▼ to scroll to **Phone number** and press **SELECT**.

10. Enter the number to which you would like to forward calls.

11. Press BACKSP to move the cursor back and delete the previous number.

12. Press SAVE .

13. If you selected **No answer** earlier:

    a. Press ▼ to scroll to **No ans. delay**.

    b. Press ▲ or ▼ to choose the number of rings between 1 and 10.

    c. Press **SELECT**.
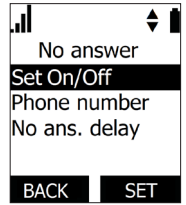
* Note that Call forward will apply to all handsets assigned the account.

Blocking anonymous calls

Calls without Caller ID information will be rejected and the handset will not ring.

To block anonymous callers:

1. Press **MENU**.

2. Press ▼ to scroll to **Features** and press **SELECT**.

3. Press ▼ to scroll to **Block anonymous** and press **SELECT**.

4. Press ▲ or ▼ to select which account Block anonymous should apply to*, then press **SELECT**.

5. Press ▲ or ▼ to choose **On** or **Off**.

6. Press SET to save.
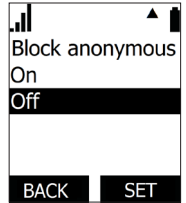
* Note that Block anonymous will apply to all handsets assigned the account.

Dialing anonymously

When this feature is enabled, your phone will make anonymous outgoing calls.

To dial as an anonymous caller:

1. Press **MENU**.

2. Press ▼ to scroll to **Features** and press **SELECT**.

3. Press ▼ to scroll to **Dial as anonyms** and press **SELECT**.

4. Press ▲ or ▼ to select which account Dial as anonymous should apply to*, then press **SELECT**.

5. Press ▲ or ▼ to choose **On** or **Off**.

6. Press SET to save.
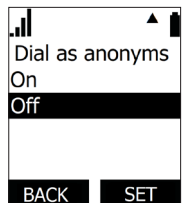
* Note that Dial as anonymous will apply to all handsets assigned the account.

Setting missed-call alerts

When missed-call alerts are enabled, an alert will display on the idle screen whenever you do not answer an incoming call.

To turn missed-call alerts on or off:

1. Press **MENU**.

2. Press ▼ to scroll to **Features** and press **SELECT**.

3. Press ▼ to scroll to **Miss call alert** and press **SELECT**.

4. Press ▲ or ▼ to choose **Show alert** or **Hide alert**.
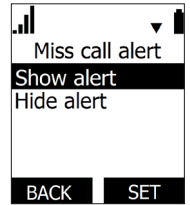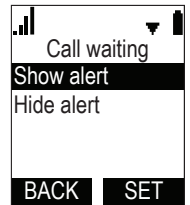
5. Press ▐ SET ▐ .

Setting call waiting

When call-waiting alerts are enabled, an alert will display on-screen whenever you receive an incoming call during an active call.

To turn call-waiting alerts on or off:

1. Press **MENU**.

2. Press ▼ to scroll to **Features** and press **SELECT**.

3. Press ▼ to scroll to **Call waiting** and press **SELECT**.

4. Press ▲ or ▼ to choose **Show alert** or **Hide alert**.
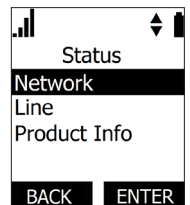
5. Press ▐ SET ▐ .

Viewing handset status

In the Status menu, you can view information on the LAN network your phone system is connected to, the registration status of your SIP accounts, or view the software version of your handset. You may need this information for troubleshooting purposes.

To view the Status menu:

1. Press **MENU**.

2. Press ▼ to scroll to **Status** and press **SELECT**.

3. Press ▼ to scroll to either **Network**, **Line**, or **Product Info**, and press **SELECT**.

To view the software version of your phone:

1. From the **Status** menu, select **Product Info** and press **SELECT**.

2. With **Handset** highlighted**,** press **SELECT**.

3. Scroll down to view the software version.

Setting the language

1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. With **Language** highlighted**,** press **SELECT**.
4. Press ▲ or ▼ to choose the desired language.
5. Press **SET** to save.
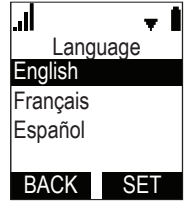
Setting the date and time

1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Set Date/Time** and press **SELECT**.
4. On the Set date screen, set the values for MM, DD, and YY. The currently selected value is flashing.
   a. Press ▲ or ▼ to select a number, or use the dial pad to enter a number.
   b. Press **NEXT** to go to the next value.
   c. Press **BACK** to go back to the previous value.
5. On the Set time screen, set the values for HH, MM and AM/PM. The currently selected value is flashing.
   a. Press ▲ or ▼ to select a number or AM/PM, or use the dial pad to enter a number.
   b. Press **SAVE** to go to the next value.
   c. Press **BACK** to go back to the previous value.
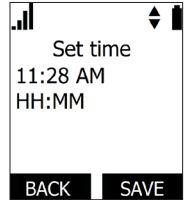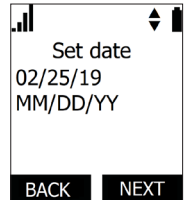
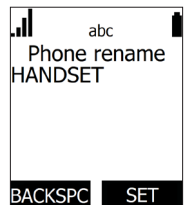**Setting the handset name**

You can change the handset name from the default HANDSET.

To change the handset name:

1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Phone rename** and press **SELECT**.
4. Press BACKSP to move the cursor back and delete the previous name.
5. Enter the new name using the dial pad.
6. Press **SET** when complete.

Configuring the programmable keys

You can configure the Programmable Keys on the handset.
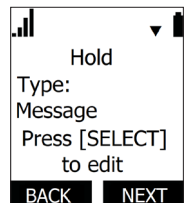
To configure the line keys (L1-L4):

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Progrm'able key** and then press **SELECT**.
4. With **Line key** highlighted, press **SELECT**.
5. Press ▼ or ▲ to select a line key and then press **EDIT**.
6. Press **SELECT** to choose the Type of key.
   For a list of available Types, see "Programmable Key Types" on page 52.
7. If the key has another setting (as indicated by ▼), press ▼ and then press **SELECT** to choose the Value or Account.
8. Press **SAVE**.
9. To configure another line key, go to step 5.

To configure the soft keys:

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Progrm'able key** and then press **SELECT**.
4. Press ▼ to highlight **Softkey** and then press **SELECT**.
5. Press ▼ or ▲ to select a soft key and then press **EDIT**.
6. Press **SELECT** to choose the Type of key.
   For a list of available Types, see "Programmable Key Types" on page 52.
7. If the key has another setting (as indicated by ▼), press ▼ and then press **SELECT** to choose the Account.
8. Press **SAVE**.
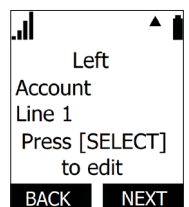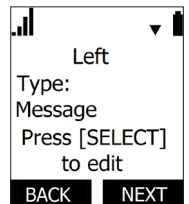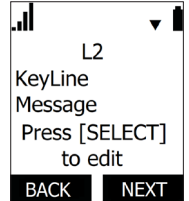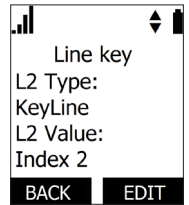9. To configure another soft key, go to step 5.

To configure the hard keys:

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Progrm'able key** and then press **SELECT**.
4. Press ▼ to highlight **Hardkey** and then press **SELECT**.
5. Press ▼ or ▲ to select a hard key and then press **EDIT**.
6. Press **SELECT** to choose the Type of key.
   For a list of available Types, see "Programmable Key Types" below.

51

7. If the key has another setting (as indicated by ▼), press ▼ and then press **SELECT** to choose the Account.

8. Press SAVE .

9. To configure another hard key, go to step 5.

```
.ıl                    ▲ █
        Hold
Account
Line 1
    Press [SELECT]
       to edit
  BACK      NEXT
```
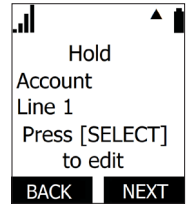
Programmable Key Types

You can assign functions to line keys (**L1**, **L2**, **L3**, **L4**), soft keys (located above the **L1** and **L2** keys), and hard keys (**HOLD**, ▲, ▼, **INT**, **MUTE**).

Keys can have identical functions, depending on the "Type" of key. For example, you can assign keys for Key System Emulation so that you can manage your own held calls and shared calls within the system. You can also assign several "Line"-type keys to Account 1 so that you can manage multiple calls on Account 1. For programmable key default settings, see "Programmable Key Types" on page 52.

Type	Description
N/A	Configures the key so it does not have a function.
	If you press the key, nothing will happen.
KeyLine*	Configures the key for Key System Emulation. You can manage your own held calls and shared calls within the system. The key LED will change according to call activity.
	Select the desired line index number.
Line*	Configures the key for accessing a line. You can make calls or answer calls by pressing these keys. The key LED will change according to call activity.
	Select the desired Account number.
Call list	Configures the key to access the Call List. You can then press the key to view the Call List.
Directory	Configures the key to access the Directory menu. You can then press the key to view the Directory menu.
Call History	Configures the key to access the Call History list. You can then press the key to view the Call History list.
Redial	Configures the key to access the Redial list. You can then press the key to view the Redial list.
Message	Configures the key to access the Message menu. You can then press the key to view the Message menu.
Do Not Disturb	Configures the key to turn Do Not Disturb on or off.

* This Type is only available for line keys (**L1** to **L4**).

Type	Description
Call Forward All	Configures the key to turn Call Forward All on or off. Select the line for which Call Forward All will apply. Ensure that you also configure Call Forward settings on the WebUI Call Settings page.
Call Forward Busy	Configures the key to turn Call Forward Busy on or off. Select the account for which Call Forward Busy will apply. Ensure that you also configure Call Forward settings on the WebUI Call Settings page.
Call Forward No Answer	Configures the key to turn Call Forward No Answer on or off. Select the account for which Call Forward No Answer will apply. Ensure that you also configure Call Forward settings on the WebUI Call Settings page.

Line key lights

The line key lights (**L1** to **L4**) indicate call status and other information.

Type	Light Activity	Description
KeyLine*		**Shared Call operation:**
	Steady GREEN	On a call or dialing; OR Shared call is active on your handset or another handset/ deskset
	Quickly flashing GREEN	Ringing incoming call
	Slowly flashing GREEN	Shared call is on hold on your handset or another handset/ deskset
Line		**Private Call operation**:**
	Steady GREEN	On a call or dialing
	Quickly flashing GREEN	Ringing incoming call
	Slowly flashing GREEN	Held call
Do Not Disturb	Off	DND is off
	Steady GREEN	DND or DND All is on
Call forward	Off	Call forward All is off
	Steady GREEN	Call forward All is on

* For more information, see "Using Key System Emulation" on page 34.

** Calls made via the Line feature have exactly the same behavior as a KeyLine call except:

    1) Calls are not visible in system devices' Call list or L1-L4 keys LED.

    2) Calls therefore cannot be barged by system devices via the L1-L4 keypress.

Setting the screen contrast

You can change the contrast of text and graphics on the handset LCD.

To change the LCD text contrast:

1. Press **MENU**.

2. Press ▼ to scroll to **User settings** and press **SELECT**.

3. Press ▼ to scroll to **Contrast** and press **SELECT**.

4. Press ▼ or ▲ to choose a contrast level between 1 and 7.

5. Press SET .
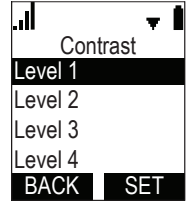
Backlight

You can set the deskset LCD backlight to be off when in idle, or set it to turn on or off continuously.

To set the LCD backlight:

1. Press **MENU**.

2. Press ▼ to highlight **User settings** and then press **SELECT**.

3. Press ▼ to highlight **LCD Backlight** and then press **SELECT**.

4. Press ▼ or ▲ to choose **Backlight Time**, **During idle** or **Being triggered***.

    • If you select **Backlight Time**, press ▼ or ▲ to choose the timeout period between 10 seconds and 60 seconds.

    • If you select **During idle** or **Being triggered**, press ▼ or ▲ to choose **On** or **Off**.
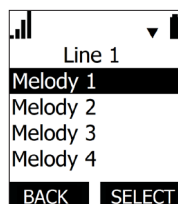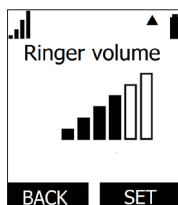
5. Press SET to save.
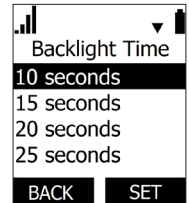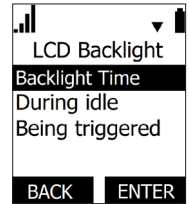
* Notes:

    • If **During idle** is on and **Being triggered** is off, the LCD backlight always lights up.

    • If **During idle** is off and **Being triggered** is on, the LCD backlight turns off after being idle for as long as the set timeout period.

    • If **During idle** and **Being triggered** are both off, the LCD backlight is always off.

Setting the ringer tone and volume

TIP: Fast way to set ringer volume: When phone is idle, press **VOLUME −** or **+** on the side of the handset.
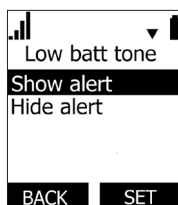
To set the ringer tone and volume:

1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Ringers** and press **SELECT**.
4. To change the ringer volume:
   a. Highlight **Ringer Volume** and press **SELECT**.
   b. Press ▼ or ▲ to change the volume level as desired.
   c. Press **SET** to save.
5. To change the ringer tone:
   a. Press ▼ to scroll to **Ringer Tone** and press **SELECT**.
   b. Press ▼ or ▲ to select an account, then press **ENTER** .
   c. Press ▼ or ▲ to select a ringer tone.
   d. Press **SELECT** to save.

Turning low battery tone on or off

1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Low batt tone** and press **SELECT**.
4. Press ▼ or ▲ to choose **On** or **Off**.
5. Press **SET** to save.

Turning link lost tone on or off

1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Link lost tone** and press **SELECT**.
4. Press ▼ or ▲ to choose **On** or **Off**.
5. Press **SET** to save.

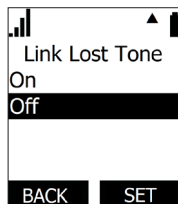## Turning key tones on or off

1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Key Tone** and press **SELECT**.
4. Press ▼ or ▲ to choose **On** or **Off**.
5. Press **SET** to save.

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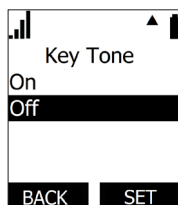**Registering or deregistering your handset**

You can register or deregister your handset using the handset menu.
Follow the instructions in "Registering the handset to the base station" on page 20 and "Deregistering the handset" on page 21.

WebUI

Using the WebUI

Use an Internet browser to access the Web User Interface (WebUI) that resides on your base station. After you log on to the WebUI, you can configure the following features:

- Call Settings
- User Preferences
- Base Directory
- Blacklist
- User Password

The WebUI also has a System Status and Handset Status page, where you can view network status and registration information about your handset.

To access the WebUI:

1. Ensure that your computer is connected to the same network as your base station.
2. Find the IP address of your base station:
   a. When the phone is idle, press **MENU**.
   b. Press ▼ to highlight **Status**, and then press **SELECT**. The Status menu appears:

   ```
   .ıll              ⬍ ▮
              Status
   Network
   Line
   Product Info

      BACK     ENTER
   ```
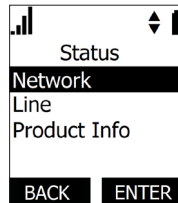
   c. With **Network** highlighted, press **SELECT**, then select IPv4 or IPv6 and press **SELECT.**

   ```
   .ıll         ▼ ▮
            IPv4
   IP Address
   10.88.51.133
   DHCP:
   Enabled
                  OK
   ```
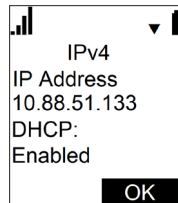
   d. On the **IPv4** or **IPv6** screen, note the IP Address.
3. On your computer, open an Internet browser. Depending on your browser, some of the pages presented here may look different and have different controls.
4. Type the phone IP address in the browser address bar and press **ENTER** on your computer keyboard:

   ```
   ≣ 192.168.4.131 |                              ₽ ▾ →
   ```

   A Login window appears.

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5. Under **User Name**, enter **user**.

6. Under **Password**, enter **user**, or your own password, if you have created one. You can create or change a password after you log on.

7. Click **Log In / OK**. The WebUI appears.

STATUS				
System Status	STATUS	SYSTEM	CONTACTS	SERVICING
Handset Status				

General

Model:	M100 KLE
Serial Number:	07900002999
MAC Address:	14:AE:DB:2A:40:1D
Link Status:	Connected
Boot Version:	1.13
Software Version:	2.10.37.9c8e
V-Series:	2.10.37.9c8e
Hardware Version:	HW1.1
EMC Version:	0
Network Time Settings:	us.pool.ntp.org

Account Status

Account 1:	Registered
Account 2:	Registered
Account 3:	Not Registered
Account 4:	Not Registered
Account 5:	Not Registered
Account 6:	Not Registered
Account 7:	Not Registered
Account 8:	Not Registered

Click topics from the navigation bar at the top of the page, and then click the desired setting on the left side of the WebUI to see the page for that setting. You view and change settings in two different types of fields: drop-down lists and entry fields into which you type information. For your security, the WebUI times out after 10 minutes, so if it is idle for that time, you must log on again.

The remaining procedures in this section assume that you have already logged on to the WebUI.

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System Status

The System Status page shows:

- **General** information about your phone, including model, MAC address, and firmware version.
- **Account Status** information about your SIP account registration.
- **IPv4** and **IPv6** network information regarding your phone's network address and network connection.

The System Status page has no settings that you can change. You may need some of the status information for troubleshooting purposes.

STATUS			
System Status	STATUS	SYSTEM	CONTACTS	SERVICING
Handset Status			

General

Model:	M100 KLE
Serial Number:	07900002999
MAC Address:	14:AE:DB:2A:40:1D
Link Status:	Connected
Boot Version:	1.13
Software Version:	2.10.37.9c8e
V-Series:	2.10.37.9c8e
Hardware Version:	HW1.1
EMC Version:	0
Network Time Settings:	us.pool.ntp.org

Account Status

Account 1:	Registered
Account 2:	Registered
Account 3:	Not Registered
Account 4:	Not Registered
Account 5:	Not Registered
Account 6:	Not Registered
Account 7:	Not Registered
Account 8:	Not Registered

IPv4

IP Mode:	dhcp
IP Address:	10.88.50.107
Subnet Mask:	255.255.0.0
Gateway:	10.88.3.149
Primary DNS:	10.88.162.10
Secondary DNS:	10.88.162.6
VPN:	Disabled

IPv6

IP Mode:	disable
IP Address:	::
Prefix:	0
Gateway:	fe80::217:c5ff:fe42:1c7c
Primary DNS:	
Secondary DNS:	

Handset Status

The Handset Status page shows registration information for your handsets.

STATUS			
System Status	STATUS	SYSTEM	CONTACTS	SERVICING
Handset Status			

Handset Status

	Name	Registration Status
1:	HANDSET	Not Registered
2:	DESKSET	Registered
3:	HANDSET	Registered
4:	HANDSET	Not Registered
5:	HANDSET	Not Registered
6:	HANDSET	Not Registered
7:	HANDSET	Not Registered
8:	HANDSET	Not Registered
9:	HANDSET	Not Registered
10:	HANDSET	Not Registered

The Handset Status page has no settings that you can change. You may need some of the status information for troubleshooting purposes.

Call Settings

To view the call settings, click **SYSTEM** in the WebUI header, and then click **Call Settings** in the sidebar. You can configure call settings for each account that is available to your phone. Click **Account 1**, **Account 2**, and so on to select the call settings page for the desired account.

Call Settings include Do Not Disturb and Call Forward settings. You can also set Do Not Disturb and Call Forward using the handset. See "Configuring the Handset" on page 47.

When you have finished changing settings on this page, click **Save** to save them.

SYSTEM			
Call Settings	STATUS	SYSTEM	CONTACTS	SERVICING
Account 1			
Account 2	**SYSTEM CALL SETTINGS 1**		
Account 3			
Account 4	**General Call Settings**		
Account 5	☐ Anonymous Call Reject		
Account 6	☐ Enable Anonymous Call		
Account 7			
Account 8	**Do Not Disturb**		
User Preferences	☐ Enable DND		

Call Forward

☐ Enable Call Forward Always
Target Number: [　　　　　　]
☐ Enable Call Forward Busy
Target Number: [　　　　　　]
☐ Enable Call Forward No Answer
Target Number: [2913　　　　]
Delay: [1 ring ▼]

[Save]

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General Call Settings

Setting	Description
Anonymous Call Reject	Select to block incoming calls that have no caller ID.
Enable Anonymous Call	Select to make outgoing calls that remove your own caller ID information.

Do Not Disturb Settings

Setting	Description
Enable DND	Turns Do Not Disturb on or off.
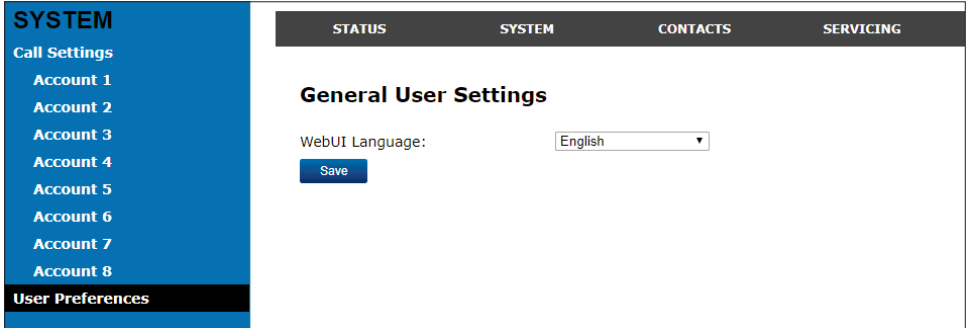
Call Forward Settings

Setting	Description	
Enable Call Forward Always	Select to enable call forwarding for all calls on that account.	
Target Number	Enter a number to which all calls will be forwarded.	
Enable Call Forward Busy	Select to enable call forwarding for calls when you are on another call on that account.	
Target Number	Enter a number to which calls will be forwarded when the account is busy.	
Enable Call Forward No Answer	Select to enable call forwarding for unanswered calls on that account.	
Target Number	Enter a number to which unanswered calls will be forwarded.	
Delay	Select the number of rings before unanswered calls are forwarded.	Range: 1 to 10 rings Default: 6 rings

User Preferences

On the User Preferences page, you can configure the WebUI language.

After changing the setting on this page, click **Save** to save.

SYSTEM	**STATUS**	**SYSTEM**	**CONTACTS**	**SERVICING**
Call Settings				
Account 1	**General User Settings**			
Account 2				
Account 3	WebUI Language:	English ▼		
Account 4	Save			
Account 5				
Account 6				
Account 7				
Account 8				
User Preferences				

General User Settings

Setting	Description	Range	Default
WebUI Language	Sets the language that appears on the WebUI.	Any language supported by your phone. For example, English, French, Spanish, etc.	English

Base Directory

To view the base directory, click **CONTACTS** in the WebUI header, and then click **Base directory** in the sidebar.

On the base directory page, you can manage your base directory entries. You can sort, edit, delete, and add contact information for up to 1,000 entries. The page also allows you to export your phone's base directory or import a base directory file. The export function lets you back up your contacts to your computer.

The base directory lists entries across several pages. Click **Next**, **First**, **Last**, or a page number to view the desired page of entries.

Note: You can also use the phone menu to manage your base directory entries. For more information, see "Using the Directory" on page 42.

Base directory

Click	To...
Sort By Last Name	Sort the list by last name.
Sort By First Name	Sort the list by first name.
Edit	Edit information for an entry.
Last	View the last page of entries.
Next	View the next page of entries.
Delete Selected Entries	Delete selected entries from the directory. Click **Select All** to select every entry on the page you are viewing.
Add New Entry	Add a new directory entry.
Clear Directory	Delete all Directory entries

To add a new directory entry:

1. Click **Add New Entry**.

   The **Create Local Directory Entry** page appears.

2. Enter the required information. At minimum, a first and last name are required.

Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields.	N/A	N/A
Last Name			
Ringer Tone	Sets a unique ringer tone for calls from this directory entry.	Auto, Tone 1–10	Auto
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1– Account 8	Default Account
Work Number	Enter the appropriate numbers in these fields.	N/A	N/A
Mobile Number			
Other Number			

3. Click **Save**.

To edit a directory entry:

1. Click Edit for the entry you want to edit.

    The **Edit Local Directory Entry** page appears.

2. Edit or add the desired information.

3. Click **Save**.

Import Base directory

You can import an existing base directory file. Importing a directory file replaces all your previous base directory entries. After importing a directory file, you can add, edit, or delete entries as desired.

Note: Directory files are .xml or .csv files containing contacts and contact information. For more information about creating or editing a directory file, consult your system administrator.

To import a base directory file:

1. Click **Choose File**.

2. In the **Choose File to Upload** window, navigate to the directory file.

3. Click the file, and then click **Open**.

4. If you are importing an XML file, click **Import XML**.

5. If you are importing a comma-separated value (CSV) file:

    a. If the first line of the CSV file is a header line, click the **First line is header, skip** checkbox.

    b. Click **Import CSV**.

Export Base directory

You can export the directory and save it as an .xml file on your computer.

To export the base directory:

1. Click **Export XML or Export CSV**.

2. If prompted by your browser, save the file to the desired location on your computer.

Blacklist

To view the Blacklist, click **CONTACTS** in the WebUI header, and then click **Blacklist** in the sidebar.

The Blacklist directory is identical to the Base directory, except that you cannot configure an incoming ringer tone.

Remote XML

On the Remote XML page, you can configure up to three server-hosted Remote XML directories to appear on the Directory menu of your deskset.

For more information about configuring Remote XML directories, see the **M100 SC Administrator and Provisioning Manual**.

Security

On the Security page, you can change the User Password that you use to access the WebUI.

After changing your password, click **Save**.

Troubleshooting

If you have difficulty with your handset, please try the suggestions below.

For customer service, visit our website at **https://service.snom.com** .

General issues

Handset does not work at all (LCD is black)

- Confirm the battery is installed and charged correctly.
- Place the handset into it's charger. Ensure the charger is securely plugged into an outlet not controlled by a wall switch.
- If the battery is completely depleted, it can take up to 10 minutes to charge the battery before the low battery icon displays on screen.

My caller ID isn't working.

- Caller ID is a subscription service. Your telephone service provider may require subscription to this service for this feature to work.
- The caller must be calling from an area that supports caller ID.
- Both your telephone service provider and your caller's service provider must use caller ID compatible equipment.

Handset registration is not working

- Place the handset in the charger for a few seconds, remove it and repeat the registration procedure.
- Ensure the handset is within range of the base station.

Cannot make external calls

- Check if your SIP account is registered (Press **MENU** → **Status** → **Line** and select an account. Check that the status reads **Registered**).
- You might be out of range of the base station. Try moving closer. If you see an idle screen with no alerts, then your handset is successfully communicating with the base station.

Handset does not receive incoming calls

- Ensure that **Do Not Disturb** and **Call Forward All** are turned off.
- Check if your SIP account is registered (Press **MENU** → **Status** → **Line** and select an account. Check that the status reads **Registered**).
- You might be out of range of the base station. Try moving closer.

Cannot locate handset using base station

- The handset may not be registered.
- If the handset battery is dead or the handset is out of range, the locator tone will not sound.

Poor audio quality. Speech is cutting out.

- You may be close to being out of range of the base station. Try moving closer.
- Other electronic products can cause interference with your handset. Try installing the base station far away from devices such as TVs, microwaves, or other cordless devices, including other handsets.
- If the problem persists, contact your system administrator.

Technical Specifications

RF frequency band	1921.536–1928.448 MHz
Channels	5
Operating temperature	32–104 °F (0–40 °C)
Power requirements	Base station: 5.0 Vdc @ 800 mA Handset charger: 6.0 Vdc @ 100 mA Handset: 2.4 V 550 mAh, Ni-MH battery pack
Power over Ethernet	IEEE 802.3at supported, class 2
Ethernet network port	10/100 Mbps RJ-45 port

Special characters

Entering special characters

When entering text using the dial pad, the following special characters are available. Press the 1, 0, or pound sign (#) keys to enter special characters.

Key	Characters
1	~ ^ ` % ! & - _ + = |1
0	0 : ; , ? . @ ✳ 0
#	( ) [ ] { } < > / \ #

Press ✳ (star) to switch between uppercase and lowercase/European characters.

Maintenance

Taking care of your telephone

- Your base station and cordless handset contain sophisticated electronic parts, so you must treat them with care.

- Avoid rough treatment.

- Place the handset down gently.

- Save the original packing materials to protect your products if you ever need to ship them.

Avoid water

- You can damage your cordless telephone if it gets wet. Do not use the handset in the rain, or handle it with wet hands. Do not install the base station and handset near a sink, bathtub or shower.

Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

Cleaning your telephone

- Your products have a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.

- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD FROM THE WALL, then pull the unit out by the unplugged cord.

Deregistering the handset

Before using the handset with a different base station, you must deregister the handset from the base station to which it is currently registered.

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