



ErisTerminal® SIP Deskset

ET635

User Guide

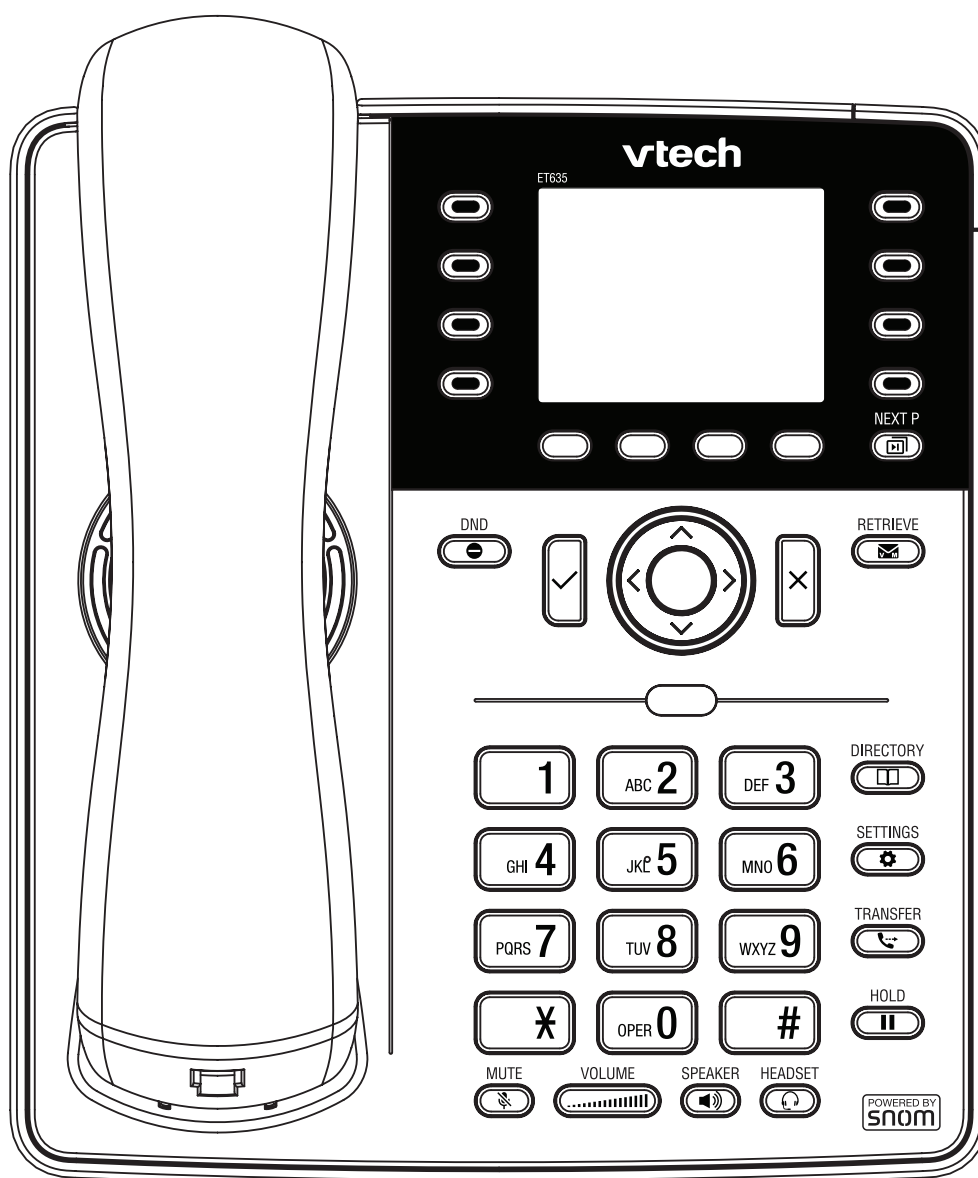


TABLE OF CONTENTS

Important Safety Information	8
SELV (Safety Extra Low Voltage) compliance	12
Cleaning	12
Setting up the phone	13
Delivery Content	13
Attaching and detaching the footstand	13
Wall mounting	14
Rotating the tab of the cradle	14
Connecting the phone	15
Connecting a headset	16
Initializing and registering the phone	17
Prerequisites	17
Initialization	17
What to do if initialization and registration are unsuccessful	20
Correcting the clock	20
Getting to know your phone	21
At a glance.....	21
LED indicators	23
Call indicator	23
Function key LEDs	23
Hard keys.....	24
Context-sensitive, programmable function keys F1-F4	24
Navigation, confirmation, and cancel keys.....	24
Page toggle key	25
Freely programmable SmartLabel function keys P1-P32 with LEDs	25
Alphanumeric Keypad	26
Input modes and navigation	26
Entering numerals, letters, special characters, and symbols	27
Display layout.....	28
In idle mode	28
When the phone is active	30
SmartLabels.....	31
Settings.....	32
Phone settings.....	32
Settings available in administrator mode	33

Settings available in user mode	34
Display settings	35
Adjusting the backlight on the phone's display	35
Adjusting display settings for connected ET6 expansion modules	36
The phone's web interface	39
Opening the web interface	40
How the web interface works	41
User mode/administrator mode	43
Directories	45
Directory	45
Definitions, explanations	45
Directory entries	45
Contact Types	46
Outgoing identity	46
Group	46
Ringtones	46
Adding/Editing Entries on the Phone.....	47
Adding new entry manually	47
Adding new entry from call list	47
Adding current caller	48
Sorting entries	48
Editing existing entry	48
Deleting an entry	49
Adding/editing entries on the web interface	50
Adding new entry	50
Editing an entry	51
Deleting entry on web interface	52
Dialing from phone directory	52
Deleting whole directory	52
Exporting Directory	53
Importing Directory	53
External directories	54
LDAP	54
Contacts	54
Using the phone	56
Making calls	56
Selecting identity for current outgoing call	56

Using different audio devices	56
Handset	56
Headset	56
Speakerphone	56
Handset or headset and casing speaker	56
Using different dialing methods	57
Auto dial.....	57
Redialing	57
Calling number from call history (missed, received, dialed calls)	57
Calling number from phone directory	57
Calling number from external directory.....	57
Speed dialing.....	58
Calling emergency numbers.....	58
Call completion	58
Number guessing (auto completion)	59
Accepting calls.....	60
Using different audio devices.....	60
Automatically accepting calls.....	60
Call pick-up from another extension	60
Call waiting.....	61
Active calls.....	62
Hold.....	62
One call on hold	62
Holding multiple calls	63
Conference	64
Initiating a conference	64
Conference screen navigation	64
Transferring calls	65
Attended transfer.....	65
Blind transfer	66
Terminating calls	67
Missed Calls.....	67
Call lists	69
Locking and unlocking the keyboard	70
Rejecting or redirecting incoming calls	70
Manually	70
Automatically	71

Rejecting anonymous calls	71
Call forwarding	72
Making/changing the settings on the phone and turning on call forwarding	73
Turning off call forwarding	74
Turning forwarding of all calls on/off with a function key	74
Configuring the function keys	75
Function keys on VTech phones	75
Programming the function keys	77
Settings on the phone	77
Settings on the web interface	79
Selected examples for function key programming.....	80
Example 1, Extension monitoring and call pick-up.....	80
Example 2, Extension monitoring and call pick-up on ET6 expansion module	81
Example 3, Speed dialing	82
Example 4, Changing setting of context-sensitive key	83
Display option for SmartLabel keys	84
Settings on the phone	84
Display mode settings	84
Timer setting for returning display mode to default.....	86
Timer setting for returning label page to page 1	87
Settings on the web interface	88
Customizing the phone settings	89
Identities/accounts	89
Configuring and editing identity/account	89
On the web interface	90
Assigning ringtones	91
Date and time formats	92
Date.....	92
Time	93
Time zone	93
Language settings of phone and web interface	94
Phone language	94
Web interface language	95
Dial tones	95
Emergency numbers	95
Call forwarding	96
Call completion	97

Call waiting	98
Hiding my caller ID	99
Rejecting anonymous calls	100
Number guessing	100
Speed dial.....	101
Software update	103
Manual update	103
Auto provisioning.....	103
Troubleshooting	104
Reboot.....	104
Hard reboot.....	104
Reset to factory values.....	104
Appendix 1 - Display Symbols and Icons.....	105
Symbols found in the function key line	105
SmartLabel function symbols.....	107
Display indications	109
Appendix 2 - Status Messages.....	111
Appendix 3 - Wall Mounting	112
Appendix 4 - Programmable Functions	114
Freely programmable functions	114
Key Events	117

Congratulations

on your purchase of this VTech product. Before using this product, please read "Important Safety Information" on page 8 of this manual. Please thoroughly read this user's manual for all the feature operations and troubleshooting information necessary to install and operate your product. You can also visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.

Please note the serial number of your product, which can be found on the back of the deskset. Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

This user guide contains detailed instructions for using your ET635 SIP deskset with software version 8.10.1.x. Open the **Settings** menu  > **Information** > **System Info** to display the software version of your ET635. Please read this manual before using the product.

Important Safety Information



This symbol is to alert you to important operating or servicing instructions that may appear on the product or in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

WARNING: The product included (ITE) in this manual is to be connected only to PoE networks without routing to the outside plant.

Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. This product should be installed by a qualified technician.
2. This product should only be connected to the host equipment and never directly to the network such as Public Switch Telephone Network (PSTN) or Plain Old Telephone Services (POTS).
3. Read and understand all instructions.
4. Follow all warnings and instructions marked on the product.
5. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
6. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
7. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
8. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
9. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supplied at the premises, consult your dealer or local power company.
10. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
11. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
12. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
13. Do not overload wall outlets and extension cords.

14. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled onto the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - E. If the product has been dropped and the telephone base and/or handset has been damaged.
 - F. If the product exhibits a distinct change in performance.
15. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
16. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
17. Only put the handset of your telephone next to your ear when it is in normal talk mode.
18. The power adapters are 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.
19. Use only the power cord indicated in this manual.
Power adapter rating: 5 Vdc @ 2 A
20. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
21. In wall mounting position, make sure to mount the telephone base on the wall by aligning the eyelets with the mounting studs of the wall plate. Then slide the telephone base down on both mounting studs until it locks into place. Refer to the full instructions in "Appendix 3 - Wall Mounting" on page 112.
22. CAUTION: Keep small metallic objects such as pins and staples away from the handset receiver.

SAVE THESE INSTRUCTIONS

For UL compliance only

Mesures de sécurité importantes



Ce symbole vous alertera d'informations importantes ou d'instructions d'entretien pouvant apparaître dans ce guide d'utilisation. Respectez toujours les mesures de sécurité et de sécurité de base lorsque vous utilisez ce produit, afin de réduire les risques de blessures, d'incendie, ou d'électrocution.

Mesures de sécurité importantes

Afin de réduire les risques d'incendie, de blessures corporelles ou d'électrocution, suivez toujours ces mesures préventives de base lorsque vous utilisez votre téléphone :

1. Cet appareil doit être installé par un technicien qualifié.
2. Cet appareil doit être branché à un équipement hôte et jamais branché à un réseau, tel qu'un réseau PSTN publique ou un réseau téléphonique standard (POTS).
3. Lisez et comprenez bien toutes les instructions.
4. Observez toutes les instructions et mises en garde inscrites sur l'appareil.
5. Débranchez ce téléphone de la prise murale avant de le nettoyer. N'utilisez pas de nettoyeurs liquides ni en aérosol. N'utilisez qu'un chiffon doux et légèrement humecté.
6. N'utilisez pas ce produit près de l'eau, tel que près d'un bain, d'un lavabo, d'un évier de cuisine, d'un bac de lavage ou d'une piscine, ou dans un sous-sol humide ou sous la douche.
7. Ne déposez pas ce téléphone sur un chariot, support ou table chancelants. L'appareil pourrait tomber et être sérieusement endommagé.
8. Le boîtier de l'appareil est doté de fentes et d'ouvertures d'aération situées à l'arrière ou en dessous. Afin d'empêcher la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant l'appareil sur un lit, divan, tapis ou autre surface similaires. Ne placez pas cet appareil à proximité d'un élément de chauffage ni d'une plinthe électrique. De plus, ne l'installez pas dans une unité murale ou un cabinet fermé qui ne possède pas d'aération adéquate.
9. Ne faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur les étiquettes de l'appareil. Si vous ne connaissez pas le voltage de votre maison, consultez votre marchand ou votre fournisseur d'électricité.
10. Ne déposez rien sur le cordon d'alimentation. Installez cet appareil dans un endroit sécuritaire, là où personne ne pourra trébucher sur la ligne d'alimentation ni le cordon téléphonique modulaire.
11. N'insérez jamais d'objets à travers les fentes et ouvertures de cet appareil, car ils pourraient toucher à des points de tension dangereux ou court-circuiter des pièces, ce qui constituerait un risque d'incendie ou d'électrocution. N'échappez pas de liquides dans l'appareil.
12. Afin de réduire les risques d'électrocution, ne démontez pas l'appareil, mais apportez-le plutôt à un centre de service qualifié s'il doit être réparé. En enlevant le couvercle, vous vous exposez à des tensions dangereuses ou autres dangers similaires. Un remontage inadéquat peut être à l'origine d'une électrocution lors d'une utilisation ultérieure de l'appareil.
13. Ne surchargez pas les prises de courant ni les rallonges électriques, car ceci peut constituer un risque d'incendie ou d'électrocution.

14. Débranchez cet appareil de la prise de courant et communiquez avec le département de service à la clientèle de VTech dans les cas suivants:
 - A. Lorsque le cordon d'alimentation est endommagé ou écorché.
 - B. Si du liquide a été échappé dans l'appareil.
 - C. Si l'appareil a été exposé à une source d'humidité telle que la pluie ou l'eau.
 - D. Si l'appareil ne fonctionne pas normalement en suivant les directives du guide. N'ajustez que les commandes couvertes dans le guide d'utilisation, car un mauvais réglage de celles-ci peut être à l'origine de dommages, ce qui nécessiterait des réparations considérables pour remettre l'appareil à son état de fonctionnement normal.
 - E. Si l'appareil a été échappé ou son boîtier, endommagé.
 - F. Si le produit affiche une nette diminution de sa performance.
15. Évitez d'utiliser un téléphone (autre qu'un sans fil) pendant un orage. Les éclairs peuvent être à l'origine d'une électrocution.
16. N'utilisez pas le téléphone pour rapporter une fuite de gaz à proximité de celle-ci. Sous certaines circonstances, une intéincelle pourrait survenir lorsque l'adaptateur est branché à une prise de courant, ou lorsque le combiné est déposé sur le combiné. Ceci est un événement commun associé avec la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher le téléphone dans une prise de courant, et ne devrait pas déposer le combiné chargé sur le socle, si le téléphone se trouve dans un environnement où la concentration de gaz inflammables, sans ventilation adéquate. Une étincelle dans ces endroits pourrait provoquer un incendie ou une explosion. Ces environnements pourraient être l'utilisation médicale de l'oxygène sans ventilation adéquate; le gaz industriel (dissolvants, vapeurs d'essence, etc.); une fuite de gaz naturel, etc.
17. Placez uniquement le combiné de votre appareil près de votre oreille lorsqu'il est en mode de conversation normal.
18. Les adaptateurs sont conçus pour être orientés en position verticale ou en position horizontale sur le plancher.
19. N'utilisez que cordon d'alimentation et les piles indiquées dans ce guide d'utilisation.
Note de l'adaptateur: 5 Vdc @ 2 A
20. Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.
21. En position de montage mural, assurez-vous de monter le socle du téléphone sur le mur en alignant les oeillets avec les goujons de fixation de la plaque murale. Ensuite, faites glisser le socle vers le bas sur les deux goujons de fixation jusqu'à ce qu'il se verrouille en place. Reportez-vous aux instructions complètes dans la section Installation dans ce guide d'utilisation.
22. MISE EN GARDE : Éloignez les petits objets métalliques tels que les broches de l'écouteur du combiné.

CONSERVEZ CES INSTRUCTIONS

FCC part 15

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at the user's expense.

WARNING: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada

This Class A digital apparatus complies with Canadian requirements:
CAN ICES-3 (A)/NMB-3(A).

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Privacy of communications may not be ensured when using this telephone.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

SELV (Safety Extra Low Voltage) compliance

Safety status of input/output connections comply with SELV requirements.

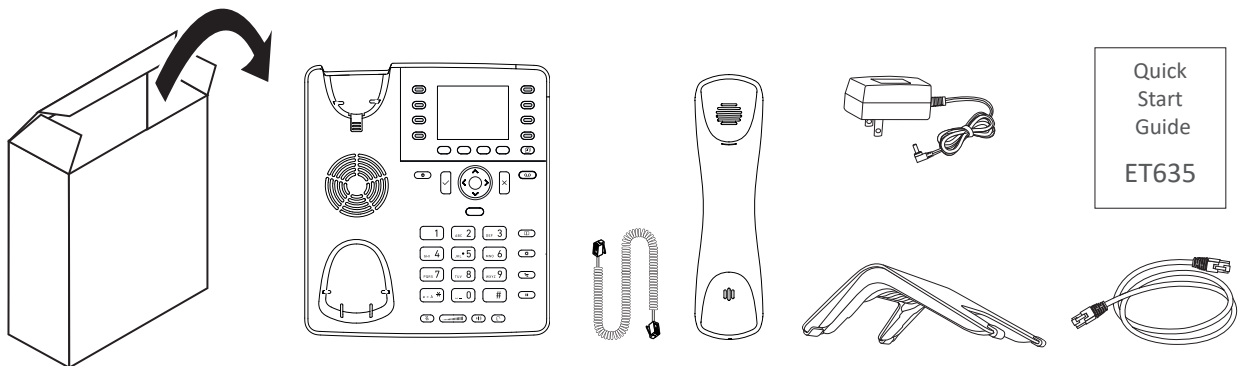
Warning: To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and PSTN ports contain TNV circuits. Some LAN and PSTN ports both use RJ-45 (8P8C) connectors. Use caution when connecting cables.

Cleaning

To clean the device, use an anti-static cloth. Please avoid cleaning liquids as they might damage the surface or internal electronics of the device.

Setting up the phone

Delivery Content

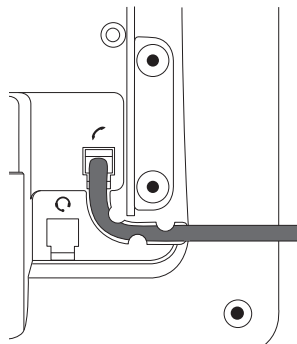


- Base phone unit
- Footstand
- Handset
- Handset cord
- AC adapter
- Ethernet cable
- Quick Start Guide

Attaching and detaching the footstand

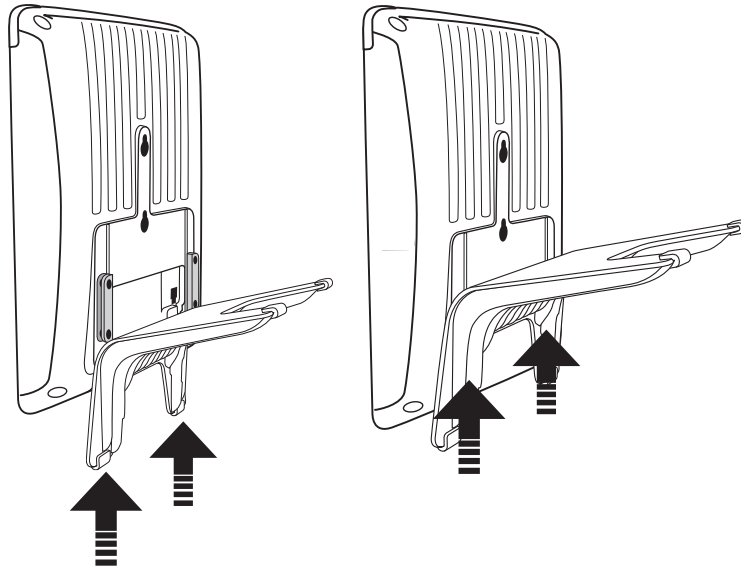
The footstand can be attached at two different angles: 46° and 28°.

Note: Before attaching the footstand to the phone, plug the long end of the handset cord into the connector labelled "☞" on the back of the phone and place the cord in the cable guide.



1. Place the top of the grooves on the footstand below the slideguides on the back of the phone.

2. Push the footstand upwards onto the slideguides until they lock in place.



3. Plug the short end of the handset cord into the connector on the handset.
4. Place the phone on an even, horizontal surface.

Wall mounting

See "Appendix 3 - Wall Mounting" on page 112.

Rotating the tab of the cradle

The phone is delivered with the tab level with the inner edge of the cradle. If you are going to mount the phone on a wall, we recommend that you rotate the tab 180°. After rotation, the tip of the tab will protrude slightly above the edge of the "cradle". The small rectangular hole in the receiver casing fits perfectly over the now protruding tip, holding the receiver safely in place in the upright position on the wall.

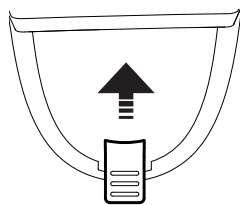


Fig. 1

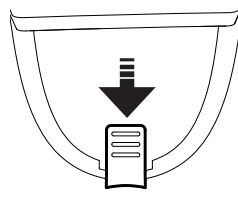


Fig. 2

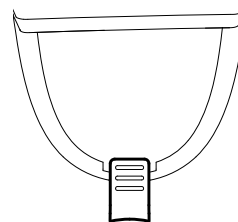
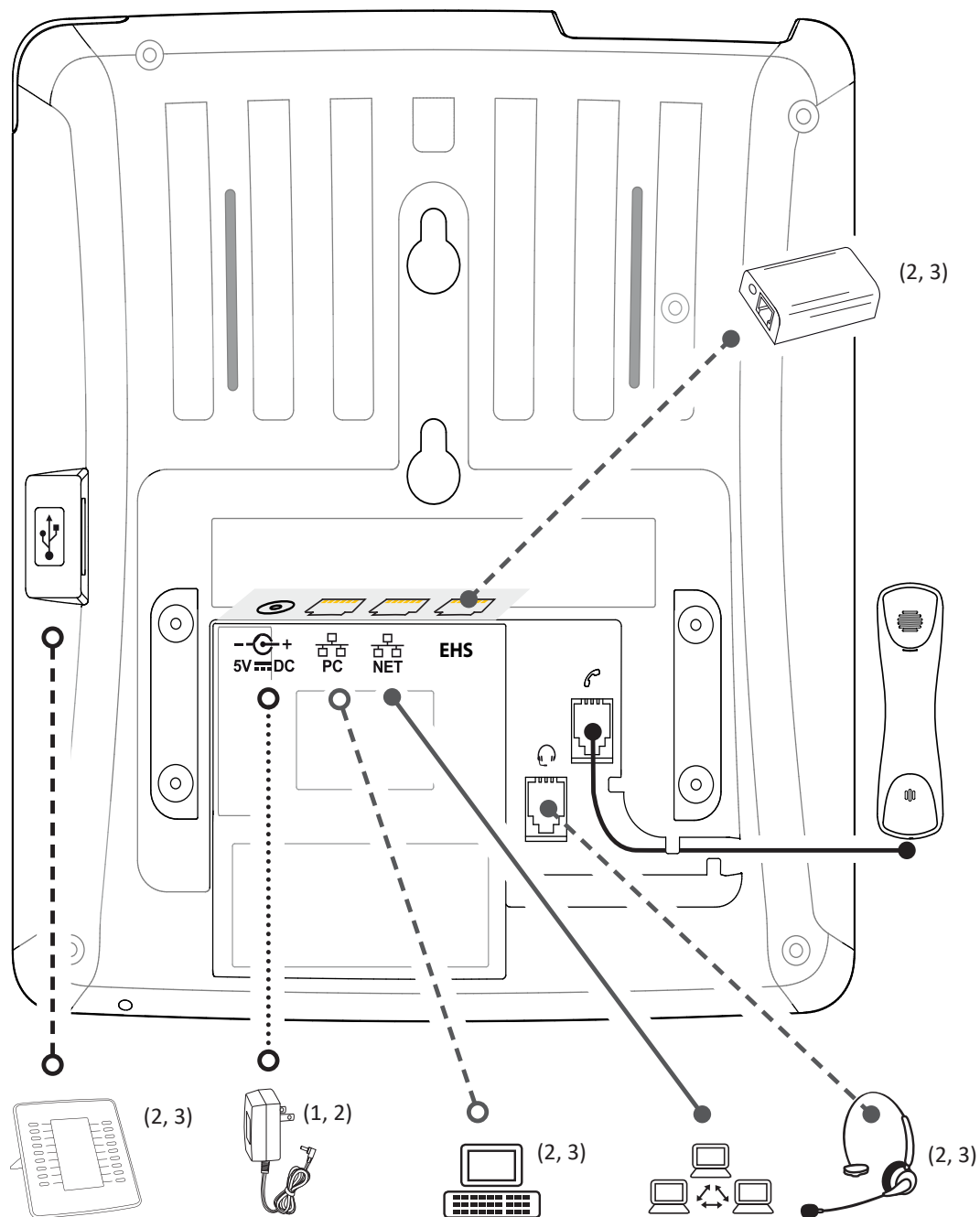


Fig. 3

1. Slide the plastic tab from the cradle (Fig. 1)
2. Rotate the tab 180°.
3. Slide the tab back into the cradle (Fig. 2). The top of the tab now protrudes slightly above the inner edge of the cradle (Fig. 3), so that it will hold the handset more securely.

Connecting the phone

The phone can be operated with Power over Ethernet (PoE) provided via the network cable or, if PoE is not available in your network, with the separately available 5V DC power adapter, model number VSP-PWR2000.



(1) *If no PoE available*

(2) *Not included in delivery*

(3) *Optional*

- Plug one end of the Ethernet (network) cable into the RJ45 connector labeled “NET” and the other end into the network side to establish a data link.
If PoE is not available, insert the plug of the power supply into the connector labeled "5V DC" and hook up the plug to the wall outlet.
- The second RJ45 connector, labeled “PC”, is for daisy-chaining further Ethernet devices without the need for a second Ethernet connection line.

Connecting a headset

You can use wired as well as wireless headsets with the phone.

- Wired headsets

If you want to use a wired headset, connect it to the RJ audio jack labeled .

Note: If both a wired and a wireless headset are connected to the phone, incoming calls will go to the wireless headset.

- Wireless headsets

- Connecting the base station of your headset via the VTech EHS Adapter.

Please refer to the Quick Start Guide of the VTech EHS Advanced that came with the device.

Please refer to the manual of your wireless headset for further information on how to connect the VTech EHS Advanced and the headset.

- Connecting the headset to the phone via a Bluetooth-compatible adapter.

Insert the adapter into the USB port of the phone. Enter the parameters of the headset manually on the phone's web interface at > **Advanced** > **Audio** > text field of "Audio parameters".

Initializing and registering the phone

Prerequisites

To be able to use VoIP, you or your company must have:

- A broadband internet connection.
- Access to the internet via a router. This could be a separate device available in various versions from many different manufacturers or in the form of a router on a server or a PC.
- Account information provided by your network administrator or a VoIP account with a VoIP service provider who supports the VoIP SIP standard. The phone supports up to 12 VoIP accounts with one or more VoIP providers.

The registration information received from your Internet service provider or your network administrator may differ and may contain required and optional data. The required data normally includes:

- Account (usually the phone number). On VTech phones, an account is called an "identity".
- Registrar
- Password

User name, authentication name, and outbound proxy may also be required. These are settings that can only be configured on the web interface of the phone after it has been successfully registered. If your provider or your network provides a mailbox account, that setting is also configured on the web interface. For more information, see "Identities/accounts" on page 89.

Initialization

VTech phones are plug-and-play. Once the phone is connected to your network, it will begin to initialize.

Note: Normally the initialization is completely automatic, using DHCP. If the phone cannot discover a DHCP server in the subnet, you will be asked: Are you using DHCP? If your network does not support DHCP, press  and enter the IP address, netmask, IP gateway, and DNS server manually. Ask your Internet service provider or your network administrator for them.

Watch the display and, when asked to, make selections with  and  on the navigation key  and save with .

1. You will be prompted in English to select a language. Use  or  to select another language, if applicable, and press  to save the highlighted language.

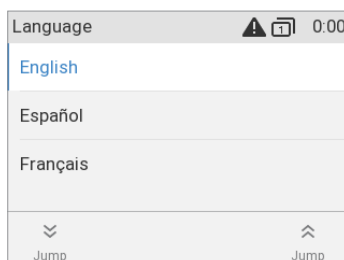


Fig. 1

2. Next, you will be prompted in the language of your choice to select a time zone. This affects the time shown on your display.

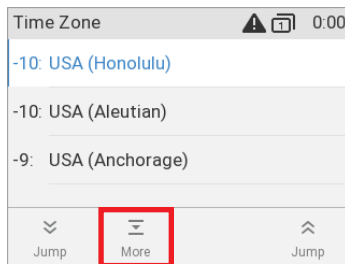


Fig. 2

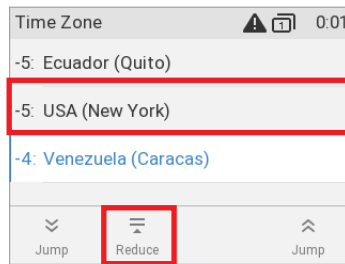


Fig. 3

- Press  or , respectively, on the navigation key to move up or down the list one item at a time; press the function key underneath  or , respectively, to jump to the beginning of the next or the previous time zone.
 - Press the function key underneath  to show all time zones and all countries or cities within the individual time zones, if there are any (Fig. 3).
 - Press the function key underneath  to show only those time zones where the selected phone language is spoken. If you have selected English, all time zones are shown (Fig. 2).
 - Press  to save the selected time zone, indicated by the white bar (Fig. 3).
3. Next, you will be prompted to select the tone scheme of a country. This affects the dial tone you hear when you pick up the receiver. Different countries use different dial tones.

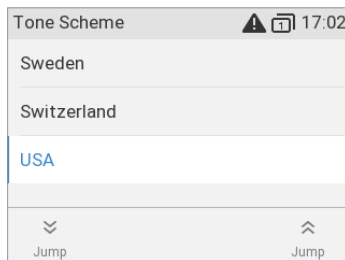
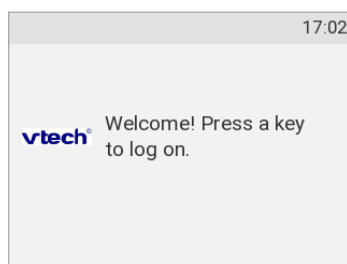
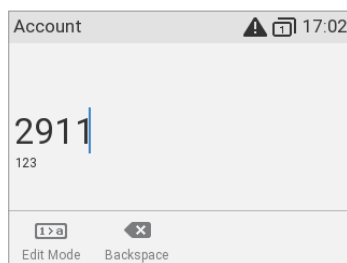


Fig. 4

- Press  or  to move up or down the list one item at a time.
 - Press  to jump to the last country on the screen; when the last country is selected, press  to jump to the last country on the next screen.
 - Press  to jump to the first country on the screen; when the first country is selected, press  to jump to the first country on the preceding screen.
 - Press  to save the selected country's tone scheme.
4. The display shows the "Welcome" screen. Press any key to log on.

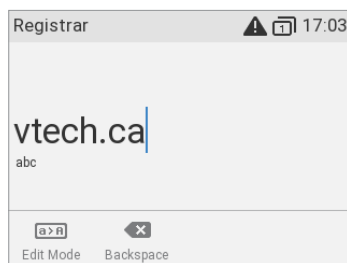


5. Enter the account number and save with .



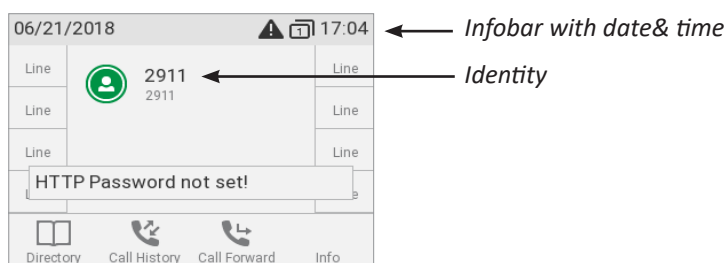
Note: See "Entering numerals, letters, special characters, and symbols" on page 27 on how to enter numbers and letters.

6. Enter the registrar and save with .

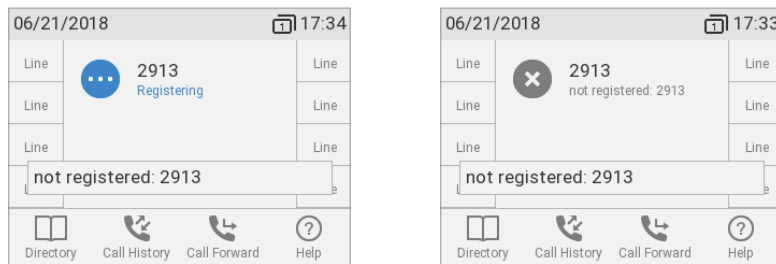


7. If required, enter the password received from your Internet service provider or administrator and press .

After successful registration you will see the identity symbol  and the registered account (identity) in the identity line underneath the date/time bar:



Note: If you see the account on the display preceded by  or  and the phone is not working, the server may be down, either for servicing or due to a malfunction. The registration and initialization should be completed as soon as the server is up and running again. You may want to check with your administrator or your provider if nothing happens within a reasonable amount of time.



What to do if initialization and registration are unsuccessful

Your network or your VoIP provider may require more login data than requested by the VTech phone during the initialization and registration process. This data is entered on the web interface of the phone. Contact your network system administrator or your VoIP provider for more information.

1. When you have received all necessary data, open the phone's web interface. See "Opening the web interface" on page 40 for more information.
2. Open **Identity 1** and enter any additional login information you have received from your provider. See "Identities/accounts" on page 89 for more information.

Note: A number of IP telephony service providers and a number of SIP PBXs require settings that are different from VTech's standard factory settings. Do not change the standard configuration unless you know what you are doing. Expert help may be required.

Correcting the clock

The phone receives the time and date from your NTP time server. If the time and/or date on the display are incorrect, you may need to set the correct time zone.

- Changing the settings on the phone and on the web interface: See "Time zone" on page 93.

If the time is still incorrect, there may be a problem with the time server. Contact your network administrator or your IP provider.

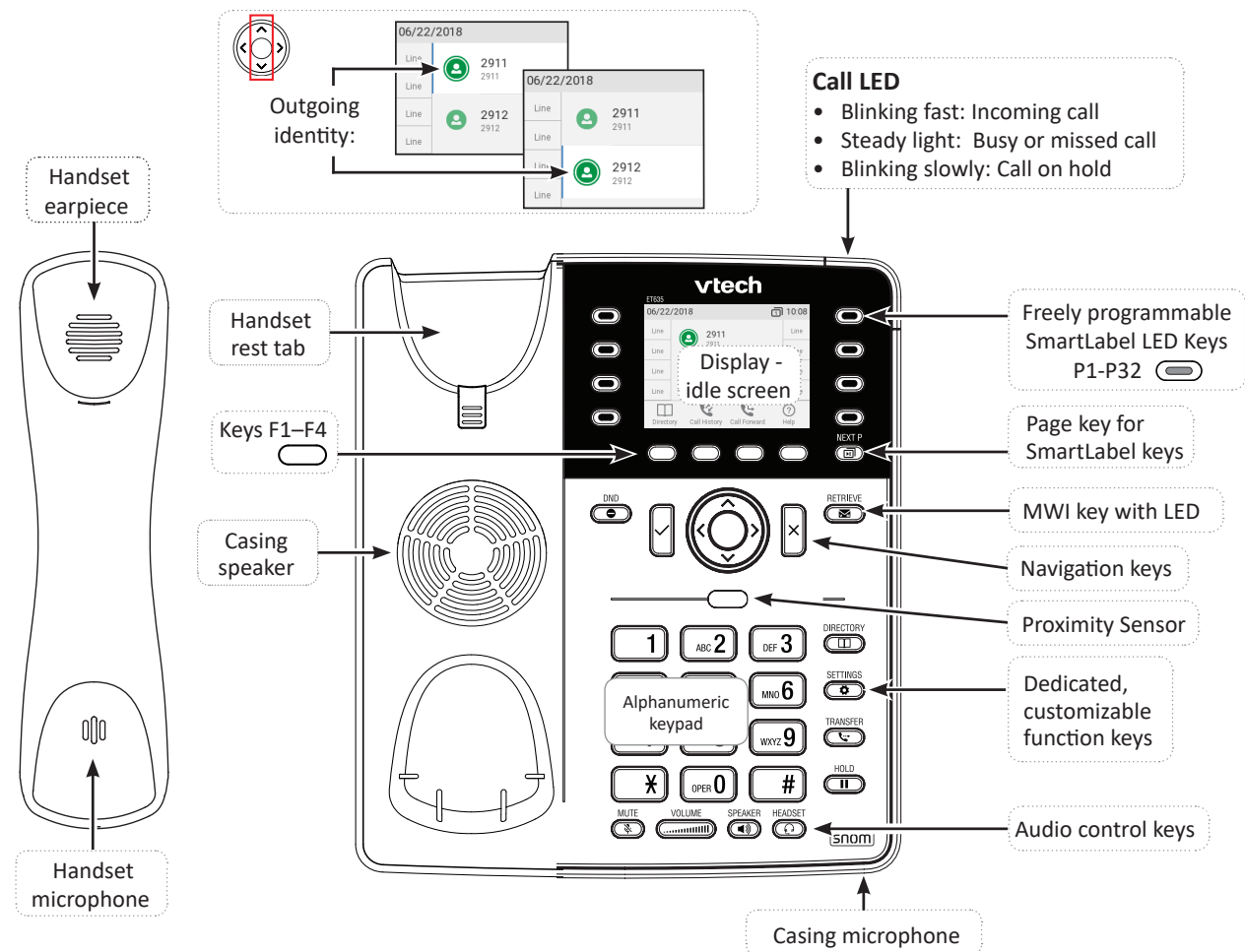
Default formats:

- **Time.** 24-hour clock, e.g. 17:35. Changing to AM and PM formats: See "Time" on page 93.
- **Date.** US date format MM/DD/YEAR, eg. 11/23/2018. Changing to European format DD.MM.YEAR, e.g. 23.11.2018: See "Time" on page 93.

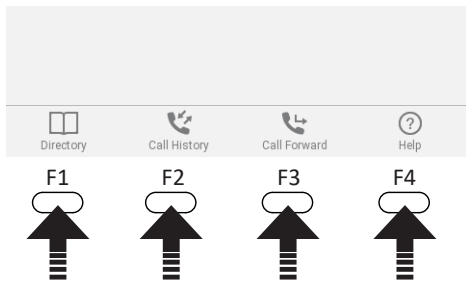
Getting to know your phone

At a glance

The factory settings at a glance:



Context-sensitive, programmable function symbols and function keys F1-F4

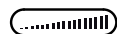


Press the function key underneath the display symbol to activate the function, open the list etc. depicted by the symbol above the key.

Standard functions available on idle screen. Default settings and icons depend on firmware installed on phone.

- Internal phone directory
- Call lists (missed, received, dialled calls)
- Forwarding all calls (turning CFwd on/off)
- Status information (call forwarding active, passwords not set, missed calls, etc.) or, if no status info, to show URL of the phone's web interface and VTech's web address

Audio control keys



Adjusting the volume

- of the ringer when the phone is idle or ringing
- of the handset/casing loudspeaker when in a call



Mute/unmute microphone



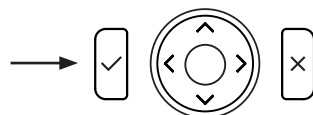
Toggling between handsfree and handset mode. Press to dial number and accept calls on speakerphone.



Headset mode on/off

Navigation keys

- Confirming, saving actions & input, and returning to previous screen
- Accepting calls on speakerphone and in headset mode
- **From idle screen: Dialed calls (redial)**



- Canceling actions & input, and returning to previous screen
- Terminating calls on speakerphone and in headset & handset modes



From idle screen: Select outgoing identity



In other contexts (settings, lists): Navigate up/down



From idle screen: Received calls



In other contexts: Navigate/space left



From idle screen: Missed calls



In other contexts: Navigate/space right

Dedicated, customizable function keys



MWI key with LED

- LED is lit when message is waiting on mailbox (if mailbox supplied on PBX)
- Press key to listen to message(s)



Turn DND (do not disturb) on and off. Callers hear the busy signal.



Directory



Settings menu



Transfer



Hold

Freely programmable, SmartLabel function keys P1–P32 with LEDs



Default setting: Line

- Fast-blinking LED: Incoming call. Press key or  to accept
- Steadily lit LED: In call
- Slow-blinking LED: Call on hold

06/22/2018

 11:56

P1–P8



P9–P16



P17–P24



P25–P32



Star key



- In editing mode:
 - Press for one second to change input mode (numerals > lower case > upper case)
 - Press briefly to type *
- On idle screen: Press for 3 seconds to **lock/unlock the keypad**

LED indicators

Call indicator

The bright-red LED situated at the top of the display indicates incoming, ongoing, held, and missed calls. LED status indications:

- Blinking rapidly when a call is coming in.
- Glowing steadily when dialing, when in a call, and when you have missed a call. To turn the LED off after a missed call, press the right arrow  on the navigation key to view the **Missed calls** menu and simultaneously turn off the LED.
- Blinking slowly when you have put a call on hold.

Function key LEDs

Depending on the function mapped onto the key, the red or green LEDs on the key will be activated when the key event occurs. The factory setting is red LED and "line". The LEDs of a line key will:

- blink rapidly when a call is ringing on the line;
- glow steadily when there is an ongoing call on the line;
- blink slowly when a call is on hold on the line;
- be off when the line is free.

When other functions are mapped onto the keys, the LEDs may glow or blink. For example: When the "extension" function has been mapped onto a key and monitoring of extensions is enabled on both phones, the LED will

- blink rapidly when a call is ringing on the extension;
- glow steadily when the extension is busy;
- be off when the extension is not busy

Retrieve key : Has a red LED that lights up when there is a new message in the mailbox.

Mute key : Has a red LED that lights up when the microphone is muted.

Speakerphone  **and headset**  **keys:** Have green LEDs that light up when speakerphone or headset mode, respectively, are turned on.

Hard keys

Context-sensitive, programmable function keys F1-F4

These function keys can be programmed on the **Function Keys** page of the phone's web interface with a number of key events; these functions will then be available when the phone is in idle mode. For more information, see "Configuring the function keys" on page 75. For the factory default settings, see "At a glance" on page 21.

You cannot change the functions that are available when the phone is active, e.g., when you are in a call, when the phone is ringing, etc. Depending on the activity, different functions will be available.

Navigation, confirmation, and cancel keys

can be programmed with the key events available in their drop-down menus. See "Configuring the function keys" on page 75 for further information. Factory settings:

Navigation key	
	 - On idle screen: Press to select identity for outgoing calls - In other contexts: Moving up and down lists one item/button at a time
	 - On idle screen, press to open list of received calls. - In text fields, press to move the cursor to the left one character at a time.
	 - On idle screen, press to open the list of missed calls and simultaneously turn off the missed call LED - In text fields, press to move the cursor to the right one character at a time.
	 - On idle screen: Redial (view list of dialed calls). - Press to accept calls on speakerphone and in headset mode. - Press to confirm actions/settings and return to preceding screen.
	- Press to terminate calls on speakerphone and in headset and handset modes. - Press to cancel actions and return to preceding screen.

Preprogrammed, variably programmable function keys

The factory settings is printed on the key. Other functionalities can be programmed onto them. See "Configuring the function keys" on page 75 for more information.

	Message Retrieve key. The LED of the key is lit when a new message is waiting in the mailbox. Press the key to retrieve messages.
	Phone Directory . See "Directory" on page 45 for further information.
	Settings menu. See "Settings" on page 32 for further information.
	Transfer. See "Transferring calls" on page 65 for further information.
	Hold key. See "Hold" on page 62 for further information.



Turn "do not disturb" (DND) mode on and off for all identities registered on the phone (Fig. 1). If you want to turn on DND for one or more, but not all of the identities (Fig. 2), use the **Identity** settings on the phone's web user interface. In DND mode, incoming calls do not ring; callers hear the busy signal.

Exception: Phone numbers on your directory's VIP list (see "Contact Types" on page 46).

When DND is on, you'll see the DND symbol on the display.

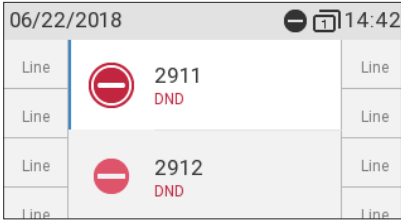


Fig.1 - DND active

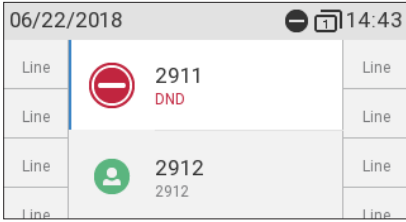


Fig. 2 - DND active for one of the configured identities

Audio Control Keys

	Press the right or left edge of the key to adjust the volume • of the ringer when the phone is idle or ringing • of the loudspeaker in handset, casing, or headset, respectively, when in call
	Muting and unmuting the microphone
	• Toggling between handsfree and handset mode • Dialing numbers on speakerphone • Accepting calls on speakersphone
	Toggling between headset and handset modes. Note: Handset mode overrides headset mode. When the handset is picked up, the headset symbol in the status line will be replaced by the handset symbol, indicating that you can now use only the handset for the call. To return audio to the headset, press  again. The headset symbol will reappear in the status line. You can then place the handset in the cradle without ending the call.

Page toggle key

	Page toggle key for the freely programmable SmartLabel LED function keys displayed on the phone screen. Press the key to display the next "page" of four key label "pages" on screen.
---	--

Freely programmable SmartLabel function keys P1-P32 with LEDs

These 4 x 8 = 32 freely programmable function keys can be programmed and labeled on the phone and on the **Function Keys** page of the phone's web interface. For information on how to map functions onto these keys, see "Configuring the function keys" on page 75. The factory default setting is line.

Alphanumeric Keypad

Input modes and navigation

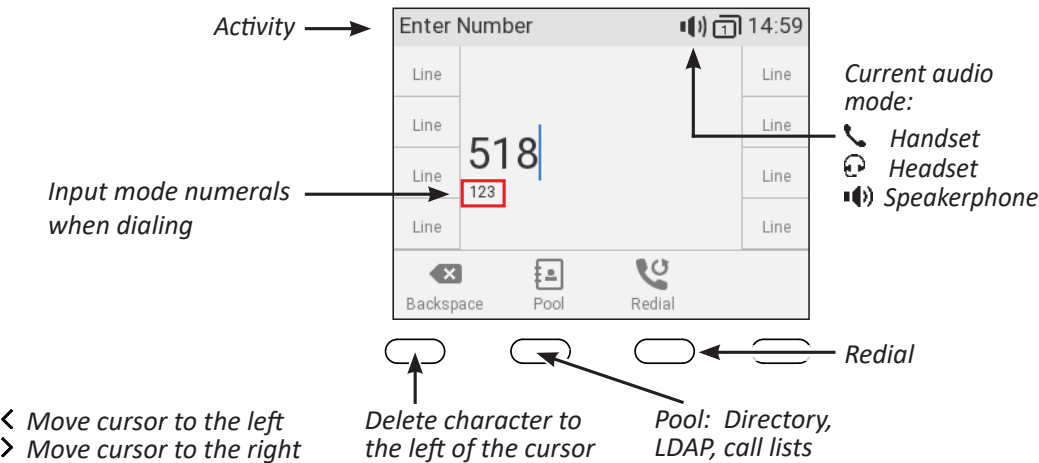


Fig. 1

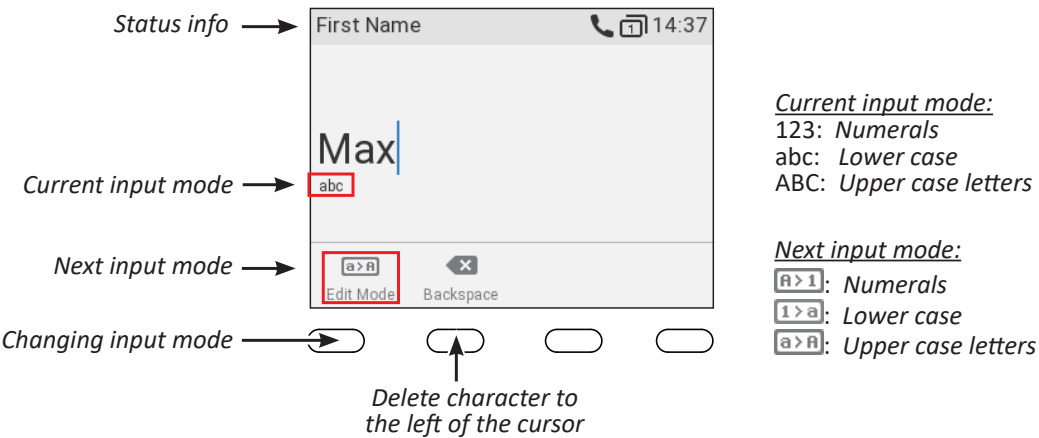


Fig. 2

Press any key on the alphanumeric keypad or pick up the handset to open the "Enter Number" screen. When dialing a number (Fig. 1), the input mode is always numerals. When editing directory entries (Fig. 2) and identities, the current input mode is indicated in the line underneath the cursor. Press the left function key underneath the display to switch to the next input mode.

Text underneath cursor = current input mode	Press function key to switch to next input mode	Next input mode
123	1 > a	abc
abc	a > A	ABC
ABC	A > 1	123

Entering numerals, letters, special characters, and symbols

When entering letters and special characters, pause briefly after each character until the cursor has moved forward so that you won't overwrite the last character you entered. Pausing is not necessary when entering numerals.

Numerals. In numeral mode, press the respective number key to type the number printed on the key.

Letters. In input modes lower and upper case letters, press the alphanumeric key with the respective letter one, two, three, or four times quickly to type the first, second, third, or fourth letter printed on the key. Pause briefly after each letter.

Example: In lower case letter mode, press the "2" key once to type an "a", twice to type a "b", and three times to type a "c".

Letters with accents and umlauts. In input modes lower and upper case letters, press the alphanumeric key with the basic form of the respective letter as many times as necessary. Pause briefly after each letter. Available letters with accents and umlauts depend on the phone's language setting.

Example: If the phone language is German, press key "2" four times to type "ä".

Entering special characters and symbols. In input modes lower and upper case letters, press keys "0" and "1" one or more times quickly. Pause briefly after each character or symbol.

- Period. Press "1" once.
- Space (" "). Press "0" once.
- Underscore ("_"). Press "0" twice.
- Special characters listed in the following table. Press "1" as many times as indicated:

1x	.	2x	+	3x	@	4x	1	5x	:	6x	,		
7x	?	8x	!	9x	-	10x	_	11x	/	12x	\	13x	(
14x	)	15x	;	16x	&	17x	%	18x	*	19x	#		
20x	<	21x	=	22x	>	23x	\$	24x	[	25x	]		

Display layout

For information about the SmartLabel function keys P1-P32 display, see "SmartLabels" on page 31.

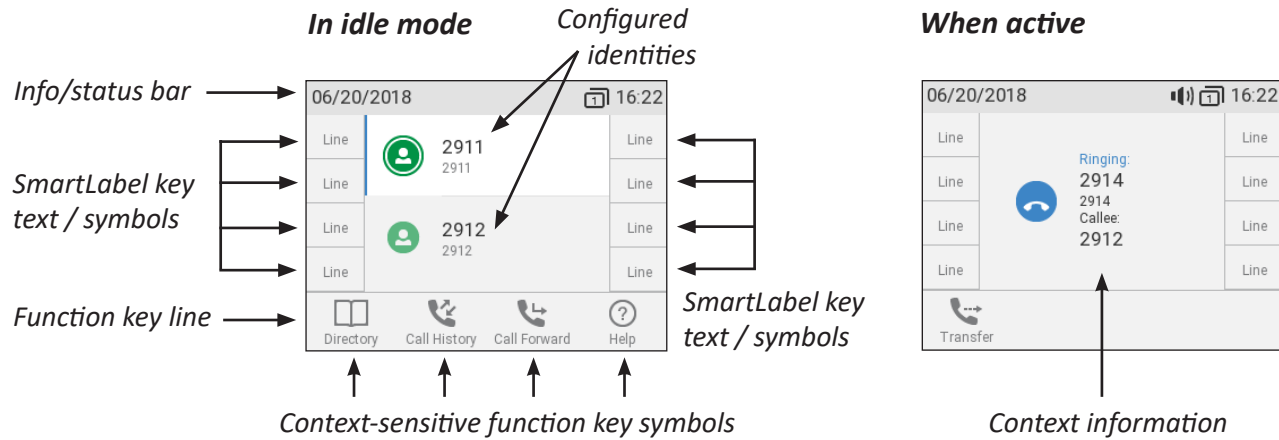


Fig. 1

In idle mode

In idle mode, the display presents the following information:

Info bar/status line

- When there are no status messages or if they have been deleted until the next reboot: Date and time.
- When there are status messages: Any of numerous messages concerning the current status of the phone might be displayed in this bar, for example the availability of a firmware update, a reboot being required, etc. If there is more than one current status message at any one time, the one with the highest priority will be shown. Some of the status messages you may see in idle mode are:
 - The text "Missed:" and the total number of missed calls since the last time you turned off the missed call indication (the text in the info bar as well as the call LED). The missed calls will remain in your missed call list, however.
 - The texts "Forward All:", "Forward when busy:", or "Forward after timeout:" and the phone number calls will be forwarded to.
 - The warnings "HTTP Password not set" and "Admin Password not set". They can be turned off by setting the passwords.

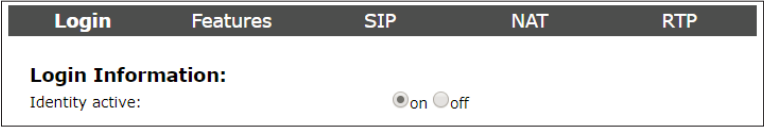
Deleting or temporarily suppressing status messages:

- Messages will be deleted automatically when the underlying cause is removed, i.e., call forwarding is turned off, HTTP password is set, etc.
- Temporarily suppressing messages: Press , if the button is available, or  > **Information** > **Status Info** to open the "Status info" screen. Use  /  to select an item from the list. Press  to view details of the selected item, if available; press  to delete the selected item.
- Messages classified as important cannot be deleted. Examples: "HTTP Password not set", "Admin Password not set".

Context area: Configured identities.

	Outgoing identity The current outgoing identity is indicated by a green ring around a green circle on a white bar with a thin blue line on the left side. When you call someone, this is your identity for the call. Active identity • An active identity that is not the current outgoing identity is indicated by a green circle. • It can be called. • It can be selected as the outgoing identity for making calls by pressing ▼ / ▲ on the navigation key.
	A blue circle with a revolving white ring indicates that the identity is trying to register.
	A gray circle with a white "x" indicates that the identity is not properly registered. Check your connections and whether the server is down.

Note: Identities can be deactivated without removing the registration settings by changing their status to "inactive" on the phone's web interface. Inactive identities are not displayed on the idle screen. They cannot be called or selected as the outgoing identity. To deactivate the identity, open the phone's web interface > **Identity** (1-12).



1. Change the "Identity active" setting to **off**.
2. Click **Re-Register**.
3. Click **Save**.

For information about configuring new identities or modifying existing ones, see "Identities/accounts" on page 89.

Function key line

The symbols on the buttons in this line depict the functions that can be activated by pressing the function key underneath the respective symbol. See "Appendix 1 - Display Symbols and Icons" on page 105 for a complete list. The factory defaults are:

	Directory. See "Directory" on page 45.	
	Call lists. See "Call lists" on page 69.	
		Forwarding all calls (on/off). See "Call forwarding" on page 72 and 96.

	Pressing this key will put the IP address of the phone on-screen. If another function is mapped onto the key or if the key has been replaced by  because of new status messages, IP address and URL can also be looked up in the settings menu:  > Information > Help.
	Displaying all currently available status messages. This key is available whenever a status message becomes newly available even when a different function is mapped onto the far-right function key underneath the display. Press the key to display the status messages; press  to delete the highlighted status message. When all messages have been deleted, the symbol will disappear from the function key line; the message in the status line will also disappear. The function mapped onto the key is now available on this key again. If you have mapped the "Status messages" function onto the key, the key will remain blank until a new status message becomes available or until a reboot when all current status messages will be displayed anew.

When the phone is active

The display will inform you of any activity the phone is engaged in (see Fig. 1 on page 28). This information is presented in the form of text or symbols or both.

Info/status bar. Name of current activity and time.

Context area

Depending on the activity, this area will contain symbols (incoming call ringing, outgoing call ringing, list entries, etc.) and text like the phone number calling, the extension number being called, conference partners, etc.

Function key line

Depending on the current activity of the phone, the key function key line will present various functions that can be activated by pressing the function key underneath the respective symbol. See "Appendix 1 - Display Symbols and Icons" on page 105 for a list of available functions.

SmartLabels

When the phone is idle and—in some contexts—when it is active, the labels of the freely programmable SmartLabel function keys P1-P32 are displayed on the phone screen. The SmartLabels are displayed on four (4) "pages" in eight (8) label areas each, four on each side of the display (Fig. 1). By moving your hand across the motion sensor underneath the navigation key, you can increase the size of the SmartLabels from the default "short" display mode (Fig. 2) to "full" display mode (Fig. 3). The display will revert to "short" display mode after three seconds.

The page number to the left of the time indicates which label page is on-screen, **1**, **2**, **3**, or **4**. Press  to change the page from 1 to 2, 3, and 4 and back to 1 (Fig. 4). The default is **1**; the display will return to the default after 10 seconds. The settings can be adjusted on the phone's web interface. See "Configuring the function keys" on page 75 for more information.

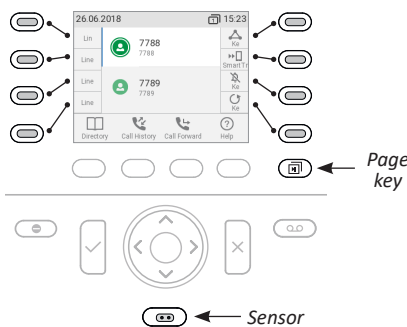


Fig. 1

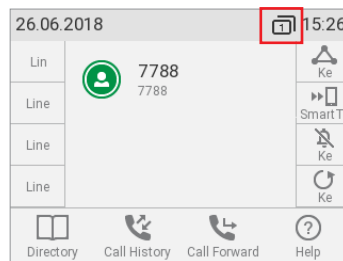


Fig. 2

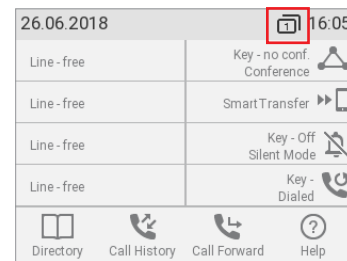


Fig. 3

The LED of the key  associated with the label of the on-screen page will react according to the visible key's mapping; pressing the key may affect its visible setting. The function keys can be mapped on the phone and, faster and more comfortably, on the phone's web interface. For information on programming the function keys, see "Configuring the function keys" on page 75.

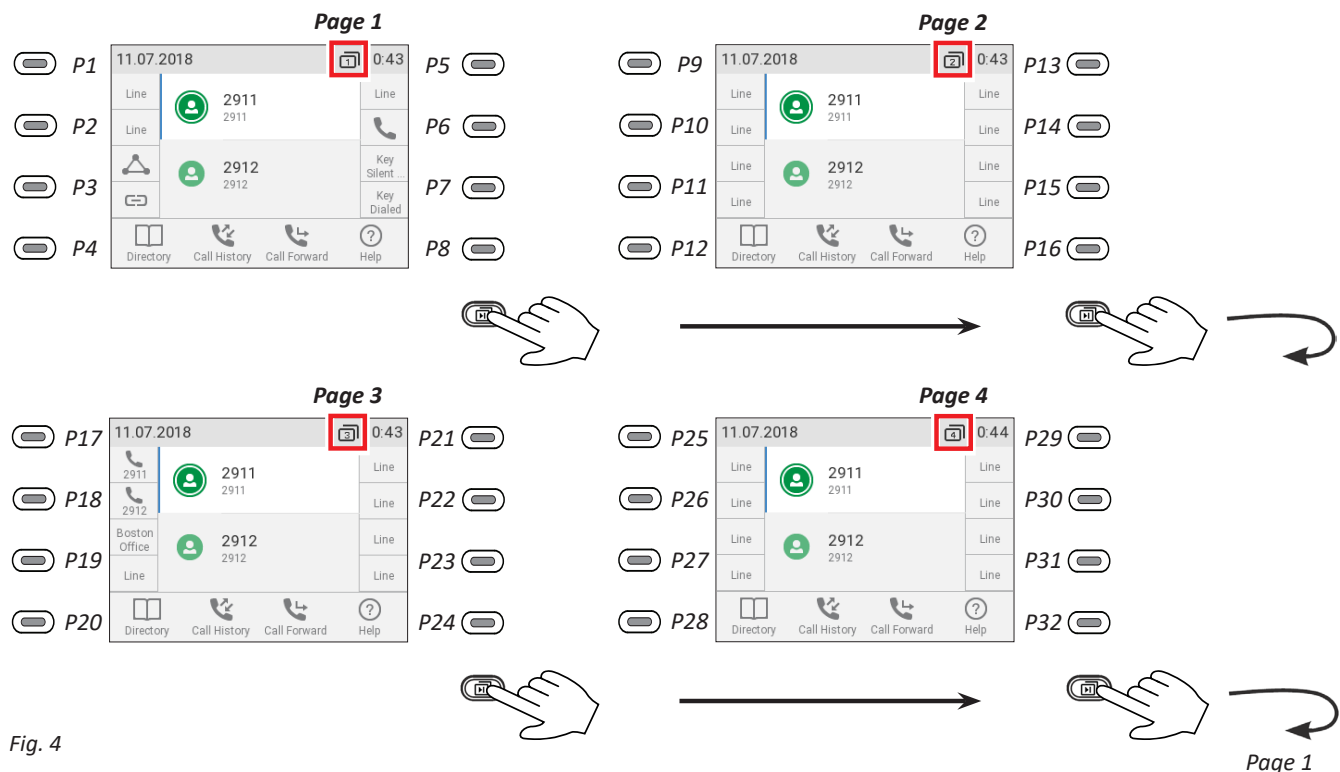


Fig. 4

Page 1

Function key page of phone's web interface

For information about opening and using the phone's web interface, see "The phone's web interface" on page 39. For information about programming the function keys, see "Configuring the function keys" on page 75.

SmartLabel Keys:

Page Page 1

	Context	Type	Number	Short Label Mode	Short Label	Full Label	XML Label
P1	Active	Line		Text			
P2	Active	Line		Text			
P3	Active	Conference Sen		Icon			
P4	Active	Action URL	file:///xml/gui/transfe	Icon	☐ SmartTransfer		
	Active	Line		Text			
	Active	Extension	<sip:2910@vtech-p	Icon and Text	Marketing	Marketing Departme	
	Active	Key Event	Ringer Silent	Text			
	Active	Key Event	Redial	Text			

P5
P6
P7
P8

Fig. 5 - Page 1 keys on phone's web interface

When expansion modules are connected to the phone, they will also be shown on the function key page of the phone's web interface, below the phone's function keys and above the **Apply** button. Their settings are stored on the phone, not on the expansion module. For more information, see "Example 2, Extension monitoring and call pick-up on ET6 expansion module" on page 81.

Expansion Module 1 Line Layout

	Context	Type	Number	Short Text	XML Label
1	Active	Extension	<sip:159@example	Sales	
	Active	Extension	<sip:180@example	Accounting	10
2	Active	Extension	<sip:170@example	Sales	
	Active	Extension	<sip:160@example		11

Sales
Accounting
Sales
160

Fig. 6 - Function keys of connected ET6 expansion module

Settings

A comparatively small number of settings can be adjusted on the phone; many more are available on the phone's web interface.

Phone settings

Press  to open the settings menu on the display. To open submenus and settings, scroll to the submenu/setting and press .

Settings available in administrator mode

All settings of the phone menu and on the phone's web interface are accessible.

1 Preferences	2 Call Features	3 Identity	4 Network	5 Maintenance	6 Information
1 Language	1 Call Forwarding	1 Select Outgoing Identity	1 IP Settings	1 Security	1 Status Info
2 Date & Time	1 Forward All	2 Reregister Identity	1 IPv4	1 Administrator Mode on ⁽³⁾	2 System Info
1 Time Zone	2 Forward when Busy	3 Edit Identity	2 IPv6	2 Set keyboard-lock PIN	3 Demo Mode
2 Date Format	3 Forward after Timeout	1 Hotdesking	2 Webserver	2 Reboot	4 Help
3 24-Hour Clock	2 Outgoing calls	2 Edit Identity	1 On/Off	3 Reset Values	
3 Audio	1 Auto Dial	4 Log Off Identity	2 Webserver Type		
1 Tone Scheme	2 Auto Redial Busy	1 Log Off All Identities	3 Username		
2 Ringer	3 Number Guessing	2-13 (select individ. identity)	4 Password		
3 Bluetooth ⁽¹⁾	4 Call Completion		3 VLAN		
4 Volume Settings	5 Hide own outgoing ID		1 VLAN ID		
4 Display	3 Incoming calls		2 VLAN Priority		
1 Primary Display	1 Call Waiting		4 WLAN		
1 Backlight on activity	2 Auto Answer		1 On/off		
2 Backlight when idle	3 Reject Anonymous		2 Scan WLAN		
3 SmartLabel Options	4 Silent Mode		3 Manual Setup		
2 Expansion modules ⁽²⁾	4 Speed dial		5 Advanced		
1 Backlight on activity			1 802.1X		
2 Backlight when idle			2 Hardware		
3 Contrast			3 NTP		
4 Appearance			4 DNS		
5 Fkeys					
1 Feature Keys					
2 SmartLabel Keys ⁽²⁾					
3-5 Expansion Keys 1-3 ⁽²⁾					
6 General					
1 Quick Dial Contacts					

⁽¹⁾ Only if phone model has a built-in adapter for wireless technology.

⁽²⁾ Only when an expansion module is connected to the phone.

⁽³⁾ Pressing this key will put the phone in user mode; many settings will not be accessible (see next page). The administrator password will be needed to return the phone to admin mode.

NOTE: The factory default administrator password is 0000 (4 x zero). For security reasons, we recommend that you set your own administrator password. If it is lost or forgotten, you will not be able to return the phone from user to administrator mode and gain access to all phone settings.

Settings available in user mode

1 Preferences	2 Call Features	3 Identity	4 Maintenance	5 Information
1 Language	1 Call Forwarding	1 Select Outgoing Identity	1 Security	1 Status Info
2 Date & Time	1 Forward All	2 Reregister Identity	1 Administrator Mode off ⁽³⁾	2 System Info
1 Date Format	2 Forward when Busy		2 Set keyboard-lock PIN	3 Help
2 24-Hour Clock	3 Forward after Timeout		2 Reboot	
3 Audio	2 Outgoing calls			
1 Tone Scheme	1 Auto Dial			
2 Ringer	2 Auto Busy Redial			
3 Bluetooth ⁽¹⁾	3 Number Guessing			
4 Volume Settings	4 Call Completion			
4 Display	5 Hide own outgoing ID			
1 Primary Display	3 Incoming calls			
1 Backlight on activity	1 Call Waiting			
2 Backlight when idle	2 Auto Answer			
3 SmartLabel Options	3 Reject Anonymous			
2 Expansion modules ⁽²⁾	4 Silent Mode			
1 Backlight on activity	4 Speed Dial			
2 Backlight when idle				
3 Contrast				
4 Appearance				
5 Fkeys				
1 SmartLabel Keys				
2-4 Expansion Keys 1-3 ⁽²⁾				
6 General				
1 Quick Dial Contacts				

⁽¹⁾ Only if phone model has a built-in adapter for wireless technology.

⁽²⁾ Only when an expansion module is connected to the phone.

⁽³⁾ Pressing this key will put the phone in administrator mode. The administrator password is needed to return the phone to admin mode.

NOTE: The factory default administrator password is 0000 (4 x zero). If it doesn't work, someone changed it. Please ask your administrator or your IP Service Provider.

Most of the individual settings are described elsewhere in this manual: See "Using the phone" on page 56 and "Customizing the phone settings" on page 89.

Display settings

Backlight and contrast on the display of the phone and on the displays of any connected expansion modules can be adjusted separately for the times when the phone is active and when the phone is idle. Lowering backlight intensity lowers the energy consumption of the devices. The backlight when idle can be reduced to zero bars.

NOTE: When the phone has been inactive for a specified number of seconds it will switch the backlight to idle mode. This setting is available only on the phone's web user interface, not on the phone itself. The phone setting is applied to all ET6 extension modules connected to the phone as well.

SmartLabel Display Settings define how the SmartLabels are displayed on the phone's screen. For the display modes and options of the SmartLabels, see "Display option for SmartLabel keys" on page 84.

Adjusting the backlight on the phone's display

- **Intensity of backlight.** The setting adjusts the intensity of the backlight for the phone display.
 1. Press .
 2. With **Preferences** selected, press .
 3. Press  to select **Display** and press .
 4. If you have an expansion module connected to the phone, press  to select **Primary Display**.
 5. Press  /  to select **Backlight on activity** or **Backlight when idle** and press  (Fig. 1).
 6. Press the right or left arrow on the navigation key or the function key underneath  or  in the function key line (Fig. 2 and 3) to decrease () or increase () the backlight's intensity.
 7. When done, press  to save and return to the **Display** menu (Fig. 1).

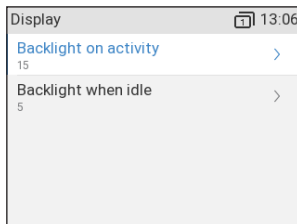


Fig. 1

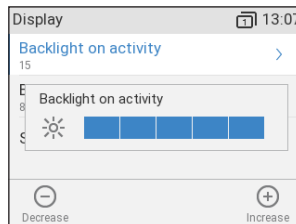


Fig. 2

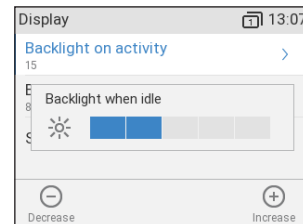


Fig. 3

- **Period of inactivity.** The number of seconds after which the phone will switch from backlight on activity to idle backlight can be set on the phone's web interface only.
 1. Open the phone's web interface (see "Opening the web interface" on page 40).
 2. Click on **Preferences** (see "How the web interface works" on page 41).
 3. Enter the number of seconds in the text field of **Dim after (in seconds)**. The default is 20 seconds.

General Information:	
Webinterface Language:	English ?
Language:	English ?
Number Display Style:	Name Number ?
Tone Scheme:	United States ?
MWI Notification:	Silent ?
MWI Dial Tone:	Stutter ?
Dim after (in seconds):	20 ?
U.S. date format (mm/dd):	☐ on ☐ off ?

- Click on **Apply** and **Save**.

Adjusting display settings for connected ET6 expansion modules

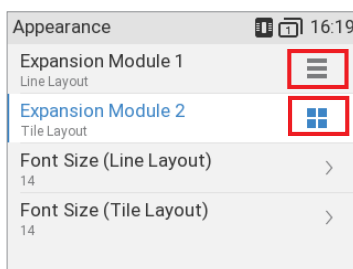
The intensity of the displays' backlight and the font size of the function key labels is adjusted separately for the phone and the connected ET6 expansion modules. Lowering backlight intensity lowers the energy consumption of the devices. You can also switch from the default line layout of the labels to tile layout. For more information about the module's display layout, please refer to the ET6 User Guide.

Note: The number of seconds after which the ET6 expansion modules will switch from activity to idle backlight is the number set for the primary display's backlight (see "Adjusting the backlight on the phone's display" on page 35).

- Appearance.**

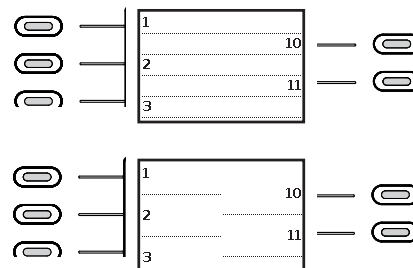
- Layout.** The available options are line or tile layout. Line layout is the default. The layout is adjusted separately for each module, and only connected modules appear in the menu. If there is more than one, the first ET6 in the daisy-chain is listed as "Expansion Module 1", the second one as "Expansion Module 2", and the third one as "Expansion Module 3".

- Press .
- With **Preferences** selected, press .
- Press  to select **Display** and press .
- Press  to select **Expansion Modules** and press .
- Press  to select **Appearance** and press .
- Press  /  to select **Expansion Module 1, 2, or 3** and press .



Line layout

Tile layout



- Press  to change and save the display layout of the selected ET6 expansion module, respectively, from lines to tiles and vice versa.

8. Press  to return to the **Expansion modules** menu; press  for approx. 3 seconds to return to the idle screen.
- **Font size.** It is possible to adjust the font size for the connected expansion modules. The size is set separately for line and tile layout, and the respective setting is applied to all connected modules with line or tile layout, respectively.
 1. Press .
 2. With **Preferences** selected, press .
 3. Press  to select **Display** and press .
 4. Press  to select **Expansion Modules** and press .
 5. Press  to select **Appearance** and press .
 6. Press  /  to select **Font size (Line Layout)** or **Font size (Tile Layout)**, respectively, and press .

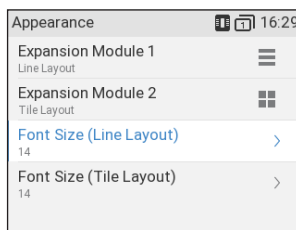


Fig. 1

7. Use the alphanumeric keypad to enter the font size (Fig. 2 and 3). Press the function key underneath  to delete the character to the left of the cursor if you need to correct your input.

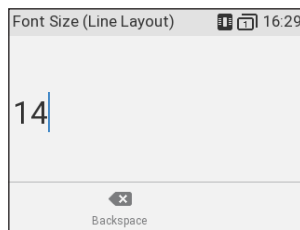


Fig. 3

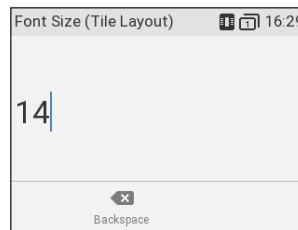


Fig. 4

8. Press  to save the setting and to return to the **Appearance** menu (Fig. 1).

- **Intensity of backlight.** The setting is applied to all ET6 expansion modules connected to the phone.

1. Press .
2. With **Preferences** selected, press .
3. Press  to select **Display** and press .
4. Press  to select **Expansion Modules** and press .
5. Press  /  to select **Backlight on activity** or **Backlight when idle** and press .

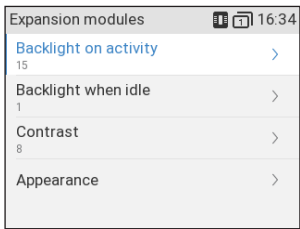


Fig. 1

6. Press the right or left arrow on the navigation key or the function key underneath $\ominus$ or $\oplus$ in the function key line (Fig. 2 and 3) to decrease ($\blacktriangleleft$) or increase ($\blacktriangleright$) the backlight's intensity.

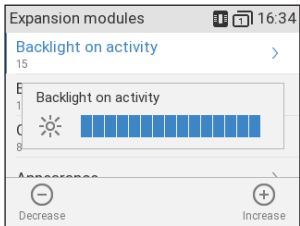


Fig. 2

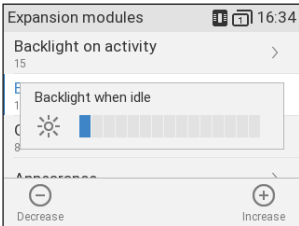


Fig. 3

7. Press $\checkmark$ to save and return to the **Expansion Modules** menu (Fig. 1).
- **Contrast.** The setting is applied to all ET6 expansion modules connected to the phone.
 1. Press ⚙ .
 2. With **Preferences** selected, press $\checkmark$.
 3. Press $\checkmark$ to select **Display** and press $\checkmark$.
 4. Press $\checkmark$ to select **Expansion Modules** and press $\checkmark$.
 5. Press $\checkmark$ to select **Contrast** (Fig. 1) and press $\checkmark$.
 6. Press the right or left arrow on the navigation key or the function key underneath $\ominus$ or $\oplus$ in the function key line to decrease ($\blacktriangleleft$) or increase ($\blacktriangleright$) the contrast (Fig. 2).

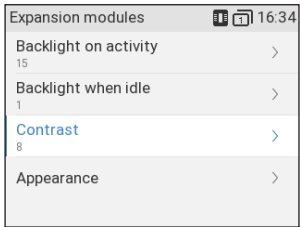


Fig. 1

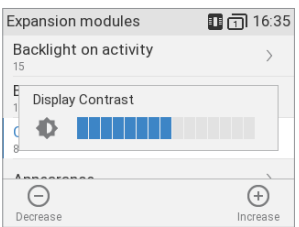


Fig. 2

7. Press $\checkmark$ to save and return to the **Expansion Modules** menu (Fig. 1).

The phone's web interface

When the web interface is opened for the first time upon initialization, you will see the **Security** page.

Logout

Operation

- Home
- Directory

Setup

- Preferences
- Speed Dial
- Function Keys

Identity 1

Identity 2

Identity 3

Identity 4

Identity 5

Identity 6

Identity 7

Identity 8

Identity 9

Identity 10

Identity 11

Identity 12

Action URL Settings

Advanced

Certificates

Software Update

Status

System Information

Security Advice

We strongly recommend that you secure the web interface in order to protect your phone against remote attacks. Therefore the HTTP User and Password as well as the Administrator Password should be changed from the default value.

Security:

Administrator Password: ?

Administrator Password (Confirmation): ?

HTTP Server:

User: ?

Password: ?

Additionally you should protect the web interface with hidden security tags against remote attackers trying to change phone settings with faked HTTP POST requests.

Use hidden tags: ☒ on ☐ off ?

Press to save the settings as shown above.

Press to ignore the warning until reboot.

Press to ignore the warning forever.

VTech recommends you set administrator and HTTP passwords to protect your phone. The default administrator password is 0000 (4 zeros); there is no default HTTP password. **Please note:**

- Administrator password. If you do not replace the default administrator password by an individual one, an unauthorized third party with access to the phone could set an administrator password unknown to you. In such a case, you would no longer be able to switch from user mode to administrator mode to regain access to all phone settings.

Without the administrator password, you will not be able to return the phone and the web interface from user mode to administrator mode; many settings will be inaccessible.

- If you do not set the HTTP user name and HTTP password, you make it easier for experienced hackers to break into your system.

Without the HTTP user name and HTTP password, you cannot open the phone's web interface.

You can set and change the administrator and HTTP passwords on the phone's web interface at any time.

1. Click **Advanced Settings** in the vertical menu on the left side.
2. Click the **QoS Security** tab at the top of the **Advanced Settings** page.

Network Behavior Audio SIP/RTP **QoS/Security** Update

3. Enter the data in the text fields and click **Apply**.
 - **Administrator password.** Valid values are arbitrary character strings of numerals, letters, and/or special characters of any length. Keep in mind that you may have to enter these characters on the phone's keypad (see "Entering numerals, letters, special characters, and symbols" on page 27).

Security:	
Ignore security advices:	☐ on ☒ off ?
Use hidden tags:	☐ on ☒ off ?
Restrict URI queries:	☒ on ☐ off ?
Allow CSTA control:	☒ on ☐ off ?
Empty client cert:	☐ on ☒ off ?
Filter Packets from Registrar:	☒ on ☐ off ?
Authentication for SIP Reboot:	☐ on ☒ off ?
Authentication for SIP Check-Sync:	☐ on ☒ off ?
Administrator Mode:	☒ on ☐ off ?
Administrator Password:	 ?
Administrator Password (Confirmation):	 ?
Minimum PIN length:	 ?
Maximum PIN retries:	 ?

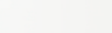
- **HTTP user name and password.** Enter the data in the text fields of the **HTTP Server** section and click **Apply**. The default value is blank.
 - User name. Valid values are character strings of letters and numerals, e.g. **john** or **jh24**.
 - Password. Text string.

HTTP Server:	
User:	X-835 ?
Password:	 ?
Authentication Scheme:	☒ Digest ☐ Basic ?

Opening the web interface

1. Look up the phone's IP address: Press , if available, or  > **Information** > **Help**.
2. Open a web browser on your PC. Enter the IP address, preceded by "http://" or "https://" in the address bar (for example: http://192.168.10.115) and press ENTER.

The home screen opens:



Welcome to Your Phone!

Login

Logout

Operation

Home

Directory

Setup

Preferences

Speed Dial

Function Keys

Identity 1

Identity 2

Identity 3

Identity 4

Identity 5

Identity 6

Identity 7

Identity 8

Identity 9

Identity 10

Identity 11

Identity 12

Action URL Settings

Advanced

Certificates

Software Update

Status

System Information

Log

SIP Trace

DNS Cache

This web interface makes it easy for you to set your phone up correctly and to access the advanced features.

To dial a number, just enter the number in the field below. You can enter a simple telephone number (e.g. 0114930398330) or URI like info@example.com.

Dial a Number:

Dial
Hangup

Outgoing Identity:

Set

[Dialed](#), [Missed](#), [Received](#)

Dialed Numbers x						
Date	Time	Duration	Costs:	Local Identity	Number	
06/22/2018	04:55	00:00:00		2911	2911 2911	x
06/22/2018	04:01	00:00:00		2911	2911 unknown	x

Missed Calls x						
Date	Time	Missed	Local Identity	Number		
06/22/2018	07:34	2	2912	2914 2914 Mike 2914		x
06/22/2018	04:02	2	2911	2914 2914 Mike 2914		x

Received Calls x						
Date	Time	Duration	Costs:	Local Identity	Number	
06/22/2018	07:34	00:00:05		2912	2914 2914 Mike 2914	x
06/22/2018	04:55	00:00:00		2911	2911 2911 Mike 2911	x

How the web interface works

The vertical menu on the left side of the window is always the same, no matter which window happens to be open at the time. Available menu items depend on whether the phone is running in user or administrator mode.

Click on a menu item to open that page. Some pages contain several documents. To make a document visible, click on its tab. The font weight of the characters on the active tab is **bold**. Only one tab can be active at a time.

Logout

Network

Behavior

Audio

SIP/RTP

QoS/Security

Update

Operation

Home

Directory

Setup

Network:

IPv6:

DHCP:

[More Controls](#)

☒ on
☐ off

Note: Any changes you make will not take effect until you click on **Apply**. Changes will be lost if you open another page of the web interface or if you close the web interface without first clicking on **Apply**.

After you have clicked on **Apply**, in some cases the **Save** button will appear at the top of the page. Click on **Save** to save the changes permanently. Changes that have not been saved will be lost if the phone loses power or is disconnected from its power source.

⚠ Some settings are not yet stored permanently. [Save](#) [View Changes](#)

Web settings overriding manual phone settings

In some cases, settings activated on the web interface override manual settings on the phone. If a setting you have made on the phone does not appear to take effect, look for a conflicting setting on the web interface or check with your administrator.

User mode/administrator mode

VTech phones can be operated in administrator or user mode. In administrator mode, all settings are accessible and can be modified; in user mode, a number of settings are not accessible. The factory default is administrator mode.

When the phone is running in user mode, the administrator password is required to switch to administrator mode. The default administrator password is 0000 (4 x zero). We recommend that you change the password for security reasons.

Note: Do not forget the new password; without it, a TFTP reset to factory values is necessary to return the phone to administrator mode.

If your phone is administered centrally, user mode may be the rule. Please check with your administrator.

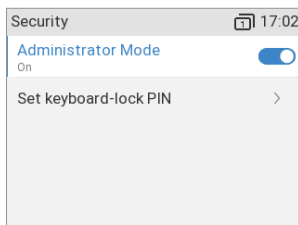
User mode on the phone

The "Network" menu and various other settings are inaccessible in user mode. See "Settings" on page 32.

To switch to administrator mode:

1. Press .
2. Press  /  to select **Maintenance** and press .
3. With **Security** selected, press .
4. With **Administrator Mode** (which is set to "off") selected, press .
5. Enter the **Admin Mode Password** and press .

The *Security* menu appears with the *Administrator Mode* changed to "on".



6. Press  for two seconds to return to the idle screen.

User mode on the web interface

Some windows like **Preferences** are available in user mode while many others, like the identities, are not. The menu item **Advanced** is available in user mode but the settings normally found on the **Advanced Settings** page are not. In user mode the two pages look like this:

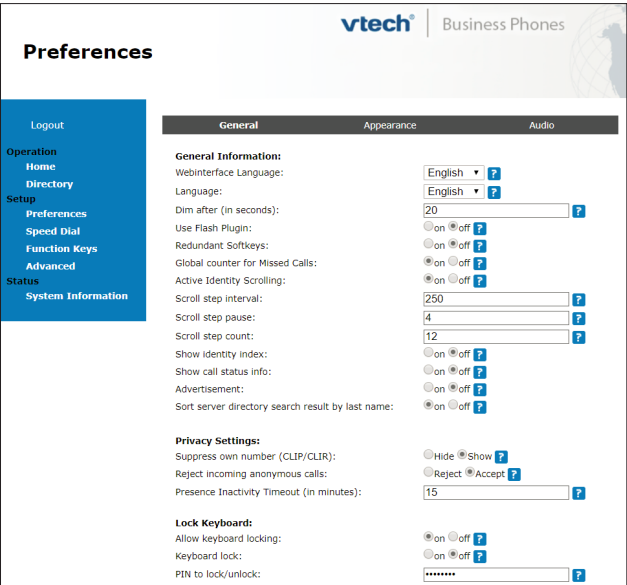


Fig. 1

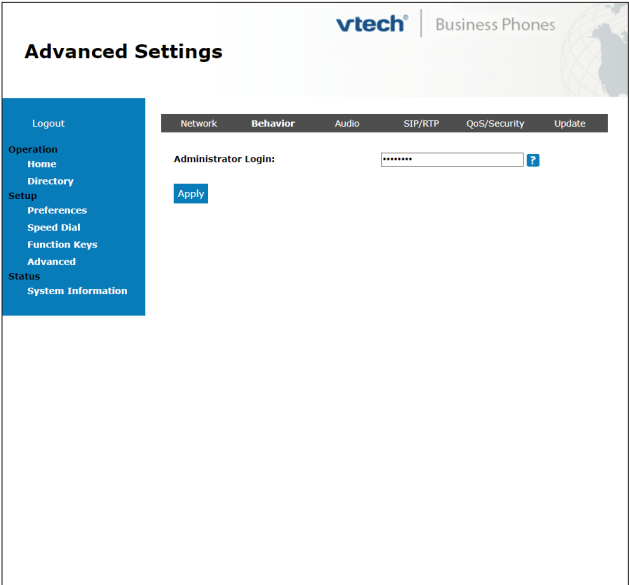


Fig. 2

To return the phone and its web interface to administrator mode, open the **Advanced Settings** page, enter the administrator password in **Administrator Login** and click **Apply** (Fig. 2). The default password is 0000 (4 x zero). In administrator mode, the two pages look like this:

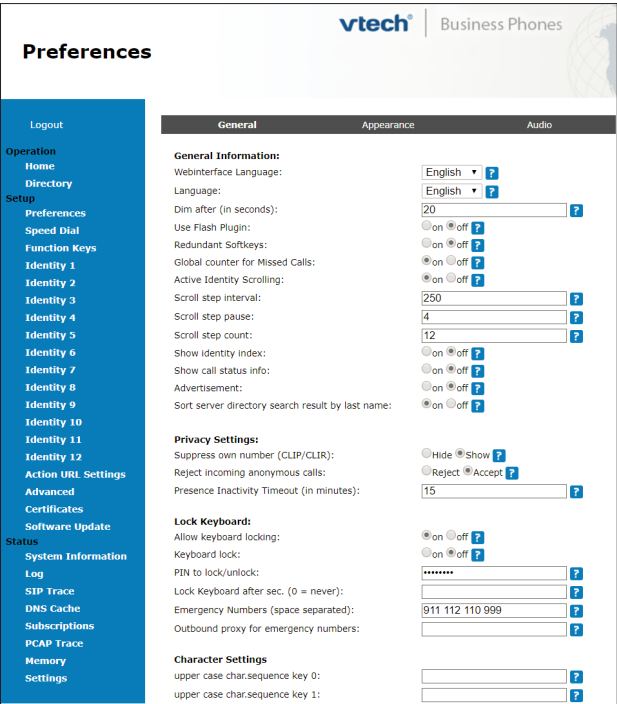


Fig. 3

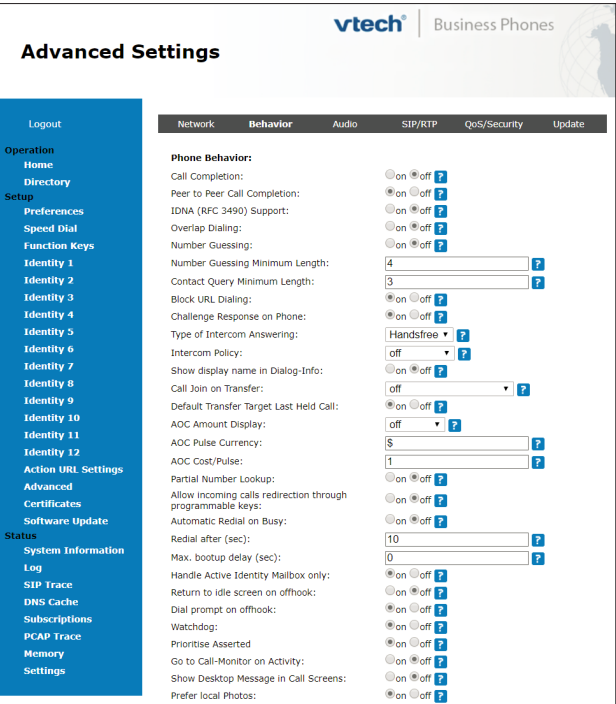


Fig. 4

Directories

Directory

The directory is the built-in directory of the phone. It can hold up to 1,000 entries. Entries can be added and edited on the phone and on the web interface.

Directory					
Name:	Number:	Contact Type:	Outgoing Identity:	Edit	Delete
Jane Smith	9175554128	None	Active		
John Miller					
- fixed	9175554230	None	Active		
- cell	9175554231	None	Active		
- private	9175557018	None	Active		

Any changes you make on the web interface will not take effect until you click **Save** or click **Apply** and **Save**, depending on your firmware version. Changes will be lost if you open another page of the web interface without first clicking on **Apply / Save**.

Definitions, explanations

Directory entries

Each entry must have at least one phone number; multiple associated phone numbers are possible. If you do not enter a first and/or last name and/or nickname, the phone number will appear under both "Name" and "Number".

- Entry with one phone number:

Jane Smith	9175554128	None	Active			
------------	------------	------	--------	--	--	--

- Entry with several associated phone numbers:

John Miller						
- fixed	9175554230	None	Active			
- cell	9175554231	None	Active			
- private	9175557018	None	Active			

Master record (M)

Number area (N): Individual settings for the master record and each subentry possible.

Info area. Data can be different for each associated phone number. If subentry textfields are blank, the data from the master record is displayed.

Name area. Same data for the master record and all subentries.

Add or Edit Entry:

Number: 4442090

Number Type: N sip

Contact Type: VIP

Outgoing Identity: Active

Group: Work

Title: Manager

Organization: Smith

Email: jd@example.com

Note: M

Photo: Choose File | No file chosen

Action-Url:

Nickname:

First Name: Jane

Family Name: Doe

Birthday: M 14.3

Favorite:

Add or Edit Entry:

Number: 4442091

Number Type: N cell

Contact Type: VIP

Outgoing Identity: Active

Group: Work

Title: Manager

Organization: Smith

Email: jd@example.com

Note: M

Photo: Choose File | No file chosen

Action-Url:

Nickname:

First Name: Jane

Family Name: Doe

Birthday: M 14.3

Favorite:

Add or Edit Entry:

Number: 555557815

Number Type: N private

Contact Type: VIP

Outgoing Identity: Active

Group: S Friends

Title: M Manager

Organization: M Smith

Email: S jd@example.com

Note:

Photo: Choose File | No file chosen

Action-Url:

Nickname:

First Name: Jane

Family Name: Doe

Birthday: M 14.3

Favorite:

Contact Types

VIP: Calls from numbers with this contact type will ring on your phone even when DND mode is active. You can assign a ringtone to this contact type. If your VIP is also assigned to a group (see below) and if that group has a distinct ringtone, the ringtone assigned to the group will be played.

Deny List: Calls from phone numbers with this contact type will not ring on your phone. The caller hears the "Busy" signal. To remove the number from the Deny list, you can either:

- delete the entry from the directory by clicking on the "delete" symbol 
- or - if you want to keep the number in the directory - change the contact type to none or VIP by editing the entry. See "Editing existing entry" on page 48 (editing on the phone) and "Editing an entry" on page 51 (editing on the web interface) for more information.

Outgoing identity

The default setting is "Active" which means that the phone will use the current outgoing identity whenever you dial the number of the phone book entry.

You can also select a specific identity to be used as the outgoing identity whenever the number is dialed, for example, if you want to use a specific VoIP provider for these calls.

Note: To use an outgoing identity specified in the directory, you must dial the number from the directory. If you simply type it on the keypad, the current outgoing identity, as indicated on the display, will be used.

Group

The available group types are **Friends**, **Family**, **Work**, **Colleagues**, or **None**. The default setting is none. You can assign a distinct ringtone to each group type.

Ringtones

The phone has 10 built-in ringtones that can be assigned to identities, group types, and contact types. It is also possible to download a custom melody.

Assigning ringtones to identities: See "Assigning ringtones" on page 91.

Assigning ringtones to contact type VIP and group types

1. Open the phone's web interface, **Preferences** page > **Audio** tab > **Directory Ringtones** section.
2. Select a ringtone from the respective drop-down menu and click on "Apply". If you choose "Custom Melody URL", enter the URL to the data file in the text field. It must be a file of the type PCM 8 kHz 16 bit/sample (linear) mono WAV.

Note: Ringers assigned to contact type VIP and to any of the group types override the ringers assigned to the identities. For example, if you have assigned ringer 1 to one of the identities and ringer 2 to the group "Colleagues", the phone will play ringer 2 when a contact from the "Colleagues" group calls that identity.

Adding/Editing Entries on the Phone

Adding new entry manually

1. Press  to open the phone's directory.
2. Press the function key underneath  on the navigation key.

Note: See "Input modes and navigation" and "Entering numerals, letters, special characters, and symbols" on page 27 for information on how to enter data.

3. Enter the phone number and press .
4. Enter a first name and/or press .
5. Enter a last name and/or press .

Note: Entering a first and/or name is optional. If you don't enter either one, the entry will be listed under the phone number. You can add a first and last name later by editing the entry on the phone or on the web interface.

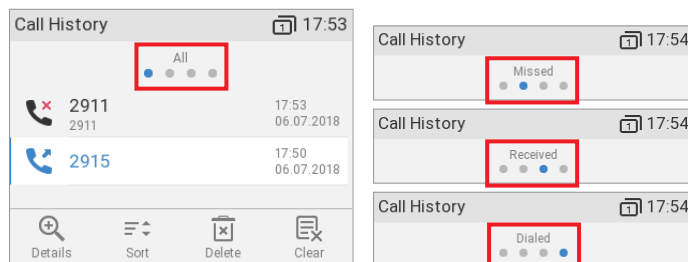
6. Press  to add the caller to the directory.

See "Editing existing entry" on page 48 for details about how to add a name, phone type, group, etc. to the entry.

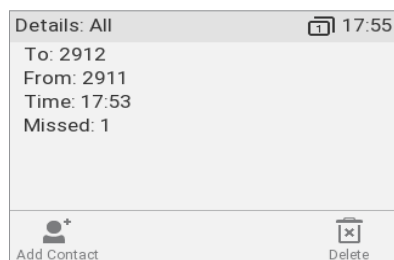
Adding new entry from call list

For further information about call lists, see "Call lists" on page 69.

1. Press the function key underneath  to open the call history. The list of **All** calls appears.
 - Press  /  on the navigation key to show the lists of **Missed**, **Received**, or **Dialed** calls instead.



2. Press  /  on the navigation key to select a call.
3. Press  to view call **Details**.



4. Press  to add the name (if the name was transmitted) and the number to the phone directory. If the name has not been transmitted, the number will be used in its place.

See "Editing existing entry", below on how to add a name, phone type, group, etc.

Adding current caller

With the call on the line, you can add the caller's name (if transmitted) and phone number to the directory. If the name has not been transmitted, the number will be used for both name and number. See "Editing existing entry", below on how to add a name, phone type, group, etc., later.

1. With the call on the line, press .
2. Press  to add the caller to the directory.

Sorting entries

1. Press  to open the phone's directory.
2. Press .
3. Press  /  to select the criterion for sorting (Nickname, First Name, Last Name, organization, etc.) and press  to sort.

Editing existing entry

1. Press  to open the phone's directory.
2. Selecting an entry: Press  /  to scroll to the entry, or enter the first letter of the name.
3. Press . The **Details** screen for the entry will be displayed.
4. Editing a detail.
 - a. Press  /  and  to select a detail. Depending on the detail,
 - b. In some cases, you will see the prompt screen where you can enter or modify text. Edit the data, if necessary, and press  to save and to open the next screen. See also "Entering numerals, letters, special characters, and symbols" on page 27.

In other cases, you will see a list of values to select, or a question asking you to confirm yes/no.

Examples:

- i. Select "Group" with  /  and . The **Group** screen opens. Use  /  and  to select family, friend, colleague, work, or none.
 - ii. Select "Fav" with  /  and . The **Favorite** screen opens. Select  or .
 - iii. Select "C. type" with  /  and . The **Contact type** screen opens. Use  /  and  to select VIP or None.
- c. When you are done editing the entry, press .

Deleting an entry

1. Press  to open the phone's directory.
2. Selecting an entry: Press  /  to scroll to the entry, or enter the first letter of the name.

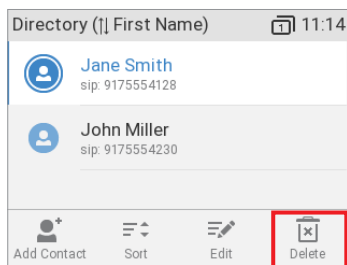


Fig. 1 - Deleting directory entry

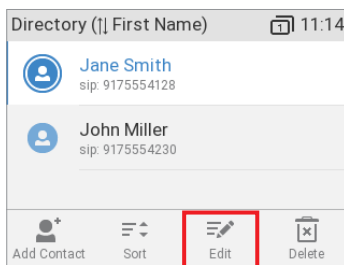


Fig. 2 - Editing phone numbers associated with entry

Note: If there is more than one phone number associated with the entry and you want to delete only one of them, press  (Fig. 2). Select the number you want to delete with  /  (Fig. 3) and press .

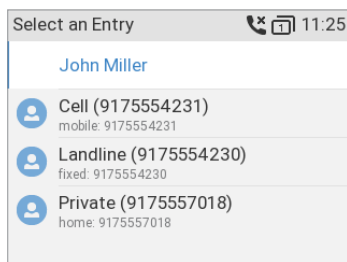


Fig. 3 - Selecting

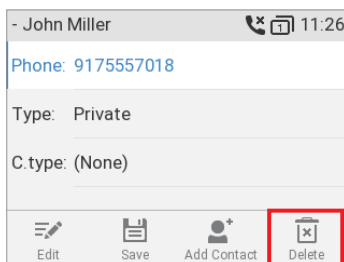


Fig. 4 - Deleting one phone associated with entry

3. Press  (Fig. 1 and 4). You will be asked, "Are you sure?".
4. Press  to delete the entry or phone number, or press  to cancel delete.

Adding/editing entries on the web interface

Click on **Directory** in the menu on the left side.

Adding new entry

1. Type data in text fields of **Add or Edit Entry**.

- **Number:** Type the number exactly as you would dial it, with country and area codes, if necessary, and without parentheses, hyphens, blank spaces. plenty
- **Number Type:** Select the type of connection from the drop-down menu. The default setting is SIP.
- **Contact Type:** Select "None", "VIP", or Deny" from the drop-down list. The default setting is "None".
 - Calls from entries on the "VIP" list will always ring on the phone, even when the phone is in a call or in DND mode.

Note: You can assign a distinct ringtone to the contact type "VIP": **Preferences** page > **Audio** tab > **Directory Ringtones** section.

- Calls from entries on the "Deny" list will not ring on the phone. The caller will always hear the busy signal.
- **Outgoing Identity:** The drop-down list shows all identities configured on the phone. If you select one of the identities for one of the numbers listed in the phone book, all calls to that number initiated from the phone book will show that identity on the callee's phone.
- **Info area:** The data entered in the textfields will be displayed when the entry is opened on the phone. The data can be used to sort entries by group, name, organization, etc., and can be edited on the phone.
 - "Group" drop-down menu: Available types are "Friends", "Family", "Colleagues", or "Work". You can assign a distinct ringtone to each group type: **Preferences** page > **Audio** tab > **Directory Ringtones** section.
 - "Nickname": If you enter a nickname, it will appear under the "Name" header of the **Directory** on the web interface.
- **First name, Family (Last) name:** Will be added in this order under "Name" in the directory, unless you have also entered a nickname.
- **Birthday.** Uses the format set at **Preferences** page > **General** tab > **General information** > U.S. Date Format (mm/dd): "On" or "Off". Enter in DD.MM.YR or MM/DD/YR format. Examples:

		Output when US Date Format setting is	
Date	Input	On	Off
March 5, 2018	5.3.18 or 3/5/2018	03/05/18	05.03.18
March 12, 2018	12.3.18 or 3/12/2018	03/12/18	12.03.18
October 5, 2018	5.10.18 or 10/5/2018	10/05/18	05.10.18
October 12, 2018	12.10.18 or 10/12/2018	10/12/18	12.10.18

- **Favorite:** Select the check box to add entry to "Favorites" list.

2. Click **Add/Edit** to save new entry to directory.

Editing an entry

When you open an existing entry, the current information is displayed in the text fields of "Add or Edit Entry" and two additional buttons, **Add Sub** and **Change**, are available (see Fig. 2 and 3, below).

- Editing

Directory						
Name:	Number:	Contact Type:	Outgoing Identity:	Edit	Delete	
Jane Smith	9175554128	None	Active			
John Miller						
- fixed	9175554230	None	Active			
- private	9175557018	None	Active			

Fig. 1

- If single entry, click in the entry's line.
- If there is more than one number associated with a name:
 - Click in the name's line if you want to edit/add the first or last name of the date of birth and the data in the info area applicable to the master record.
 - Click in a phone number's line if you want to edit the subentry's data (phone number, number & contact type, outgoing identity, and any info area data applicable to this subentry only).

Make changes as necessary and click **Change**.

- Adding additional phone number (subentry) for a name
 - Jane Smith's entry has only one phone number, her SIP phone number. In this example, the phone number of Jane Smith's landline will be added to the directory.
 - Click in Jane Smith's line (Fig. 1, above). The data is shown in the "Add or Edit Entry" area (Fig. 2).

Add or Edit Entry:

Number:

Number Type:

sip

Contact Type:

None

Outgoing Identity:

Active

Group:

None

Title:

Organization:

Email:

Note:

Photo:

Choose File

No file chosen

Action-Url:

Nickname:

First Name:

Family Name:

Birthday:

Favorite:☐

Add/Edit

Add Sub

Change

Fig. 2

Add or Edit Entry:

Number:

Number Type:

fixed

Contact Type:

None

Outgoing Identity:

Active

Group:

None

Title:

Organization:

Email:

Note:

Photo:

Choose File

No file chosen

Action-Url:

Nickname:

First Name:

Family Name:

Birthday:

Favorite:☐

Add/Edit

Add Sub

Change

Fig. 3

- Enter the phone number in the text field of **Number** (Fig. 3).
- Select "Fixed" from the drop-down menu of **Number Type** (Fig. 3).
- **Optional:** Select a contact type and an outgoing identity from drop-down lists (Fig. 3).
- Click **Add Sub** (Fig. 3).
- John Miller's entry has a SIP number and a private number. In this example, his cell phone number will be added as a third number.
 - Click  in the line containing John Miller's name. The data is shown in the "Add or Edit Entry" area.
 - Enter the phone number in the text field of "Number".
 - Select the number type.
 - **Optional:** Select a contact type and an outgoing identity from the respective drop-down list.
 - Click **Add Sub**.

The directory now contains Jane Smith's landline number and John Miller's mobile phone number (Fig. 4).

Directory						
Name:	Number:	Contact Type:	Outgoing Identity:	Edit	Delete	
Jane Smith						
- sip	9175554128	None	Active			
- fixed	9175554129	None	Active			
John Miller						
- fixed	9175554230	None	Active			
- private	9175557018	VIP	Active			
- cell	9175554231	VIP	Active			

Fig. 4

Deleting entry on web interface

- Entry with one phone number. Click  in the entry's lines to delete the entry.
- Entry with more than one phone number.
 - Deleting the entry. Click  in the line of the master record to delete the name and all associated phone numbers.
 - Deleting one of the phone numbers. Click  in the line of a phone number subentry to delete that subentry, but keeping the master record and all other subentries.

Dialing from phone directory

To dial, click the phone symbol  on the right side of the line with the phone number.

Deleting whole directory

Deletes the entire directory irretrievably!

Delete whole directory

Exporting Directory

To save your phone book content onto your PC or server, click one of the “Click here” links at the bottom of the Directory page.

Click [here](#) to save the current directory.

Click [here](#) to save the current directory in XML format.

A new browser window opens to display your phone book content. Right-click this window, and select “Save Target As...” to save the phone book content in the selected file format.

Importing Directory

To load a phone book from a file, click on the Choose File button in the “Import Directory (CSV)” window of the Directory page. Select the CSV file from the storage medium. Import files must be in UTF-8 unicode format in order to display special characters properly.

A CSV file has entries separated by a comma (without spaces between the comma and the preceding and following entry). It could look like the following example. If the CSV file has a header line, you can select "Skip first line". Click the Load button.

","2125551234","none","","Jane","Smith","","","","","","false","","sip",""
","2125555678","none","active","John","Miller","","","","","","false","","fixed",""

Import directory (CSV):

Load from file:

Filename:

Choose File No file chosen

Filetype:

CSV File

Unicode TAB-seperated

Skip first Line

on

off

Load

A preview feature is available when importing CSV files for the phone book. Assign the four possible data types (name, number, contact type, outgoing identity) to the columns in the preview representing those kinds of data.

Import Preview

Please check the assignments of the columns to the phone book fields and when you are finished, press the save button.

Save

Delete whole directory before

on

off

	2125551234	none		Jane	Smith
Name	Number	Contact Type	Outgoing Identity	First Name	Family Name
	2125551234	none		Jane	Smith
	2125555678	none	active	John	Miller

If you want to delete the existing phone book before importing, click on the radio button on for the Delete whole directory before setting.

Once satisfied with the preview, click Save to save the file contents to the phone book.

After saving, the phone book could look like this:

Directory					
Name:	Number:	Contact Type:	Outgoing Identity:	Edit	Delete
Jane Smith	2125551234	None	Active		
John Miller	2125555678	None	Active		

External directories

Available if provided by your network, your VoIP provider, or another external source.

LDAP

Enter the necessary data received from your administrator, VoIP provider or other external source in the text fields of the phone's web interface > **Advanced Settings** page > **Network** tab > **LDAP** section and click **Apply** and click **Save**.

LDAP search on the phone: Enter the first letter of the name you are searching for. Type more letters if the name shown isn't the right one or scroll through the list. Press  to dial.

Contacts

If you want to use an external contacts list, the **Contact list** and **Contact list URI** settings are mandatory. **Publish presence** is optional; when enabled, the phone sends out "PUBLISH" SIP messages with the phone's status, e.g. busy, etc.

1. On the phone's web interface, **Identity #** page, **SIP** tab, click on the radio button **on** of the **Contact list** entry.
2. Enter the URI received from your administrator, VoIP provider or other external source in the text field of **Contact list URI**.
3. **Optional:** Click on the radio button **on** of the **Publish presence** setting.
4. Click **Apply** and click **Save**.

Login	Features	SIP	NAT	RTP
SIP Identity Settings:				
Voice Quality Report Collector:				
Music on hold server:				
Send hold as inactive:		☐ on ☒ off		
Alert Info URL:				
User picture URL:				
Dial-Plan String:				
Count all groups in Dial-Plan:		☐ on ☒ off		
ENUM Support:		☐ on ☒ off		
Countrycode:				
Areacode:				
Proxy Require:				
Additional supported headers:				
Q-Value:		1.0 ▼		
Proposed Expiry:		3600		
Auto Answer:		☐ on ☒ off		
Long SIP-Contact (RFC3840):		☒ on ☐ off		
Support broken Registrar:		☐ on ☒ off		
Shared Line:		☐ on ☒ off		
Publish Presence on bootup:		☒ on ☐ off		
DTMF via SIP INFO:		off ▼		
Send display name on INVITE:		☐ on ☒ off		
Extension Monitoring Call Pickup List URI:				
Contact List:		☐ on ☒ off		
Publish Presence:		☐ on ☒ off		
Contact List URI:				

To dial a contact on the phone, enter the first letter of the name you are searching for. Type more letters if the name shown isn't the right one, or scroll through the list. Press  to dial.

Using the phone

This section describes the functions of the phone with the factory default settings. If your phone was installed and/or set up by someone else, the default settings may have been changed. Please check with that person or company if the phone does not react as described here.

The caller information displayed on the screen is controlled by a setting on the phone's web interface. The default setting is "Name Number". You can change the setting at the **Preferences** tab > **Appearance** tab > **General Information** section > "Number Display Style" by selecting a different option from the drop-down list.

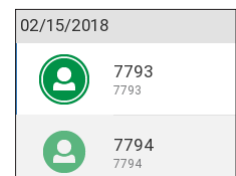
Making calls

See "Entering numerals, letters, special characters, and symbols" on page 27 for information on input modes and entering letters, numerals, and special characters.

Selecting identity for current outgoing call

See "Identities/accounts" on page 89 on how to configure identities.

If more than one identity is shown on the display, the one on the white bar with the white and green rings around the green circle is the outgoing identity for the call and the number/name that will show on the callee's phone. Use the up or down arrow on the navigation key to select another identity.



Using different audio devices

Handset

- Pick up the handset, enter the phone number, and press OR
- enter the phone number and pick up the handset.

Headset

Enter the phone number and press .

Speakerphone

Enter the phone number and press .

Handset or headset and casing speaker

With dual audio mode activated, other persons present in the room are allowed to listen in to the third party over the phone's casing loudspeaker.

1. Use the method for handset or headset use to dial.
2. When the call has been established, press to enable the casing loudspeaker. Press to turn the speaker off.

Using different dialing methods

Auto dial

When the setting is enabled, the phone will dial the number on the display when the specified number of seconds has elapsed since the last digit was typed.

Note: The default setting is off. In administrator mode, the setting can be enabled on the **Advanced Settings** page, **Behavior** tab, **Phone Behavior** section, **Auto Dial Timeout** setting by selecting a time span in seconds from the drop-down menu.

Redialing

1. Press  to show the last numbers dialed, with the very last number at the top.
2. Press  to dial that number or use  /  to select a different number and then press .

Calling number from call history (missed, received, dialed calls)

1. Press  (dialed calls),  (received calls), or  (missed calls) to open the respective call list.
2. Use  /  on the navigation key to select a call.
3. Press  to dial the number.

Calling number from phone directory

1. Press  to open the phone's directory.
2. Use  /  to select a name or enter the first letter(s) of the name on the alphanumeric keypad.
3. Press  to dial the number.

Calling number from external directory

1. Open the dial screen to get access to the external directory:
 - a. Lift the handset off the cradle or press the speakerphone key to open the dialing screen (Fig. 1).
 - b. Press the function key underneath  to show the list of available directories and call lists.
 - c. Select the external directory, in our example LDAP (Fig. 2).

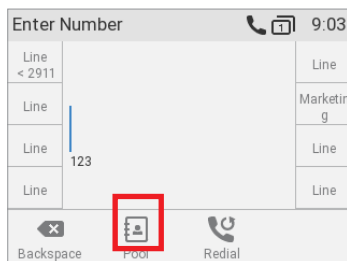


Fig. 1

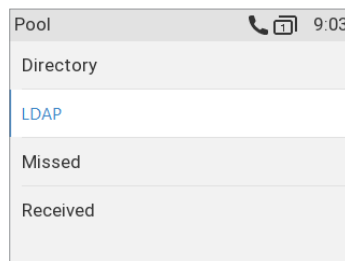


Fig. 2

2. Use  /  to select a name or enter the first letter(s) of the name on the alphanumeric keypad.
3. Press  to dial the number.

Speed dialing

Setting speed dial numbers: See "Speed dial" on page 101.

Mapping a speed dial number onto one of the freely programmable function keys: See "Configuring the function keys", "Example 3, Speed dialing" on page 82.

- Speed dial number on speed dial list
 - Enter the speed dial number (0-30) or character (#, *) assigned to the phone number you wish to dial.
 - Press  to dial.
- Speed dial number mapped onto a freely programmable function key 1-24: Select the page, if necessary, and press the key.

Calling emergency numbers

Numbers specified as emergency numbers can be dialed even when the keyboard is locked. See "Emergency numbers" on page 95 on how to set emergency numbers. Several numbers (911, 112, 110, 999) have been preconfigured.

- On an unlocked keyboard: Enter the number and press  to dial.
- On a locked keyboard: Enter the number. The phone dials the number as soon as you have entered all the digits of one of the programmed emergency numbers.

Call completion

Note: This function depends on whether it is available in your network or not. On VTech phones, call completion means that when a called number is busy or not available, you can have your phone call you back as soon as the dialed number is not busy anymore or available again. The factory default setting is "off".

Changing the setting to turn on call completion : See "Call completion" on page 97.

When call completion is enabled, the symbol  will appear in the function key line whenever you dial a number (Fig. 1). Press the key underneath  to activate call completion for this call.

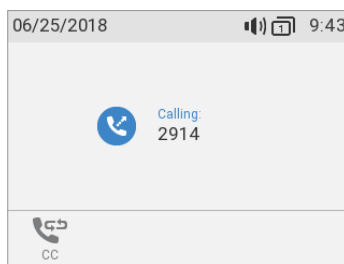


Fig. 1

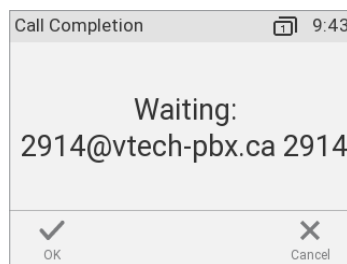


Fig. 2

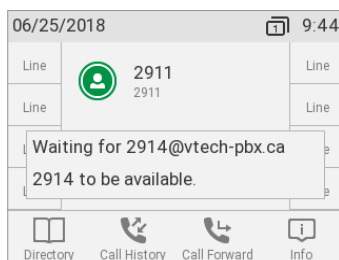


Fig. 3

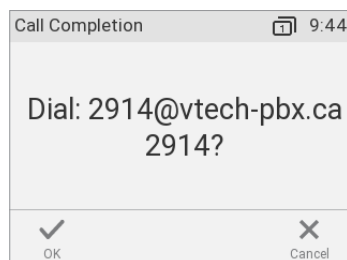


Fig. 4

- Press  /  to turn off call completion for this call (Fig. 2).
- Press  /  if you wish to dial another number while waiting for call completion (Fig. 2). You can now hang up the handset to return to the idle screen (Fig. 3); use handset, headset, or speakerphone to dial another number; receive calls etc. Call completion will not interfere with the normal operation of your phone.

When the number becomes available, you will see it announced on the display (Fig. 4) and hear a double beep if you are in a call.

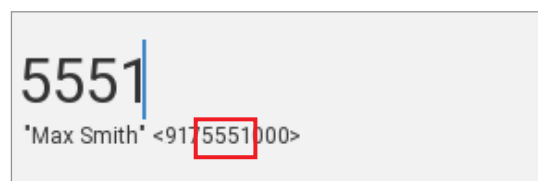
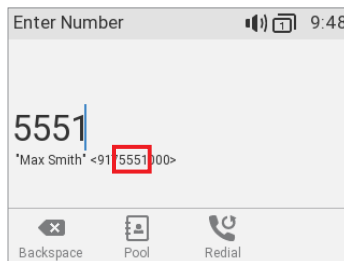
- Press  /  to dial.
- Press  /  to turn off call completion for this call.

Number guessing (auto completion)

Note: The default setting for Number guessing is "off". To be able to use it, open the phone's web interface to the **Advanced Settings** page > **Behavior** tab > **Phone Behavior** section, change the setting to "on", and enter the minimum number of characters that must be entered before number guessing will start.

When number guessing is enabled, the phone will propose numbers containing the typed string from the numbers saved on its call lists and in the directory as soon as you have typed the minimum number of digits. If and when the desired number is on the display, press  to dial.

In the following example, the minimum number of characters is four:



Accepting calls

Using different audio devices

Handset: Pick up the handset.

Headset: Press . If the phone is already in headset mode, you can also press the blinking line key.

Speakerphone: Press  or the blinking line key.

Automatically accepting calls

The default is "off". Turning the function on: On the phone's web interface > **Identity #** > **SIP** tab > "Auto answer": Click the radio button **on**.

With this setting, your phone will automatically accept incoming calls when it is idle.

Calls will be accepted on speakerphone, and you will be alerted acoustically by a single long beep; press the headset key  if you want calls to go to the headset.

To turn off the acoustic alert, open the phone's web interface to the **Preferences** page > **Audio** tab > **Auto Answer** section > "Auto Answer Indication" and click the radio button **off**.

Call pick-up from another extension

You can pick up calls ringing on another extension, for example when the other extension is busy or when the user is absent. The prerequisites for this function are as follows:

- It must be supported by the PBX.
- The extensions whose calls you want to pick up on your own extension must permit this function. It is possible but not required to restrict the permission for monitoring to certain users or groups of users.
Settings: See "Example 1, Extension monitoring and call pick-up" on page 80.
- Each extension to be monitored must be programmed onto one of the freely programmable function keys with LEDs on the phone or a connected ET6 Expansion Module and the page the key is on must be on-screen on the phone's display. See chapter "Configuring the function keys", "Example 1, Extension monitoring and call pick-up" on page 80 and "Example 2, Extension monitoring and call pick-up on ET6 expansion module" on page 81.
- If you want to see who is calling or connected to any of your monitored extensions, you need to enable the function "Go to call monitor on activity". Open the phone's web interface > **Advanced Settings** page > **Behavior** tab > "Go to call-monitor on activity:" **on**.

When these prerequisites are met, the status of the monitored extension is indicated by the LED of the function key:

- Blinking LED: Incoming call ringing. If the call is not answered, press the key to pick it up;
- LED glowing steadily: The monitored extension is busy (in call, dialing, etc.);

and by the idle display showing the call-monitor state.

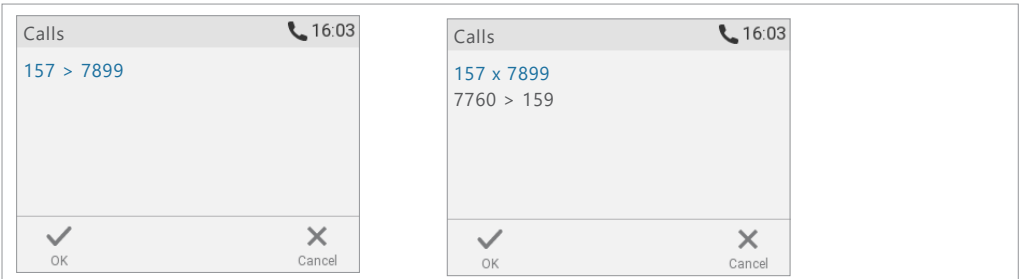


Fig. 1

Fig. 2

- When your phone is idle, any ongoing activity on all extensions monitored by your phone will be shown on the display. In the above examples, extension 7899 is a monitored extension. "157 > 7899" (Fig. 1) indicates that extension 157 is calling extension 7899; "157 x 7899" (Fig. 2) indicates that 7899 is connected to 157 and that 157 is the caller, 7899 the callee.
- Press  to close the **Calls** screen and return to the idle screen.

Call waiting

When you are in a call, another call coming in will be announced visually by the flashing call LED and "Call Waiting" displayed on the screen (Fig. 2). It will also be announced acoustically by a double beep. If you want to switch to visual or acoustic announcement only or turn call waiting off completely, see "Call waiting" on page 98.

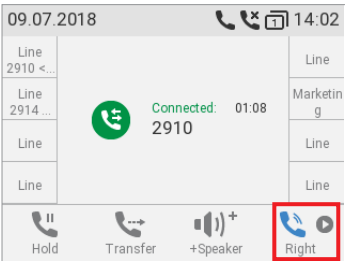


Fig. 1

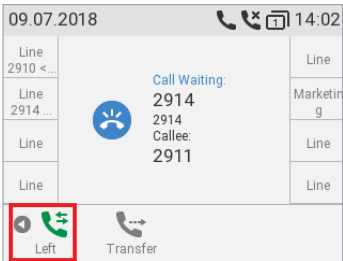


Fig. 2

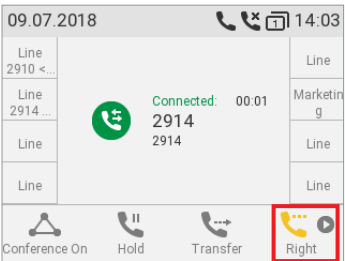


Fig. 3

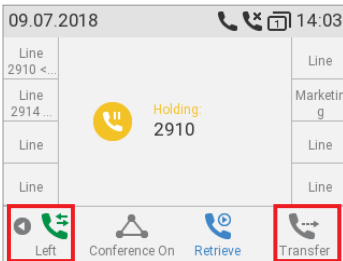


Fig. 4

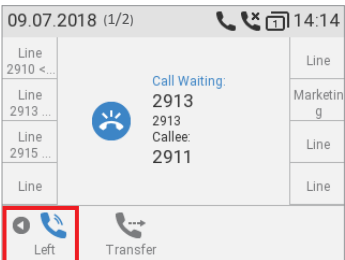


Fig. 5

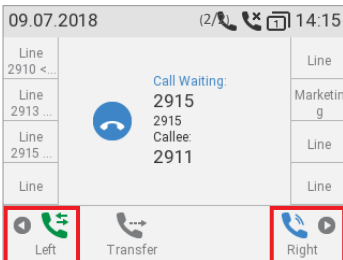


Fig. 6

When a call is waiting, you have the following options:

- Press the blinking line key of the call waiting to put your current call on hold and to accept the second call without knowing who is calling (Fig. 3). This option is available only when there is a free line key available at the time the call comes in.
- Press  to reject the call waiting. The caller will hear the busy signal.
- Press  to accept the second call and put your current call on hold.
- Press  to return to the **Connected** screen with your current connection.

Note: Pressing  and  will affect the call shown on the display, i.e., your current connection in Fig. 1 and 3, the call waiting in Fig. 2 and 5, or the call on hold in Fig. 4.

- If there is more than one call waiting (Fig. 5 and 6), press the keys , , , and , respectively, to bring them on-screen and to return to the connected call.
- If you do not wish to accept the waiting call, you can:
 - ignore the announcement. If you have set call forwarding when busy, the call will be transferred to that phone.
 - reject the incoming call by putting the **Call waiting** screen on the display and pressing .

The caller hears the busy signal. Pressing  for three seconds will also put the caller on the "Deny" list of the phone's directory. Future calls from this number will not ring on the phone; the caller hears the busy signal. For more information on the "Deny" list and how to remove entries from it, see "Contact Types" on page 46.

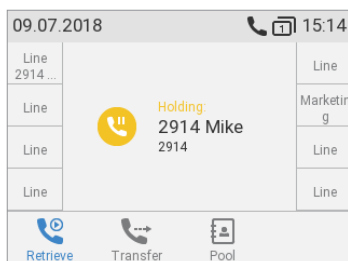
Active calls

Hold

One call on hold

Press  to put the ongoing call on hold. Held calls are indicated threefold:

- By the text on the display.



- By the slowly blinking line key.
- By the slowly blinking call indication LED.

You can now:

- transfer the held call blindly or with prior announcement - see "Transferring calls" on page 65.
- receive and make calls and put other calls on hold.

Pick up the held call by pressing its line key or by pressing  again. If the other party hangs up while on hold, the call is terminated on your phone as well and the LED indicators are turned off.

Holding multiple calls

If you are in a call with one party and have one or more calls on hold, or if there is more than one call on hold, the symbol  is available in the function key line. You can switch back and forth between the active call and any call on hold. Up to 12 simultaneous calls are possible, if supported by the PBX.

- In Fig. 1 and 2, the phone is in one active call with a second call on hold. Press the function key underneath  /  to show the call not currently on screen.

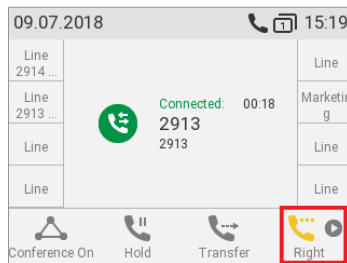


Fig. 1

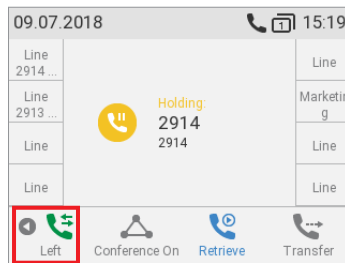


Fig. 2

- In Fig. 3 and 4 there are two calls are on hold. Press the function keys underneath  /  to show the call not currently on screen.

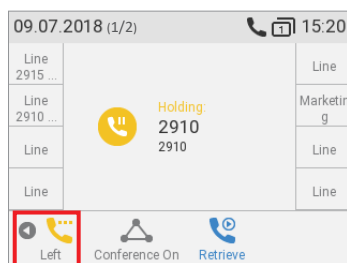


Fig. 3

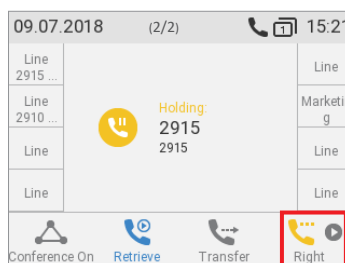


Fig. 4

- When the connected call is on-screen, you can transfer it to a third party by pressing  or terminate it by pressing .
- When a held call is on-screen, press  to connect to it and put the currently connected call on hold.

Conference

The maximum number of participants is three.

Initiating a conference

1. Call the first intended participant and put him or her on hold.
2. Call the second intended participant.

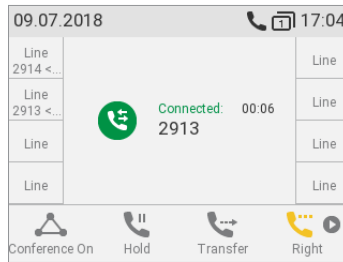


Fig. 1

3. Press  to start the conference.

Conference screen navigation

Your input on the phone's keys will affect the caller/callee(s) or the entire conference shown in the contact area of the display.

Example: A conference with three participants, including yourself. When the conference has started, the names (if available) and/or phone numbers of the other participants are shown on-screen (Fig. 1 - 3). Fig. 1 shows the conference screen, i.e., all of your conference partners while Fig. 2 and 3 show the screens for the individual participants.

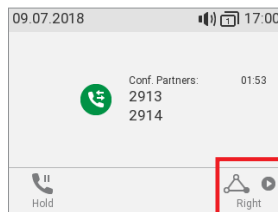


Fig. 1

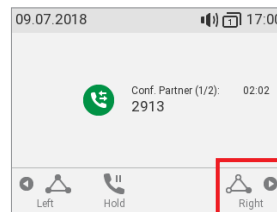


Fig. 2

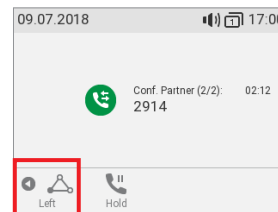


Fig. 3

- Selecting individual participants.
 - On the conference screen (Fig. 1), press  to select the first participant of the conference; press  again to select the next participant (Fig. 2).
 - When viewing the second participant (Fig. 3), press  to view the first participant.
 - When viewing the first participant (Fig. 2), press  to return to the conference screen (Fig. 1).
- Talking to one participant in private. With one of the participants on-screen (Fig. 2 or 3), press  to converse with that participant in private, and to put the other party on hold. To restart the conference, press .

- Putting one participant on hold. With one of the participants on-screen (Fig. 2 or 3), press  to put this party on hold and to converse with the other party in private. To restart the conference, press .
- To terminate the conference and the connections to both parties, return to the conference screen (Fig. 1) and press .

Transferring calls

You can transfer connected calls as well as calls ringing on your phone.

- When you have a call on the line, there are two ways to transfer it to a third party:
 - **Attended transfer:** Announcing the call to the third party first, to make sure the call is welcome and will be accepted.
 - **Blind transfer:** Transferring the call unannounced. There will be no feedback on whether the third party is available and/or picking up the call.
- When a call is ringing on your phone, you can transfer it to a third party without answering it first (blind transfer only).

Attended transfer

- With a single call on the phone.
 1. Put the call on hold. In our example, the caller on hold is 7781.
 2. Dial the number you want to transfer the call to and announce the call (Fig. 1).
 3. If the third party wants to accept the call, press . The "holding 7781" screen appears (Fig. 2).
 4. Press  to complete the transfer. You may briefly see the messages "Disconnected 159" (Fig. 5) and "Disconnected 7781" (Fig. 5 and 6 below, indicating that the transfer was completed).

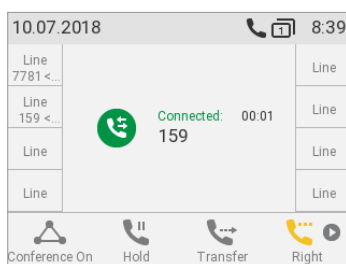


Fig. 1

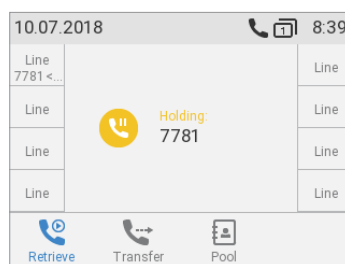


Fig. 2

- With more than one call. All calls must be on hold. In the below example you have two calls from phone numbers 7781 and 7750 on hold. You want to transfer the call from 7781 to 159.
 1. Dial 159 and announce the call (Fig. 1, above).
 2. If the third party wants to accept the call, press . If the "holding 7750" screen, i.e., the call you **do not** want to transfer, appears on-screen (Fig. 3), press  to bring "holding 7781" on-screen (Fig. 4).

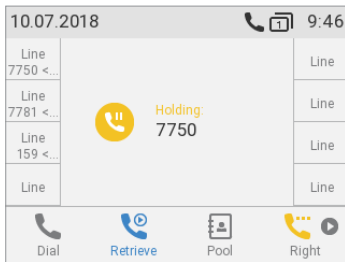


Fig. 3

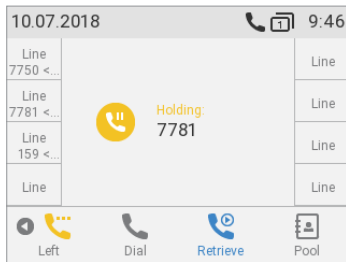


Fig. 4

3. Press . You may briefly see the messages "Disconnected 7781" and "Disconnected 159", indicating that the transfer was completed.

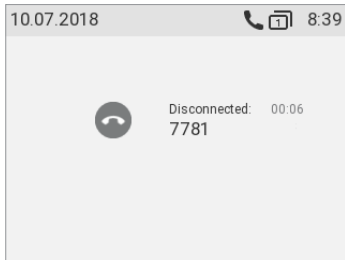


Fig. 5

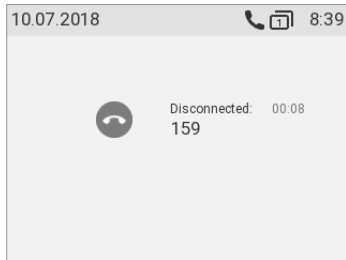


Fig. 6

The remaining call on hold or the first of the remaining calls on hold will then appear on-screen.

Blind transfer

- Blind transfer of active call
- 1. With a call on the line (Fig. 1), press . The dial screen will appear.

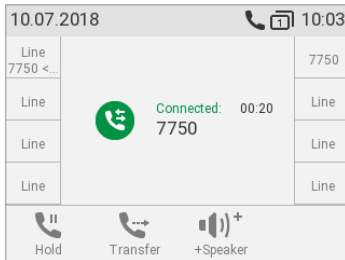


Fig. 1

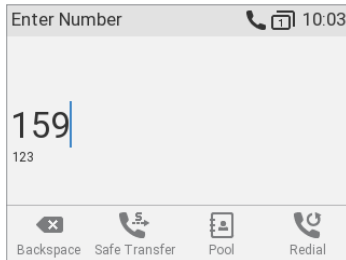


Fig. 2

2. Dial the number (Fig. 2) and press . You may briefly see the message "Disconnected" followed by the caller's name/number, indicating that the transfer was completed.

If a call is waiting (Fig. 3), you must reject the call waiting before you can transfer your active call blindly.

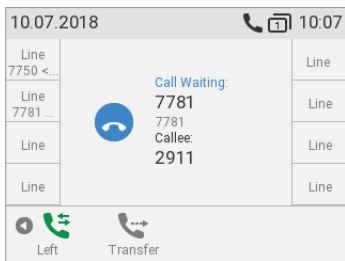


Fig. 3

- Press  to reject the call. The caller hears the busy signal.
- Note:** If you want to transfer the call waiting, see next section.

- Blind transfer of call waiting
 1. If you are in a call and want to transfer a call waiting (Fig. 3, above), press .
The dial screen (Fig. 2, above) appears.
Note: Your active call will remain active while you are transferring the ringing call.
 2. Enter the number of the third party you intend to transfer the call to and press .
The "Connected" screen (Fig. 1, above) appears.
- Blind transfer of ringing call
 1. With a call ringing (Fig. 4), press .

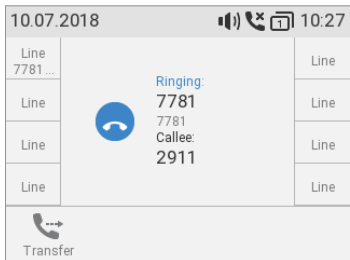


Fig. 4

2. The dial screen (Fig. 2, above) appears.
3. Enter the number of the third party you intend to transfer the call to and press .

Terminating calls

- When using the handset: Place the handset in the cradle or press .
- When using speakerphone or a headset: Press .

Missed Calls

Missed calls are indicated by the call LED (steady light) and by the text "Missed:" and the number of missed calls on the display (Fig. 1) and/or on the Status info screen (Fig. 2).

Note: If there are status messages with a higher priority, the status line will show the message with the highest priority.

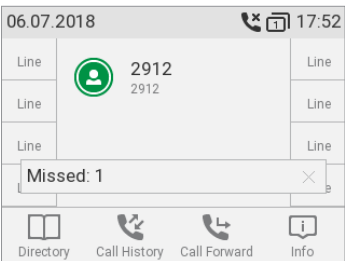


Fig. 1

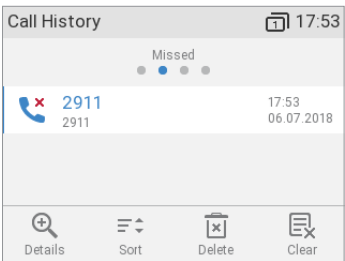


Fig. 2

- To view your missed calls, press the right arrow  on the navigation key.
 - Turning off the missed call indications (LED and "Missed" message). Use one of the following methods:
 - View the list of missed calls.
 - Via the **Status info** screen.
 1. Press , if available (Fig. 1), or open the **Settings** menu  > **Information** > **Status Info** to view the status info messages.
 2. Press the function key underneath  to delete the "Missed" message line (Fig. 2). If there are other status info messages, you may need to use the up/down arrows on the navigation key to select the "Missed" message line.
- Note:** This will only remove the status message "missed" and turn off the LED. The missed calls lists will not be deleted.

Call lists

Three call lists of missed, dialed, and received calls are stored on the phone. They contain the number, time and date, and duration of the calls. If the memory allotted to storing the call lists is full, the oldest ones will be overwritten.

1. Press  to open the call history (Fig. 1).

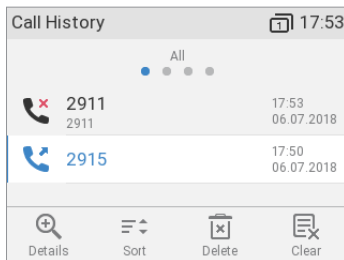


Fig. 1

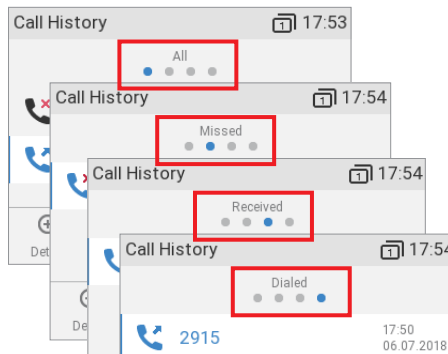


Fig. 2

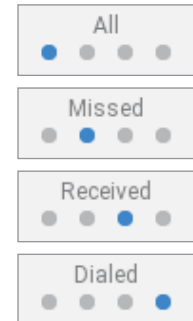


Fig. 3

2. To view the list of missed, received, or dialed calls, press the left and right arrows   on the navigation key to put the lists on-screen one after the other (Fig. 2).

Note: You can also use the following keys to view the lists directly (default setting):

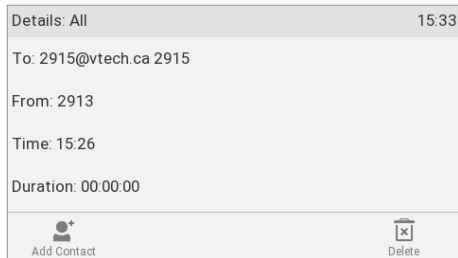
- Missed calls: Press the right arrow  on the navigation key.
- Received calls: Press the left arrow  on the navigation key.
- Dialed calls: Press .

3. On each list, the latest call is at the top of the list (Fig. 1, above). Scroll through the list with the up/down arrows   on the navigation key. The icons indicate the type of call:

-  - missed call
-  - received call
-  - dialed call

- Press  to dial the number of the selected call.
- Press  to delete the selected call.
- Press  to delete the entire list.
- Press  for three seconds to return to idle screen.
- Press  to sort the calls.
- Press  to show the call details of the selected call.
- **Missed calls:** To, from, time (and date if not today), total number of missed calls from caller.
- **Received and dialed calls:** To, from, time (and date if not today), duration of call.

- When viewing the Details of a call:
 - Press  to add the caller/callee to the phone's directory. See "Editing existing entry" on page 48 for information on adding a name and other data to the new directory entry.
 - Press  to delete the call.



Locking and unlocking the keyboard

Press  for three seconds to lock and unlock the keyboard. When the keyboard is locked, only the emergency numbers configured on the **Preferences** page of the phone's web user interface can be dialed. For more information about dialing and setting emergency numbers, see "Calling emergency numbers" on page 58 and "Emergency numbers" on page 95.

Rejecting or redirecting incoming calls

This includes manual and automatic rejection and redirection and automatic rejection of anonymous calls.

Manually

If you do not wish to pick up a ringing call, you have three options:

- Letting the call ring and not picking it up.
- Rejecting a ringing call manually.
 1. Press . The caller will hear the busy signal.
 2. Press  for two seconds to reject the call and additionally place the caller on the "Deny" list of the phone's directory so that calls from that number will never ring on your phone; the caller will always hear the busy signal.

For more information about the "Deny" list and how to edit or remove entries from it, see "Contact Types" on page 46.

- Transferring the ringing call to another phone (blind transfer). See "Blind transfer of ringing call" on page 67.

Automatically

There are four options for rejecting incoming calls automatically or to have them forwarded automatically, either always or under certain conditions:

- Deny List. Calls from phone numbers on this list will not ring on your phone; callers will hear the busy signal. For further information, see "Contact Types" on page 46.
- DND - do not disturb mode . All incoming calls will be forwarded to the number set in call forwarding when busy; if there is no setting for call forwarding, callers will hear the busy signal. For more information, see "Preprogrammed, variably programmable function keys" on page 24.

Exception: Phone numbers designated VIP in your phone's directory will ring on your phone even when DND is on.

- Call forwarding. For further information, see "Call forwarding" on page 72 and 96.
- Rejecting anonymous calls: See next section.

Rejecting anonymous calls

With this setting, you can have your phone reject calls from phones that are blocking or not transmitting their numbers.

Please note: Calls from analog phone connections without caller ID will, most likely, be received as anonymous calls. They will be rejected when you turn this function on.

Activating rejection of anonymous calls

1. Press .
2. Press  to select **Call Features** and press .
3. Press  to select **Incoming Calls** and press .
4. Press  to select **Reject anonymous**. The default setting is off  (Fig. 1).
5. Press  to change the setting to on  (Fig. 2). (When the function is active, pressing  will turn it off.)

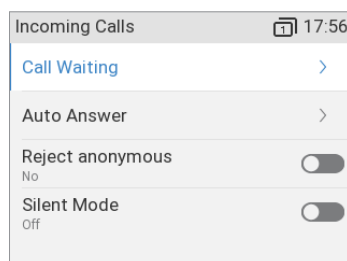


Fig. 1

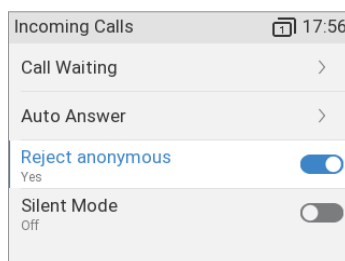


Fig. 2

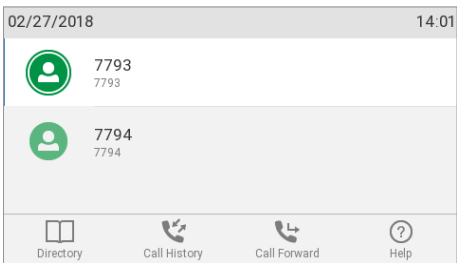
6. Press  for two seconds to return to the idle screen.

Call forwarding

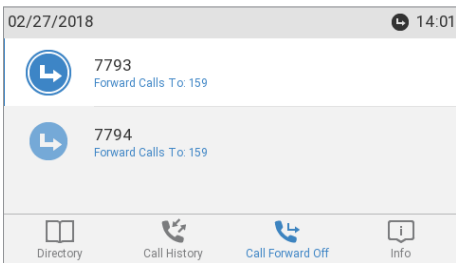
The phone can be set to forward incoming calls, either always or under certain conditions. The settings can be done on the phone and on the web interface. For further information on using the web interface for these settings, see "Call forwarding" on page 96.

Note Call forwarding is set for each configured identity separately. When the setting is done on the phone, it applies to the identity selected as outgoing identity.

Forward All: Forwarding all incoming calls to the number of the phone, extension, or mailbox specified as this function’s target.



Forwarding all calls is off



All incoming calls are forwarded

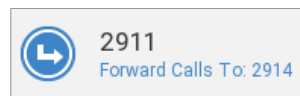
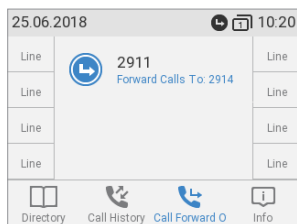
In the default setting, the symbol  /  is available in the function key line and can be used to turn forwarding of all calls on and off, respectively, by pressing the function key underneath the symbol, but you can also map the function onto another function key or use the settings menu as shown in the table below.

Forward when Busy: Forwarding calls ringing while the phone is busy to the number of the phone, extension or mailbox specified as this function’s target. **Note:** Forward when Busy will only work if Call Waiting is turned off.

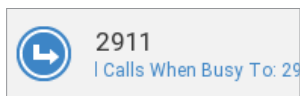
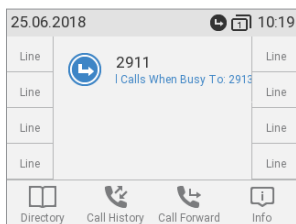
Forward after Timeout: When a call starts ringing, the phone will wait for the number of seconds specified in the setting "Call forwarding time". If the call is not accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function’s target.

Making/changing the settings on the phone and turning on call forwarding

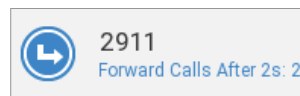
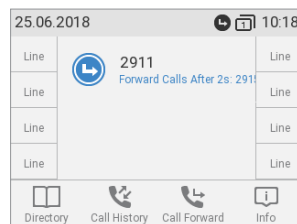
	Forward All	Forward when Busy	Forward after Timeout
Press			
Press	Call Features	Call Features	Call Features
Press	Call Forwarding	Call Forwarding	Call Forwarding
Press	Forward All	Forward when Busy	Forward after Timeout
Press	or Enable forwarding until it displays Yes	or Enable forwarding until it displays Yes	or Enable forwarding until it displays Yes
	The setting will change from off to on, and the setting for the forwarding target will appear. In the case of Forwarding after Timeout , the setting for Call Forwarding time will also appear.		
Press	Target	Target	Target
Type	phone number	phone number	phone number
Press			
Press			Call Forwarding time
Type			number of seconds
Press			
Press	for two seconds to return to the idle screen.	for two seconds to return to the idle screen.	for two seconds to return to the idle screen.



Forwarding all calls



Forwarding calls when busy



Forwarding calls after timeout

Turning off call forwarding

	Forward All	Forward when Busy	Forward after Timeout
Press			
Press	2 Call Features	2 Call Features	2 Call Features
Press	1 Call Forwarding	1 Call Forwarding	1 Call Forwarding
Press	1 Forward All	2 Forward when Busy	3 Forward after Timeout
Press	or 1 Enable forwarding until it displays No	or 1 Enable forwarding until it displays No	or 1 Enable forwarding until it displays No
	The setting will change from on to off, and the settings for the forwarding target and, in the case of timeout, for the time span will disappear. 		
Press	for two seconds to return to the idle screen.	for two seconds to return to the idle screen.	for two seconds to return to the idle screen.

Turning forwarding of all calls on/off with a function key

Turning call forwarding on

Note Call forwarding is set for each configured identity separately. When the setting is done on the phone, it applies to the identity selected as outgoing identity.

1. Press . The display will show the **Target when Forwarding** screen.

Note: If is not available when the display is in idle mode, you can make it available on the **Function Keys** page of the phone's web interface. For further information see "Configuring the function keys" on page 75 and "Example 4, Changing setting of context-sensitive key" on page 83. Default settings: See "At a glance" on page 21.

2. If no forwarding number has been set or if it needs to be changed, make the necessary entries.
3. Press .

Turning call forwarding off

Press the function key underneath .

Configuring the function keys

See page 39 on how to open the phone's web interface. See page 41 on the mechanics of navigating in the windows and changing the settings.

Any changes you make will not take effect until you press **Apply** and **Save**. Changes will be lost if you open another page of the web interface without first pressing **Apply/Save**.

Function keys on VTech phones

Every phone has a limited number of hard keys. Phone users, however, have a myriad of different priorities and preferences when asked which functions they use most often and which functionalities they would like to access quickly. VTech has therefore designed the function keys to be programmable, even the preprogrammed "hard keys" whose default function is printed on them.

There are four types of programmable function keys (see also "At a glance" on page 21):

- **Context-sensitive, programmable function keys.**

For the default settings, see "At a glance" on page 21. You can select a different key event to be available on each respective key when the phone is in idle mode.

You cannot change the functions that are available when the phone is active, for example when you are in a call, when the phone is ringing, etc. Depending on the activity, different functions will be available.

See "Appendix 1 - Display Symbols and Icons" on page 105 for the lists of symbols and their description.

- **Navigation, confirmation, and cancel keys.**

For the default settings, see "At a glance" on page 21. You can select a different key event to be available on each respective key when the phone is in idle mode.

You cannot change the functions that are available when the phone is active, for example when you are in a call, when the phone is ringing, etc.

- **Dedicated, customizable function keys.**

The default setting is the respective key event printed onto the key. Other key events and a selected number of other functionalities can be programmed onto them.

- **Freely programmable function keys on the phone and on connected expansion modules.**

All available functionalities, including key events, can be programmed onto them.

When an expansion module is connected to the phone, its function keys are added to the **Function Keys** page > **Key Assignment** tab of the web user interface of the phone (see "Function key page of phone's web interface" on page 32, Fig. 6).

Note: For information on connecting the ET6 expansion module, please refer to the ET6 User Guide, which also contains specific information on the ET6's configuration.

The settings of the function keys on the expansion modules are stored on the phone and, unless deleted prior to the module's disconnection, remain available to be used when the same or any other module of the same type is connected to the phone. They are not visible on the function keys page when no expansion module is connected.

- **Context**

This setting specifies which configured identity will be used when executing the functionality of the key. You may want to use this feature when you have accounts with different providers or when you wish to present different identities to certain destinations.

For example: If you have programmed key P2 to speed dial a specific number and you want to use configured identity 2 to call that number, select configured identity 2 from the drop-down menu of P2's "Context". When you speed dial the number by pressing key P2, identity 2 will be used as the outgoing identity.

The default setting is "Active", which means that the identity selected as the phone's outgoing identity at any given time will be used.

- **Type**

Select the type of functionality from the drop-down list. See "Appendix 4 - Programmable Functions" on page 114 for more information. If you select "Key Event", a drop-down list with the available key events will replace the text field under "Number". The default setting is "line".

- **Number**

Enter one phone number or value for the function or, if the function is key event, select an event from the drop-down list. Enter phone numbers exactly the way they need to be dialed, i.e, type the number without spaces or punctuation marks between the digits. For example, a number with an area code that might conventionally be notated as (617) 555-0704 should be entered as 6175550704.

- **Short Text**

This setting is for the context-sensitive, programmable function keys F1-F4 on the phone, and the freely programmable function keys on the ET6 expansion modules.

Optional: Enter a name or other descriptive text in the text field. This is the data displayed on the key's label area on the phone's screen and on the ET6's display, respectively. If you leave the field blank, the number will be displayed in the key label area.

- **Short Label Mode**

This setting is for the freely programmable, SmartLabel function keys P1-P32 on the phone.

Optional: Select how you want the SmartLabel to be displayed on the phone – Text, Icon, or Icon and Text.

- **Short Label**

This setting is for the freely programmable, SmartLabel function keys P1-P32 on the phone.

Optional: Enter a name or other descriptive text in the text field. This is the data displayed on the key's label area of the phone's screen for **short label** (see Fig. 1 on page 84).

- **Full Label**

This setting is for the freely programmable, SmartLabel function keys P1-P32 on the phone.

Optional: Enter a name or other descriptive text in the text field. This is the data displayed on the key's label area of the phone's screen for **full label** (see Fig. 2 on page 84).

- **LP Feature** (functionality for long-pressing key)

This is a shortcut to the configuration menu of each freely programmable SmartLabel key with LED  (keys P1–32). In the default setting, the function is enabled (Fig. 1).

If necessary, use the toggle  to select the page the key is on, and then press the key  for three seconds to open its configuration menu. The yellow LED on the key blinks. See "Settings on the phone" on page 77, steps 4–7, on how to continue.

Note: The LP feature must be deactivated for the functions Push2Talk and Line Info Layer.

If the LP feature of a key has been disabled, use the **Preferences** menu to access the key's configuration menu. See "Settings on the phone" on page 77.

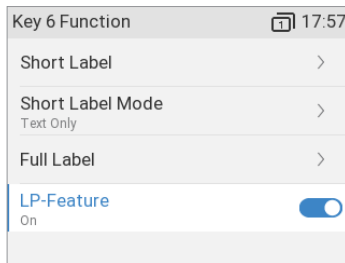


Fig. 1

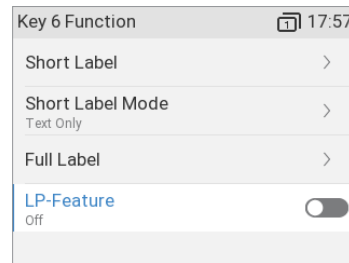


Fig. 2

Programming the function keys

The freely programmable function keys on the phone and on all connected expansion modules can be mapped on the phone and on the phone's web interface. We recommend using the web interface which is faster and more comfortable.

Settings on the phone

On the phone, a limited number of functionalities is available.

1. Press  > **Preferences** > **Fkeys** (Fig. 1).

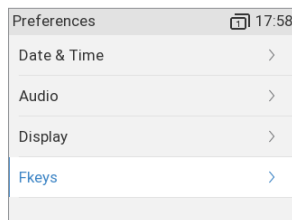


Fig. 1

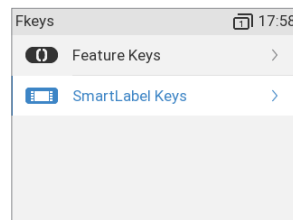


Fig. 2

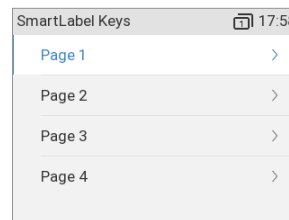


Fig. 3

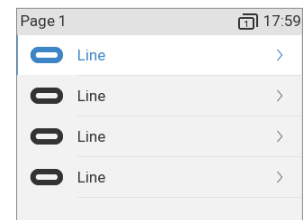


Fig. 4

2. Press  to select **SmartLabel Keys** (Fig. 2).
3. Press  to select **Line keys page 1, 2, 3, or 4**, respectively, and press  (Fig. 3).
4. Press  to select a key and press  (Fig. 4). The default setting is "Line".

5. The default for **Context** is *Active*, i.e., all configured identities whose status is "active". If you want to restrict the functionality to a configured identity, select **Context** (Fig. 5) and press . Select the identity from the menu (Fig. 6) and press .

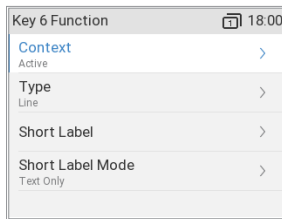


Fig. 5

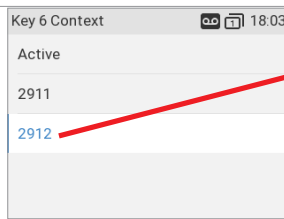


Fig. 6

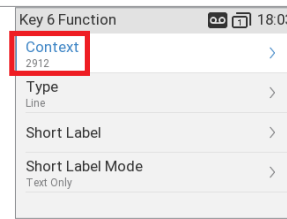


Fig. 7

6. Press to select **Type** and press .
- The information you will then be prompted to enter depends on the selected functionality.
- In our example, the functionality is *Extension* (Fig. 8). After pressing , the line below **Type** is **Number** (Fig. 9).
 - Enter the extension number and press (Fig. 10).

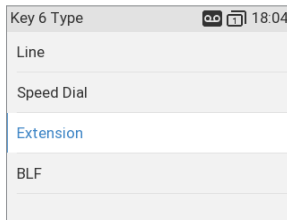


Fig. 8

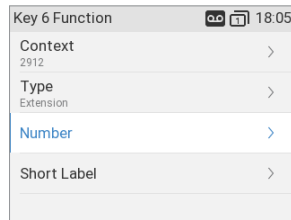


Fig. 9

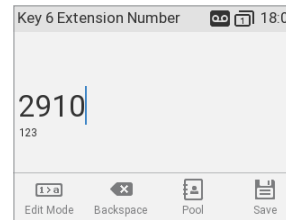


Fig. 10

7. **Optional:** Press to select **Short Label** (Fig. 11) and press . Enter a name or other descriptive text (Fig. 12) for the SmartLabel key when displayed in **SmartLabel display mode: Short**, and press .

This is the data displayed on the key's label area on the phone's screen and on the ET6's display, respectively. If you leave the field blank, the number will be displayed in the key label area (Fig. 13).

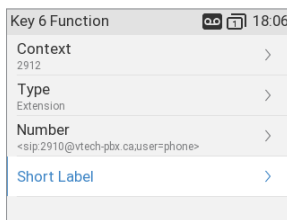


Fig. 11

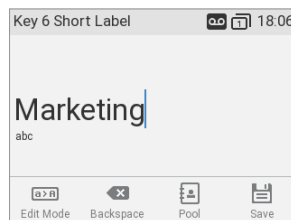


Fig. 12

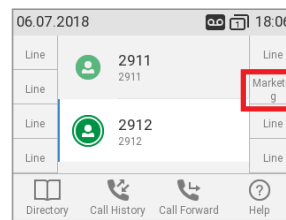


Fig. 13

8. **Optional:** Press to select **Short Label Mode** and press . Use / to select the SmartLabel to be displayed as Icon Only, Text Only, or Icon and Text.
9. **Optional:** Press to select **Full Label** and press . Enter a name or other descriptive text for the SmartLabel key when displayed in **SmartLabel display mode: Full**, and press .

10. To disable the **LP-Feature** (long press of function key to display its configuration menu), press  to select **LP-Feature** and press  until it displays No  (Fig. 14). To enable the **LP-Feature**, press  until it displays Yes  (Fig. 15).

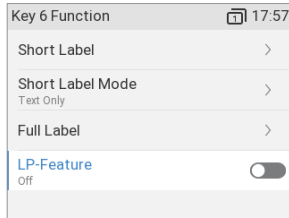


Fig. 14

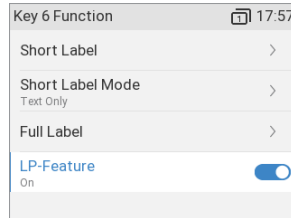


Fig. 15

11. Press  to return to the idle screen. The P6 key on page 1 can now be used to dial the extension by briefly pressing the key and to monitor the extension. See "Example 1, Extension monitoring and call pick-up" on page 80 for more information on how to configure and use extension monitoring.

Settings on the web interface

See also "Selected examples for function key programming", below.

- On the phone's web interface, click **Function Keys** in the menu on the left side of the page.
- Under **Context** of the key, select "Active" or one of the configured identities from the drop-down list.
- Under **Type** of the key, select the functionality from the drop-down list.
- Depending on the selected functionality, there will be a text field or a drop-down menu in the **Number** column. Enter the number or select an item from the list.
- For **Context-Sensitive Keys** (context-sensitive, programmable function keys F1-F4):
 - Optional:** In the **Short Text** text field of the key, enter a name or descriptive text. This is the text that will be displayed in the key's label area on the phone's screen or on the ET6's display. If the text field is empty, the label area will display the number.
- For **Expansion Keys** (function keys on the ET6 expansion modules):
 - Optional:** In the **Short Label Mode** field of the key, select how you want the SmartLabel to be displayed on the phone – Text, Icon, or Icon and Text.
 - Optional:** In the **Short Label** field of the key, enter a name or other descriptive text in the text field. This is the data displayed on the key's label area on the phone's screen for **short label** (see Fig. 1 on page 84).
 - Optional:** In the **Full Label** field of the key, enter a name or other descriptive text in the text field. This is the data displayed on the key's label area on the phone's screen for **full label** (see Fig. 2 on page 84).
- Click **Apply** and click **Save**.

Selected examples for function key programming

This chapter will show you a few examples for customizing function key settings to your needs and preferences, using the phone's web interface:

- First example: Extension monitoring and call pickup via one of the phone's freely programmable and self-labeling function keys with LED.
- Second example: Extension monitoring and call pickup via a function key on the ET6 expansion module.
- Third example: Speed dialing with a freely programmable function key with LED.
- Fourth example: Changing setting of context-sensitive key.

Example 1, Extension monitoring and call pick-up

This feature makes it possible to pick up a call ringing on another extension registered at the same registrar, for example when the other extension is busy or when the user is absent. The prerequisites for this function are:

- It must be supported by the PBX.
- The extensions must permit this function. Setting: Phone's web interface > **Identity** (1-12) > **SIP** tab > "Allow incoming extension monitoring". The default is **on**.
- Restricting permission to groups of users by setting an ID: Phone's web interface > **Identity** (1-12) > **SIP** tab > "Extension monitoring group ID": Enter an ID (any character string) into the textfield. Note: The first character of the ID must not be a '{' curly brace.
- The extension to be monitored must be programmed onto one of the freely programmable function keys with LEDs. In our example, we are monitoring extension 7899 on key P7 which is located on page 1 of the screen.

Active	Extension	<sip:7898@exampl	Text	7898		P5
Active	Extension	<sip:7895@exampl	Icon and Text	Heidi		P6
Active	Extension	<sip:7899@exampl	Icon and Text	Tom		P7
Active	Speed Dial	6175550704@exan	Icon	Boston Office		P8

1. On the phone's web interface, click on **Function Keys** in the menu on the left.
2. Under **Context** of P7, select "Active" or one of the configured identities from the drop-down list.
3. Under **Type** of P7, select "Extension" from the drop-down list.
4. In the **Number** text field of P7, enter the phone number whose calls you want to pick up. In our example, it is 7899.
5. Under **Short Label Mode** of P7, select if the SmartLabel should be displayed on the screen as text, icon, or icon and text.
6. **Optional:** In the **Short Text** text field of P7, enter a name or descriptive text. In our example, it is "Tom". If the text field is empty, the label area will display the number.
7. Click **Apply** and click **Save**.

For an example of the extension setting on the phone, see "Settings on the phone" on page 77, Fig. 1 to 11.

The LED of key P7 on the phone will now flash red quickly when a call is ringing on 7899 but only if page 1 is on-screen. If the call is not answered, you can pick it up by pressing key P7. When 7899 is engaged in a call, the key will glow red steadily.



Example 2, Extension monitoring and call pick-up on ET6 expansion module

- All functions available on the freely programmable LED function keys of the phone are available on the connected ET6.
- The prerequisites are the same as those for the LED function keys on the phone. See "Example 1, Extension monitoring and call pick-up" on page 80.
- For information about how to connect the ET6 to the phone, as well as on ET6 function key and display layout and settings, please refer to the ET6 User Guide.

Expansion Module 1 Line Layout					
Context	Type	Number	Short Text	XML Label	
1	Active	Extension	<sip:157@vtech.ca;user=p	Tom	
Active	Extension	<sip:167@vtech.ca;user=p		10	
2	Active	Line			
Active	Line			11	



1. On the phone's web interface, click **Function Keys** in the menu on the left.
2. Under **Context** of the key on the expansion module, select "Active" or one of the configured identities from the drop-down list.
3. Under **Type**, select "Extension" from the drop-down list.
4. In the **Number** text field, enter the phone number whose calls you want to pick up. In our example it is extension 157 on key 1 and extension 167 on key 10 (the left and right top keys on the ET6).
5. **Optional:** In the **Short Text** text field, enter a name or descriptive text. If you leave the field blank, the number will be displayed in the key's label area on the ET6's display.
6. Click **Apply** and click **Save**.

The LED of the key on the ET6 will now flash red quickly when a call is ringing on the extension. If the call is not answered, you can pick it up by pressing the key. When the extension is engaged in a call, the key will glow red steadily.

Example 3, Speed dialing

Besides using the **Speed Dial** page on the web interface to program speed dial numbers, you can also put the functionality on the freely programmable SmartLabel keys with LEDs on the phone or a connected expansion module. In our example, key P19 on page 3 of the SmartLabel keys will be used to speed dial the number 6175550704.

Page	Page 3						
	Context	Type	Number	Short Label Mode	Short Label	Full Label	XML Label
P17	Active	Line		Text			
P18	Active	Line		Text			
P19	Active	Speed Dial	6175550704	Text	Boston Office		
P20	Active	Line		Text			
	Active	Line		Text			

1. On the phone's web interface, click on **Function Keys** in the menu on the left.
2. Under **Context** of Page 3/P19, select "Active" or one of the configured identities from the drop-down list.
3. Under **Type** of Page 3/P19, select "Speed Dial" from the drop-down list.
4. In the **Number** text field of Page 3/P19, enter the phone number that you want to be able to speed dial. In our example it is phone number 555-0704 in area code 617.

Type each phone number with any necessary area code and/or country code etc. without spaces, hyphens, etc. Example: In conventional notation you might write the number as (917) 555-0184. Type 6175550704 into the text field.

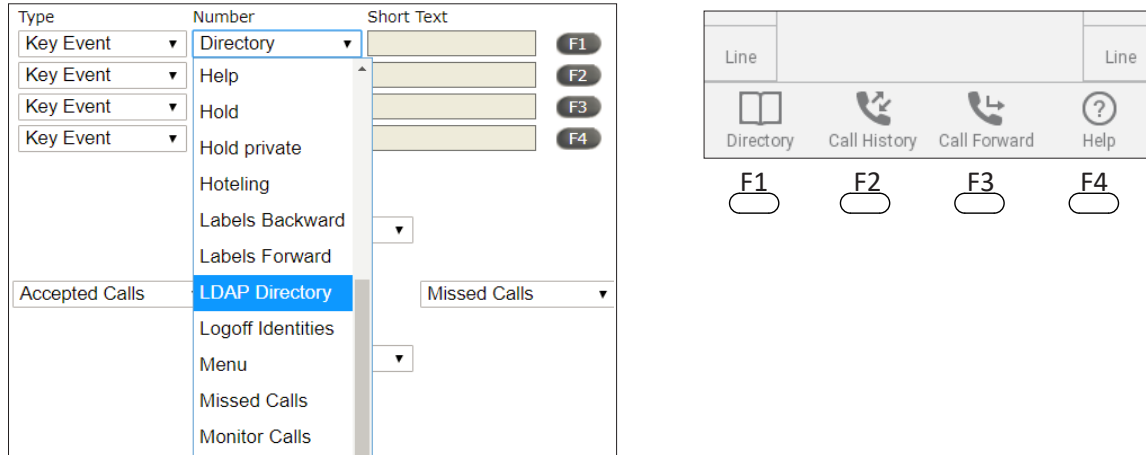
5. Under **Short Label Mode** of Page 3/P19, select if the SmartLabel should be displayed on the screen as text, icon, or icon and text.
6. **Optional:** In the **Short Text** text field, enter a name or other descriptive text. If the text field is empty, the label area will display the number.
7. Click **Apply** and click **Save**.

You can now speed dial the number 6175550704 by selecting page 3 on the label screen, as indicated by the icon  at the top of the screen, and pressing the SmartLabel LED function key adjacent to the label.



Example 4, Changing setting of context-sensitive key

You can select a different key event to be available on the four keys under the display when the phone is in idle mode. You cannot change the functions that are available when the phone is active, for example when you are in a call, when the phone is ringing, etc. In the following example, the setting of key **F1** (the left key will be changed from **Directory** to **LDAP Directory**.



1. On the phone's web interface, click on **Function Keys** in the menu on the left.
2. Click on the drop-down list of **F1**.
3. Select "LDAP Directory" from the drop-down list.
4. Click **Apply** and click **Save**.

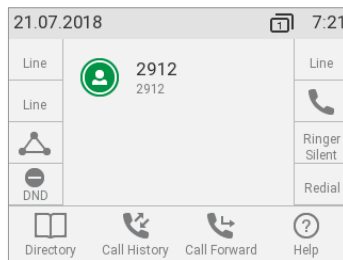
By pressing key F1, you now have direct access to your LDAP directory, if available, and if the settings are provided on the phone's **Advanced Settings** page > **Network** tab > **LDAP** section.



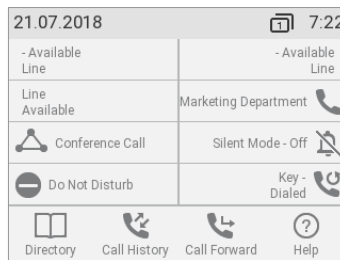
Display option for SmartLabel keys

A number of settings control the appearance of the the SmartLabels on the display; they can be set on the phone and on the phone's web interface. There are separate settings for the idle screen, call screens, and other screens. Settings:

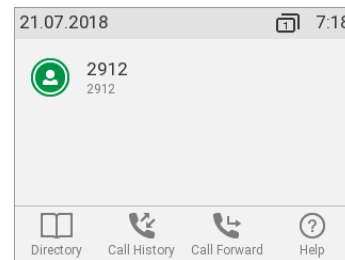
- **Default display mode** and **Alternative display mode**. The display will revert to the default mode after the number of seconds set in **Back to default display mode** have elapsed. The factory defaults are **Short** label for the **Default display mode**, and **Full** label for the **Alternative display mode**. You can also turn either one or both of them off.



Short label



Full label



Label off

- **Alternative display trigger**. This setting defines how the appearance of the Smart Labels is switched from the default to the alternative appearance. The default setting is **Proximity sensor**; moving your hand or an object across the proximity sensor (see "At a glance" on page 21) triggers the switch.
- **Return/Reset to default mode timer after (sec.)**. This setting defines after how many seconds the appearance of the SmartLabels will automatically return to the default. Valid values are 0 to 360 seconds, the default is 3 seconds. Selecting 0 turns automatic reversion off.

Manually returning the display mode to the default: Press . Pressing any other key will work, too, but please remember that they will also trigger their functions, i.e., pressing a number key will open the dial screen, pressing  will open the phonebook, etc.

- **Return to label page 1 after (sec)/Return to first page**. This setting defines after how many seconds the key page shown on the display, if other than page 1, will automatically return to the first page. Valid values are 0 to 1209600 seconds; the default is 0.

Settings on the phone

Display mode settings

1. Press  and select **Preferences**.
2. Select **Display** and press .
3. Use the navigation key  /  to select **SmartLabel Options** and press .

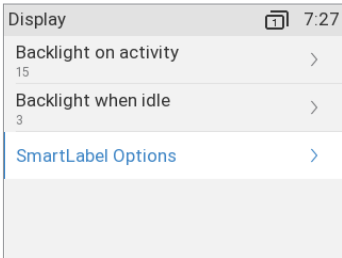


Fig. 1

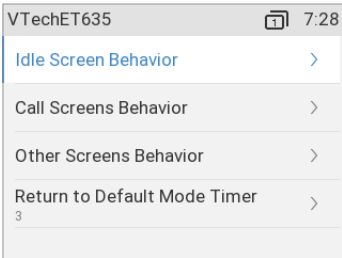


Fig. 2

4. Use the navigation key / to select **Idle Screen Behavior**, **Call Screen Behavior**, or **Other Screen Behavior** and press . The default settings are indicated in ***bold italic*** in the table.

The available options for the three different screens are:

	Idle screen	Call screens	Other screens
Default display mode	Off	Off	-
	<i>Short</i>	<i>Short</i>	-
	Full	-	-
Alternative display mode	Short	Short	-
	<i>Full</i>	<i>Full</i>	-
Alternative mode trigger	Off	Off	<i>Off</i>
	Short Press Page Key	Short Press Page Key	Short Press Page Key
	Long Press Page Key	Long Press Page Key	Long Press Page Key
	<i>Proximity Sensor</i>	<i>Proximity Sensor</i>	

5. The configuration of the settings for all screens and other screens is done the same way.
- Default Display Mode and Alternative Display Mode.
 - a. Use the navigation key / to select the display mode you want to change, for example the default mode (Fig. 3), and press . In the following example, the default mode is set to **Full** (Fig. 3 and 4), and we want to change it to **Short**.

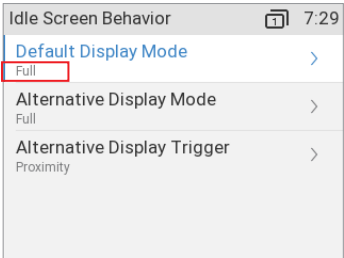


Fig. 3

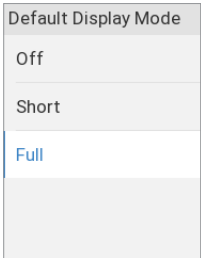


Fig. 4

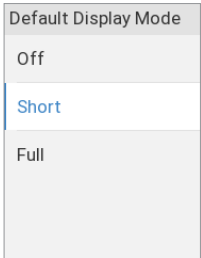


Fig. 5

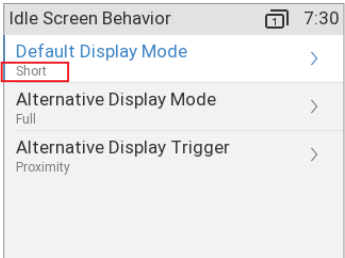


Fig. 6

- b. Use the navigation key / to select **Short** (Fig. 5) and press to save and return to the **Screen Behavior** menu where the line underneath **Default display mode** now reads **Short** (Fig.6).

- Alternative Display Trigger.

- Use the navigation key $\checkmark$ / $\wedge$ to select **Alternative Display Trigger** (Fig. 7) and press $\checkmark$. In the following example, the trigger is currently set to **Long Press Page Key** (Fig. 7), as indicated by the radio button $\odot$ (Fig. 8), and we want to change it to **Proximity Sensor**.

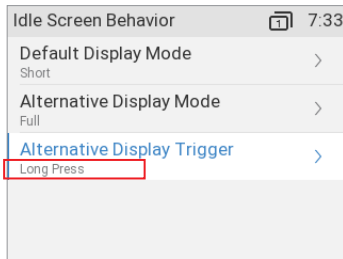


Fig. 7

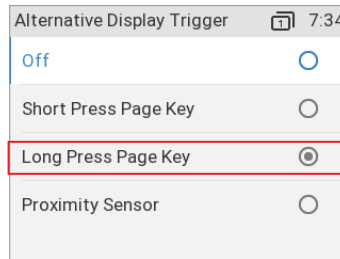


Fig. 8

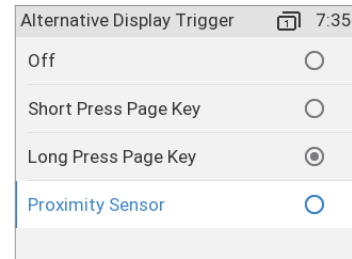


Fig. 9

- Use the navigation key $\checkmark$ / $\wedge$ to select **Proximity Sensor** (Fig. 9).
- Press $\checkmark$ to save and return to the **Screen Behavior** menu where the line underneath **Alternative Display Trigger** now reads **Proximity Sensor** (Fig. 10).

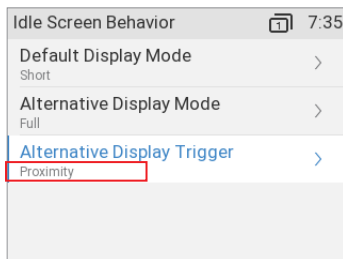


Fig. 10

- Press $\times$ to return to the **SmartLabel Options** menu (Fig. 2).

Timer setting for returning display mode to default

- Press ⚙ and select **Preferences** > **Display** > **SmartLabel Options**.
- Use the navigation key $\checkmark$ / $\wedge$ to select **Return to Default Mode Timer** (Fig. 11) and press $\checkmark$. The preset default is 3 seconds.

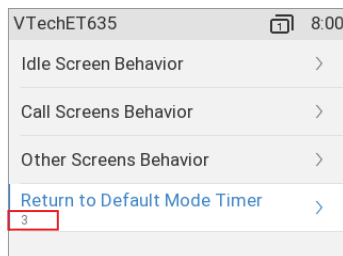


Fig. 11

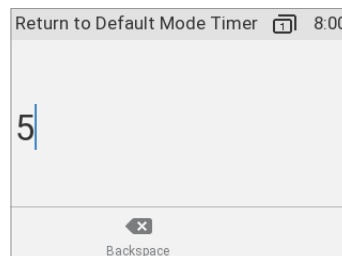


Fig. 12

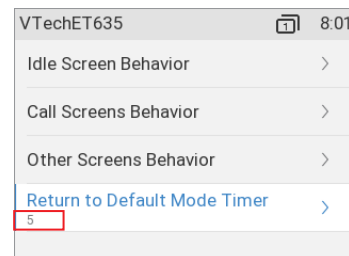


Fig. 13

- Enter a different number of seconds between 0 and 360 (Fig. 12) on the alphanumeric keypad and press $\checkmark$ to save and return to the **SmartLabel Options** menu (Fig. 13). The timer now shows the new setting.

Note: If you enter 0 seconds, the display will not return to the default mode automatically.

Timer setting for returning label page to page 1

The page will automatically revert to page 1 after the number of seconds specified in this setting.

1. Press  and select **Preferences > Display > SmartLabel Options**.
2. Use the navigation key  /  to select **Return to First Page** (Fig. 14) and press . The preset default is 60 seconds (Fig. 15).

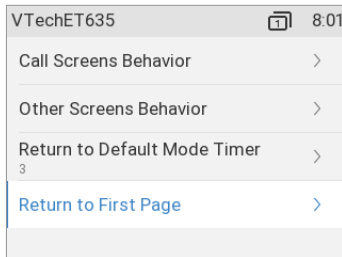


Fig. 14

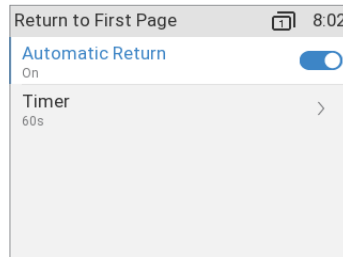


Fig. 15

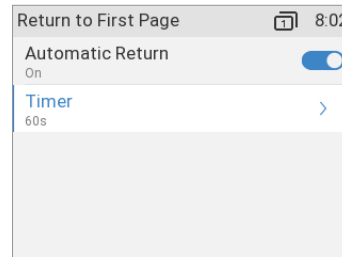


Fig. 16

3. Use the navigation key  /  to select **Timer** (Fig. 16) and press .
4. Enter a different number of seconds between 0 and 1209600 seconds (Fig. 17) on the alphanumeric keypad and press  to save and return to the **Return to First Page** menu. The timer now shows the new seconds setting (Fig. 18).

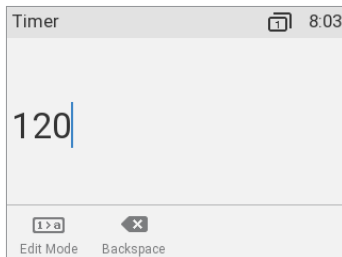


Fig. 17

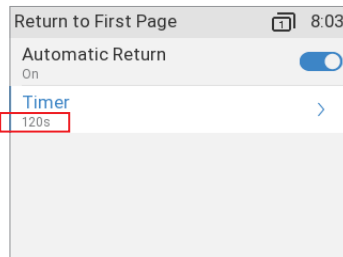


Fig. 18

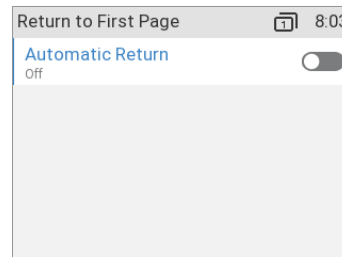


Fig. 19

Note: If you do not want the on-screen page to return to page 1 automatically, use the navigation key  /  to select **Automatic Return** (Fig. 15), and press  to turn off the function, as indicated by  (Fig. 19). The **Timer** line is not visible in the **Return to first page** menu after the automatic return has been turned off.

Settings on the web interface

1. On the phone's web interface, click on **Function Keys** in the menu on the left.
2. Click the **SmartLabel** tab.

Logout

Operation
Home
Directory
Setup
Preferences
Speed Dial
Function Keys
Identity 1
Identity 2
Identity 3
Identity 4
Identity 5
Identity 6
Identity 7
Identity 8
Identity 9
Identity 10
Identity 11
Identity 12

Key Assignment

SmartLabel

Idle Screen:

Default Display Mode:
Short
?

Alternative Display Mode:
Full
?

Alternative Display Trigger:
Proximity Senso
?

Call Screens:

Default Display Mode:
Short
?

Alternative Display Mode:
Full
?

Alternative Display Trigger:
Proximity Senso
?

Other Screens:

Alternative Display Trigger:
off
?

Options:

Reset to default display mode after (sec.):
3
?

Return to label page 1 after (secs.):
60
?

Apply

3. The default settings are indicated in ***bold italic*** in the table. The available options for the three different screens are:

	Idle screen	Call screens	Other screens
Default display mode	<i>Short</i>	<i>Short</i>	-
	Off	Off	-
	Full	-	-
Alternative display mode	<i>Full</i>	<i>Full</i>	-
	Short	Short	-
Alternative mode trigger	Off	Off	<i>off</i>
	Short Press Page Key	Short Press page Key	Short Press Page Key
	Long Press Page Key	Long Press page Key	Long Press Page Key
	<i>Proximity Sensor</i>	<i>Proximity Sensor</i>	-

4. Click the drop-down list of the setting you want to change and select a setting.

Idle Screen:

Default Display Mode:

Short
Short
off
Full

?

Alternative Display Mode:

Short
Short
off
Full

?

Alternative Display Trigger:

Short
Short
off
Full

?

5. If you want to change the default timer settings for returning the display mode to the default and the SmartLabel page to page , type the number of seconds into the respective text fields .
6. Click **Apply** and **Save** before closing the page or opening another page on the phone's web interface.

Customizing the phone settings

See "The phone's web interface" on page 39 on how to open the phone's web interface, how the web interface works, and how to change the settings. See "User mode/administrator mode" on page 43 on the difference between administrator and user mode.

If you have access to administrator mode, but do not consider yourself to be an expert on SIP and SIP phones, we recommend that you do not change any of the technical settings since this may adversely affect the phone's performance or put it out of order altogether.

On customizing the function key settings, see the chapter "Configuring the function keys" on page 75.

Note: Any changes you make on the web interface will not take effect until you click on **Apply** and **Save**. Changes will be lost if you open another page or tab of the web interface or if you close the web interface without first clicking on **Apply** and **Save**.

Identities/accounts

The phone supports up to twelve accounts or "phone numbers" with one or more providers or within an office or organization network. On VTech phones, these accounts or phone numbers are called "identities".

Note: If your phone is part of an office network, you may need to contact your administrator to configure new or change existing identities, as this can only be done when the phone is running in administrator mode and when the PBX settings allow it.

See "Initializing and registering the phone" on page 17 for more information on required input data.

Configuring and editing identity/account

The settings are accessible in administrator mode only. In user mode it is possible to select a different outgoing identity and to reregister active identities.

On the phone

Press  > **Identity** > **Edit identity** > **Hotdesking** > select a free identity with  and enter account and registrar. If you want or need to enter more data, use  > **Identity** > **Edit identity** > **Edit identity** > select a free identity with  or its number in the menu. Available menu items:

- 1 Active [Yes]
- 2 Displayname
- 3 Displaynumber
- 4 Account**
- 5 Password

- 6 Registrar**
- 7 Outbound Proxy
- 8 Authentication User Name
- 9 Mailbox

On the web interface

Open the web interface and click on an identity in the menu on the left. The configuration window for that identity will open; it contains five tabs, with the left one, **Login**, visible in the front. To view **Features**, **SIP**, **NAT**, and **RTP** pages, click on the respective tab; the font weight of the tab on the active page is **bold**.

If you change the account or the registrar, click on **Re-Register** and **Save**. If you make other changes, clicking on **Apply** and **Save** suffices (see "How the web interface works" on page 41).

1. **Login tab.** Enter the information received from your provider or your administrator in the appropriate fields.

- Display name

The display name is optional and freely selectable. It will be sent to any parties you call unless you hide your identity (see "Hiding my caller ID" on page 99). If you do not enter a display name, the data in the "Account" text field will be shown on your display and sent to any parties you call unless you hide your identity.

- Display text for idle screen

Any text you enter in in this text field will be shown - instead of your display name or account - on your display only. It will not be sent to any parties you call.

- Ringtones

The phone has 10 built-in ringtones that can be assigned to identities, group types, and contact types. It is also possible to download a custom melody and to turn off the ringer by selecting "Silent".

See "Assigning ringtones" on page 91.

2. **SIP settings.** Click on the **SIP** tab to bring the page to the front. It contains a number of technical settings and text fields for entering URIs/URLs to various servers (for music-on-hold, for example), as well as some behavior settings. These are:

- Automatic acceptance of incoming calls: **Auto Answer**. The default setting is "off".

Acoustic alert (one short beep) when the phone accepts a call automatically: **Preferences** page > **Audio** tab > **Auto Answer** section > **Auto Answer Indication**. The default setting is "off".

- **Contact List.** A contact list must be available on a server. Click "on" and enter the Contact List URI .

- **Identity can receive calls.** The default setting is "on". If you want to be able to use the identity for outgoing calls but do not wish other phones to be able to call the identity, turn the setting off.

- **Allow incoming extension monitoring.** If you do not want other phones to be able to monitor the activity on your phone, turn the setting off.

You can also allow only certain phones to monitor and pick up your calls. In this case, select the "On" setting and enter a password into the next field of the next setting, **Extension monitoring group ID**. **The password cannot start with a "{" bracket.**

Any phone allowed to monitor and pick up your calls must also use the same password in this text field.

Note: If you want the activity on the monitored phones to be displayed on your idle screen, enable the **Go to Call-Monitor on Activity** on the **Advanced Settings** page > **Behavior** tab > **Phone Behavior** section.

Assigning ringtones

The phone has 10 built-in ringtones that can be assigned to identities, group types, and the contact type "VIP". It is also possible to download a custom melody. When an incoming call to an identity is ringing, the phone will play the ringtone assigned to that identity, unless it is a call from a VIP or from a group with a distinctive ringer of their own.

Note: Ringers assigned to the contact type VIP and to any of the group types override the ringers assigned to identities. For example, if you have assigned Ringer 1 to one of the identities and Ringer 2 to the group "Colleagues", the phone will play Ringer 2 when a contact from the "Colleagues" group calls that identity.

If your ringtones don't seem to work as expected, contact your administrator. There may be an overriding setting on the PBX.

Assigning ringtones to contact type VIP and group types: See "Ringtones" on page 46.

Selecting identity ringtones:

- **On the phone:**  > **Preferences** > **Audio** > **Ringer**. If there is more than one configured identity on the phone, they are shown on the display.
 - Select an identity with ▲ / ▼ and press . The ringtones are shown on the display.
 - Press ▲ / ▼ to navigate up and down the list of ringtones.
 - Press  "Play" to play the selected ringtone. Press  "Stop" to stop playing the ringtone.
 - Press  to save the selected ringtone as the new ringtone for the currently selected identity and return to the Audio screen.
- **On the web interface** (the ringtones will be played by the phone): **Identity** (1-12) page > **Login** tab.
 - Click on "Play Ringer" to play the currently selected ringer. To stop playing, lift and replace the handset.
 - To change the ringer, select a ringer from 1 to 10 in the drop-down menu of "Ringtone". If you have selected the custom melody, enter the URL to the data file in the text field underneath. It must be a file of the type PCM 8 kHz 16 bit/sample (linear) mono WAV.
 - Click **Apply** and click **Save**.

Date and time formats

Date and time formats can be set on the phone and on the web interface. The defaults are US time format and 24-hour clock (Fig. 1 and 2). European date and time formats are shown in Fig. 3 and 4, US date and time formats in Fig. 5 and 6.

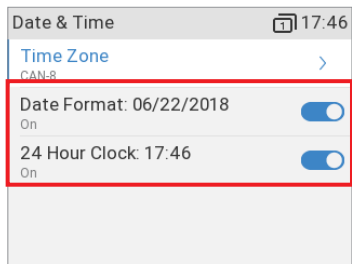


Fig. 1

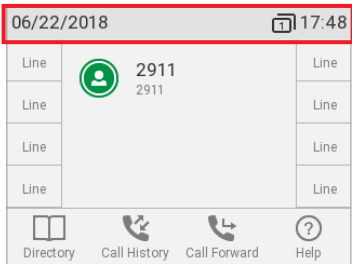


Fig. 2

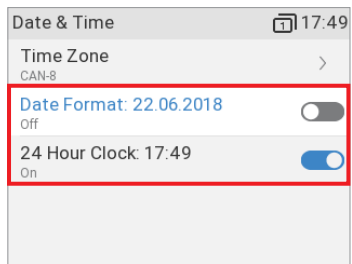


Fig. 3

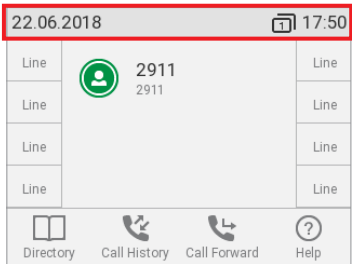


Fig. 4

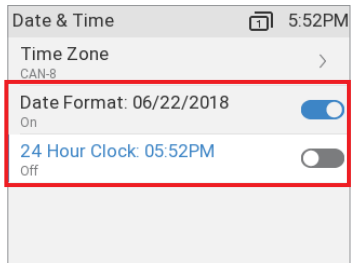


Fig. 5

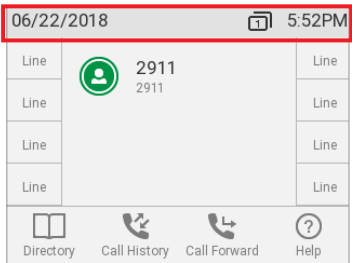


Fig. 6

Date

- Phone settings.
 1. Press  > **Preferences** > **Date & Time**. The default setting is US date format.

Date	US Date Format	
	Setting "On"	Setting "Off"
March 5, 2018	03/05/2018	05.03.2018
March 12, 2018	03/12/2018	12.03.2018
December 5, 2017	12/05/2017	05.12.2017
December 10, 2017	12/10/2017	10.12.2017

2. To change U.S. date format from **on** (Fig. 1, above) to **off** (Fig. 3, above), scroll down to **Date format** and press .
 3. Press  briefly to return to the previous menu or for two seconds to return to the idle screen.
- Web interface settings.
 1. Open the **Preferences** page > **Appearance** tab > **Interface Elements** section > **U.S. date format**. The default is "on".
 2. Click **Apply** and click **Save**.

Time

The time setting affects phones and/or firmware versions with a digital clock only. If the phone has a clock face, changing the setting will not affect it. The default setting is 24-hour clock.

- Phone settings.
 1. Press  > **Preferences** > **Date & Time**.
 2. To change the 24-hour clock setting from **on** (Fig. 1, above) to **off** (Fig. 5, above), scroll down to it and press .
 3. Press  briefly to return to the previous menu or for two seconds to return to the idle screen.
- Web interface settings.
 1. Open the **Preferences** page > **Appearance** tab > **Interface Elements** section > **24 Hour clock**. The default is "on".
 2. Click **Apply** and click **Save**.

Time zone

Note: The time zone setting is accessible in administrator mode only.

The phone receives the time and date from your NTP time server. If the time and/or date on the display are incorrect, you may need to set the correct time zone. If you have set the correct time zone and the time is still incorrect, there may be a problem with the time server. Contact your network administrator or your IP provider.

The list of time zones is arranged by the difference in hours (+/-) to the UTC and, within each time zone, alphabetically by selected locations (country or country and city). Selecting and setting the time zone:

On the phone

1. Press  > **Preferences** > **Date & Time** > **Time Zone**.

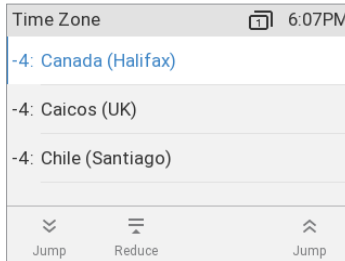


Fig. 1

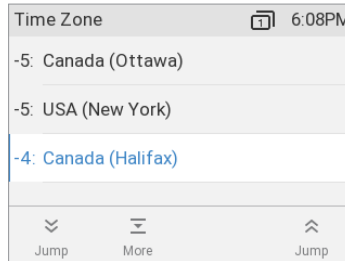


Fig. 2

- Press  to collapse the list to show only selected times zones and/or locations where the phone language is spoken). When the phone language is English, all time zones are shown (Fig. 1).
 - When only selected time zones and/or locations are shown (Fig. 2), press  to show all time zones.
 - Press  /  to fast-forward to the beginning of the next or the preceding time zone, respectively.
 - Use  /  to scroll down or up one item at a time.
2. Press  to save your selection
 3. Press  briefly to return to the previous menu or for two seconds to return to the idle screen.

On the web interface

1. Open the **Advanced Settings** page > **Network** tab > **Time** section > **Timezone**.
2. Select your time zone/country/city from the drop-down list.
3. Click **Apply** and click **Save**.

Language settings of phone and web interface

The language used on the phone can be changed on the phone as well as on the web interface. The language used on the web interface can be changed on the web interface only.

Phone language

Setting on the phone

1. Press  > **Preferences** > **Language**.
2. Use  /  to scroll.
3. Press  to save the selected language.
4. Press  briefly to return to the previous menu or for two seconds to return to the idle screen.

Setting on the web interface

1. Open **Preferences** page > **General** tab > **General Information** section > **Language**.
2. Select the language from the drop-down list.
3. Click **Apply** and click **Save**.

Web interface language

1. Open **Preferences** page > **General** tab > **General Information** section > **Webinterface language**.
2. Select the language from the drop-down list.
3. Click **Apply** and click **Save**.

Dial tones

There are different dial tones for different countries! Select yours on the phone or on the web interface.

Setting on the phone

1. Press  > **Preferences** > **Audio** > **Tone Scheme**.
2. Use  /  to scroll.
3. Press  to save the selected country.
4. Press  briefly to return to the previous menu or for two seconds to return to the idle screen.

Setting on the Web Interface

1. Open **Preferences** page > **Audio** tab > **General Information** section > **Tone Scheme**.
2. Select the country from the drop-down list.
3. Click **Apply** and click **Save**.

Emergency numbers

These are numbers that can be dialed when the keyboard is locked. They must be set beforehand on the web interface. The numbers "911", "112", "110", and "999" are preset.

1. Open **Preferences** page > **General** tab > **Lock Keyboard** section > **Emergency Numbers (space separated)**.
2. Enter the emergency numbers in the text field. Type each number without spaces between the digits, separate the individual numbers with one empty space between them.

Example: If you want to set the emergency phone number 911 and the phone numbers of your doctor (986543) and a friend (234578), the entry would look this: 911 986543 234578.
3. Click **Apply** and click **Save**.

Call forwarding

This feature automatically redirects all or certain incoming calls to another phone or a mailbox. Call forwarding is configured for each identity separately. On the web interface, the settings are configured on the **Identity** (1-12) pages. If you set call forwarding on the phone, the settings are applied to the identity selected as the outgoing identity at the time of the configuration; the configuration must be repeated with the same or different settings for each identity.

Always

All incoming calls are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

When busy

Calls ringing while the phone is busy are forwarded to the number of the phone, extension, or mailbox specified as this function's target.

After timeout

When a call starts ringing, the phone will wait for the number of seconds specified as "call forwarding time". If the call has not been accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

When a call starts ringing, the phone will wait for the number of seconds specified as "call forwarding time". If the call has not been accepted by the end of this time period, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

Configuring the settings on the phone

See "Making/changing the settings on the phone and turning on call forwarding" on page 73 .

Configuring the settings on the web interface

If your internet telephony provider or your PBX uses codes to turn functions on and off, refer to their manuals for the codes to enter in "On Code"/"Off Code" text fields or ask your administrator.

Setting forwarding numbers

- Forwarding all incoming calls:
 1. Open **Identity** (1-12) page > **Features** tab > **Call Forwarding** > *Always*.
 2. Type the phone number in the "Target" text field. Type each number the way it needs to be dialed by the phone, without spaces or punctuation between the digits.
 3. Click **Apply** and click **Save**.
- Forwarding incoming calls when the phone is busy:
 1. Open **Identity** (1-12) page > **Features** tab > **Call Forwarding** > *Busy* .
 2. Type the phone number in the "Target" text field. Type each number the way it needs to be dialed by the phone, without spaces or punctuation between the digits.
 3. Click **Apply** and click **Save**.

- Forwarding incoming calls when they are not answered:
 1. Open **Identity** (1-12) page > **Features** tab > **Call Forwarding** > *Timeout*.
 2. Type the number of seconds into the text field of "Timeout (sec)". If an incoming call hasn't been answered when the time has elapsed, the call will be forwarded to the phone number entered as target.
 3. Type the phone number in the "Target" text field. Type each number the way it needs to be dialed by the phone, without spaces or punctuation between the digits.
 4. Click **Apply** and click **Save**.

Turning call forwarding on

1. Web interface > **Identity** (1-12) page > **Features** tab > **Call Forwarding**.
2. Click "On" after the forwarding event (*Always, Busy, Timeout*).
3. Click **Apply** and click **Save**.

Turning call forwarding off

1. Web interface > **Identity** (1-12) page > **Features** tab > **Call Forwarding**.
2. Click on "Off" after the forwarding event (*Always, Busy, Timeout*).
3. Click **Apply** and click **Save**.

Call completion

On VTech phones, call completion means that when a called number is busy or not available, your phone will call you back as soon as the dialed number is not busy anymore or available again. The factory default setting is "off". For more information, see "Call completion" on page 58.

Note: This function must be supported by your VoIP provider and/or your PBX.

On the phone

1. Press  and select **Call Features** > **Outgoing Calls** > **Call Completion**.
2. Press  to switch setting between **On**  and **Off** .
3. Press  briefly to return to the previous menu, or press  for two seconds to return to the idle screen.

On the web interface

Open the phone's web interface > **Advanced Settings** page > **Behavior** tab > **Phone Behavior** section > **Call Completion**: Click the radio button **on**.

Call waiting

Default setting: When in a call, another call coming in is announced visually in the status line and acoustically by a double beep. See "Call waiting" on page 61 on how to use this feature. Available settings:

- **On:** Visual and acoustic announcement of calls waiting
- **Visual only:** Visual announcement of calls waiting in the status line
- **Ringer:** Acoustic announcement by double beeps
- **Off:** The call waiting is not announced visually or acoustically; callers hear the busy signal.

Call waiting can be set independently for each identity on the phone's web user interface. If you use the phone to change the setting, it will apply to the current outgoing identity.

Setting on the phone

The setting is applied to the outgoing identity at the time it is saved. If you want to change the setting for other identities, select each one as the outgoing identity in turn and repeat the steps.

1. Press  and select **Call Features > Incoming Calls > Call Waiting**.

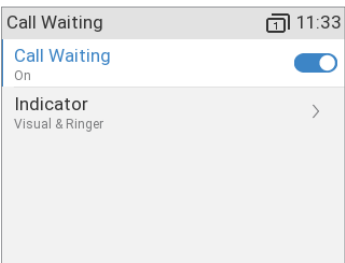


Fig. 1

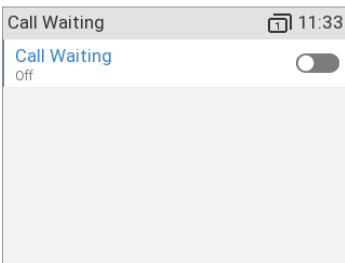


Fig. 2

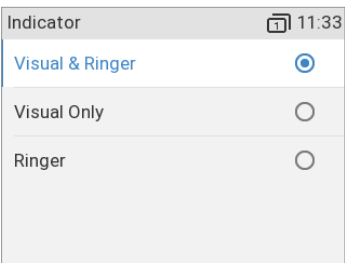


Fig. 3

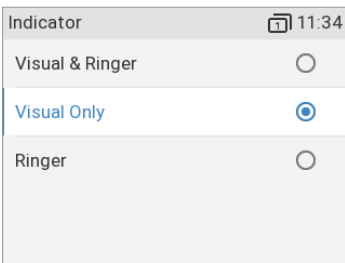


Fig. 4



Fig.5



Fig. 6

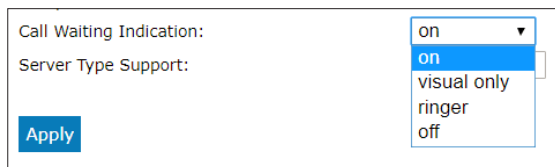
- To turn call waiting On  or Off , select **Call waiting** and press  (Fig. 1). When call waiting has been turned off, **Indicator** is no longer available in the menu (Fig. 2).

- To change the way calls waiting are announced, press ▼ to select **Indicator** and press . The **Indicator** menu appears (Fig. 3). Press ▲ / ▼ to select a different setting and press  to save the change and return to the **Call waiting** menu. The **Indicator** setting indicates the current setting, for example, if you changed the default setting (Fig. 5) to visual announcement only (Fig. 6).
- 2. Press  briefly to return to the **Incoming calls** menu, or press  for two seconds to return to the idle screen.

Setting on the web interface

Call waiting is set independently for each identity.

1. In the menu on the left, click on the **Identity** (1-12) whose call waiting settings you want to change.
2. Click on the **SIP** tab. The setting **Call Waiting Indication** is the second to last on the page.
3. To turn call waiting off, select "off" from the drop-down menu. Select "visual only" or "ringer" if you want waiting calls announced only by the "phone ringing" symbol or by the double beep, respectively.



4. Click on **Apply** and **Save**.

Hiding my caller ID

With this setting your phone number will not be transmitted to any phones you call. Please note that your call may not be accepted if the other phone is set to reject anonymous calls (see next item).

Setting on the phone

1. Press  and select **Call Features** > **Outgoing Calls** > **Hide own outgoing ID**.
2. Press  to switch setting between **On**  and **Off** .
3. Press  briefly to return to the previous menu, or press  for two seconds to return to the idle screen.

Setting on the web interface

1. Open **Preferences** page > **General** tab > **Privacy Settings** section > **Suppress own number (CLIP/CLIR)**.
2. Select the radio button **Hide** or **Show**.
3. Click on **Apply** and **Save**.

Rejecting anonymous calls

With this setting you will not receive calls from phones whose number is not shown on your display. Anonymous callers will hear the busy signal.

Please note that calls from analog phone connections will, most likely, be received as anonymous calls. The default is off.

Setting on the phone

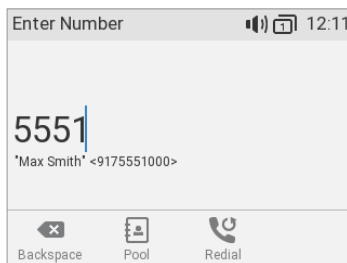
1. Press  and select **Call Features** > **Incoming Calls** > **Reject anonymous**.
2. Press  to switch setting between **On**  and **Off** .
3. Press  briefly to return to the previous menu, or press  for two seconds to return to the idle screen.

Setting on the web interface

1. Open the **Preferences** page > **General** tab > **Privacy Settings** section > **Reject incoming anonymous calls**.
2. Select the radio button "Reject" or "Accept".
3. Click on **Apply** and **Save**.

Number guessing

When you have typed the minimum number of characters you have specified for this function, the phone will look for numbers containing that string of characters in its call lists and directories and, if it finds matches, show the number(s) on the display. If the number proposed on the display is the one you want to dial, press ; if not, continue entering digits.



The default setting is off. You can turn the setting on and off on the phone and on the web interface; changing the minimum number of characters can only be done on the web interface.

Setting on the phone

1. Press  and select **Call Features > Outgoing Calls > Number Guessing**.
2. Press  to switch setting between **On**  and **Off** .
3. Press  briefly to return to the previous menu, or press  for two seconds to return to the idle screen.

Setting on the web interface

1. Open **Advanced Settings** page > **Behavior** tab > **Phone Behavior** section > **Number Guessing**.
2. Select the radio button **on**.
3. Type the minimum number of digits in the text field of **Number Guessing Minimum Length**.
4. Click on **Apply** and **Save**.

Speed dial

You can use the numbers 0 to 30 and the special characters # and * to speed dial frequently dialed and/or long numbers without having to enter the complete phone number. The numbers must be set on the phone or on the phone's web interface first.

Note: You can also map a phone number onto one of the SmartLabel keys P1-P32. See "Example 3, Speed dialing" on page 82 for the instructions.

Setting on the phone

1. Press  and select **Call Features > Outgoing Calls > Number Guessing**.
2. Use  /  to scroll up or down one number at a time (Fig. 1).
Shortcuts: When the selected number is "0", press  to go to "30"; when the selected number is "30", press  to go to "0".
3. Type the phone number in the text field without spaces or punctuation between the digits (Fig. 2).
4. Press  to save and to return to the Speed dial menu where the phone number has been added to the speed dial number (Fig. 3).
5. Press  briefly to return to the **Call Features** menu, or press  for two seconds to return to the idle screen.

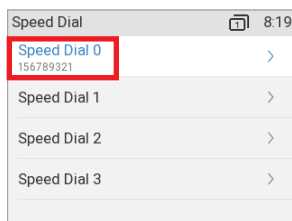


Fig. 1

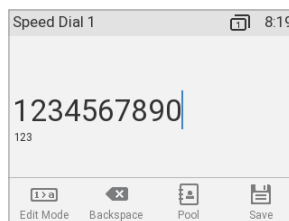


Fig. 2

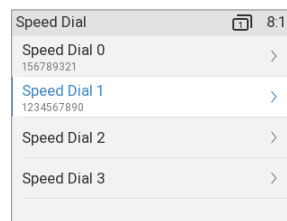


Fig. 3

Setting on the web interface

1. In the menu on the left side of the phone's web interface, click on **Speed Dial**.
2. Enter one phone number with any required prefixes (area code, country code, operator/auto attendant, etc.) in the text field for each respective number or special character in the table.

Speed Dial Table:	
0:	9175550123 ?
1:	9175550784 ?

Type each phone number without spaces or punctuation between the digits.

For example: You want to be able to speed dial phone number 555-0784 in area code 917 by pressing the key. In conventional notation you might write the number down as (917) 555-0784. In the speed dial table, type 9175550784 into the text field of the number 1.

3. Click on **Apply** and **Save**. You can now speed dial the number by pressing and on the phone.

Note: You can also configure the freely programmable SmartLabel keys with LEDs (P1–P32) to dial one specific number each. See "Example 3, Speed dialing" on page 82 for the instructions.

Software update

Manual update

1. Open a web browser and visit <https://businessphones.vtech.com>.
2. Point to **Products** and click **SIP Phones**.
3. Click **ET600 Series**.
4. Scroll down the page and click the **ErisTerminal® SIP Color Deskset ET635** link.
5. Click the **Downloads** link.
6. Right-click the link of the firmware version you want to update to.
7. Click on **Copy link location** or **Copy link address** (wording depends on your browser).
8. Open the phone's web interface > **Software Update** page.
9. In the **Manual Software Update** area, paste the link into the **Firmware** text field.
10. Click **Load**. The phone begins to reboot.
11. If the phone asks "Reboot?", press .
12. **DO NOT DISCONNECT THE POWER WHILE THE PHONE IS REBOOTING!**

Auto provisioning

1. Open the phone's web interface > **Advanced Settings** page > **Update** tab.
2. In the Update area, configure the settings.
For more information, see the ET635 Administrator and Provisioning Manual
3. Click **Apply**. If you have changed the setting URL and/or the PnP configuration, a reboot is required before they will take effect.

Troubleshooting

Reboot

1. Press .
2. Press  to select **Maintenance** and press .
3. Press  to select **Reboot** and press .
4. When asked whether to "Reboot?", press .
5. Wait for the idle screen to reappear.

Hard reboot

Disconnect the power, wait for 10 seconds, and reconnect. Wait for the idle screen to reappear.

Warning: Never disconnect the power during a firmware update!

Reset to factory values

The phone can be reset to factory values in administrator mode only.

1. Press .
2. Press  to select **Maintenance** and press .
3. Press  to select **Reset values** and press .
4. Enter the administrator password and press .
5. Wait for the idle screen to reappear.
6. See "Initializing and registering the phone" on page 17 on how to continue.

Warning: All customized settings will be lost!

Appendix 1 - Display Symbols and Icons

Symbols found in the function key line

The buttons symbolize the functions that are currently available for activation. Press the function key underneath the symbol to activate the function.

Programmable function symbols

These are the symbols displayed in the function key line when the phone is idle. They can be selected on the phone's web interface > **Function Keys** page. See "At a glance" on page 21 for the default settings.

Symbol	Description
	Server directory
	Call list menu (missed, received, and dialed calls)
	Available status messages
	Turning DND on and off
	Contacts list
	Forwarding all calls (turning on/turning off)
	Presence signaling on/off
	Retrieving messages from mailbox
	Settings menu
	Directory
	URL of the phone's web interface and VTech's web address
	Redial (dialed calls)
	Received calls
	Missed calls
	Favorites
	LDAP Directory
	Silencing ringer
	Next outgoing ID
	Previous outgoing ID
	Reboot
	Monitor calls

Context-sensitive symbols

These are the symbols displayed in the function key line when the phone is active, for example when a call is ringing, when you are dialing, etc.

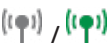
Symbol	Description
	Confirming a selection or an action
	Terminating/canceling an action and returning to the previous screen
	Switching input mode to lower case letters
	Switching input mode to upper case (capital) letters
	Switching input mode to numerals
	Deleting the character to the left of the cursor
	Available directories, contact lists, etc.
	Sorting Directory entries
	Adding caller's number to Directory Via directory casing key only (see "At a glance" on page 21)
	Editing mode for selected Directory entry
	Deleting selected directory/call list entry
	Details of missed calls (to, from, date/time, total number) and of received and dialed calls (to, from, date/time, duration)
	Deleting entire call list
	Moving to beginning of next/ previous time zone
	Expanding the list of time zones to show all
	Collapsing the list of time zones to show only time zones relevant to the language setting (i.e., countries where the language is spoken)
	Activate Call Completion
	Put call or conference on hold
	Unhold/retrieve call
	 /  Show held caller/callee on-screen
	Establishing conference with all calls on hold
	Show next participant or entire conference  /  on-screen
	Transferring call
	Transferring call safely
	Turning on the casing speaker
	Turning off the casing speaker
	Putting call waiting on-screen. See "Call waiting" on page 61 for more information.
	 /  When in call, show next ringing call or call waiting
	 /  When in call, the next call screen will be your current call

SmartLabel function symbols

These are the symbols displayed in the SmartLabel area of the programmable function keys P1–P32 when the function key page with the configured key is on-screen. For information on the configuration of the keys, see "Configuring the function keys" on page 75.

Programmable functions

These are the symbols of the functionalities selectable under "Type." Please note that not all available functionalities are represented by a symbol. If the selected type is "Key event", please see the table "Key event symbols" on page 108.

Symbol	Description
	Action URL
	Auto answer off/on
	Busy lamp field
	Conference
	DTMF
	Extension
	Forwarding all calls (turning on/turning off)
	Intercom off/on
	IVR Interactive Voice Response
	Multicast paging is off/on
	Presence
	Push 2 Talk
	Smart transfer
	Speed dial
	Star code
	Transfer current call
	Voice recorder is off/on

Key event symbols

Symbol	Description
	Call history menu (lists of missed, received, and dialed calls)
	Call history - accepted calls
	Call history - dialed calls
	Call history - missed calls
	Conference
	Contacts / Presence state
	Delete message
	Deny all - reject current and all future calls from the number
	Directory (internal phonebook)
	Directory
	DND (turning on/turning off)
	Favorites
	Forwarding all calls (turning on/turning off)
	Headset (select/turn off)
	Help
	Hold
	Login (e.g., hotel)
	Return to previous / move forward to next label page
	LDAP directory
	Settings menu
	Monitor calls
	Multicast zones
	Mute microphone/unmute microphone
	Select outgoing identity (next/previous)
	OCIP
	Reboot
	Voice recorder is off/on
	Redial

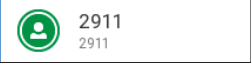
	Retrieve voice mail
	Ringer (turn off/turn on)
	Server directory
	Status
	Transfer current call

Display indications

On activity

	Outgoing call ringing
	Incoming call ringing
	Connected (single connection or conference)
	Call disconnected/terminated
	Dialed number is busy
	Holding call
	Call being held by other party

On idle screen

	Outgoing identity - The current outgoing identity is indicated by a green ring around a green circle on a white bar with a thin blue line on the left side . When you call someone, this is your identity for the call. - Select a different identity for the next call by pressing ▼ or ▲ on the navigation key.
	Active identity - Other configured and active identities are indicated by a green circle. - Active identities can be called. - Active identities can be selected as the outgoing identity for making calls by pressing ▼ or ▲ on the navigation key.
	Identity not properly registered.
	By changing the status of an identity to "inactive" on the phone's web interface, it can be deregistered without removing its registration settings. Inactive identities are not shown on the idle screen. They cannot be called or selected as the outgoing identity. To deregister the identity, open the phone's web interface > Identity (1-12). - Change the "Identity active" setting to "off". - Click Re-Register. - Click Save.
	Identity trying to register.
	Forwarding all incoming calls:  2911 Forward Calls To: 2914

Appendix 2 - Status Messages

Whenever there is a current message concerning the status of the phone, the function key  will be available. Press the function key or, if it not available,  > **Information** > **Status Info** to open the **Status info** screen. Additionally, some status messages will also be displayed on the display; if there is more than one current message, the one with the highest priority will be shown. The messages in descending order of priority:

Status message	Definition
SW ¹	A firmware update is available
Reboot required ¹	Reboot required, for example to have settings changes take effect
SIP disabled ^{1,2}	The phone cannot make calls due to license problems
Error ¹	An error occurred
Low memory ¹	Disk space full
Remote directory is too big ¹	The remote directory is too big to be imported
Not Registered: <account> ^{1,2}	The specified identity/account is not registered
Waiting for <name/number> to be available ²	Waiting for call completion to busy or currently unavailable number
<account> is now available ²	The dialed number is not busy anymore or is now available
Forward when Busy: <name/number>	Call forwarding is on. When your phone is busy, incoming calls will be forwarded to the phone number indicated
Forward after Timeout: <name/number>	Call forwarding is on. When an incoming call is not picked up within the set number of seconds, the call will be forwarded to the phone number indicated
Forward all: <name/number> ²	Forwarding of all incoming calls is on. All incoming calls will be forwarded to the phone number indicated.
Contacting NTP server	Network Time Protocol (NTP) is a protocol for synchronizing clocks over data network. If the connection is interrupted, the phone will not be able to display the correct time.
NTP server unreachable ¹	
HTTP Password not set ¹	No HTTP password has been set
Admin Password not set ¹	No Admin password has been set
Keyboard locked ²	Only numbers designated as emergency numbers can be dialled
DND active ²	Do not Disturb mode is activated
You have messages	There are spoken messages on the mailbox
You have new messages	New (messages on the mailbox)
Old messages	Old (messages on the mailbox)
Missed: <number>	The number of calls you missed since the last time you checked the list of missed calls or turned off the missed call indication

¹ The function key symbol  will blink

² The message cannot be deleted from the "Status Info" screen

Appendix 3 - Wall Mounting

Not included in the delivery are the two screws (diameter of head between 6 and 9 mm, diameter of body max. 4.5 mm) and two screw anchors/molly bolts/wall plugs appropriate for your type of wall.

1. Anchor the screws in the wall, using the measurements given in Fig. 1 and Fig. 2.
2. Unscrew the slide guides for the footstand from the back of the phone (Fig. 3).
3. Plug the long end of the handset cord into the connector labelled " " on the back of the phone and place the cord in the cable guide (Fig. 4).
4. Hang the phone on the screws by placing the holes on the back of the phone over them (Fig. 5).

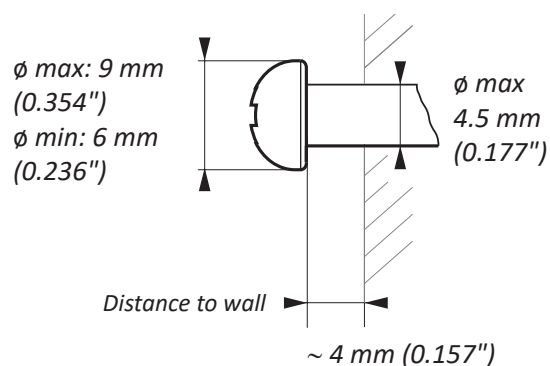


Fig. 1

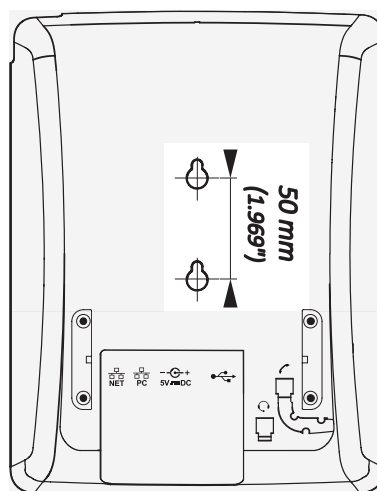


Fig. 2

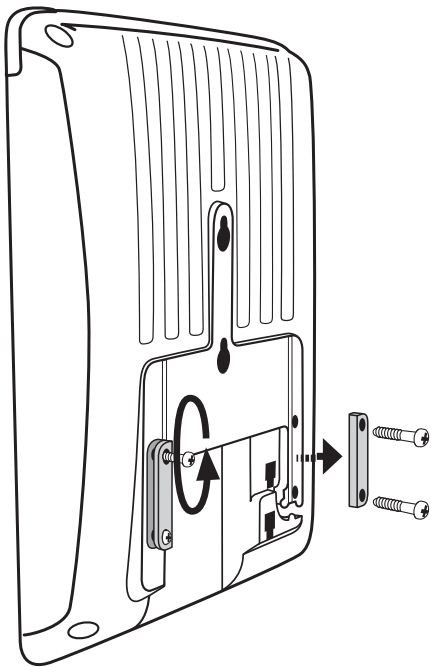


Fig. 3

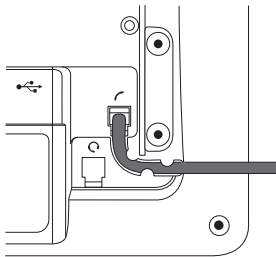


Fig. 4

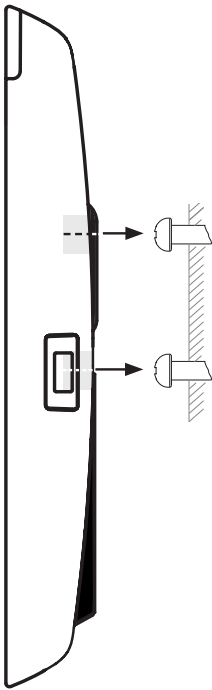


Fig. 5

Appendix 4 - Programmable Functions

The following is a brief description of the function key settings available on the **Function keys** page of the phone's web interface.

Freely programmable functions

Action URL	Action URLs are basically HTTP GET Requests that allow the phone to interact with web server applications. They can be used to send various data from the phone to a web server, like the customized settings stored on the phone; passwords are replaced by empty strings. Action URLs can be triggered by predefined events ("Action URL Settings" page of the phone's web interface) or manually by a pressing a function key that has been programmed to trigger an action.
Auto Answer	With this setting, your phone will automatically accept incoming calls when it is idle. If you leave the text field empty, incoming calls for all configured identities will be accepted; if you enter the number of an identity in the text field, only calls to that identity will be accepted automatically (i.e., 1 for Identity 1, 2 for Identity 2 etc.).
BLF (Busy Lamp Field)	This function key allows showing the status (idle, ringing, held call, busy) of another extension on the key's LED. By pressing the key, it may also be possible to pick up calls ringing on the extension, to dial the extension when the phone is idle, and to transfer an incoming call ringing on your own extension. These functionalities depend on your PBX; for more information, please check the PBX manual. With Asterisk, generally use this feature rather than extension.
Button	This is a function key that is connected to your PBX to perform a task specified in the buttons document.
Call Agent	This function key can be used by call agents to perform one of three different functions, depending on the value entered in the "Number" text field: - Logging onto and off the system. Text field entry: F_CALL_AGENT_LOGGEDIN. - Signaling readiness to accept calls. For this function to work, the agent must be logged in. Text field entry: F_CALL_AGENT_READY. - Announcing that they are working after a call. For this function to work, the agent must be logged in. Text field entry: F_CALL_AGENT_WORKINGAFTERCALL.
Conference	This function key can be used for PBX-based conferences and for local conferences on the phone itself. - PBX-based conferences. When a conference room or conference account has been created on the server for an individual identity, you can dedicate a function key to calling and monitoring the conference room. Select the identity and the "Conference server" function from the respective drop-down menus and enter the SIP URI of the conference room in the "Number" text field. For information on how to use this key with your particular PBX, please check the PBX manual. - Phone-based conferences. If there is no SIP URI in the text field, pressing the function key will initiate a phone-based conference with all held calls and any active call.
DTMF codes	This function allows the specification of arbitrary key sequences (allowed digits: "0-9", "*", "#", "A-D" and flash: "!") which will be sent via DTMF when this key is pressed during an active call.

Extension	This function key allows showing the status (idle, ringing, held call, busy) of another extension on the key's LED. By pressing the key, it may also be possible to pick up calls ringing on the extension, to dial the extension when the phone is idle, and to transfer an incoming call ringing on your own extension. These functionalities depend on your PBX; for more information, please check the PBX manual. With Asterisk, generally use BLF rather than this function.
Forward to	All incoming calls will be forwarded to the number (extension or external phone number) specified under "Number". The key is used to turn forwarding of all calls on and off; the red LED lights up when the function is turned on.
Intercom	Pressing a function key mapped with "Intercom" will establish a two-way connection to the extension specified in the "Number" text field; that extension must have enabled intercom reception on its web interface (Advanced Settings > Behavior tab > Phone Behavior > "Intercom Policy" set to "Only in idle" or "Always"). <u>"Intercom Policy" settings on the phone being called via intercom:</u> Always: The intercom call will connect to the called phone automatically; if the called phone is in a call, that call will be placed on hold. Only in idle: The intercom call will connect to the called phone automatically if the called phone is idle. If it is in a call, the incoming intercom call will be announced as call waiting. Off: Pressing the intercom key will call the extension specified in the "Number" text field where it will be treated like any other incoming call, i.e., ring, be forwarded, etc.
IVR	This function key can be used for regular calls to an extension that is reached via an IVR or auto attendant and a number of voice prompts where the caller has to make a selection by pressing a key after or during the prompt. If you know which keys need to be pressed in which order in order to reach the desired extension, the entire process can be automated and considerably speeded up. The syntax for the "Number" text field entry is <code><phone_number>;dtmf=<n>,<n></code>, etc. The angle brackets <code><></code> including their content are placeholders for the variables that you must replace by the actual characters. The comma represents a pause of one second, and n represents any number key on the alphanumeric keypad. Example: The number to dial is (917) 555-3814. When the connection has been established, the caller will hear three prompts. After the first prompt, he must press key 1; after the second prompt, he must press 3; and after the third prompt he must press 1 to reach the desired extension. The entry in the "Number" text field must look like this: <code>9175553814;dtmf=1,3,1</code>. Usage: When the phone is in idle mode, press the key to dial the number. As soon as the connection has been established, the phone will automatically send the DTMF tones associated with the alphanumeric keys 1, 3, and 1 with a one-second pause between them. (If the function type "IVR" doesn't work on individual phones, try "Speed dial" with the above description.)
Key Event	When this key type is selected, a drop-down menu opens under "Number". For the available selections, see "Key Events" on page 117.

Line	"Line" key can behave as a private line or shared line key, according to the setting user_shared_line. Private Line: Default setting for all freely programmable function keys. Incoming calls will go to the first free "line" key, and outgoing calls will use the first free line key. Line keys can be used to make outgoing calls with the identity selected from a particular key's "Context" menu and to have incoming calls for that identity going to that particular function key. If the key is busy, the incoming call will go to the first free line key. Shared Line: Bridged lines (Bridged Line Appearance (BLA)) are shared by two or more users; when one of them is using the line, the others are blocked from using it. This key type makes it possible to monitor whether a shared line is busy (the LED is lit) or not (the LED is off). The URI of the shared line is set under "Number"
Multicast	This function key enables the phone to send multicast streams to IP multicast group addresses. The multicast IP address and port are entered in the "Number" text field in the format <i><multicast IP address>:<port></i> (e.g., 239.255.255.245:5555). The angle brackets <> including their content are placeholders for the variables that you must replace by the actual characters. Please note: This key is for sending multicast streams. To allow reception of multicast streams, multicast support must be enabled on the phone's web interface, Advanced settings > SIP/RTP tab > Multicast by setting Multicast Support to "on". You must also enter the IP addresses of the multicasts you wish to receive in ascending order of priority, 10 being the highest. In case of simultaneous multicasts, the one with the highest priority at any given time will override the others.
Park Orbit	If a park orbit has been set up on the server, a function key mapped with the Park Orbit functionality can EITHER serve to park calls on the park orbit OR to park as well as retrieve calls, depending on the type of server used. Select the server type on the Identity page of the context identity, SIP tab, from the "Server Type Support" drop-down menu. Enter the "phone number" of the Park Orbit and/or the park position in the text field of "Number", for example orbit1@my.proxy.com or 700@my.proxy.com etc.
Presence	If supported by your PBX, the LED of this function key will reflect the presence status (ringing, busy, available, etc.) of the extension specified in the "Number" text field. The function key can also be used to dial the extension, usually when the destination signals availability.
Push2Talk	Pressing the function key mapped with "Push2Talk" will establish a two-way connection to the extension specified in the "Number" text field for as long as the key is pressed; that extension must have enabled intercom reception on its web interface (Advanced Settings > Behavior tab > Phone Behavior > Intercom Policy "only in idle" or "always").
Speed Dial	Besides using the "Speed Dial" page on the web interface to program speed dial numbers, you can also put the functionality on the freely programmable function keys with LEDs to be able to speed dial frequently used and/or long numbers without having to enter the complete phone number. Enter one phone number with any required prefixes (area code, country code, operator/auto attendant, etc.) in the "Number" text field for any given freely programmable function key with LEDs. Example: 0019175557813. Or enter a partial phone number (country, area code etc.) and complete the number on the dialog screen. In this case, enter the partial number, followed by a semicolon and "number=incomplete" in the text field. Example: 001917555; number=incomplete.

Starcode	Making SIP calls without audiovisual indication on the phone user interface (PUI). Examples for using this feature: - Controlling settings on the PBX with dedicated keys that turn PBX functions on and off. The available functions must have been set on the PBX and they must be accessible from the phone, typically by dialing a star code. Phone function keys can be dedicated to activating and deactivating call forwarding and DND mode, transferring, picking up, and parking/unparking calls, etc. Depending on the settings on your PBX, you may either have to dedicate one key each for activating and deactivating a given function or to dedicate one key for both activating and deactivating the function. - Silent alarms or emergency calls. If the standard behavior of this function key type does not meet your requirements, it is possible to customize it. Copy the standard XML configuration of the key from the Settings page of the phone's web user interface (WUI) and edit it to suit your needs. Then paste the edited XML into the "Number" text field and change the key's type to "Xml definition".
Transfer to	Transferring active calls and ringing incoming calls to the number set in the "Number" text field. Pressing the key once will transfer the active or ringing call. If the text field is empty, pressing the key will put the "Enter number" screen on the display. Enter the number and press  to complete the transfer. For further information, see "Transferring calls" on page 65.
Voice Recorder	The phone does not record the voice streams at all; they must be recorded on the PBX where a recording account must be set up. Pressing the key when the phone is idle will establish a connection between the phone and the recording account, making it possible to record spoken memos, meetings, or conferences. Pressing the key during a call will establish a three-party conference with the two phones and the recording account as participants. Please be advised that you must respect the legal restrictions of your country for recording calls with or without the participants' knowledge and permission.
Xml Definition	Copy the XML sub tag of the action(s) you want the key to perform into the text field.

Key Events

ABS	Address book search (OCS accounts)
Accepted Calls	(Accepted List) List of calls accepted on the phone
Call Lists	Call history list (missed, received, dialed calls)
Change active ID	List of registered SIP identities
Conference	Starting a conference
Contacts	Contact List, where the Presence State of selected users can be seen (online, busy, offline)
Directory	Internal phone directory
DND	Turning "Do not disturb" function (DND) on an off. When mapped to a function key with an LED, the LED will light up when DND is turned on.
Favorites	Favorites list

Forward all	All incoming calls will be forwarded to another extension or an external phone number. After turning call forwarding on with this key, the display will prompt you to enter - or confirm/change a previously entered - forwarding number.
Help	Displays the URL of the phone's web interface and the URL to the VTech web page. The IP address, MAC address, and firmware version can be found in the phone menu: Settings > Information > System Information .
Hold	Placing the active call on hold.
LDAP Directory	Allows the user to look up a remote directory while dialing. Once set, this pressed key will open up the Direcory Search window. If LDAP is setup, corresponding matching entries as returned by the sever will be shown. If LDAP is not used and and presence_lookup_number setting is turned on, the contact matches will be shown. The default edit mode is alphanumeric in this state.
Logoff Identities	Caution: This option will delete all account settings!! Usage: Mainly useful for call centers with frequently changing users.
Menu	Calling up the settings menu of the phone.
Missed Calls	Missed call history list.
Monitor Calls	When the phone has been programmed to monitor extensions and do/allow call pickup, a key can be mapped to show the list of monitored extensions and do call pickup from the monitor. The list will show only active extensions (i.e., busy or ringing). When there is no activity on any monitored extensions, the list is empty.
Mute	Mutes/unmutes the microphone (handset, speakerphone, headset) during active call.
Next Outgoing ID	Selecting the next identity as the outgoing identity.
Presence State	Providing access to a list where the Presence state of each registered SIP Identity can be defined (online, offline, busy, invisible).
Prev. Outgoing ID	Selecting the previous identity as the outgoing identity.
Reboot	Rebooting the phone.
Record	The phone does not record the voice streams at all; they must be recorded on the PBX or other external device. Pressed during a call, the key informs the PBX to start and stop the recording of the audio stream on the PBX. While the call is being recorded, the recording symbol ● will either blink on the display or be displayed, in red ●, in the status line, depending on the phone type; if the function key has an LED, the LED will be lit throughout the recording. Please be advised that you must respect the legal restrictions of your country for recording calls with or without the participants' knowledge and permission.
Redial	Dialed call history list (last call at the top).
Retrieve	Retrieves new mailbox messages. This key becomes active when the phone has received a message waiting indication (MWI) with a valid mailbox URI.
Status Messages	Currently available status messages (see "Appendix 2 - Status Messages" on page 111).
Transfer	Transferring the active call or an incoming call that you do not want to pick up. See "Transferring calls" on page 65. Pressing the key will put the "Enter number" screen on the display. Enter the number and press  to complete the transfer.

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