



IP Office

20DT Handset User's Guide

Contents

Handset Features	3
The 20DT Handset	3
Batteries and Charging	3
Using this Guide	4
Notes and Warnings	4
Set-Up	5
Profiles	5
Silent Mode	5
Backlight Display	5
Volume Control	6
Mute	6
Caller Volume	6
Headset Operation	6
Default Speech Volume	6
Ringer Controls	7
Ringer Tone	7
Ringer Volume, On/Off	7
B-Answer On/Off (Auto-Answer)	7
Handset Phone Book	8
Storing Handset Phone Book Numbers	8
Using Handset Phone Book	8
Key Clicks, Out of Range & Vibrator	9
Key Click Sounds	9
Out of Range Tone	9
Vibrator	9
Subscribing	10
Introduction	10
Subscribing to a New System	10
Switching Between Systems	11
Hot Desk Log-on	11
Removing a Subscription	11
Using the Handset	12
Switching On/Off	12
Answering Calls	12
Making Calls	12
Last Number Redial	12
Locking the Keyboard	13
Recall	13
Glossary of Terms	14
CLIP	14
DECT	14
GAP	14
PBX	14
Index	15

Handset Features

The 20DT Handset



- **Talk Time:** 10 Hours.
- **Standby Time:** 90 Hours.
- **Size:** 143mm x 48mm x 26mm.
- **Weight:** 121g including battery (± 10 g).
- **Security:** Each handset has a unique serial number. Speech is digitally encrypted.
- **Charge Times:** Full charge, 3.5 hours.
- **Accessories:** Includes a charger, headsets and pouches.

Batteries and Charging

The handset batteries* are non-removable. Charging takes approximately 3.5hrs. The charger also acts as a desk stand. Whilst charging the handset can still make/receive calls.

To check battery charge:

1. Press **MENU**
2. Press **>** until **BATTERY** appears.
3. Press **✓**. The battery charge is shown as a row of blocks. (Recharge the battery if 3 or less solid blocks are shown.)
4. Press **MENU** to finish.

* **Note:** When you first receive your 20DT handset, slide the back cover off and check that the battery pack lead is inserted into it's socket.

Using this Guide

This guide details the features that the 20DT handset supports by itself. The handset may also be able to use other functions provided by the DECT and PBX telephone systems with which it is working.

Refer to the manufacturer's instructions.

Notes and Warnings

Equipment in some areas may cause interference with cordless handsets. Other areas may have atmospheres that require the use of special "intrinsically safe" equipment only. The 20DT handset is **not** classified as intrinsically safe and **must not** be taken into these areas.

Unfortunately all types of cordless handset may cause background sound on some hearing aids.

Set-Up

Profiles

Your 20DT handset can be set-up for two user-defined profiles.

- **Indoors (1)** eg. for office working
- **Outdoors (2)** eg. for use in a manufacturing environment.

Within each profile you can set-up different parameters for:

- **Ringer Tone:** See page 7.
- **Ringer Volume:** See page 7.
- **Key Click On/Volume:** See page 9.
- **Vibrator On/Off:** See page 9.
- **B-Answer On/Off:** See page 7.
- **Start Volume:** See page 6.
- **Out of Range Indicator:** See page 9.
- **Back Lighting On/Off:** See page 5.

To select Profile 1 or 2:

1. Press **MENU** and **PROFILE SET UP** appears.
2. Press ✓ and press > until required profile appears.
3. Press ✓ to select profile and continue with setting up of the parameters (see above).
4. Press **MENU** to finish.

You can also set your DECT 20DT handset to operate in a totally silent mode (see below).

Silent Mode

If you do not want your 20DT to ring when an incoming call is presented, you can select Silent Mode. You can also Mute your microphone during a call (see page 6).

1. Press **MENU** followed by **SILENT**. **SILENT** appears and your 20DT will vibrate when incoming calls are presented. Refer to the section titled "Vibrator" on page 9 for details on how to turn the vibrating option on.
2. To return to normal use, repeat the above. **SILENT** disappears and a tone is given.

Backlight Display

You can select if your 20DT handset display is to be backlit.

1. Press **MENU** and **PROFILE SET UP** appears. Press ✓ and select the required Profile (1 or 2) then press ✓ again.
2. Press > until **BACKLIGHT** appears and then press ✓.
(Use < and > to select ON or OFF.)
3. When done, press ✓ to save.
4. Press **MENU** to finish.

Volume Control

Mute

During a call you can mute the microphone.

1. During the call, press **✓**.

The handset displays **Mic. Mute**. To cancel press **✓** again.

Caller Volume

The Volume Control keys (mounted on side of handset) are used to increase and decrease caller volume during a call. The volume is shown as a bar across the display. After the call the handset returns to its default volume setting (*see below*).

For systems where handsets are used in noisy environments, the maintainer can adjust the volume settings for some phones. Contact your maintainer for further details.

Headset Operation

You can use a telephone headset (earphone and microphone) with the handset. This plugs into a 2.5 mm stereo jack socket located on the base of the 20DT.

Using a headset disconnects the microphone and speaker. For total handsfree operation also use Auto-Answer (*see page 7*).

Default Speech Volume

You can alter the default volume of calls.

1. Press **MENU** and **PROFILE SET UP** appears. Press **✓** and select the required Profile (1 or 2) then press **✓** again.
2. Press **>** until **START VOLUME** appears, then press **✓**.
3. Use **<** and **>** to alter the volume display.
4. When done, press **✓** to save.
5. Press **MENU** to finish.

Ringer Controls

Ringer Tone

You can select between 9 ringer tones.

1. Press **MENU** and **PROFILE SET UP** appears. Press ✓ and select the required Profile (1 or 2) then press ✓ again.
2. Press > until **RINGER TONE** appears, then press ✓. Use < and > to select the tone required. To help the tones are played during selection.
3. When the required tone is found, press ✓ to save it.
4. Press **MENU** to finish.

Ringer Volume, On/Off

You can adjust the volume of your ringer (five levels) or you can switch the ringer off. This is useful when going into meetings. With the ringer off, incoming calls make the handset vibrate. The ringer volume must be reset manually.

To switch the handset ringer on/off:

1. Press **MENU** and **PROFILE SET UP** appears. Press ✓ and select the required Profile (1 or 2) then press ✓ again.
2. Press > until **RINGER VOL.** appears, then press ✓.
3. Use < and > to select required level or to switch **OFF**.
4. Press ✓ to save the setting.
5. Press **MENU** to finish.

B-Answer On/Off (Auto-Answer)

You can set the handset to automatically connect to calls after a single ring. This is useful for headset operation. When selected, **B-ANSWER** appears on the display.

1. Press **MENU** and **PROFILE SET UP** appears. Press ✓ and select the required Profile (1 or 2) then press ✓ again.
2. Press > until **B-ANSWER** appears and then press ✓.
3. Use < and > to switch **ON** or **OFF**.
4. When set as required press ✓.
5. Press **MENU** to finish.

Handset Phone Book

Storing Handset Phone Book Numbers

Handset phone book numbers can be either external or internal numbers. They can also be codes for the telephone system to which your 20DT connects.

1. Dial the required number and press **BOOK**.
2. **STORE NO.?** appears. If yes, press ✓ otherwise press **MENU**.
3. **NAME** appears. Enter the required name from key pad by tapping keypad digits until required letter appears.
4. When flashing cursor moves to next space, select next letter. To delete letters use < to back space and then hold down.
5. When the name has been entered, press ✓ to store both name and number.
6. Press **BOOK** and use < and > to view the number.

Using Handset Phone Book

The handset phone book can store up to 80 numbers. Each number can be up to 24 digits with 24 letter names. These numbers are stored on the handset in the sequence in which they are entered.

There are two methods of accessing stored handset phone book numbers:

- **By Scrolling**

Press **BOOK**. The first number in the stored list appears. To dial, press ⏪ or press > to scroll through the list and then press ⏪.

- **By Reviewing**

Press **BOOK**. The first number in the stored list appears. To dial number press ⏪ or key the 1st letter of the stored name. When name and number appear press ⏪ to call.

To delete a handset phone book number:

1. Press **BOOK**. Select the number to be deleted by either of the two methods above.
2. Press ✓ twice.

Key Clicks, Out of Range & Vibrator

Key Click Sounds

You can set if the handset keys should give a click when pressed.

1. Press **MENU** and **PROFILE SET UP** appears. Press ✓ and select the required Profile (1 or 2) then press ✓ again.
2. Press > until **KEY CLICK** appears, then press ✓.
3. Use < and > to either switch **OFF** or to increase the volume. Press ✓ to save the setting.
4. Press **MENU** to finish.

Out of Range Tone

An out-of-range warning tone occurs when you are about to go out-of-range of the current base station and either there is no base station to handover the call to or the next base station already has its maximum number of calls.

1. Press **MENU** and **PROFILE SET UP** appears. Press ✓ and select the required Profile (1 or 2) then press ✓ again.
2. Press > until **OUT of RANGE** appears and then press ✓. Use < and > to switch **ON** or **OFF**.
3. Press ✓ to save the setting.
4. Press **MENU** to finish.

It is strongly recommended that the **OUT of RANGE** option is always **ON**.

Vibrator

You can set the handset to vibrate and ring or just vibrate or just ring (see page 7) when an incoming call arrives.

1. Press **MENU** and **PROFILE SET UP** appears. Press ✓ and select the required Profile (1 or 2) then press ✓ again.
2. Press > until **VIBRATOR** appears, then press ✓.
3. Use < and > to either switch **ON** or **OFF**.
4. Press ✓ to save the setting.
5. Press **MENU** to finish.

Subscribing

Introduction

For DECT handsets to be connected to a DECT system they have to go through a process called 'subscription'.

Logging On:

The 20DT can subscribe to any one of four DECT systems. However, although the 20DT can subscribe to up to four systems, it can only be logged onto one of those systems at any one time.

Subscribing to a New System

Before a handset can subscribe the system manager must allow subscription. To do this they need to know the handset's serial number. This is shown on a label covered by the handset battery. Remove handset back cover and lift out battery unit to show label. The serial number follows the characters **SN**:

To subscribe the following information is required:

- An extension number on the system (provided by your system manager).
- The ID number of the DECT system.
- An account code if necessary (provided by your system manager).

To subscribe to a new system:

1. Press **MENU**, then > until **LOGIN** appears and then press ✓. **SELECT LOGIN** appears
2. Press > until **SUBSCRIPTION CREATE** appears, then press ✓.
3. Press > until required system **SEARCH ID** number appears.
 - The handset displays the ID's of any systems in range. If there are several systems locally, use < and > to display the different ID numbers found.
4. When the required ID is shown, press ✓.
5. **CREATE SYSTEM 1 to 4** appears. Press > until required **SYSTEM** number (1 to 4) appears.
6. **AC: _ _ _ _ _** also appears. If required, enter an Account Code and/or press ✓.
7. **SUBSCRIPTION WAIT** appears. If for some reason your handset cannot subscribe it displays **FAILED**. Press ✓ to try again from step 2 above or press **MENU** to stop.
8. When successfully subscribed, your handset beeps and the name of the system that you are connected to is displayed.

Switching Between Systems

If the phone has been subscribed to several systems, you must select which system to currently use.

1. Press **MENU** and then > until **LOGIN** appears, then press ✓.
2. **SELECT LOGIN** appears, press ✓.
3. Press > until required **SYSTEM** number appears.
4. When the required **SYSTEM** number appears, press ✓. Your handset beeps and **SELEC LOGIN**.
Either, press **MENU** to exit, or , for multi-site working, press ✓.
5. Your handset beeps and **SELEC LOGIN** is displayed.
6. Press **MENU** to exit.

Hot Desk Log-on

To log on as a Hot Desk user you need to know the extension number and the passcode for that extension number.

To Log on enter the following shortcode:

35*Extension Number*Passcode#* then press **↵.

When you will hear a double beep press **↵** again.

E.g. if your extension number is 401 and the passcode is 1234 you would enter:

**35*404*1234#*

To log off you need to enter:

36* then press **↵.

When you will hear a double beep press **↵** again

Removing a Subscription



If necessary, you can remove a subscription from the handset.




DO NOT DO THIS LIGHTLY as you may not be able to re-subscribe without assistance from your System Maintainer.

1. Press **MENU** and then > until **LOGIN** appears, then press ✓.
2. **SELECT LOGIN** appears.
3. Press > until required **SUBSCRIPTION REMOVE** appears, then press ✓.
4. Enter your password and press ✓.
5. **SUBSCRIPTION REMOVE** appears, press ✓ and then press > until the system you wish to remove appears
6. Press ✓ again to remove the system.
 - If the system removed was the one currently in use, you need to **LOGIN** to another system (see "Switching Between Systems" on page 11).
7. Press **MENU** to finish.

Using the Handset

Switching On/Off

To switch the handset on press . To switch the handset off, press  until you hear a tone and the display clears.



-  **Signal Symbol**
Indicates a base station in range and that your 20DT handset is ready for use. If the symbol flashes the base station is busy with its maximum number of calls.
-  **Off-Hook Symbol**
Shown when making calls and during conversations. Use  key to disconnect.

Answering Calls


To answer an incoming call: Press .

To cancel a message waiting lamp: Press *, 2 and  twice.

Making Calls

1. Press  and then dial the number required (prefix external calls with 9). **Or**
2. Dial the number required and press .

Last Number Redial

1. To access the redial stack (up to 10 different numbers) press **REDIAL**.
2. Press > until the required number appears (from newest to oldest).
3. Press  to call the desired number.

Locking the Keyboard

You can lock the handset keys. This stops calls being accidentally started.

Whilst locked the handset displays **KEY LOCKED**. You can still answer calls by pressing the  key.

1. To lock or unlock the keyboard, press **MENU** and then **LOCK**.

Recall

The **R** key produces a 'recall' signal and is used to Hold calls. When a call is held, you will hear a dial tone. In addition, some PBX's may need this 'recall' signal to access specific functions.

Glossary of Terms

CLIP

Calling Line ID Presentation:

Information about the caller sent with their call, i.e. their name and number.

DECT

Digital Enhanced Cordless Telecommunications:

A standard for the high density operation of cordless handsets in a small area.

GAP

Generic Access Profile:

A series of standards to allow the inter-operation of DECT equipment from different DECT suppliers.

PBX

Private Branch Exchange:

A private telephone system.

Index

Adding a system	10	Start volume	6
Auto-Answer	7	Storing speed dials	8
Backlight	5	Subscribe	10
B-Answer	7	Switch on/off	12
Battery	3	System number	10
Call volume	6	Telephone book	8
Capacity	3	Temporary ringer off	7
Change ringer	7	Tone	7
Change start volume	6	Tones	9
Change system	11	Unsubscribe	11
Chargers	3	Vibrator	9
Clicks	9	Volume display	6
Decrease volume	6	Warnings	4
Delete subscription	11		
Display charge	3		
Force feed	7		
Handsfree	6		
Headsets	6		
Hearing aids	4		
Hot Desk	11		
Increase volume	6		
Intrinsically safe	4		
Jack socket	6		
KBD LOCKED	13		
Key click	9		
Keyboard lock	13		
Last number redial	12		
Lock keyboard	13		
Login	10, 11		
Mic Off	6		
Multi-site Roaming	11		
Mute	6		
New subscription	10		
No ringer	7		
Off	12		
Off-hook symbol	12		
On	12		
Phonebook	8		
Quick Charge	3		
Redial	12		
Remove subscription	11		
Repertory Numbers	8		
Ringer on/off	7		
Ringer tone	7		
Safe usage	4		
Serial number	10		
Set start volume	6		
Signal symbol	12		
Silence	5		
Single ring	7		
Speed dials	8		

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