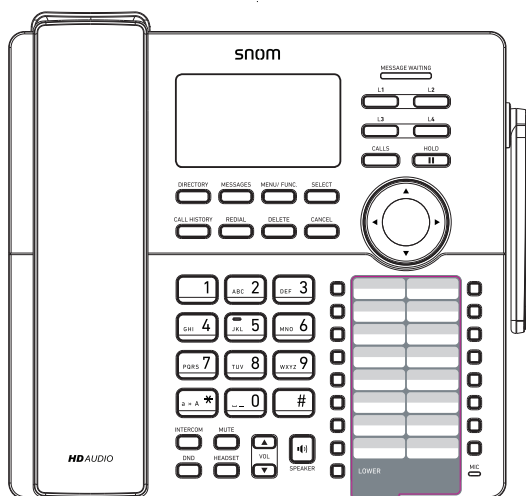


# snom



## M18 KLE

SIP DECT 4-Line Deskset

User Manual



M18 KLE  
SIP DECT 4-Line Deskset

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# 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.

## 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 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 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 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, and should not put a charged handset into the cradle, 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: 6.0 Vdc @ 600 mA
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 installation instructions in the User Manual.
22. CAUTION: Keep small metallic objects such as pins and staples away from the handset receiver.

# SAVE THESE INSTRUCTIONS

For cUL 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 Snom 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 inteiincelle 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: 6.0 Vdc @ 600 mA
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**

# Compliance

## 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.

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

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.

Caution: To maintain the compliance with the FCC's RF exposure guideline, place the base unit at least 20 cm from nearby persons.

For body-worn operation, this handset has been tested and meets the FCC RF exposure guidelines when used with the accessories supplied or designated for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

## 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 CAN ICES-3 (A)/NMB-3(A) du Canada.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions: (1) this device may not cause 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.

# Introduction

## About this manual

---

This user manual provides installation and handset configuration instructions, and detailed instructions for using the M18 KLE SIP DECT 4-Line Deskset with firmware version 1.0.2.1.

See “Viewing deskset status” on page 47 for instructions on how to check the software version of your M18 KLE SIP DECT 4-Line Deskset and/or M100 KLE SIP DECT 4-Line Base Station.

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

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

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

For customer service or product information, visit our website at

**[www.snomamericas.com](http://www.snomamericas.com)**.

## Product overview

---

The M18 KLE SIP DECT 4-Line Deskset, combined with the M100 KLE SIP DECT 4-Line Base Station, is a full-featured SIP endpoint business phone system designed to work with popular hosted IP PBX services and on-premise SIP PBXs. Once you have ordered and configured your PBX service, the deskset enables you to make and receive calls as you would with any other business phone. Up to 10 cordless devices (M18 KLE desksets, M10 KLE handsets, and/or M10R KLE handsets) can be registered to the base station. Each deskset provides calling features such as hold, transfer, conferencing, and speakerphone.

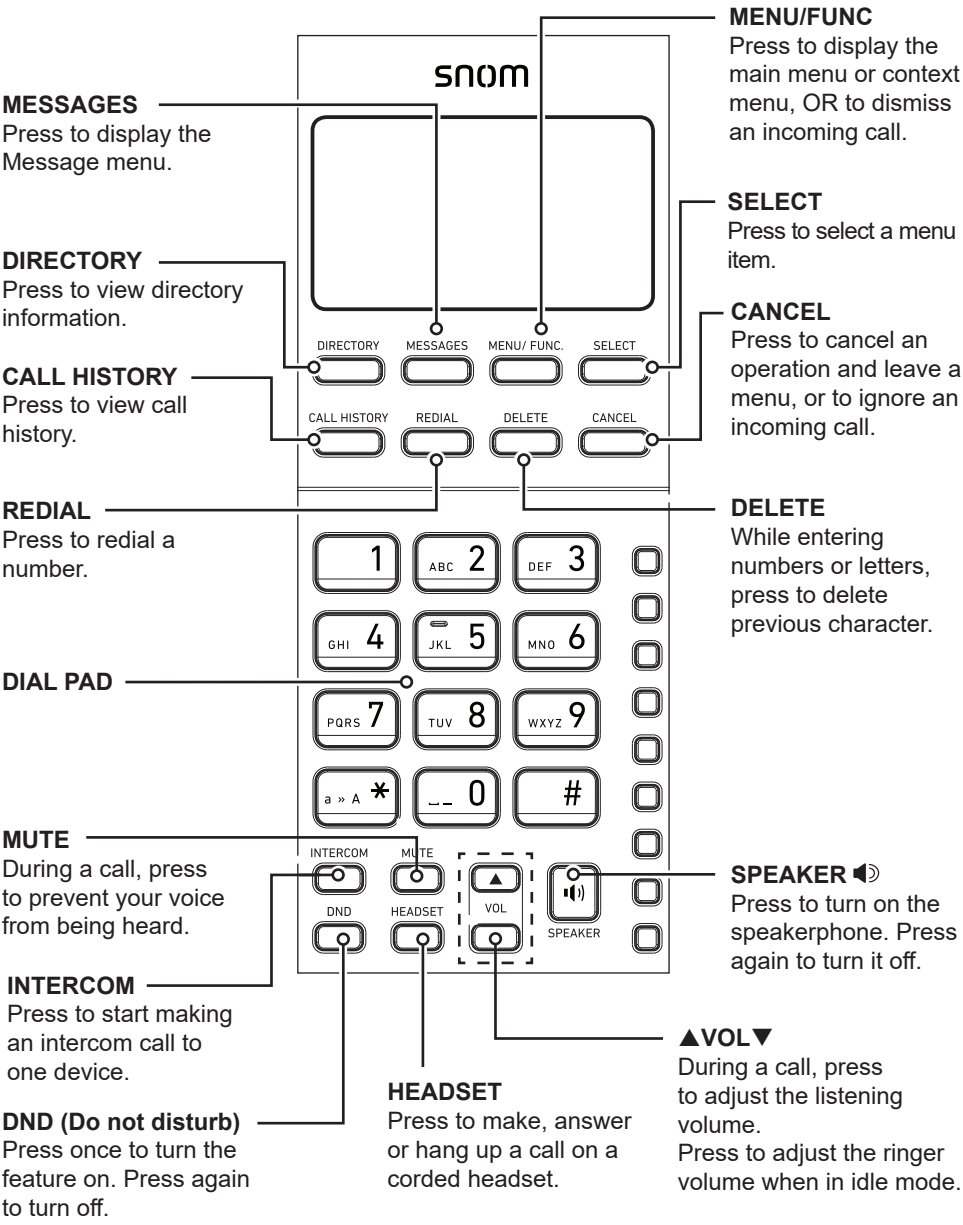
The M100 KLE SIP DECT 4-Line Base Station supports shared calls among multiple cordless handsets/desksets with a single SIP account. With Key System Emulation, the line keys (L1 to L4) on handsets/desksets can be configured as KeyLine type, which enables the keys to be used as for making calls, picking up held calls, and barging in calls.

The M18 KLE SIP DECT 4-Line Deskset features include:

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

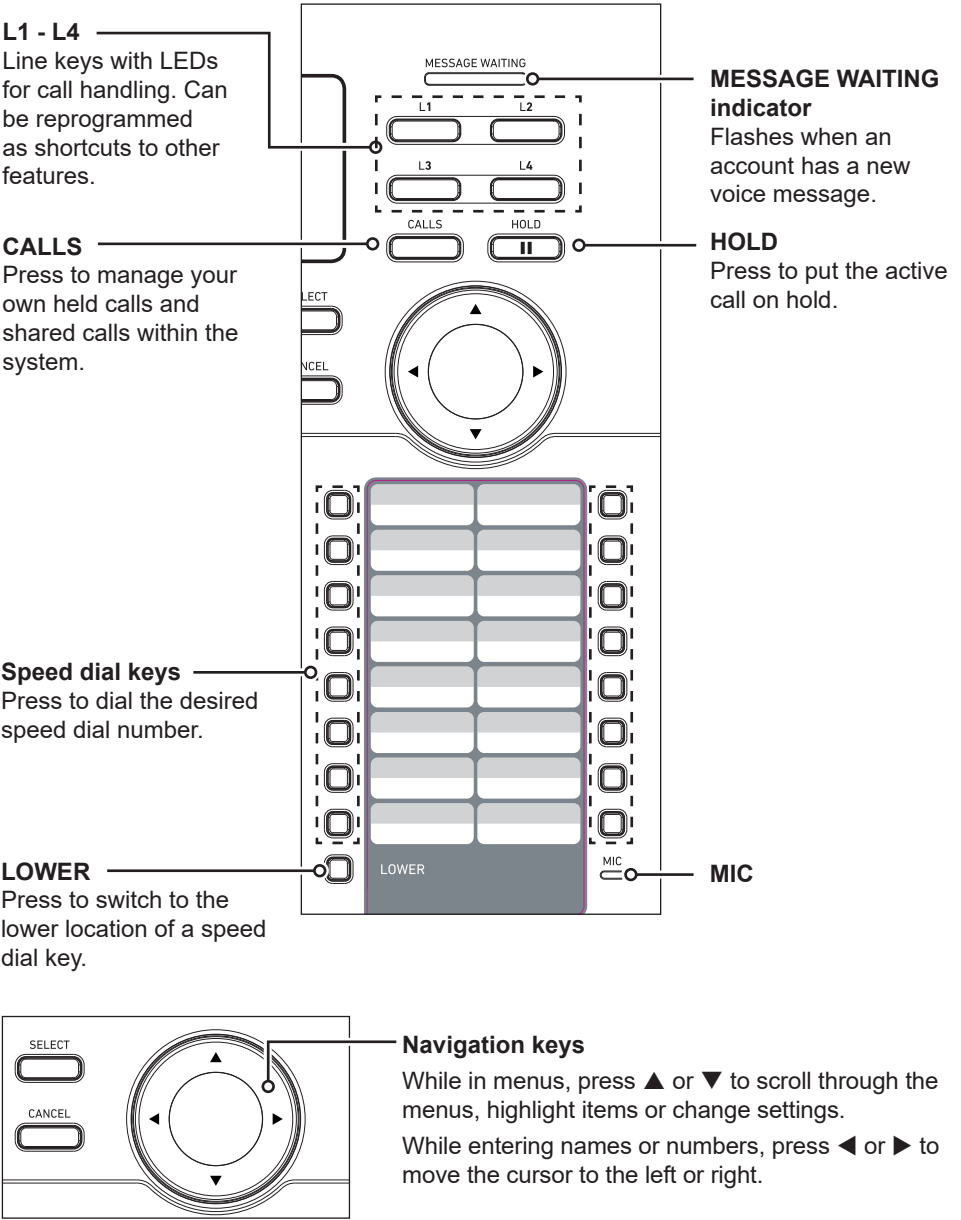
# Quick Reference Guide

## Cordless deskset external features



# Quick Reference Guide

## Cordless deskset external features

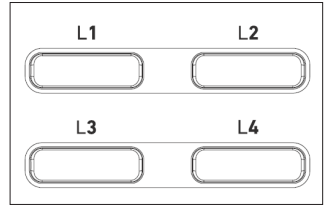


## Factory Default Line Key Settings

---

Your base station and desksets have a factory default configuration where the line keys (L1 to L4) are set up to handle a shared line.

- All deskset user can use the shared line via the line keys (L1 to L4).
- The LEDs on the line keys (L1 to L4) will be on or flashing to indicate calls in progress across all desksets.
- A deskset user can make a new call, pick up a held shared call, or barge in a shared call by pressing the line keys (L1 to L4).



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

## Directory card

---

Use the directory card to record the names of the speed dial numbers you stored.

### To write names on the directory card:

1. Write the information on the directory card that comes with the package.
2. Insert the edge of the directory card in the slot at the front of the deskset, under the plastic cover.



## Deskset Installation

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

Deskset installation involves both the backup battery and the deskset. The deskset is powered using the supplied power adapter. The deskset can be placed on a flat surface or mounted on a wall.

Avoid placing the deskset too close to:

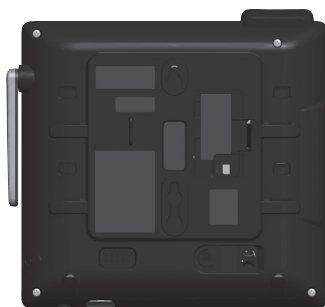
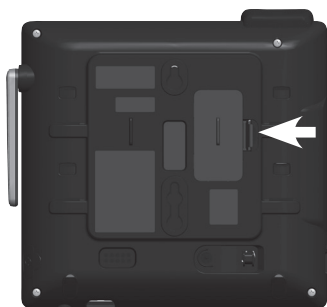
- Communication devices such as television sets, DVD players, or other cordless telephones
- Excessive heat sources
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting
- Excessive dust sources such as a workshop or garage
- Excessive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

### Installing the backup battery

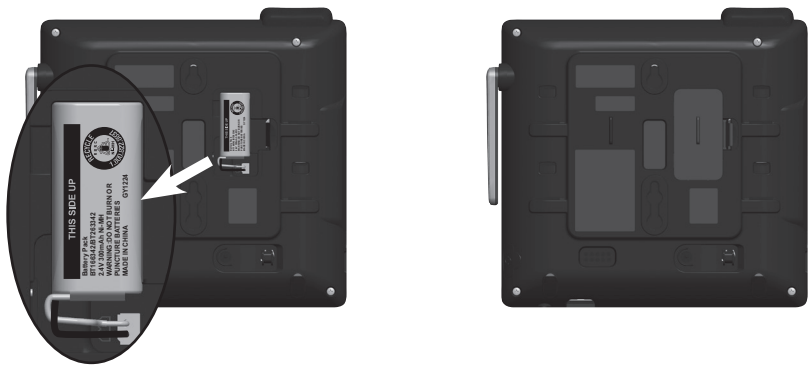
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Install the backup battery, as shown below. In the event of a power failure, the charged backup battery allows the deskset to operate. The backup battery will be charged when you connect the AC power adapter to a wall outlet not controlled by a wall switch.

1. Squeeze the latch tab to open the battery compartment cover.



- 2. Plug the battery connector into the port inside the compartment.
- 3. Place the battery in the compartment. Make sure the supplied battery with the label **THIS SIDE UP** faces up, as indicated.
- 4. Insert the battery compartment cover tabs and then press down until the cover clicks into place.





**IMPORTANT INFORMATION**

- Use only the supplied rechargeable battery or replacement battery (model BT266342). To order a replacement battery, visit our website at **[www.snomamericas.com](http://www.snomamericas.com)**.
- If you do not use the deskset for a long time, disconnect and remove the battery to prevent possible leakage.

**Battery charging**

Once you have installed the battery, the screen indicates the battery status (see the table below). The backup battery is fully charged after 16 hours of continuous charging.

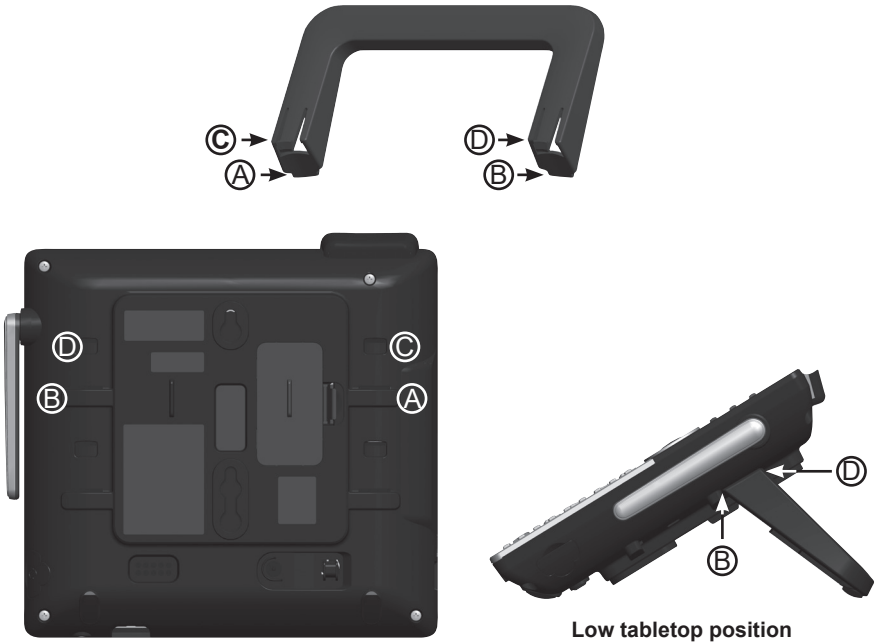
The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery Status	Action
The screen shows  and it flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minute).
Full battery icon (  ) appears.	Battery is charged.	To keep the battery charged, place it in the charger when not in use.

## Installing the deskset

1. Install the mounting bracket for tabletop use.

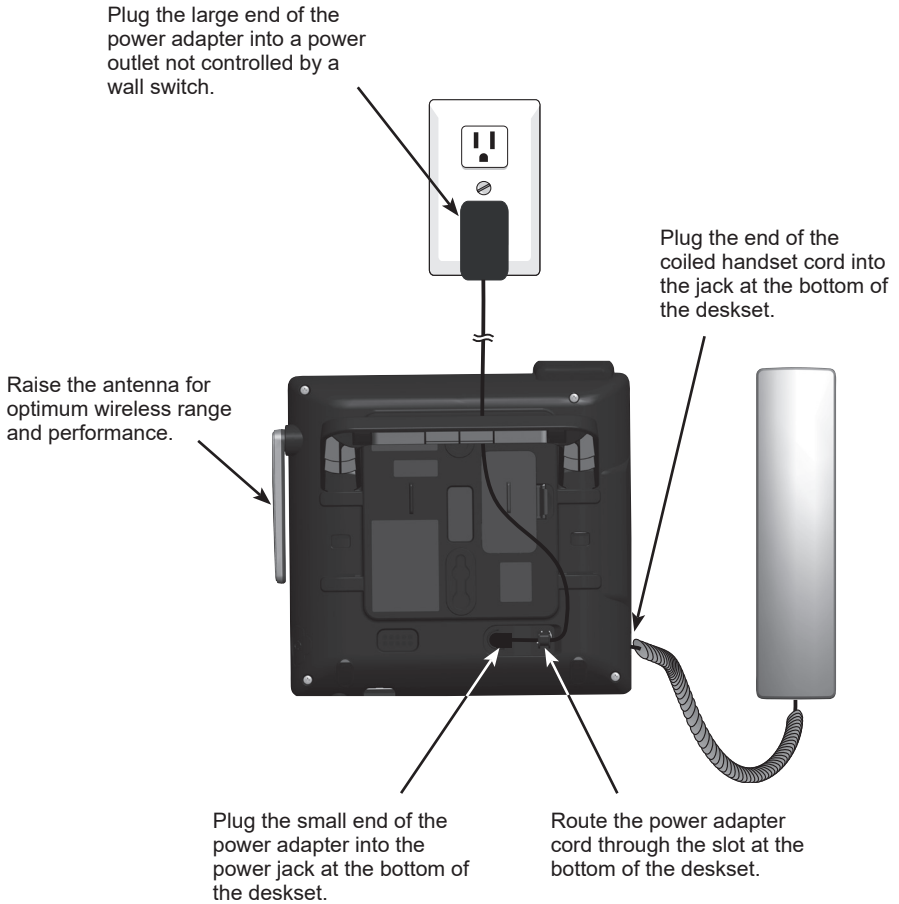
**Low tabletop position:** Insert the fixed tabs of the mounting bracket into slots ① and ②. Press the flexible tabs into slots ③ and ④ until they click into place.



**High tabletop position:** Insert the fixed tabs of the mounting bracket into slots ① and ②. Press the flexible tabs into slots ③ and ④ until they click into place.



2. Connect the coiled handset and the power cord to the deskset.



## IMPORTANT INFORMATION

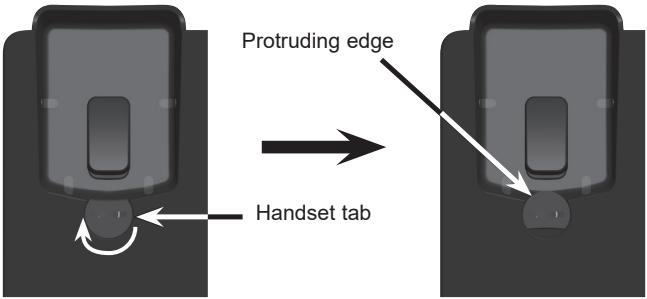
1. Use only the power adapter supplied with this product.  
To order a replacement power adapter, visit our website at **[www.snomamericas.com](http://www.snomamericas.com)**.
2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

## Wall mounting the deskset

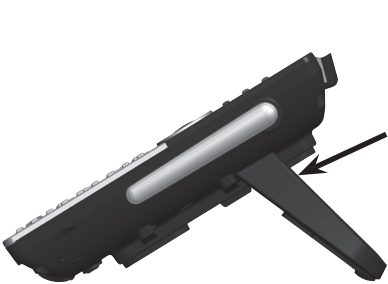
The deskset is ready for tabletop use. If you want to mount the deskset on a wall, make sure you first unplug the power adapter from the electrical outlet.

### To mount the deskset on the wall:

1. Place your corded handset aside. Use a coin to rotate the handset tab 180 degrees. The protruding edge holds the corded handset when the deskset is mounted on the wall.



2. Press in the direction indicated by the arrows to release and remove the mounting bracket from the deskset.
3. Place the corded handset back to the deskset. Plug the small end of the power adapter cord into the power jack on the back of the deskset.

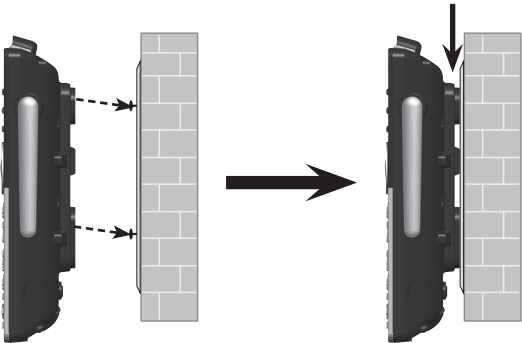


Low tabletop position



High tabletop position

4. Align the wall mounting holes on the back of the deskset with the tabs of the standard wall plate. Push the deskset down until it clicks securely in place.



5. Plug the large end of the power adapter into an electrical outlet not controlled by a wall switch.

## Adding a corded headset

---

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



Plug a 2.5 mm headset into the **HEADSET** jack on the side of the handset.

# Registering the deskset to the base

---

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

## To register the deskset:

1. Make sure the base station is connected to power.

2. If the deskset is displaying  go to step 6.

Trying to Auto  
Register ...

3. If the deskset is displaying  go to step 7.

Device cannot  
auto-register  
with Base.  
Try Manual  
Registration?

4. If the deskset is displaying



Press and hold  
HANDSET LOCATOR  
key at base for  
4 seconds



Then, press the  
#key at the  
Deskset.

go to step 8.

5. If the deskset is displaying  go to step 7.

Try Manual  
Registration  
again?

6. Press **CANCEL**.

The deskset displays the following message:



Device cannot  
auto-register  
with Base.  
Try Manual  
Registration?

7. Press **SELECT**.

The deskset displays the following message:



Press and hold  
HANDSET LOCATOR  
key at base for  
4 seconds



Then, press the  
#key at the  
Deskset.

8. On the base station, press the **HANDSET LOCATOR** button for at least four seconds, then release the button. Both LEDs on the base station begin to flash.
9. Press the **#** key on the deskset to begin registration.  
The screen displays "Registering Please wait".  
The process takes up to 10 seconds to complete. When registration is complete, the deskset beeps and displays "Deskset Registered".  
If the deskset fails to register, it displays "Registration failed. Try again."  
Wait for a few seconds and repeat the registration procedure.

## Deregistering the deskset

---

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

### To deregister the deskset:

1. Press **MENU/FUNC.** on the deskset. The Main Menu appears.
2. Press ▼ to scroll to **User settings** and then press **SELECT**.
3. Press ▼ to scroll to **Registration** and then press **SELECT**.
4. Press ▼ to highlight **Deregistration** and then press **SELECT**.  
The deskset screen displays a list of devices registered to the base.
5. Press ▼ to highlight the name of the deskset you want to deregister, and then press **SELECT**.
6. Enter the PIN and then press **SELECT** to begin deregistration.  
The default PIN is 1592.  
The deregistration process takes up to 10 seconds to complete. When the deskset deregisters, it beeps and the screen displays "Handset is deregistered."

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

# Locating the Deskset

You can determine which desksets are registered by paging them from the base station. Press the **HANDSET LOCATOR** (page) button on the base station to ring all desksets:



- All desksets within range of the base will ring for one minute, even if the volume is off.
- To end the locator page, press **CANCEL**.
- To silence the locator page on one deskset only, press **MUTE**.

## Screen icons

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

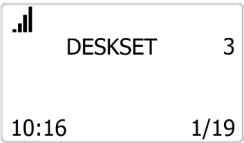
Icon	Status
	Indicates signal strength, from one bar (weak) to four bars (strong). Flashes when out of range.
	Indicates battery strength from 1/3 to 3/3. Flashes when empty.
	Indicates the currently displayed call is on hold with your deskset. This icon is visible when displaying the Call List.
	The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

# Using the Deskset

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

## Idle screen

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




From the idle screen, you can press:

- **CALLS** to view the Call List.  
See “Displaying calls on the Call List” on page 33.
- **MENU/FUNC.** to view the main menu.  
See “Configuring the Deskset” on page 45.

## Making calls

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


### To make an outside call:

1. Use the dial pad to enter the desired number.
  - Press **DELETE** if you enter an incorrect digit.
2. Call the number by lifting the handset, pressing an idle line key (**L1** to **L4**), or pressing **SPEAKER** .


When the call is answered, the active call screen appears.



3. To end the call, place the handset in the cradle  
-OR-

Press **CANCEL** (or **SPEAKER** ) if you are using speakerphone).

Note that you can also live dial a number by lifting the handset or pressing


**SPEAKER**  to go off hook before entering a phone number. The call will dial automatically when a valid number is entered.

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

- 1. Press **INTERCOM**.
- 2. Press ▲ or ▼ to select the handset or deskset you wish to call, and then press **SELECT**.

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



- 3. To use the corded handset instead of the speakerphone, pick up the handset.
- 4. To end the call, press **CANCEL** (or **SPEAKER** ), if you are on speakerphone).

-OR-

Place the handset in the cradle.

**Answering Incoming calls**

You can answer a call by lifting the handset, or pressing **SELECT** or **SPEAKER**:

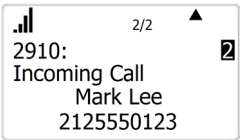


**Multiple Incoming Calls**

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

- Press the flashing line key (**L1 to L4**) for the call you want to answer
- OR-
- Press ▼ or ▲ to select the call you want to answer. Then lift the handset, press **SELECT**, or press

**SPEAKER** .



**Ending a call**

**To end a call:**

- Place the handset in the cradle


-OR-


Press **CANCEL** (or **SPEAKER** ) , if you are on speakerphone).

## Speakerphone

---

### To turn the speakerphone on/off during a call:

- Press **SPEAKER**  to switch between speakerphone and normal deskset use.

When the speakerphone is active, the deskset displays the speakerphone icon  at the top of the screen.

## Volume

---

### To adjust the listening volume during a call:

- Press **VOLUME** ▲ or ▼ .


## Mute

---

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

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

- Press **MUTE**.


When your deskset's microphone is muted, the deskset displays the mute  icon at the top of the screen.

## Call Waiting

---

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

### To answer the incoming call:

- Press **SELECT** or **SPEAKER** , OR press the line key (**L1** to **L4**) that is quickly flashing green.



You can also ignore or dismiss the incoming call.

See "Ignoring Calls" below and "Dismissing Calls" on page 28.

## Ignoring Calls

---

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

- If you ignore the call during an active call, and no other handsets/desksets answer the ignored call, your deskset will ring again for the ignored call when you disconnect your call.
- If you ignore the call while your deskset is idle, your deskset will not ring again for the ignored call.

**To ignore an incoming call:**

- Press **CANCEL** on the “Incoming Call” screen or “Call Waiting” screen.  
The ignored call will be shown in the Call List until it is picked up by another handset/deskset. You can pick up the ignored call from the Call List - see “To view the Call List:” on page 33.

**Dismissing Calls**

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

- If you dismiss the call during an active call, the dismissed call will continue to ring on other handsets/desksets until it is answered or ignored/dismissed by all handsets/desksets.
- Your deskset will not ring again for the dismissed call.

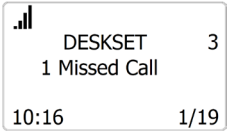
**To dismiss an incoming call during an active call:**

1. Press **MENU/FUNC** on the “Call Waiting” screen.
2. Press **SELECT** at the prompt,  
“Dismiss call? Dismissed call does not ringback.”

Dismiss call?  
Dismissed call  
does not  
ringback

**Missed Calls**

If you don't respond to an incoming outside call, the deskset displays a missed-call alert on the idle screen:



**Answering Internal Calls**

You can receive internal calls from another handset or deskset.

**To answer an internal call:**

- Lift the handset, press **SELECT**, or press **SPEAKER**  .



**SELECT** ➔

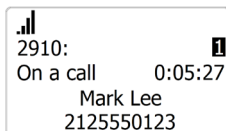


Intercom calls from another handset or deskset cannot be rejected, but they can be silenced by pressing **MUTE**.

## Putting a call on hold

---


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




**HOLD** ➔



### To take the call off hold:

1. Press **CALLS**.
2. If you have multiple calls on hold, (as indicated by ) , press ▼ or ▲ to select the call you want to take off hold.
3. Press **SELECT**.

### To make a new call while on hold:

1. When you have a call on hold, use the dial pad to enter the number you wish to dial.
2. Call the number by pressing an idle line key (**L1** to **L4**), **SELECT**, or **SPEAKER** .

## Putting a call on private hold

---

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

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

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

## Switching between two calls

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

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



-OR-

- Press **CALLS** to view the call on hold and then press **SELECT**.



## Paging another handset/deskset

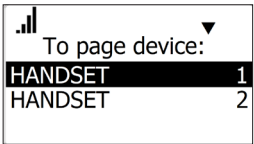
You can page another handset/deskset, and send one-way audio. The receiving handset/deskset will play an alert tone, and your voice on its speaker. If a corded headset is plugged in to the receiving handset/deskset, then audio is played on the headset.

You cannot hear the person. If you want to have a two-way conversation, make an internal call instead. For more information, see “To make an internal (intercom) call to another handset or deskset:” on page 26.

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

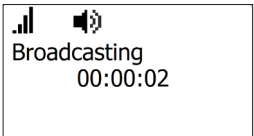
### To page a handset/deskset:

- Press **MENU**.
- Press ▼ to scroll to **Paging** and press **SELECT**.
- Press ▼ or ▲ to select a handset/deskset, and press **SELECT**.



Your deskset displays “Paging <device name>”. When a connection is established, your deskset displays “Broadcasting” with a timer.

- Speak into your deskset’s speakerphone.
- To use the corded handset instead of the speakerphone, pick up the handset.
- To end the page, press **CANCEL** (or **SPEAKER**, if you are on speakerphone) OR place the handset in the cradle.



The receiving handset/deskset can also end the page.

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

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

When this occurs, your deskset displays “Broadcasting” for five seconds, and then displays “Ended.”

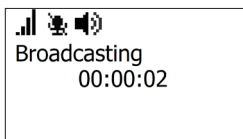
## Receiving a page

---

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

When the connection is established, your deskset displays “Broadcasting” with a timer, and you will hear the person paging you. The other person cannot hear you.

To use the corded handset instead of the speakerphone, pick up the handset.



### To end the page:

- Press **CANCEL** (or **SPEAKER** ) , if you are on speakerphone)

-OR-

Place the handset in the cradle.

The other person can also end the page.

## About Shared Calls

---

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

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

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

Your system administrator will determine whether or not calls on a SIP account will be shared among handset/deskset users.

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

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

Example - picking up a held shared call:

	Alice's deskset	Bob's deskset
1. Alice is on a call.	<div><div><div></div></div>2910: 2 On a call 0:02:54 Angela Martin 5551234</div>	<div><div><div></div></div>DESKSET 4  10:16 1/19</div>
2. Alice presses <b>HOLD</b> to put the call on hold.	<div><div><div></div></div>To access call on hold , press CALLS</div>	<div><div><div></div></div>DESKSET 4  10:16 1/19</div>
3. Alice shouts across the room, "Bob, can you pick up line 2?"		
4. Bob presses <b>CALLS</b> to display the Call List, and presses ▼ to select the call on Line 2.	<div><div><div></div></div>DESKSET 3  10:16 1/19</div>	<div><div><div></div></div>2/2 ▲ Call List 2910: 2 On hold 5551234</div>
5. Bob presses <b>SELECT</b> to pick up the call.	<div><div><div></div></div>DESKSET 3  10:16 1/19</div>	<div><div><div></div></div>2910: 2 On a call 0:00:02 Angela Martin 5551234</div>
The call is now on Bob's deskset.		

Example - barging in a shared call:

	Alice's deskset	Bob's deskset
1. Alice is on a call.	<div><div><div></div></div>2910: 3 On a call 0:05:36 Mark Lee 2125550123</div>	<div><div><div></div></div>DESKSET 4  10:16 1/19</div>
2. Alice shouts across the room, "Bob, can you join my call on line 3?"		
3. Bob presses <b>CALLS</b> to display the Call List, and presses ▼ to select the call on Line 3.	<div><div><div></div></div>2910: 3 On a call 0:05:57 Mark Lee 2125550123</div>	<div><div><div></div></div>3/3 ▲ Call List 2910: 3 On a call 2125550123</div>
4. Bob presses <b>SELECT</b> to barge in the call.	<div><div><div></div></div>2910: 3 Conf. 0:06:14 Mark Lee 2125550123</div>	<div><div><div></div></div>2910: 3 Conf. 0:00:02 Mark Lee 2125550123</div>
Bob is now in a conference call with Alice and the caller on Line 3.		

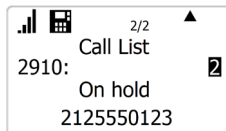
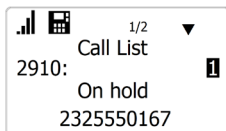
## Displaying calls on the Call List

---

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

The Call List displays:


- Shared calls on other handsets/desksets, which can be active, held, or barged-in calls.
- Calls held by your deskset whether private or shared.
- Calls you ignored calls, which not are yet answered by other handsets/desksets.



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



### To view the Call List:

1. Press **CALLS**.
2. If there are multiple calls in the Call List, (as indicated by ) , press ▼ or ▲ to select the call you want.
3. To retrieve a call on hold, OR  
“barge in” on a shared call, OR  
answer a call you previously ignored,  
press **SELECT**.
4. To exit the Call List, press **CANCEL**.

## Barging In

---

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

### To barge in on a call:

1. Press **CALLS** to display the Call List.
2. Press ▼ or ▲ to select the call you want to barge in.
3. Press **SELECT**.

# Call Privacy

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

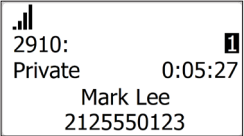
If Call privacy is on and your put your call on hold, then your deskset resets Call privacy to “off”. Other handsets/desksets can then pick up your call from the Call list, or barge in when you resume the call.

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

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to scroll to **Call privacy** and press.
- 3. Press to ▼ or ▲ to select **On** or **Off**, then press **SELECT**.

When Call privacy is on, your handset’s call screen shows “Private.”

When Call privacy is off, your handset’s call screen shows  
“On a call.”



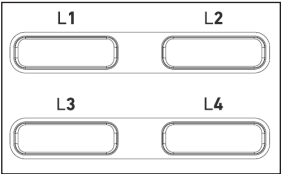
# Using Key System Emulation

Your phone is configured with Key System Emulation, where four line keys (**L1** to **L4**) enable direct interaction with shared calls. The line keys (**L1** to **L4**) act like shortcuts to the calls in the Call List.

Key System Emulation can be useful for small businesses where incoming calls are answered by a group of people.

Deskset users can use the line keys to make new calls, answer incoming calls, pick up calls held by other users, or barge in other users’ calls.

The following examples show how to use the line keys (**L1** to **L4**) to pick up a held shared call and barge in an active shared call. Each example shows what the screen and line key LEDs look like on two different desksets.



Example - picking up a held shared call:

	Alice's deskset	Bob's deskset
1. Alice is on a call.	<div><div><div>2910: 2</div><div>On a call 0:02:54</div><div>Angela Martin</div><div>5551234</div></div><div><div>L1 L2</div><div>L3 L4</div><div>CALLS HOLD</div></div></div>	<div><div>DESKSET 4</div><div>10:16 1/19</div><div><div>L1 L2</div><div>L3 L4</div><div>CALLS HOLD</div></div></div>
2. Alice presses <b>HOLD</b> to put the call on hold.	<div><div>To access call on hold , press CALLS</div><div><div>L1 L2</div><div>L3 L4</div><div>CALLS HOLD</div></div></div>	<div><div>DESKSET 4</div><div>10:16 1/19</div><div><div>L1 L2</div><div>L3 L4</div><div>CALLS HOLD</div></div></div>
3. Alice shouts across the room, "Bob, can you pick up line 2?"		
4. Bob presses <b>L2</b> to pick up the call.	<div><div>DESKSET 3</div><div>10:16 1/19</div><div><div>L1 L2</div><div>L3 L4</div><div>CALLS HOLD</div></div></div>	<div><div>2910: 2</div><div>On a call 0:00:02</div><div>Angela Martin</div><div>5551234</div></div> <div><div>L1 L2</div><div>L3 L4</div><div>CALLS HOLD</div></div>
The call is now on Bob's deskset.		

Example - barging in a shared call:

	Alice's deskset	Bob's deskset
1. Alice is on a call.	<div><div><div><div><div></div><div>2910:</div><div>On a call</div><div>0:05:36</div><div>Mark Lee</div><div>2125550123</div></div><div><div>L1</div><div>L2</div><div>L3</div><div>L4</div><div>CALLS</div><div>HOLD</div></div></div></div></div>	<div><div><div><div><div></div><div>DESKSET</div><div>4</div></div><div>10:16</div><div>1/19</div></div><div><div>L1</div><div>L2</div><div>L3</div><div>L4</div><div>CALLS</div><div>HOLD</div></div></div></div>
2. Alice shouts across the room, “Bob, can you join my call on line 3?”		
3. Bob presses <b>L3</b> to barge in the call.	<div><div><div><div><div></div><div>2910:</div><div>Conf.</div><div>0:06:14</div><div>Mark Lee</div><div>2125550123</div></div><div><div>L1</div><div>L2</div><div>L3</div><div>L4</div><div>CALLS</div><div>HOLD</div></div></div></div></div>	<div><div><div><div><div></div><div>2910:</div><div>Conf.</div><div>0:00:02</div><div>Mark Lee</div><div>2125550123</div></div><div><div>L1</div><div>L2</div><div>L3</div><div>L4</div><div>CALLS</div><div>HOLD</div></div></div></div></div>
Bob is now in a conference call with Alice and the caller on line 3.		

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

LED light:	Indicates:	Press key to:
Off	Line is idle	Make a call
Quickly flashing green	Ringing incoming call	Answer the call
Slowly flashing green	Call is on hold on your deskset	Retrieve the held call
Steady green	Call is active on your handset	(Not applicable)
Flashing orange	Call is on hold on another handset/deskset	Retrieve the held call
Steady orange	Shared call is active on another handset/deskset	“Barge in” on the shared call

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

## Transferring a call

You can transfer a call to another party.

If you talk to the transfer recipient before completing the transfer, you are making an “announced” transfer. However, the transfer recipient does not have to talk to you before receiving the transferred call. If you do not talk to the transfer recipient before transferring the call, you are making a “blind” transfer.

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

### To transfer a call (announced):

1. During a call, press **MENU/FUNC.**



2. Press ▼ to scroll to **Transfer** and press **SELECT**.
3. With **A call(announce)** highlighted, press **SELECT**.  
The call is automatically put on hold.
4. Dial the number to which you want to transfer the call, then press **SELECT**.  
OR  
Press **DIRECTORY** or **CALL HISTORY** and call a number from a list.
5. When the second caller answers, you can talk to the caller to notify them of the transfer, then press **SELECT** to transfer the call.



### To transfer a call (blind):

1. During a call, press **MENU/FUNC.**
2. Press ▼ to scroll to **Transfer** and press **SELECT**.
3. Press ▼ to scroll to **A call(blind)**, then press **SELECT**.



4. Dial the number to which you want to transfer the call.  
OR  
Press **DIRECTORY** or **CALL HISTORY** and call a number from a list.
5. Press **SELECT** to transfer the call. The Call Transferred screen appears.

### To transfer a call to a held call:

1. During a call, press **MENU/FUNC**.
2. Press ▼ to scroll to **Transfer** and press **SELECT**.
3. Press ▼ to scroll to **A held party**, then press **SELECT**.
4. Press ▼ or ▲ to select a held call to which you want to transfer, then press **SELECT**.



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

### To transfer a call to another handset / deskset in your system:

1. During a call, press **MENU/FUNC**.
2. Press ▼ to scroll to **Transfer** and press **SELECT**.
3. Press ▼ to scroll to **A handset party**, then press **SELECT**.
4. Press ▼ or ▲ to select a handset or deskset, then press **SELECT**.
5. When the second call is established, you can talk to the caller to notify them of the transfer.
6. Press **MENU/FUNC**.
7. With **Transfer** highlighted, press **SELECT** to transfer the call.

### Setting up a conference call

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

#### To set up a conference call with an outside number:

1. During a call, press **MENU/FUNC**.
2. Press ▼ to scroll to **Conf.** and press **SELECT**.



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

4. Dial the second number for the other party you want to join your conference, then press **SELECT**.

OR

Press **DIRECTORY** or **CALL HISTORY** and call a number from a list.

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



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

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

1. If you are on an Active call and also have a call on hold, press **MENU/FUNC**.
2. Press ▼ to scroll to **Conf.** and press **SELECT**.
3. Press ▼ to scroll to **A held party**, and then press **SELECT**.  
A list of held calls will appear.
4. Press ▼ or ▲ to select a held call you want to conference with, then press **SELECT**.
5. Press **SELECT** on the "[SELECT]" screen.  
The conference will begin immediately.



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

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

1. During a call, press **MENU/FUNC**.
2. Press ▼ to scroll to **Conf.** and press **SELECT**.
3. Press ▼ to scroll to **A handset party**, then press **SELECT**.
4. Press ▼ or ▲ to select a handset or deskset, then press **SELECT**.
5. When the second call is established, press **MENU** and press ▼ to scroll to **Conf.** then press **SELECT**.

The conference begins and the conference screen appears.

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

### Setting up a Network Conference:

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

### Listening to messages

---

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

#### To listen to your messages:

1. Press **MESSAGES**

-OR-

From the deskset Main Menu, with **Message** highlighted, press **SELECT**.



The Message screen appears. The MESSAGE WAITING light flashes for any account that has a message.

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

The deskset dials the voicemail access number.

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

### Using the Directory

---

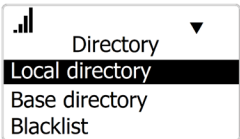
The deskset has three lists of contacts. The **Local directory** is only available on your deskset. The **Base directory** is usually maintained by your system administrator, and is available on all desksets and handsets. The **Blacklist** contains blocked numbers.

#### To view a directory:

1. Press **DIRECTORY**.

**OR**

From the deskset Main Menu, press ▼ to scroll to **Directory** and then press **SELECT**.



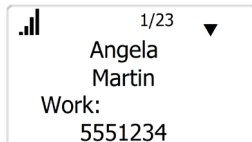
The Directory menu appears.

2. Press ▼ or ▲ to select the directory you wish to view, and then press **SELECT**.
3. With **Review** highlighted, press **SELECT** and then press ▼ or ▲ to browse through contacts.

## To call a contact:

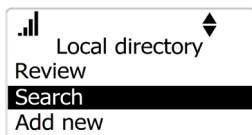
When viewing a directory entry, you can call a contact in the following ways.

1. Dial the phone number in the entry:
  - a. Press ◀ or ▶ to cycle through work, mobile, and other numbers.
  - b. Press **SELECT** to call the contact.
2. Revise the phone number to dial before calling:
  - a. Press **MENU/FUNC**.
  - b. Press ▼ to scroll to **Edit dial** and press **SELECT**.
  - c. Edit the number as required, then press **SELECT**.



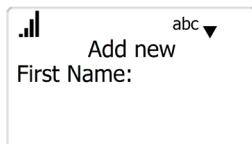
## To search a directory:

1. From the deskset Main Menu, press ▼ to scroll to **Directory** and then press **SELECT**.  
The Directory menu appears.
2. Press ▼ or ▲ to select the directory to search, and then press **SELECT**.
3. Press ▼ to scroll to **Search** and press **SELECT**.
4. Enter a name or number, then press **SELECT**.



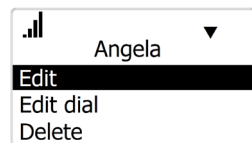
## To add a new entry:

1. From the deskset Main Menu, press ▼ to scroll to **Directory** and press **SELECT**.  
The Directory menu appears.
2. Press ▼ or ▲ to select the directory to add a new entry to, then press **SELECT**.
3. Press ▼ to scroll to **Add new** and press **SELECT**.
4. Use the dial pad to enter the first name, last name, work, mobile, and other phone numbers. Press ▼ after entering each item.
5. Press ◀ or ▶ to choose the ringer tone, then press ▼.
6. Press ◀ or ▶ to choose the dial line (account).
7. When you are done, press **SELECT**.



## To edit an entry:

1. When viewing the directory entry you wish to edit, press **MENU/FUNC**.
2. With **Edit** highlighted, press **SELECT**.
3. Press ▼ or ▲ to select an item to edit.
4. Use the dial pad to change the first name, last name, work, mobile, and other phone numbers.  
Press **DELETE** to delete characters.
5. Press ◀ or ▶ to change the ringer tone and dial line (account).
6. When you are done editing, press **SELECT**.



**To delete an entry:**

- 1. When viewing the directory entry you wish to delete, press **MENU/FUNC**.
- 2. Press ▼ to scroll to **Delete** and then press **SELECT**.
- 3. Press **SELECT** on the delete confirmation screen.

**OR**

Press **CANCEL** to return to the previous screen.

**To delete all entries:**

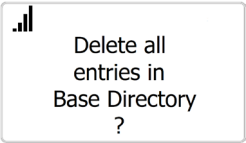
- 1. From the deskset Main Menu, press ▼ to scroll to **Directory** and then press **SELECT**.

The Directory menu appears.

- 2. Press ▼ or ▲ to select the directory to delete, and then press **SELECT**.
- 3. Press ▼ to scroll to **Delete all** and then press **SELECT**.
- 4. Press **SELECT** on the delete all confirmation screen.

**OR**

Press **CANCEL** to return to the previous screen.



**Using the Call History**

---

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

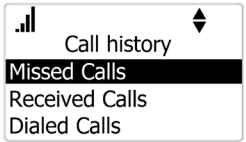
**To view the Call History:**

- 1. Press **CALL HISTORY**.

**OR**

From the deskset Main Menu, press ▼ to scroll to **Call history** and then press **SELECT**.  
The Call History menu appears.

- 2. Press ▼ or ▲ to highlight the desired list and then press **SELECT**.
- 3. With **Review** highlighted, press **SELECT**.
- 4. Press ▼ or ▲ to view entries.





The Call History entry screen shows the time, date, name and number of the call, the number of entries in the folder, along with an icon indicating the type of call.

	Received call		Dialed call		Missed call
--	---------------	---	-------------	---	-------------

**To call an entry:**

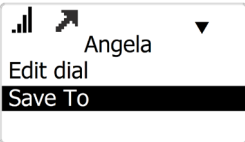
When viewing a Call History entry, you can call the entry in the following ways.

- 1. Lift the corded handset, or press **HEADSET** or **SPEAKER**  to call the phone number in the entry.
- 2. Revise the phone number to dial before calling:
  - a. Press **MENU/FUNC**.
  - b. With **Edit dial** highlighted, press **SELECT**.
  - c. Edit the number as required. Press **DELETE** to delete characters.
  - d. Lift the corded handset, or press **HEADSET** or **SPEAKER** .



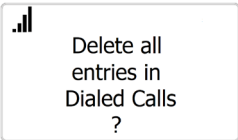
**To save an entry to a directory:**

- 1. Press **MENU/FUNC** when viewing a Call History entry.
- 2. Press ▼ to scroll to **Save To** and then press **SELECT**.
- 3. Press ▼ or ▲ to select the directory to save to, and then press **SELECT**.
- 4. Use the dial pad to change the first name, last name, work, mobile, and other phone numbers. Press **DELETE** to delete characters.
- 5. Press ◀ or ▶ to change the ringer tone and dial line (account).
- 6. When you are done editing, press **SELECT** to return to Call History.



**To delete entries:**

- 1. To delete the entry you are viewing, press **DELETE**.
- 2. To delete all entries:
  - a. In the main Call History menu, press ▼ or ▲ to scroll to the list you wish to delete, and press **SELECT**.
  - b. Press ▼ to scroll to **Delete all** and then press **SELECT**.
  - c. Press **SELECT** again on the delete all confirmation screen.



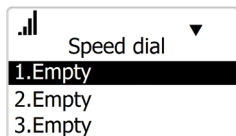
## Using Speed Dial

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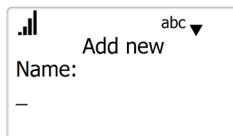
The speed dial feature allows you to program up to 32 numbers that you dial frequently. You can access the first 16 speed dial numbers by pressing the speed dial buttons. To access the remaining 16 speed dial numbers, press **LOWER** and then the speed dial button for the desired location.

### To program a Speed Dial number:

1. Press **MENU/FUNC.**
2. Press ▼ to highlight **Speed dial** and then press **SELECT.**
3. Press ▼ or ▲ to select an empty slot, and then press **MENU/FUNC.**



**MENU/FUNC.** ➔



4. Use the dial pad to enter a name, and then press ▼.
5. Use the dial pad to enter a number, and then press ▼.
6. Press ◀ or ▶ to choose the dial line (account), and then press **SELECT.**

### To edit existing Speed Dial entries:

1. Select the entry in the Speed Dial list then press **MENU/FUNC.**
2. Press ▼ or ▲ to select an item to edit.
3. Use the dial pad to change the name and number. Press **DELETE** to delete characters.
4. Press ◀ or ▶ to change the dial line (account).
5. When you are done editing, press **SELECT.**

### To delete existing Speed Dial entries:

1. Select the entry in the Speed Dial list, and then press **DELETE.**
2. Press **SELECT** on the delete confirmation screen.

**OR**

Press **CANCEL** to return to the previous screen.

# Configuring the Deskset

You can configure the deskset using one of two methods:

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

This section describes settings you can change using the menus on your deskset. For information about settings you can change on the WebUI, see “WebUI” on page 56.

The system administrator can configure additional settings, including Network settings, Provisioning, and the PIN code by using the **Admin settings** menu. For more information about this menu, see the *M100 KLE Administrator and Provisioning Manual*.

## Setting Do Not Disturb

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

### To turn DND on or off:

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to highlight **Features** and press **SELECT**.
- 3. With **DND** highlighted, press **SELECT**.
- 4. Press ▼ or ▲ to select which account DND should apply to\*, and press **SELECT**.
- 5. Press ▼ or ▲ to select On or Off.
- 6. Press **SELECT** to save.

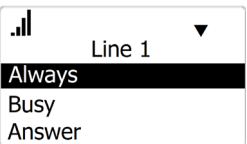
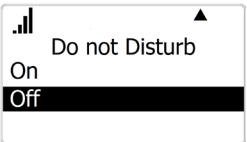
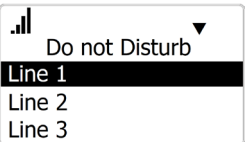
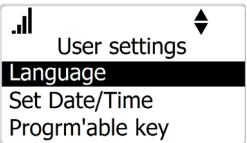
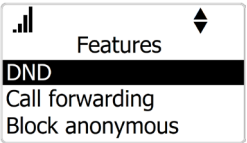
\* Note that DND will apply to all desksets and handsets assigned the account.

## Setting call forwarding

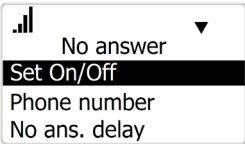
Calls can be forwarded to another phone number always, only when busy, or after a set number of rings.

### To set call forward:

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to highlight **Features** and press **SELECT**.
- 3. Press ▼ to highlight **Call forwarding** and press **SELECT**.
- 4. Press ▼ or ▲ to select which account Call forward should apply to\*, and then press **SELECT**.
- 5. Press ▼ or ▲ to choose the desired option:
  - Always
  - Busy
  - No answer



- 6. Press **SELECT**.
- 7. On the next screen, with **Set On/Off** highlighted, press **SELECT**.
- 8. Press ▼ or ▲ to choose **On** or **Off** and then press **SELECT**.
- 9. Press ▼ to highlight **Phone number** and then press **SELECT**.
- 10. Enter the number to which you would like to forward calls.
- 11. Press **DELETE** to move the cursor back and delete the previous number.
- 12. Press **SELECT**.
- 13. If you selected **No answer** earlier:
  - a. Press ▼ to scroll to **No ans. delay**.
  - b. Press ▼ or ▲ to choose the number of rings between 1 and 10.
  - c. Press **SELECT**.



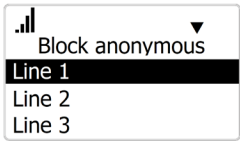
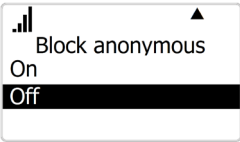
\* Note that Call forward will apply to all desksets/handsets assigned the account.

**Blocking anonymous calls**

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

**To block anonymous callers:**

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to highlight **Features** and press **SELECT**.
- 3. Press ▼ to highlight **Block anonymous** and press **SELECT**.
- 4. Press ▼ or ▲ to select which account Block anonymous should apply to\*, and then press **SELECT**.
- 5. Press ▼ or ▲ to choose **On** or **Off**, and then press **SELECT** to save.



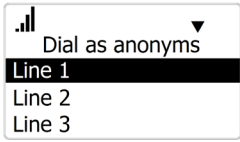
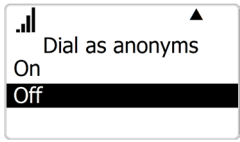
\* Note that Block anonymous will apply to all desksets/handsets assigned the account.

**Dialing anonymously**

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

**To dial as an anonymous caller:**

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to highlight **Features** and then press **SELECT**.
- 3. Press ▼ to highlight **Dial as anonyms** and then press **SELECT**.
- 4. Press ▼ or ▲ to select which account Dial as anonymous should apply to\*, and then press **SELECT**.
- 5. Press ▼ or ▲ to choose **On** or **Off**, and then press **SELECT** to save.



\* Note that Dial as anonymous will apply to all desksets/handsets assigned the account.

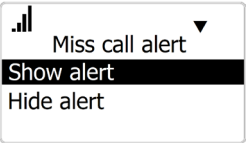
### Setting missed-call alerts

---

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

**To turn missed-call alerts on or off:**

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to highlight **Features** and then press **SELECT**.
- 3. Press ▼ to highlight **Miss call alert** and then press **SELECT**.
- 4. Press ▼ or ▲ to choose **Show alert** or **Hide alert**.
- 5. Press **SELECT**.



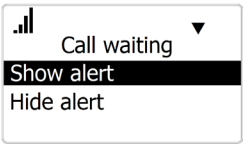
### Setting call waiting

---

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

**To turn call-waiting alerts on or off:**

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to highlight **Features** and then press **SELECT**.
- 3. Press ▼ to highlight **Call waiting** and then press **SELECT**.
- 4. Press ▼ or ▲ to choose **Show alert** or **Hide alert**.
- 5. Press **SELECT**.



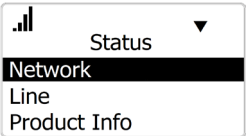
### Viewing deskset status

---

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

**To view the Status menu:**

- 1. Press **MENU/FUNC**.
- 2. Press ▼ to highlight **Status** and then press **SELECT**.
- 3. Press ▼ to highlight either **Network**, **Line**, or **Product Info**, and then press **SELECT**.



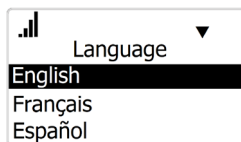
**To view the software version of your phone:**

- 1. From the **Status** menu, highlight **Product Info** and then press **SELECT**.
- 2. With **Deskset** highlighted, press **SELECT**.
- 3. Press ▼ to view the software version.

## Setting the language

---

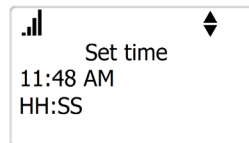
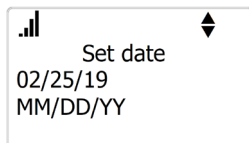
1. Press **MENU/FUNC**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. With **Language** highlighted, press **SELECT**.
4. Press ▼ or ▲ to choose the desired language.
5. Press **SELECT** to save.



## Setting the date and time

---

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



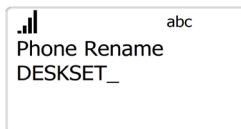
## Setting the deskset name

---

You can change the deskset name from the default HANDSET.

### To change the deskset name:

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

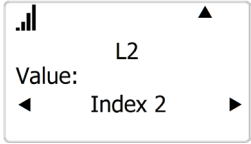
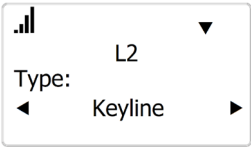
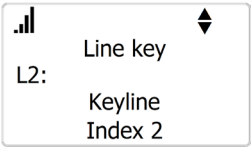


# Configuring the programmable keys

You can configure the Programmable Keys on the deskset.

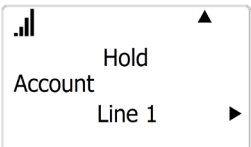
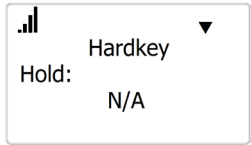
## To configure the line keys (L1-L4):

1. Press **MENU/FUNC**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Progrm'able key** and then press **SELECT**.
4. With **Line key** highlighted, press **SELECT**.
5. Press ▼ or ▲ to select a line key and then press **SELECT**.
6. Press ◀ or ▶ to choose the Type of key.  
For a list of available Types, see "Programmable Key Types" on page 50.
7. If the key has another setting (as indicated by ▼), press ▼ and then press ◀ or ▶ to choose the Value or Account.
8. Press **SELECT**.
9. To configure another line key, go to step 5.



## To configure the hard keys:

1. Press **MENU/FUNC**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Progrm'able key** and then press **SELECT**.
4. Press ▼ to highlight **Hardkey** and then press **SELECT**.
5. Press ▼ or ▲ to select a hard key and then press **SELECT**.
6. Press ◀ or ▶ to choose the Type of key.  
For a list of available Types, see "Programmable Key Types" on page 50.
7. If the key has another setting (as indicated by ▼), press ▼ and then press ◀ or ▶ to choose the Account.
8. Press **SELECT**.
9. To configure another hard key, go to step 5.



## Programmable Key Types

You can assign functions to line keys (**L1**, **L2**, **L3**, **L4**) and hard keys (**HOLD**, **▲**, **▼**, **INTERCOM**, **MUTE**).

Keys can have identical functions, depending on the “Type” of key. For example, you can assign keys for Key System Emulation so that you can manage your own held calls and shared calls within the system. You can also assign several “Line”-type keys to Account 1 so that you can manage multiple calls on Account 1. For programmable key default settings, see “Factory Default Line Key Settings” on page 15.

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

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

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

## Line key lights

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

Key	Light Activity	Description
KeyLine*	Steady GREEN Quickly flashing GREEN Slowly flashing GREEN  Steady ORANGE  Flashing ORANGE	<b>Shared Call operation:</b>  On a call or dialing Ringing incoming call Shared call is on hold on your handset  Shared call is active on another handset/deskset  Shared call is on hold on another handset/deskset
Line	Steady GREEN Quickly flashing GREEN Slowly flashing GREEN Steady ORANGE	<b>Private Call operation**:</b>  On a call or dialing Ringing incoming call Held call Cordless Handset in use
Do Not Disturb	Off Steady ORANGE	DND is off DND or DND All is on
Call forward	Off Steady ORANGE	Call forward All is off Call forward All is on

\* For more information, see “Using Key System Emulation” on page 34.

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

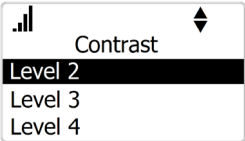
- 1) Calls are not visible in system devices' Call list or L1-L4 keys LED.
- 2) Calls therefore cannot be barged by system devices via the L1-L4 keypress.

## Setting the screen contrast

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

### To change the LCD text contrast:

1. Press **MENU/FUNC**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Contrast** and then press **SELECT**.
4. Press ▼ or ▲ to choose a contrast level between 1 and 7.
5. Press **SELECT**.

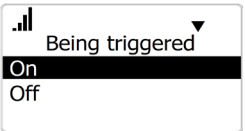
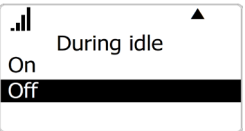
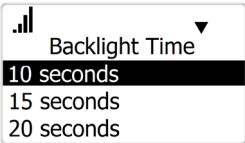


## Backlight

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

### To set the LCD backlight:

1. Press **MENU/FUNC**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **LCD Backlight** and then press **SELECT**.
4. Press ▼ or ▲ to choose **Backlight Time**, **During idle** or **Being triggered\***.
  - If you select **Backlight Time**, press ▼ or ▲ to choose the timeout period between 10 seconds and 60 seconds.
  - If you select **During idle** or **Being triggered**, press ▼ or ▲ to choose **On** or **Off**.
5. Press **SELECT** to save.



#### \* Notes:

- If **During idle** is on but **Being triggered** is off, the LCD backlight always lights up.
- If **During idle** is off but **Being triggered** is on, the LCD backlight turns off after being idle for as long as the set timeout period.
- If **During idle** and **Being triggered** are both off, the LCD backlight is always off.

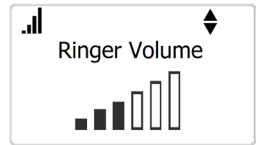
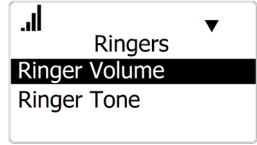
## Setting the ringer tone and volume

---

**TIP:** Fast way to set the ringer volume: When the phone is idle, press **VOLUME ▲** or **▼**.

### To set the ringer tone and volume:

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



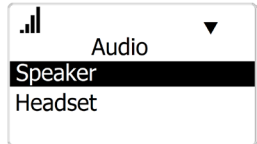
## Setting audio mode

---

You can select speakerphone or headset as the default audio out for speed dials.

### To set the audio mode:

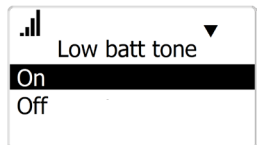
1. Press **MENU/FUNC**.
2. Press **▼** to highlight **User settings** and then press **SELECT**.
3. Press **▼** to highlight **Audio Mode** and then press **SELECT**.
4. Press **▼** or **▲** to choose **SPEAKER** or **HEADSET**.
5. Press **SELECT** to save.



## Turning low battery tone on or off

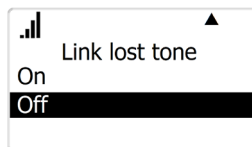
---

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



## Turning link lost tone on or off

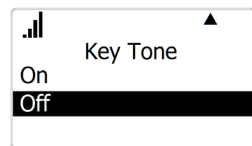
1. Press **MENU/FUNC**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Link lost tone** and then press **SELECT**.
4. Press ▼ or ▲ to choose **On** or **Off**.
5. Press **SELECT** to save.



## Turning key tones on or off

---

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



## Registering or deregistering your deskset

---

You can register or deregister your deskset using the deskset menu. Follow the instructions in “Registering the deskset to the base” on page 22 and “Deregistering the deskset” on page 23.

# WebUI

## Using the WebUI

---

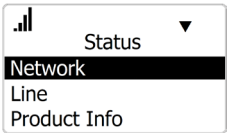
Use an Internet browser to access the Web User Interface (WebUI) that resides on your base station. After you log on to the WebUI, you can configure the following features:

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

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

### To access the WebUI:

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



- c. On the Status menu, ensure that **Network** is highlighted, and then press **SELECT**.  
The Network screen appears:



- d. On the Network screen, note the IP Address.
3. On your computer, open an Internet browser. Depending on your browser, some of the pages presented here may look different and have different controls.

4. Type the phone IP address in the browser address bar and press **ENTER** on your computer keyboard:



A Login window appears.

5. Under **User Name**, enter **user**.
6. Under **Password**, enter **user**, or your own password, if you have created one. You can create or change a password after you log on.
7. Click **Log In / OK**.  
The WebUI appears.

STATUS

System Status

Handset Status

STATUSSYSTEMCONTACTSSERVICING

General

Model:M100 KLE

Serial Number:07900002999

MAC Address:14:AE:DB:2A:40:1D

Link Status:Connected

Boot Version:1.13

Software Version:2.10.37.9c8e

V-Series:2.10.37.9c8e

Hardware Version:HW1.1

EMC Version:0

Network Time Settings:us.pool.ntp.org

Account Status

Account 1:Registered

Account 2:Registered

Account 3:Not Registered

Account 4:Not Registered

Account 5:Not Registered

Account 6:Not Registered

Account 7:Not Registered

Account 8:Not Registered

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

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

# System Status

The System Status page shows:

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

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

STATUS		STATUS	SYSTEM	CONTACTS	SERVICING
System Status					
Handset Status					
		General			
		Model: M100 KLE			
		Serial Number: 07900002999			
		MAC Address: 14:AE:DB:2A:40:1D			
		Link Status: Connected			
		Boot Version: 1.13			
		Software Version: 2.10.37.9c8e			
		V-Series: 2.10.37.9c8e			
		Hardware Version: HW1.1			
		EMC Version: 0			
		Network Time Settings: us.pool.ntp.org			
		Account Status			
		Account 1: Registered			
		Account 2: Registered			
		Account 3: Not Registered			
		Account 4: Not Registered			
		Account 5: Not Registered			
		Account 6: Not Registered			
		Account 7: Not Registered			
		Account 8: Not Registered			
		IPv4			
		IP Mode: dhcp			
		IP Address: 10.88.50.107			
		Subnet Mask: 255.255.0.0			
		Gateway: 10.88.3.149			
		Primary DNS: 10.88.162.10			
		Secondary DNS: 10.88.162.6			
		VPN: Disabled			
		IPv6			

Deskset Status

The Handset Status page shows registration information for the cordless handsets and desksets.

STATUS	STATUS      SYSTEM      CONTACTS      SERVICING		
	Handset Status		
	Name	Registration Status	
	1:	HANDSET	Not Registered
	2:	DESKSET	Registered
	3:	HANDSET	Registered
	4:	HANDSET	Not Registered
	5:	HANDSET	Not Registered
	6:	HANDSET	Not Registered
	7:	HANDSET	Not Registered
	8:	HANDSET	Not Registered
	9:	HANDSET	Not Registered
	10:	HANDSET	Not Registered

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

Call Settings

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

Call Settings include Do Not Disturb and Call Forward settings. You can also set Do Not Disturb and Call Forward using the deskset. See “Configuring the Deskset” on page 45.

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

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

Account 6

Account 7

Account 8

User Preferences

STATUSSYSTEMCONTACTSSERVICING

SYSTEM CALL SETTINGS 1

General Call Settings

☐ Anonymous Call Reject

☐ Enable Anonymous Call

Do Not Disturb

☐ Enable DND

Call Forward

☐ Enable Call Forward Always

Target Number:

☐ Enable Call Forward Busy

Target Number:

☐ Enable Call Forward No Answer

Target Number:

2913

Delay:

1 ring

## General Call Settings

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

## Do Not Disturb Settings

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

## Call Forward Settings

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

## User Preferences

On the User Preferences page, you can configure the WebUI language. After changing the setting on this page, click **Save** to save.

SYSTEM

Call Settings

Account 1

Account 2

Account 3

Account 4

Account 5

Account 6

Account 7

Account 8

User Preferences

STATUSSYSTEMCONTACTSSERVICING

General User Settings

WebUI Language:English

Save

### General User Settings

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

# Base Directory

To view the base directory, click **CONTACTS** in the WebUI header.

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

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

**Note:** You can also use the phone menu to manage your base directory entries. For more information, see "Using the Directory" on page 40.

CONTACTS

Base Directory

Blacklist

LDAP

Remote XML

STATUS

SYSTEM

NETWORK

CONTACTS

SERVICING

Base Directory

Select All ☐

Sort By Last Name

Total: 20

	First Name	Last Name	Ringer Tone	Work	Mobile	Other	Account	
<input type="checkbox"/>	Angela	Martin	0			7325550118	1	Edit
<input type="checkbox"/>	Bronwyn	McDonald	0			2325550140	1	Edit
<input type="checkbox"/>	Charlie	Johnson	0			5550198	1	Edit
<input type="checkbox"/>	Dale	Appleton	0	6045550135			1	Edit
<input type="checkbox"/>	David	Carter	3	2325550177		2325550194	2	Edit
<input type="checkbox"/>	Davis	Swerdlow	0	2325550172			1	Edit
<input type="checkbox"/>	Elkhart	Taxi	0	6045550155			1	Edit
<input type="checkbox"/>	Graham	Ball	0	2325550176			1	Edit
<input type="checkbox"/>	Kathryn	Dolphy	0	6045550195			1	Edit
<input type="checkbox"/>	Linda	Miller	0	6045550117			2	Edit
<input type="checkbox"/>	Lydia	Braithwaite	0			2325550157	1	Edit
<input type="checkbox"/>	Martin	Meyers	0			2325550122	1	Edit
<input type="checkbox"/>	Mary	Williams	0	604555015	6045550146		1	Edit
<input type="checkbox"/>	Richard	Serling	0	6045550141	7875550181		2	Edit
<input type="checkbox"/>	Robert	Brown	2	6045550105			2	Edit
<input type="checkbox"/>	Sandro	Voss	0			2325550149	1	Edit
<input type="checkbox"/>	Stefan	Wheeler	0	2325550161			1	Edit
<input type="checkbox"/>	Susan	Balance	0	6045550170			1	Edit
<input type="checkbox"/>	Terry	Ng	0	2325550187			1	Edit
<input type="checkbox"/>	Ursula	Baldwin	0			6045550166	1	Edit

First

1

Last

Delete Selected Entries

Add New Entry

Clear Directory

Import Base Directory

No file chosen

Choose File

Import XML

☐ First line is header, skip

Import CSV

Export Base Directory

Export XML

Export CSV

Base directory

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

To add a new directory entry:

1. Click **Add New Entry**.

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

**CONTACTS**  
Base Directory  
Blacklist  
Remote XML

STATUS   SYSTEM   CONTACTS   SERVISING

Create Local Directory Entry

First Name:

Last Name:

Ringer Tone:

Auto

Account:

Account 1

Work Number:

Mobile Number:

Other Number:

Save

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

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

3. Click **Save**.

## To edit a directory entry:

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

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

CONTACTS	STATUS	SYSTEM	CONTACTS	SERVICING
<b>Edit Local Directory Entry</b>				
First Name: <input type="text" value="John"/>				
Last Name: <input type="text" value="Smith"/>				
Ringer Tone: <input type="text" value="Auto"/>				
Account: <input type="text" value="Account 1"/>				
Work Number: <input type="text" value="5551231234"/>				
Mobile Number: <input type="text" value="5558729863"/>				
Other Number: <input type="text" value="5556126549"/>				
<input type="button" value="Save"/>				

2. Edit or add the desired information.
3. Click **Save**.

## Import Base directory

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

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

### To import a base directory file:

1. Click **Choose File**.
2. In the **Choose File to Upload** window, navigate to the directory file.
3. Click the file, and then click **Open**.
4. If you are importing an XML file, click **Import XML**.
5. If you are importing a comma-separated value (CSV) file:
  - a. If the first line of the CSV file is a header line, click the **First line is header, skip** checkbox.
  - a. Click **Import CSV**.

## Export Base directory

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

### To export the base directory:

1. Click **Export XML or Export CSV**.
2. If prompted by your browser, save the file to the desired location on your computer.

## Blacklist

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

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

## Remote XML

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

CONTACTS

Base Directory

Blacklist

Remote XML

STATUSSYSTEMCONTACTSSERVICING

Remote XML Directories

ID	Name	Remote XML URI	Enable Incoming/Outgoing Call Lookup
1	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
2	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Save

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

## Security

On the Security page, you can change your User Password.

SERVICING

Security

STATUSSYSTEMCONTACTSSERVICING

Passwords

User Password

Enter Old Password:

Enter New Password:

Re-enter New Password:

Save

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

# Troubleshooting

If you have difficulty with your deskset, please try the suggestions below.  
For customer service, visit our website at [www.snomamericas.com](http://www.snomamericas.com).

## General issues

---

### Deskset does not work at all (LCD is black)

- Confirm the backup battery is installed and charged correctly.
- Ensure the adapter is securely plugged into an outlet not controlled by a wall switch.

### My caller ID isn't working.

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

### Deskset registration is not working

- Ensure the deskset is within range of the base station.

### Cannot make external calls

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

### Deskset does not receive incoming calls

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

### Cannot locate deskset using base station

- The deskset may not be registered.
- If the deskset is out of power or the deskset is out of range, the locator tone will not sound.

**Poor audio quality. Speech is cutting out.**

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

**Technical Specifications**

RF frequency band	1921.536–1928.448 MHz
Channels	5
Operating temperature	32–104 °F (0–40 °C)
Power requirements	Base station: 5.0 Vdc @ 800 mA Deskset: 6.0 Vdc @ 600mA Backup battery: 2.4V 750mAh Ni-MH battery pack

**Special characters**

**Entering special characters**

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

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

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

# Maintenance

## **Taking care of your telephone**

---

- Your base station and deskset contain sophisticated electronic parts, so you must treat them with care.
- Avoid rough treatment.
- Place the deskset down gently.
- Save the original packing materials to protect your products if you ever need to ship them.

## **Avoid water**

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

## **Electrical storms**

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

## **Cleaning your telephone**

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- Your products have a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

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

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