

# MITEL 5613 DECT PHONE

USER MANUAL FOR MIVOICE BUSINESS



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**Mitel 5613 DECT Phone  
User Guide for MiVoice Business  
May 2017**

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# Chapter 1

## INTRODUCTION

## SAFETY PRECAUTIONS

Read the Safety Precautions in Appendix A Safety Precautions before using the handset.

Save this manual. It includes important Safety Precautions and operating instructions. Save all instructions for future reference.

This document describes how to use the features and settings available for the 5613 handset with MiVoice Business. The handset is designed to be used in an office environment and provides high quality audio capabilities. Before using the handset, it is recommended to read chapter [Description](#) on page 5 to become familiar with the layout and operation of the handset.

For software download and parameter set up, refer to the Installation and Operational Manual for the Portable Device Manager (WinPDM), Windows version, and the Configuration Manual for the Mitel 5613 DECT Handset; see [Related Documents](#) on page 74.

## ABBREVIATIONS AND GLOSSARY

Device Manager	Application for management of handsets, charging racks, etc.
WinPDM:	Portable Device Manager: An application, running on a PC, for managing portable devices, charging racks, etc.
IPDI	International Portable DAM Identity DAM (DECT Authentication Module) See IPEI for more information.
IPEI	International Portable Equipment Identity: IPEI/IPDI is needed to enable network subscription of the handset. At delivery of the handset, IPEI and IPDI are the same and either can be used for network subscription. If one handset is replaced with another using the Easy replacement procedure the IPDI will be exchanged and IPEI and IPDI will no longer be the same. If the IPEI and the IPDI differ, the IPDI shall be used for network subscription.

## FUNCTIONS AND ACCESSORIES

**Note:** Some functions are system dependent, license dependent and/or require configurations via WinPDM/Device Manager.

FUNCTIONS	
Contacts (250 contacts)	x
Central phonebook	x
Company phonebook(500 contacts)	x
Voice mail access	x
Vibrator	x
Headset connector	x
Microphone on/off during call	x
Loudspeaking function	x
Mini messaging (12 characters)	x
Centralized management	x
Downloadable languages	x
Easy registration	x
Enhanced DECT Security	x
Easy replacement of handset	x
Dynamic output power	x

## ACCESSORIES

Desktop charger

Desktop programmer

Charging rack

Carrying case

Belt Clip

hinge-type

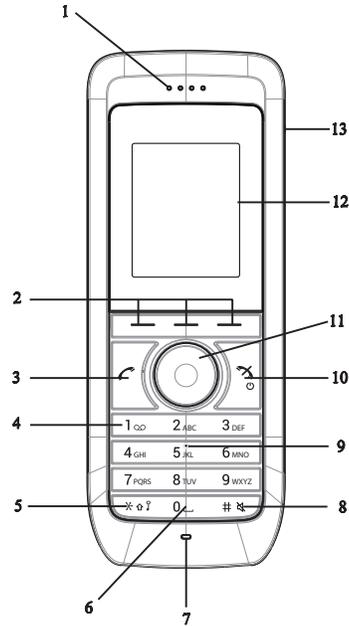
swivel-type

Security cord

Headset with microphone on boom

Headset with microphone on cable

# DESCRIPTION



**Figure 1: Description of the handset.**

- 1 Earpiece speaker
- 2 Soft keys  
The 3 Soft keys is used with GUI, that is, the functions of each Soft key is indicated by text in the display just above the keys.
- 3 Off-hook key  
To answer a call, to pre-dial a number, and as a short cut to the Call list.
- 4 Voice mail access\*  
A quick access to the handset's Voice mail.
- 5 Key lock and Upper/Lower case  
Combined key lock and Upper/Lower Case.
- 6 Space  
To add space between text.
- 7 Microphone
- 8 Sound off key  
To turn on/off audible signals in idle mode, silencing the ring signal at incoming call, and to turn the microphone on/off during a call.
- 9 Tactile indicators  
There are two tactile indicators to indicate the centre of the key pad.
- 10 On-hook and On/Off key  
Combined button; to end a call, to return to standby mode, and to switch the handset on/off by long press.

- 11 Four-way navigation key  
Navigation key with Left, Right, Up, and Down.  
During a call, the keys Up and Down are used to increase and decrease the speaker volume, respectively.
- 12 Display  
The color display is a 1.77 inch TFT with backlighting.
- 13 Headset connector  
The headset connector is for connecting a headset. The connector is protected against dust by using the headset connector cover.

\*System dependent feature

## THE DECT HANDSET

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**IMPORTANT: The handset may retain small magnetic objects around the mouthcap or earcap region.**

---

### *Case*

The plastic cover parts are made of durable PC/ABS material.

### *Antenna*

The antenna is integrated inside the handset.

### *Loudspeaker*

The handset has a separate loudspeaker for the loudspeaking function. It is placed on the back side of the handset.

### *Microphone*

The microphone is placed on the front bottom side of the handset.

### *Clip*

There are two different belt clip options to the handset; a hinge-type clip (standard) or a swivel-type clip. See [Attach the Hinge-type Clip](#) on page 69, or [Attach the Swivel-type Clip](#) on page 69. Use the clip to attach the handset to a belt or similar. The handset can also be used without a clip.

### *Battery*

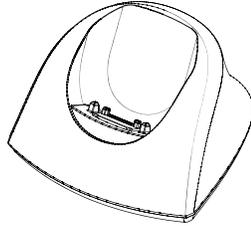
The battery is a rechargeable Li-Ion battery, placed under a battery cover. See [Replace the Battery](#) on page 68.

The battery is fully charged within four hours. See [Charge the Battery](#) on page 68.

---

## CHARGERS

### DC3 DESKTOP CHARGER AND DP1 DESKTOP PROGRAMMER



**Figure 2: DC3 Desktop Charger and DP1 Desktop Programmer**

The DC3 Desktop Charger will only charge the handset, while the DP1 Desktop Programmer will download new software and synchronize parameters. The handset is fully operational while placed in the charger.

The DC3 Desktop Charger is delivered with a plug-in power supply and is connected into an ordinary wall socket.



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**Note:** Only use the charger within the temperature range of +5° C – +40° C.

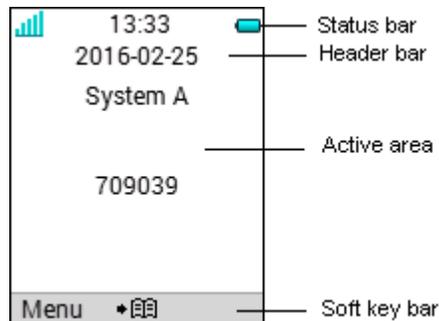
### CR3 CHARGING RACK

The CR3 Charging Rack is used for charging several handsets, to synchronize parameters, and for software download.

Refer to the Installation and Operation Manual for the CR3 Charging Rack.

## ICONS AND TEXT IN THE DISPLAY

All functions and settings available to the user are shown as icons and text in the display. The icons and text in the display indicate functions and settings to which you have access. The display normally displays date and time, the Owner ID and handset number. The Owner ID can manually be set by the user.



**Figure 3: Example of a display configuration in standby mode.**

The top row (Status bar) is used for icons which give the user information about signal strength, missed call, phone lock, key lock, sound off, time and battery status. This row is always visible in all screens.

The next row (Header bar) displays the current date, headset connection, and system connection.

The next rows (Active area) are used for information such as the name of the system to which the handset is connected to. A user identity provided from the system and/or an Owner ID can also be displayed if configured in the Settings menu. This is also the area for dialog window text, for example "missed calls" or "received messages".

The bottom row (Soft key bar) is used for Soft keys that are located just beneath the display. See [Soft Keys](#) on page 12.

The (Scroll bar) is placed to the right of the "Active area". It becomes visible when a menu screen has more than six menus.

## ICONS



“Signal strength” icon is visible in the upper left corner. The staples shown in display depends on the signal strength.



“Full battery” icon is displayed in upper right corner.



The "Low battery" icon is displayed when the battery has 10% or less remaining capacity left. In addition; a warning signal sounds every minute and the dialog window "Battery low. Charge now." appears.



The "Empty battery" icon is flashing when the battery has 5% or less remaining capacity left. In addition; a warning signal sounds every second and the dialog window "Battery empty. Shutting down." appears.



“Sound off” icon is displayed when the Sound off key is pressed, and when the handset, with the in charger function "Sound off" enabled, is placed in a charger.



"Microphone off" icon indicates a silenced microphone. It is displayed after a long press on the Sound off key during a call.



The Volume 0 ("Silent") icon is displayed when the volume has been set to "Silent".



“Loudspeaking” icon is displayed in the soft key bar during a call. Pressing this icon will turn on the loudspeaker.



“Loudspeaking off” icon is displayed after the soft key for Loudspeaking icon has been pressed. Pressing this icon will turn off the loudspeaker.



“Key lock” icon indicates a locked keypad.



"Locked entry" icon indicates that the contact cannot be edited or deleted by the user.



"Phone lock" icon indicates a locked handset.



“Headset” icon indicates that a corded headset is connected to the handset.



"Outgoing call" icon is added to all outgoing calls in the call list.



“Incoming call” icon is added to all answered calls in the call list.



“Missed call” icon is added to all missed calls in the call list.



“Missed call” icon is added in the status bar. This icon remains until the "Call list" is opened.



"WinPDM/Device Manager communication" icon is visible when handset is communicating with WinPDM/Device Manager via Desktop Programmer.



"Voice mail" icon indicates that new voicemail has been received.

#### MENU ICONS



The "Contacts" menu contains all names/numbers in Contacts. In addition, a company phonebook with up to 500 entries can be downloaded to the phone via the WinPDM. A central phonebook\* can also be accessed from the "Contact" menu.



The "Calls" menu contains call lists, call time, and call services\*. Call services is configured in the WinPDM.



The "Settings" menu contains personal handset settings such as changing the ringer volume, selecting language, etc.

\* This feature is system dependent.

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## KEYS AND BUTTONS

### OFF-HOOK KEY



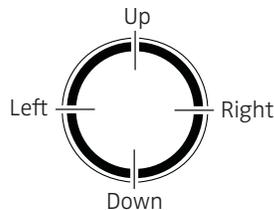
This key is used for connecting calls. One short press in standby mode opens the call list.

### ON-HOOK, AND ON/OFF KEY



This key is used for disconnecting calls and returning to main screen. A long press in standby mode will switch the handset on/off.

### NAVIGATION KEY



Use this key to step in the menu and when working in text mode. The picture on the left shows how to press the navigation key to step left / right and up / down in the menu.

### SOUND OFF KEY



A long press on the key in idle mode changes between ring signal on/off. At incoming call, a short press on the key silences the ring signal. During a call, a long press on the key changes between microphone on/off.

### KEY LOCK, AND UPPER/LOWER CASE KEY



This key is to lock the keypad in combination with the Soft key "Lock". It is also for switching between upper/lower case and digits.

## SOFT KEYS

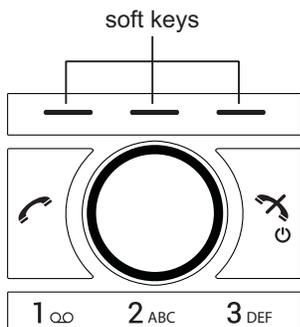


Figure 4: Soft Keys

The three Soft keys are located just beneath the display and the functions of each Soft key is indicated by text in the display just above the keys.

The middle Soft key is by default configured to access the Contact list, but can be configured to access the Central Phonebook or the Contacts menu instead. The Soft key is configured in the handset using WinPDM/Device Manager. For more information, Refer to the Configuration Manual for the handset, see [Related Documents](#) on page 74.

## VOLUME BUTTON

Up and down on the Navigation key are used for increasing/decreasing the earpiece, headset, and the loudspeaker volume.

## ALPHANUMERIC KEYS

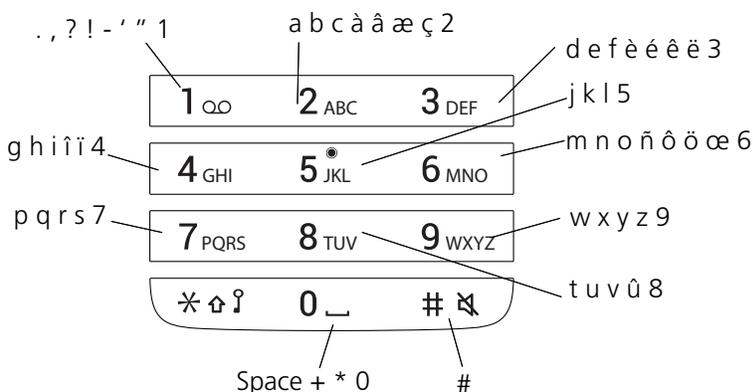


Figure 5: Available characters.



**Note:** Depending on the selected menu language, other characters can be available. This means that the character order can differ from the table above.

---

### *In standby mode, and number input mode*

- A short press on a key enter the digits "0" - "9" and the characters \* and #.
- A long press on the "0" key adds a "+" to the number.
- Enter a pause in number input mode by a long press on the # -key. A pause is indicated by a "P" in the display.
- A long press on the \* - key changes the tone sender on. Tone sender on is indicated by a "T" in the display.
- The keys "0", "2" - "9" can be used for speed dialing. Press and hold any of the keys to access a contact beginning with a specific letter. For example, to access a contact beginning with the letter "A", press and hold the key "2" and then press "Call" to speed dial.

### *In text input mode*

- A short press on a key 0-9, displays the first available character on that specific key. The marked character is selected after a timeout, or when another key is pressed.
- To change to upper/lower case, press the \* -key before entering the character. The \*-key can also be used to display only the digits.
- To add space in the text, make a short press on key 0.
- The first character entered when adding/editing a name in the Contacts menu, will be an upper level character followed by lower level characters, unless the \* -key is pressed before entering the character. To switch between Abc, ABC, abc, and 123 the \*-key is pressed.
- A long press on the #-key displays special characters.
- A long press on the \*-key opens a menu to change writing language (Default follows the menu language setting).

## ACCESSORIES

### BELT CLIPS

Two belt clip options are available:

- Hinge-type clip (standard)  
The clip on the back of the handset is used to fasten the handset to a belt or similar. A swivel-type clip may also be used.
- Swivel-type clip  
The ordinary belt clip can be replaced with a special swivel-type belt clip adapted to firmly place your handset onto your belt.

### SECURITY CORD

The security cord is 800 mm long. The security cord is attached directly to the handset.

## CARRYING CASE

The carrying case is especially designed for the handset. The carrying case comes with a swivel type belt clip and the handset is fully operational while placed in the carrying case.

## HEADSET

A headset is recommended if the handset is frequently used, and/or the user want to have both hands free. The headset comes in two versions; microphone integrated in the cable and microphone on a boom.

In order to achieve optimal audio quality with the different headset types it is recommended to select the corresponding headset profile.

The default setting is microphone on a boom, that is, the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the menu by do as follows:

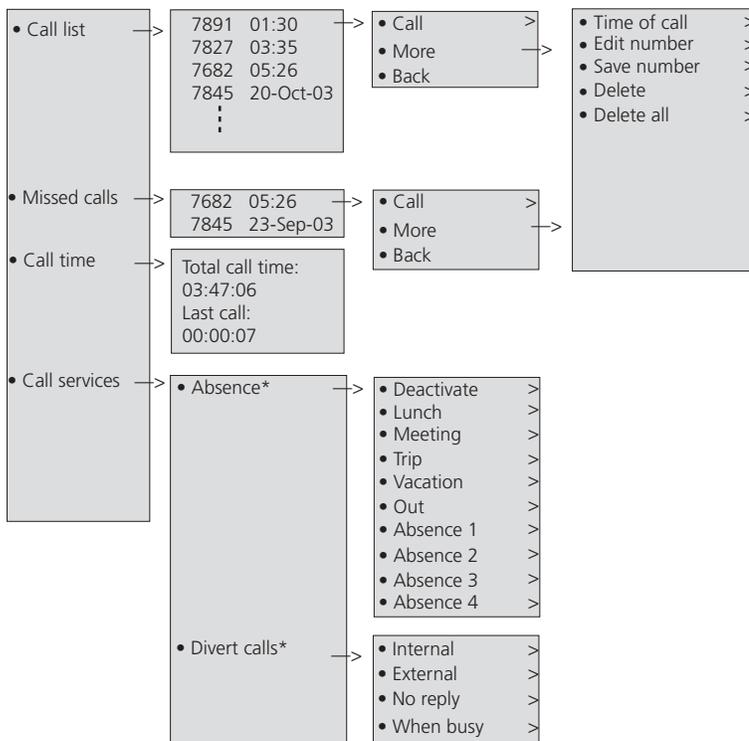
1. Enter the menu by pressing the "Menu" soft key.
2. Select "Settings".
3. Press "Select".
4. Select "Headset".
5. Select the corresponding headset profile from list, that is, "Mic on boom" or "Mic on cable".
6. Press "Select".

If the preconfigured headset profiles do not match the headset in use, or the audio performance is bad, an own headset profile can be configured. This is done in the WinPDM. If an own profile is configured in the WinPDM, it can be selectable from the handset menu.

# Chapter 2

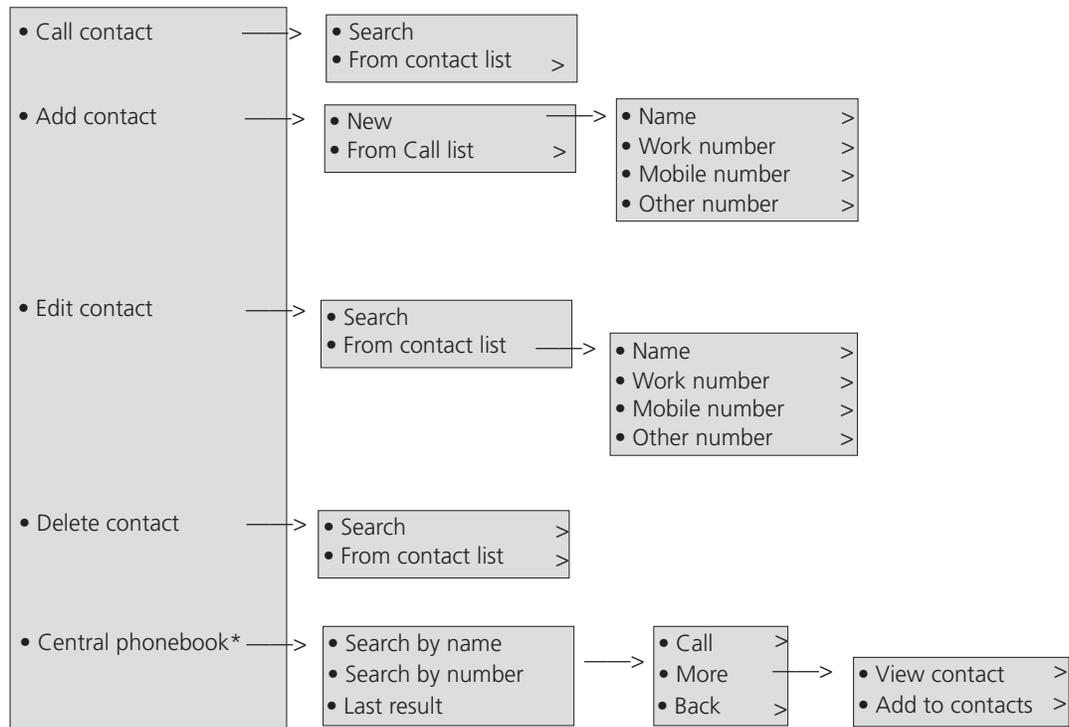
## MENU TREE

CALLS 



\* Visible if defined in the WinPDM

## CONTACTS

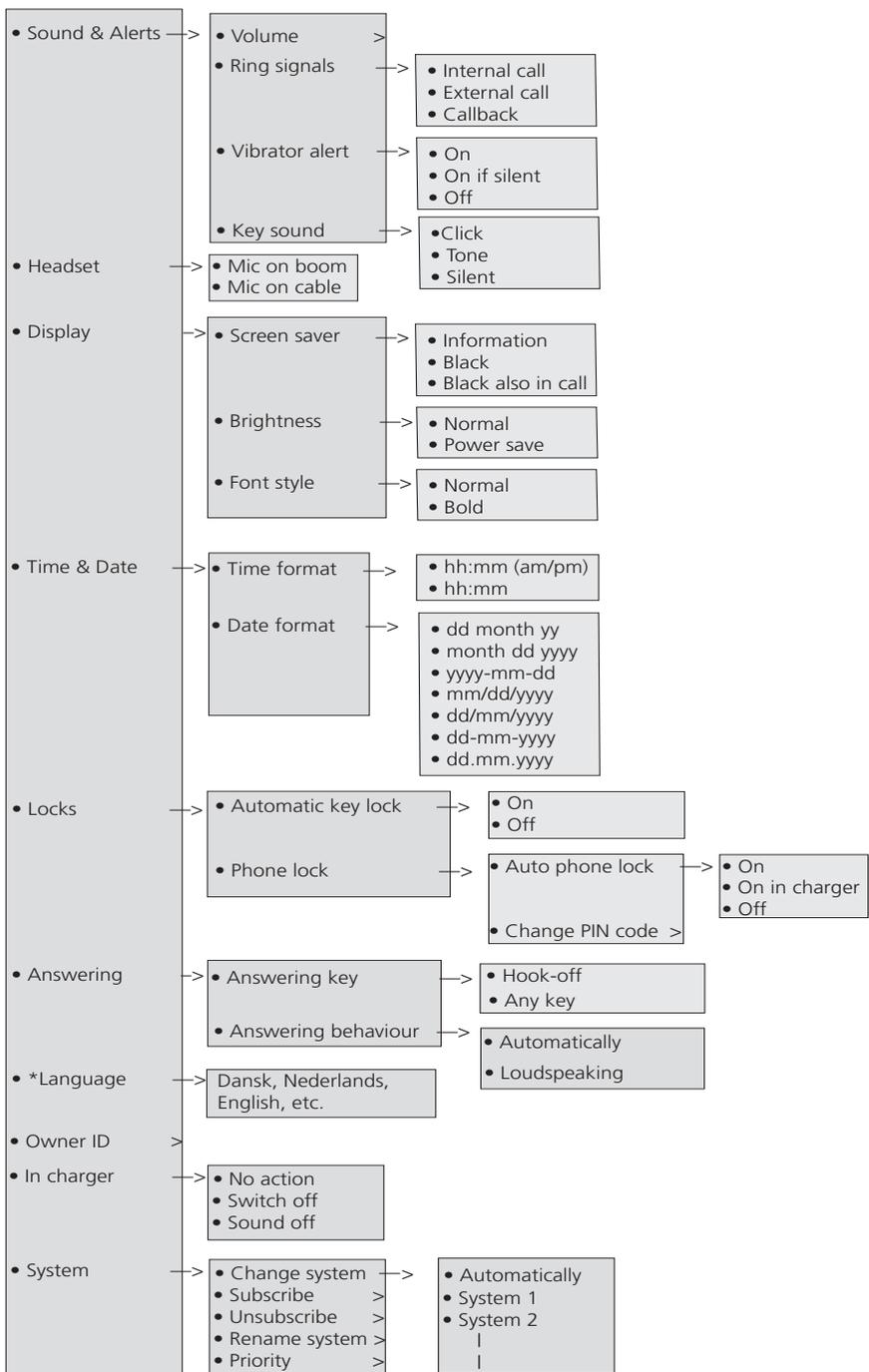


\* System dependent



**Note:** The Call contacts menu can also be accessed by pressing the soft key  in idle mode.

# SETTINGS



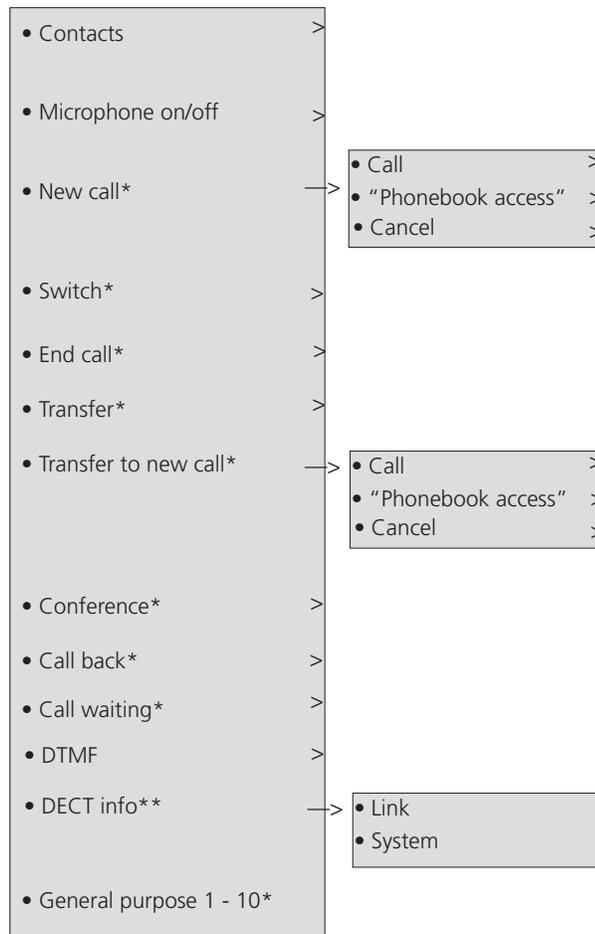
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## IN CALL

The In Call menu displays a list of functions that can be accessed during a call. To see the available functions, press the "More" soft key. Some functions are always provided and others may be made available by the administrator via the WinPDM/Device manager. To use a function, navigate the In Call menu to highlight the required function and then press the "Select" soft key.



**Note:** If the handset is configured via WinPDM/Device Manager, a predefined emergency number can be called while the handset or the keypad is locked. If calling from a locked handset, only the Microphone on/off function in the In Call menu is accessible. However, the entire In call menu is accessible when calling from a handset with locked keypad.



\*) Visible if defined in WinPDM/Device Manager.

\*\*\*) Visible if the Admin menu is activated.

## ADDITIONAL IN CALL FUNCTIONS

Besides the default In Call functions, up to 10 extra system specific codes or general purposes can be defined. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

# Chapter 3

## BASIC OPERATION

## SWITCH THE HANDSET ON/OFF

The handset is switched off:

1. Press and hold On-hook key .
2. When pressing the On-hook key, the handset will vibrate and the display lights up.
3. A dialog window “Switch on?” is displayed. Confirm by pressing “Yes”.

The handset is in idle mode:

1. Press and hold On-hook key .
2. A dialog window “Switch off?” is displayed. Confirm by pressing “Yes”.

## TURN THE AUDIBLE SIGNAL ON/OFF

A long press on  in idle mode, changes between ring signal on/off.

The  icon indicates a silenced handset.

## LOCK AND UNLOCK THE KEYPAD

### IN IDLE MODE

To prevent accidentally pressing keys and making a call, the keys can be locked.

#### *Lock Keypad*

Press  and then “Lock”.

#### *Unlock Keypad*

Press  and then “Yes”.



**Note:** An incoming call can be answered or ended while the keypad is locked. If configured in the WinPDM, an emergency call can also be made while the keypad is locked. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

### DURING A CALL

To prevent accidentally pressing keys, the keys can be locked during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

#### *Lock keypad*

1. Long press .
2. Press “Lock”.

#### *Unlock keypad*

1. Press .

- 
2. Press “Yes”.

## LOCK AND UNLOCK THE HANDSET

The handset can be protected for unauthorized use. If this function is activated, a PIN code has to be entered for example to switch on the handset, to answer an incoming call etc. The default phone lock code (0000) can be changed to any 4 - 8 digit personalized code.

**Note:** If configured in the handset, a predefined emergency number can be called while the handset is locked. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

1. Press “Menu”.
2. Select “Settings” .
3. Select “Locks”.
4. Select “Phone lock”.
5. Select “Auto phone lock”.
6. Select “On”, “On in charger”, or “Off”.

## MUTE HANDSET ON INCOMING CALL OR MESSAGE

The handset can temporarily be muted on an incoming call or message. The call is not hung up when the handset is muted. If the call is unanswered, it will revert to voicemail if the handset has been configured for voicemail. To mute an incoming call or message, long press  while the handset sounds.



# Chapter 4

## CALLING

## INCOMING CALL

A ring signal and/or a vibrating handset, give you notice of a call. Ring signal and vibrator can be disabled. The calling party's handset number or name is shown. The name will be shown if the calling party's handset number is stored in Contacts or if calling line information is available. Press the Off-hook key to answer the call. When a headset is connected to the handset, the answering button on the headset can be used to answer the call.

Other answering methods can also be set in the Settings menu, see [Settings](#) on page 18. The answering methods are; "Automatically" and "Loudspeaking".

When "Automatically" is enabled, all incoming calls will be connected automatically.

## ANSWER A CALL

When the signal sounds press  to answer the call, or press the soft key  to answer the call in loudspeaking mode. The name/number of the calling party is displayed if calling line information is available.

## END A CALL

Press  to end the call. The duration of the call is shown in the display. The total time of the call can also be retrieved from the Calls menu > Call time.

## OUTGOING CALL

### PRE-DIAL

1. Enter the number.
2. Press  or "Call" to get the line. The number is shown on the display while dialing. If needed, press "Clear" to erase the number. The Navigation key can be used it to step and add or delete a digit in the middle of a number. The tone sender in a pre-dialed number can also be turned on by long pressing  . An international number can be dialed from the handset by entering a + character followed by the country code and local number. To enter the + character, long press the 0 key until the character is shown in the display.

### DIAL A NUMBER FROM THE CALL LIST

1. Press  when in idle mode; or press "Menu", select "Calls" and then select "Call list".
2. Select a number.
3. Press  or "Call" to dial. The number can be edited before the call is started. Press "More" and select "Edit number".

### DIAL A NUMBER FROM CONTACTS

1. Press the "Menu" Soft key.
2. Select "Contacts".
3. Select "Call contact".

- 
4. Select contact from list, or search name/number by entering characters in the "Search" field.  
**TIP:** When searching for a contact, the input language can be temporarily changed by long pressing . This can be used to access characters in a foreign language temporarily.
  5. Press  ( or "Call" to make the call.



**Note:** The Contacts can also be accessed by pressing the soft key  in idle mode. The middle Soft key is by default configured to access the Contact list, but can be configured to access the Central Phonebook or the Contacts menu instead. The Soft key is configured in the handset using WinPDM/Device Manager. For more information, refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

## DIAL A NAME FROM THE CENTRAL PHONEBOOK

1. Press the "Menu" Soft key.
2. Select "Contacts".
3. Select "Central phonebook".
4. Select "Search by name".
5. Enter the first name and/or last name, the whole name does not have to be entered.  
**TIP:** When searching for a contact, the input language can be changed temporarily by long pressing . This can be used to access characters in a foreign language temporarily.
6. Press "Search".
7. Press  ( or the "Call" key to make the call.

## DIAL A NUMBER FROM THE COMPANY PHONEBOOK

1. Press the "Menu" Soft key.
2. Select "Contacts".
3. Select "Call contact".
4. The local and company phonebook appears in the same list but the company names are indicated by a "Locked entry" icon  in front of the name. Select contact from list, or search name/number by entering characters in the "Search" field.
5. Press  ( or the "Call" key to make the call.



**Note:** The Company phonebook can also be accessed by pressing the soft key  in idle mode.

## DURING A CALL



**Note:** Some of these functions are system dependent. The parameters are set up in the Portable Device Manager (WinPDM/Device Manager), refer to the Configuration Manual for the handset, and the Installation and Operational Manual for the Portable Device Manager (WinPDM), Windows version (see [Related Documents](#) on page 74).

If the handset is configured via WinPDM/Device Manager, a predefined emergency number can be called while the handset or keypad is locked. When calling from a locked handset, only the Microphone on/off function can be accessed by pressing the soft key "More". However, the entire In Call menu is accessible when calling from a handset with locked keypad.

### ADJUST THE VOLUME DURING A CALL

On the navigation key, press up and down to increase and decrease the volume, respectively. The handset will now store and keep the new volume level.

### OPEN CONTACTS DURING THE CALL

1. Press the "More" Soft key during the call.
2. Select "Contacts".
3. Press "Select".
4. Select "Call contact" for searching a local or company phonebook contact, or select "Central phonebook" for searching a central phonebook contact.
5. Press "Select".
6. Select or search contact.



**Note:** The selected contact can be called by pressing "Call". When calling the contact, the first call is put on hold. See also [Start a New Call during Conversation](#).

### TURN THE MICROPHONE ON/OFF DURING A CALL

1. Press the "More" Soft key during the call
2. Select "Microphone off"
3. Press "Select".  
The  icon indicates a silenced microphone. This means that the other part in an ongoing call cannot hear you. To turn the microphone back on, do as follows:
  1. Press the "More" Soft key during the call.
  2. Select "Microphone on".
  3. Press "Select".

The microphone can be turned on and off by long pressing .

### START A NEW CALL DURING CONVERSATION

1. Press the "More" Soft key during the call.
2. Select "New Call"<sup>1</sup>.

1. Visible if defined in the WinPDM.

- 
3. Press "Select".
  4. Enter number, or press  to access the phonebook.
  5. Press .

## SWITCH BETWEEN CALLS

Prerequisite, a new call has been started during conversation, see [Start a New Call during Conversation](#) on page 28.

1. Press the "More" Soft key.
2. Select "Switch"<sup>1</sup>.
3. Press "Select". This will switch between the calls.

## END A CALL DURING CONVERSATION

Prerequisite, a new call has been started during conversation, see [Start a New Call during Conversation](#) on page 28.

1. Press the "More" soft key during the call.
2. Select "End Call"<sup>1</sup>.
3. Press "Select". This will end the current call and the previous call is resumed.

## TRANSFER A CALL

Prerequisite, a new call has been started during conversation, see [Start a New Call during Conversation](#) on page 28.

When a caller has two ongoing calls, he/she can transfer the first call to the second call.

1. Press the "More" soft key.
2. Select "Transfer"<sup>1</sup>.
3. Press "Select". This will connect the first caller with the new caller.

## TRANSFER TO NEW CALL

An ongoing call can be transferred to a new number. When the new call is established, the caller that initiated the transfer will be disconnected.

1. Press the "More" soft key during the call.
2. Select "Transfer to new call"<sup>2</sup>.
3. Press "Select".
4. Enter number to the person the ongoing call shall be transferred to, or press  to access the phonebook.
5. Press  to transfer the call.

1. Only visible if defined in WinPDM.

2. Visible if the parameters "New Call" and "Transfer" are defined in WinPDM/Device Manager.

## CONFERENCE CALL

Prerequisite, a new call has been started during conversation, see [Start a New Call during Conversation](#) on page 28.

By initiating a conference call, an conversation can be made between several participants simultaneously.

1. Press the "More" soft key.
2. Select "Conference call"<sup>1</sup>.
3. Press "Select".

The person initiating the conference call is the conference leader, and the others are participant members of the conference call.

## CALL BACK

When a call is made to a busy handset, it is possible to automatically call back when the busy handset is free. When a busy tone sounds, do as follows:

1. Press the "More" soft key during the call.
2. Select "Call back"<sup>1</sup>.
3. Press "Select".
4. Press  and wait until the handset alerts.
5. When the handset alerts, press  and the call will automatically be started.

## SEND CALL WAITING

This feature sends a notification tone to an engaged handset to announce to the engaged party that another caller is trying to reach them. To notify an engaged party:

1. Press the "More" soft key.
2. Select "Call waiting"<sup>1</sup>.
3. Press "Select". The other part will get a "Call waiting" signal.

When the line is free it will automatically call the number again. This is system dependent.

## ANSWERING CALL WAITING

Depending on system setup and configuration, this feature might be handled in one of two different ways:

### *Method 1*

During an ongoing conversation and a short tone for another incoming call appears, do as follows:

1. Press the soft key "More" during the call.

1. Only visible if defined in WinPDM.

- 
2. Select "Answer Call waiting".
  3. Press "Select". The new call is now connected, and the first call is on hold.

When the line is free, the call on hold will automatically be dialed again. This is a system dependent feature.

#### *Method 2*

If a second caller calls during a phone call, the handset will beep and display the text "Internal call" for internal callers and "External call" for external callers. The handset will also show the name or phone number of the second caller. To answer the second caller:

1. Press the soft key "Accept".  
The text "Switch" briefly appears on screen, and the handset transfers to the second call. The first call is put on hold.
2. When finished speaking with the first caller, select the "More" soft key.
3. Select "End Call".  
The second call is closed and the first call is retrieved.



**Note:** A second call can be rejected by pressing the "Decline" soft key. The second caller will hear an engaged tone, and the call will be logged as a missed call in the handset.

## DTMF

Some systems/PBXs require that the handset sends Dual Tone Multi Frequency (DTMF) when pressing the keys. DTMF can be enabled as follows:

1. Press the "More" soft key during the call.
2. Select "DTMF".
3. Press "Select". This will enable the use of DTMF signals.

## DECT INFO

This option is only visible if the Admin menu is activated. For more information, refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

## LOUDSPEAKING FUNCTION

How to activate the loudspeaking function is dependent of the choice of answering method. An incoming call can be connected with loudspeaking function active by pressing left soft key. During a call, a press on the left soft key activates the loudspeaking function. Press the left soft key again to turn it off.

## CALL DIVERSION

All calls; internal calls, external calls, calls when busy, or calls at no answer can be diverted to another handset number. The diversion is made via the Calls menu > Call services > Divert calls. See Divert Calls.

In addition, an absence reason (for example “Lunch”, “Meeting”, “Trip” etc.) can also be set, The absence reason is set via the Calls menu > Call services > Absence.

## EMERGENCY CALLS

If configured in the WinPDM/Device Manager, any one of up to five emergency numbers can be called. An emergency number can be called even if the handset or keypad has been locked.

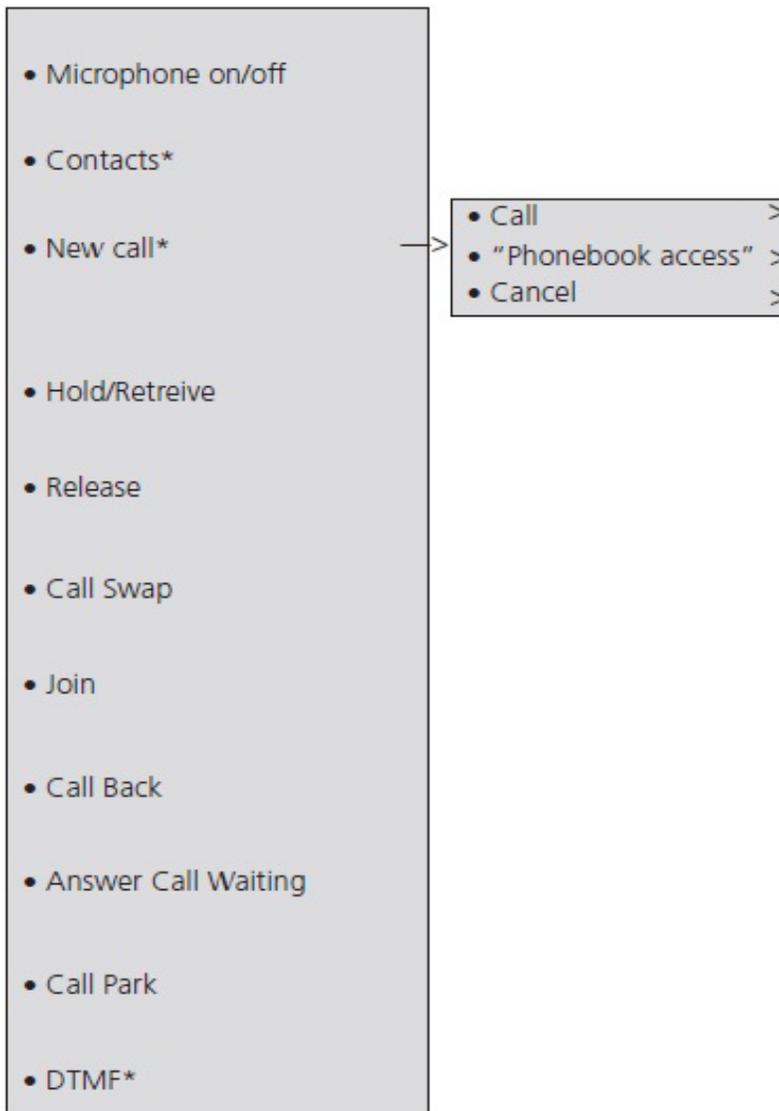
# Chapter 5

## CALL HANDLING FOR MIVOICE BUSINESS

The In Call menu displays a list of functions that can be accessed during a call. To see the available functions, press the "More" soft key. Some functions are always provided and others may be made available by the administrator via the PDM/Device Manager. To use a function, navigate the In Call menu to highlight the required function and then press the "Select" soft key.



**Note:** If the handset is configured via PDM/Device Manager, any of the predefined emergency numbers can be called while the handset or the keypad is locked. When calling from a locked handset, only the Microphone on/off function in the In Call menu can be accessed. However, the entire In call menu is accessible when calling from a handset with locked keypad.



**Figure 1: Accessing Features**

\* Visible if enabled/defined in PDM/Device Manager.

---

You can also use these features by pressing the **R** key on the handset during a call. The table below lists the **In-Call** Menu features and the associated feature access code method.

IN-CALL MENU UNDER MORE	ASSOCIATED FEATURE ACCESS CODE
Contacts	
Microphone off	
New Call	R
Hold/Retrieve	R
Release	R4
Call Swap	R2
Join	RR + *80
Call Backl	5
Answer Call Waiting	R2
Call Park	RR + *7#

## HOLD

1. During a call, press the "More" soft key.
2. Select "Hold/Retrieve" to put the call on hold.

*To retrieve the Held Call*

1. Press the "More" soft key
2. Select "Hold/Retrieve" to retrieve the call.

## TRANSFER

1. During the call, press the "More" soft key.
2. Select "New Call".
3. Dial the number to which you want to transfer the call and then press the "Call" soft key.
4. Do one of the following:
  - to make a blind transfer, select "Release" to hang up and connect the other two parties.
  - to make a supervised transfer, wait for an answer, announce the transfer, and then select "Release" to hang up and connect the other two parties.
  - to terminate the transfer and return to the held call, press "More" and then select "Call Swap".

## CONFERENCE

To conference with another party during an active call:

1. During a call, press the "More" soft key.
2. Select "New Call" to put the current call on hold.
3. Dial the number of the third party.
4. Wait for an answer.
5. Press "More" and then select "Join" to conference all the parties together.

## ANSWER CALL WAITING



**Note:** Depending on system setup and configuration, Call Waiting may be handled in one of two different ways.

### *Method 1*

While on a call, you hear a call waiting beep.

1. Press the "More" soft key.
2. Press "Answer Call Waiting" to answer the incoming call.

### *Method 2*

If a second caller calls during a phone call, the handset will beep and display the text "Internal call" for internal callers and "External call" for external callers. The handset will also show the name or phone number of the second caller. To answer the second caller:

1. Press the soft key "Accept".

The text "Switch" briefly appears on screen, and the handset transfers to the second call. The first call is put on hold.

2. When finished speaking with the first caller, select the "More" soft key.
3. Select "End Call".

The second call is closed and the first call is retrieved.



**Note:** It is possible to reject a second call by pressing the "Decline" soft key. The second caller will hear a busy tone, and the call will be logged as a missed call in the handset.

---

## CALLBACK

Callback lets you request that the system notify you when a busy extension becomes free.

1. When a number/extension is busy, press the "More" soft key.
2. Select "Call Back" to set up the callback.
3. Your extension will ring when the called extension becomes free and automatically dial the extension back.

## CALL PARK

The Call Park feature allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from any extension in the system. After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park an active call:

1. During the call, press the "More" soft key.
2. Select "Call Park".
3. Dial the directory number on which to park the call
4. Inform the called party of the waiting call.

To retrieve a parked call:

1. Press "Call" .
2. Press "Call Services".
3. Select "Call Park - Retrieve" and enter the directory number on which the call is parked.



# Chapter 6

## ADVANCED FEATURES FOR MIVOICE BUSINESS

## BUSINESS

The following features are available from the "Calls -> Call services" menu:

- Call Forward
- Call Forward Cancel
- Do Not Disturb
- Do Not Disturb Cancel
- Call Pickup
- Call Park Retrieve
- Direct/Group Page
- Loudspeaker Page

To access the Call Services menu:

1. Enter the menu by pressing the "Menu" soft key.
2. Select  in the menu.
3. Press "Select".

### CALL FORWARD

To set Call Forwarding:

1. Press the "More" soft key.
2. Select "Call Forward".
3. Enter the extension number to which you want to forward your calls.
4. Press "Call".
5. Listen for a confirmation tone and then hang up.

To cancel Call Forwarding:

1. Press the "More" soft key.
2. Select "Call Forward Cancel".
3. When you hear a re-order tone, press  to hang up. Forwarding is cancelled.

### CALL PICKUP

To answer a call that is ringing at another station in your Pickup Group:

1. Press the "More" soft key.
2. Select "Call Pickup".

- 
3. Answer the call.

## DO NOT DISTURB

To activate Do Not Disturb:

1. Press the "More" soft key.
2. Select "Do Not Disturb".
3. When you hear a re-order tone, press  to hang up.

To deactivate Do Not Disturb:

1. Press the "More" soft key.
2. Select "Do Not Disturb Cancel".
3. When you hear a re-order tone, press  to hang up.

---

**IMPORTANT: Do not select an option from the active call menu during any of the Paging features. The options are not applicable and your call will be terminated if selected.**

---

## DIRECT PAGE

Direct Paging allows you to page a party through the party's handsfree speaker.

1. Press the "More" soft key.
2. Select "Direct/Group Page".
3. Dial the extension number. and announce the page.

## GROUP PAGE

Group Paging allows you to page a group of telephones through their built-in speakers.

1. Press the "More" soft key.
2. Press "Direct/Group Page".
3. Do one of the following:
  - To page your prime page group, press #.
  - To page a specific page group, dial the page group directory number.
4. 4. Speak to the dialed party after the tone.

## LOUDSPEAKER PAGE

1. Press the "More" soft key, and then press "Loudspeaker Page".
2. Dial the paging zone number, if required.

3. Wait for ringback and announce the page.



**Note:** Ask your Administrator for the paging zone number.

---

# MESSAGING

## MINI MESSAGING

The handset can receive text messages with a maximum of 12 characters. When a text message is received, the message alert signal sounds. The message is displayed in a dialog window.



**Note:** The message alert signal cannot be changed.

If the received message contains more than 12 characters, the remaining characters are discarded. Only the last received message is displayed. For example, a first message is received and displayed in the dialog window. Another message is received and will be displayed instead of the prior message, which will be discarded.



**Note:** If the phone is locked with a PIN, the user must unlock the phone to access a received message.

Press "Close" when the message has been read. It is not possible to reply to a message or create/send a new message. The message(s) are not stored in the phone.

## VOICEMAIL

### RECEIVE A VOICEMAIL

When a new voicemail is received, the message alert signal sounds, and the voicemail icon  is displayed in the status bar. The new voicemail notification is also displayed in a dialog window.

### CHECK THE VOICEMAIL INBOX

Check voicemail by pressing "Call" from the dialog window. If "Close" is selected, the Voicemail can be dialed by long pressing the "1" key when in standby mode.

Follow the given instruction in the Voicemail.



**Note:** In case the following message is shown: "Voice mail number not defined", the voicemail number needs to be configured to the voicemail button. Contact your system administrator.

## CONTACTS

The handset has a Contacts list with 250 entries, where names and numbers freely can be added, deleted, and edited by the user. The phonebook lists all names in alphabetical order, where three numbers can be added for each contact, that is, work number, mobile number, and other number.

For more information on how to add, edit, or delete a contact, see [Contacts](#) on page 48.

In addition, a company phonebook with up to 500 entries can be downloaded to the phone via the WinPDM, see [Software Upgrade and Additional Features](#) on page 60. The company phonebook name and numbers cannot be edited or deleted by the user. The phonebook lists all names in alphabetical order.

The local and company phonebook appears in the same list but the company contacts are indicated by a “Locked entry” icon  in front of the name. The company contact includes work number only. See [Dial a Number from the Company Phonebook](#) on page 27 for more information. The local and company phonebook can also be accessed by pressing the soft key  in idle mode.

A central phonebook<sup>1</sup> can also be accessed, see [Dial a Name from the Central Phonebook](#) on page 27. The user then sends a request to a messaging server with the first characters entered, and the messaging server will return a list of names and numbers that matches the search.

1. This is system dependent

---

## MENU OPERATION

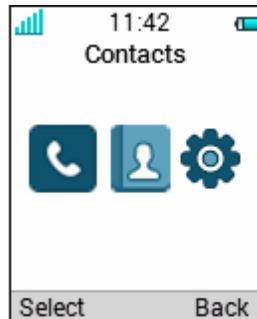


Figure 1: The Main Menu.

### CALLS

1. Enter the menu by pressing the "Menu" soft key.
2. Select  in the menu.
3. Press "Select".

### CALL LIST

The 25 last received, dialled or missed calls are stored in a call list. If a number occurs more than once the last time stamp, together with the total number of occurrences, is shown.



**Note:** If supported by the system, the number's contact name can be displayed in the call list.

1. Select "Call list", and press up and down on the navigation key to scroll in the list.
2. The "Call list" can also be opened by pressing  ( in idle mode.

#### *Dial number from Call list*

1. Select number to call.
2. Press "Call" to dial.

#### *View the Time of a Call*

1. Press "More".
2. Select "Time of call". The time and date is displayed.

#### *Edit Number from Call list*

1. Press the "More" soft key.
2. Select "Edit number".

*Save Number*

1. Press the "More" soft key.
2. Select "Save number".

*Delete Entry from the Call list*

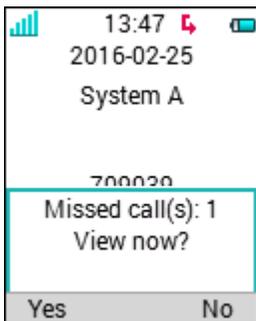
1. Press the "More" soft key.
2. Select entry to delete.
3. Select "Delete".
4. Select "Yes" to delete the entry from the list.

*Delete all Entries from the Call list*

1. Press the "More" soft key.
2. Select "Delete all".
3. Select "Yes" to delete all the entries from the list.

## MISSED CALLS

A missed call is by default indicated by a Missed call window<sup>1</sup> and the icon .



The user can view the missed call(s) by pressing "Yes". If the user presses "No", the missed calls can be viewed as follows:

1. Select "Missed calls".
2. To scroll in the list, press up and down on the navigation key.
3. Press "Call" to call back.

As in "Call list" there is a "More" soft key which can be used to view the time/date of the call, edit the received number, add to contacts, and delete received numbers. See [Call List](#) on page 45 for information about the functionality in the "More" soft key.



**Note:** If supported by the system, the number's contact name can be displayed in the list.

1. The Missed call window can be hidden, refer to the Configuration Manual for the handset.

---

## CALL TIME

The total time of the previous call and last call is displayed by selecting "Call time".

## CALL SERVICES



**Note:** These functions are system dependent. In addition to the default Call services functions, up to 10 additional system specific call services can be defined, with or without automatic disconnection. The parameters are set up in the WinPDM, refer to the Configuration Manual for the handset, and the Installation and Operational Manual for the Portable Device Manager (WinPDM), Windows version; see [Related Documents](#) on page 74.

### *Absence Handling*

The reason for being absent and the return time or date can be specified here.

1. Select "Call services".
2. Select "Absence".
3. Select the applicable absence reason in the list. The number of absence reasons (for example "Lunch", "Meeting", "Trip" etc.) in the list are configured in the WinPDM.
4. Press "Select".
5. Enter time or date.
6. Press "OK"

The handset sends an absence reason code<sup>1</sup> to the system by establishing a call. The call will automatically be disconnected after a few seconds.

### *Deactivate the Absence Setting*

1. Enter "Call service" in the menu.
2. Select "Deactivate".
3. Press "Select".

### *Divert Calls*

The user can divert calls to another extension by selecting "Divert calls".

### *Divert Internal/External Calls*

1. Select "Internal" and/or "External".
2. Select "Activate".
3. Enter number (maximum 24 digits) to divert to, or press  to access the phonebook.
4. Press "OK".

1. The code is defined when configuring the absence/diversion reason in the WinPDM/Device Manager.

The handset sends a diversion reason code to the system by establishing a call. The call will automatically be disconnected after a few seconds.



**Note:** The diversion reason code is defined when configuring the absence/diversion reason in the WinPDM/Device Manager.

To stop diversion, select Internal > Deactivate or select External > Deactivate. In both cases, confirm by pressing "OK".

### *Divert Calls if No Reply*

1. Select "No reply".
2. Select "Activate" and press the "OK".
3. Enter number (maximum 24 digits) to divert to, or press to access the phonebook.
4. Press "OK".

The handset sends a diversion reason code<sup>1</sup> to the system by establishing a call. The call will automatically be disconnected after a few seconds.

To stop diversion, select No reply > Deactivate, and confirm by pressing "OK".

### *Divert Calls When Busy*

1. Select "When busy".
2. Select "Activate" and press "OK".
3. Enter number (maximum 24 digits) to divert to, or press to access the phonebook.
4. Press "OK".

The handset sends a diversion reason code<sup>2</sup> to the system by establishing a call. The call will automatically be disconnected after a few seconds.

To stop diversion, select When busy > Deactivate, and confirm by pressing "OK".

## CONTACTS

1. Enter the menu by pressing the "Menu" soft key.
2. Select in the menu.

### CALL CONTACT

---



**Note:** A Call contact can also be accessed by pressing the soft key in idle mode.

1. Select "Call contact".
2. Select contact from the list, or enter name or number in the search field.
3. Press (, or "Call".

1. The diversion reason code is defined when configuring the absence/diversion reason in the WinPDM/Device Manager.

2. The diversion reason code is defined when configuring the absence/diversion reason in the WinPDM/Device Manager.

---

A contact can be edited by selecting "View" > "More". Note that a company phonebook contact cannot be edited. The company contacts are indicated by a "Locked entry" icon  in front of the name.

#### *Add Contact*

1. Select "Add contact".

#### *Add New Contact*

1. Select "New".
2. Select "Add", and enter the name of the contact, see [Alphanumeric Keys](#) on page 12.
3. Press "OK".
4. Select "Work number", "Mobile number", or "Other number".
5. Press "Add".
6. Enter the numbers. The tone "T" or pause "P" can be added to phone numbers by pressing the Space key 5 times or 7 times, respectively.
7. Press "OK".
8. Press "Save" and then "Back".

#### *Add from Call List*

1. Select "From call list".
2. Select number.
3. Press "Add".
4. Select "Work number", "Mobile number", or "Other number".
5. Press "Select".
6. Press "Add", and enter name for the contact, see [Alphanumeric Keys](#) on page 12.
7. Press "OK".
8. Press "Save".

## EDIT CONTACT

---



**Note:** A company phonebook contact cannot be edited. Company contacts are indicated by a "Locked entry" icon  in front of the name.

1. Select "Edit contact".
2. Select contact, and press "Edit" twice.
3. Enter new name or number, see [Alphanumeric Keys](#) on page 12. A tone "T" or pause "P" can be added to phone numbers by pressing the Space key 5 times or 7 times, respectively.
4. Press "OK".
5. Press "Save".

## DELETE CONTACT



**Note:** A company phonebook contact cannot be deleted. Company contacts are indicated by a “Locked entry” icon  in front of the name.

1. Select "Delete contact".
2. Select contact.
3. Press "Delete".
4. Press "Yes" to confirm.

## CENTRAL PHONEBOOK

The central phonebook can be searched by name or number. The last search result can be displayed.

When the search result is displayed, contact information can be viewed and the number added to the new contact by pressing the "More" soft key. The number can also be dialed by pressing  ( , or the "Call" soft key.

1. Select "Central phonebook".

### *Search by Name*

1. Select "Search by name".
2. Enter first name or last name or both.
3. Press "Search". The search result will be displayed.

## SEARCH BY NUMBER

1. Select "Search by number".
2. Enter the number.
3. Press "Search". The search result is displayed.

### *View Last Search Result*

Select "Last result". Only the last result will be displayed.

## SETTINGS

1. Enter the menu by pressing the “Menu” soft key.
2. Select  in the menu.

## SOUND AND ALERT SETTINGS

### *Adjust the Ringer Volume*

1. Select "Sound & Alerts".
2. Select “Volume”.

- 
3. Adjust the volume by pressing up and down on the navigation key.
  4. Press "Back" to save the setting.

#### *Select Ring Signals*

1. Select "Ring signals".
2. Select "Internal call", "External Call", or "Callback"<sup>1</sup>.
3. Press "Select".
4. Select ring signal. The selected ring signal can be reviewed by pressing the "Play" soft key. The ring signal is repeated until the "Stop" soft key is pressed.
5. Press "Select".

#### *Turn the Vibrator on or off*

1. Select "Vibrator alert".
2. Select "On", "On if silent" (i.e. the vibrator is on when the handset is muted), or "Off".
3. Press "Select".
4. Press "Back" to save the setting.

#### *Set the Key Sound*

This means that every time a key is used, a low sound is heard.

1. Select "Key sound".
2. Select "Silent", "Click", or "Tone".
3. Press "Back".

The key sound can be reviewed by pressing the "Play" soft key.

### SELECT HEADSET PROFILE

1. Select "Headset".
2. Select "Mic on boom", "Mic on cable", or "Customized headset profile"<sup>2</sup>
3. Press "Select".

### DISPLAY SETTINGS

#### *Screen Saver*

The screen saver can be set to one of the following settings:

- Information: Displays status and identification information while the handset is idle.
- Black: The screen is black when the handset is idle.
- Black also in call: The screen is also black when the handset is in call.

1. "Callback" is only applicable if defined in the WinPDM/Device Manager. See also [Call Back](#) on page 30 for more information.

2. "Customized headset profile" is only visible if the headset profile has been configured in the WinPDM/Device Manager.

To set the screen saver:

1. Select "Display" from the handset menu.
2. Select "Screen saver". The current setting is displayed under "Screen saver".
3. Select "Information", "Black", or "Black also in call".
4. Press "Select".
5. Press "Back".



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**Note:**

1. When charging the handset in a DP1 Desktop Programmer or CR3 Charging Rack, information is replaced by the large license indicator shield. When in the desktop charger it is the same as when out of the charger.
2. When the handset with the screen saver set to "Information" is in a charger, the Owner ID is displayed even if the handset switched off. This simplifies identification when many handsets are in a charging rack

### *Brightness*

1. Select "Display" from the handset menu.
2. Select "Brightness". The current setting is displayed under "Brightness".
3. Select "Normal" or "Power save".
4. Press "Select".
5. Press "Back".

## TIME & DATE SETTINGS

The time and date displayed in the handset cannot be changed by the user. The DECT system is solely responsible for keeping the time. The handset also synchronises with the DECT system time when:

- The handset is turned on after having been turned off. The handset requests the current DECT system date and time.
- The handset remains on for longer than 24 hours. The handset requests the DECT system time every 24 hours from the time it was last turned on.

The time and date formats displayed in the handset can be changed by the user as described in the following sections.

### *Set Time Format*

1. Select "Time & Date"
2. Press "Select".
3. Select time format. The actual time format will be displayed. Selectable time formats:
  - hh:mm (am/pm) (for example: 1:00pm)
  - hh:mm (for example 13:00)
4. Press "Select" to save the setting.

---

### *Set Date Format*

1. Select "Time & Date".
2. Press "Select".
3. Select "Date format"
4. Press "Select". Selectable date format:
  - DD/MM/YYYY, for example: 17/09/2016 (also called Europe)
  - MM/DD/YYYY, for example: 9/17/2016 (also called US)
  - YYYY-MM-DD, for example: 2016-09-17 (ISO 8601)
  - MMM DD YYYY, for example: Sep 17 2016
  - DD MMM YY, for example: 17 Sep 16
  - DD.MM.YYYY, for example: 17.09.2016
  - DD-MM-YYYY, for example: 17-09-2016
5. Press "Select" to save the setting.

## LOCK SETTINGS

### *Activate the Automatic Key lock*

1. Select "Locks".
2. Select "Automatic key lock".
3. Select "On" for activation of automatic key lock.



**Note:** A call can be answered or ended while the keypad is locked. Any one of five predefined emergency numbers can also be called while the keypad is locked as long as this feature has been configured in the WinPDM/Device Manager.

### *Activate the Phone Lock*

The handset can be protected for unauthorized use. If this function is activated, a PIN code has to be entered for example to switch on the handset, to answer an incoming call etc. The default phone lock code (0000) can be changed to any 4 - 8 digit personalized code.



**Note:** If configured in the WinPDM/Device Manager, any one of up to five emergency numbers can be called while the handset is locked. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

1. Select Locks > Phone lock > Auto phone lock.
2. Select "On", or "On in charger".
3. Enter PIN code
4. Press "OK".

If the PIN code is forgotten it can be removed by your distributor.

#### *Deactivate the Phone Lock*

1. Select Locks > Phone lock > Auto phone lock.
2. Select "Off".
3. Enter PIN code
4. Press "OK".

#### *Change PIN Code*

1. Select Locks > Phone lock > Change PIN code.
2. Enter the old PIN code.
3. Press "OK".
4. Enter new PIN code twice.
5. Press "Save".

### ANSWERING

The default setting for the handset is to use the Off-hook key when answering a call. The answering behaviour can be configured to answer the call automatically, i.e. without pressing a key, and/or in loudspeaking mode. The answering behaviour can also be set to any key. If "Any key" is selected, any keys except the "On-hook" key and the "Sound off" key can be used to answer a call.

#### *Answering Key*

The answering key is by default set to Hook-off.

1. Select "Answering".
2. Select "Answering key".
3. Select "Hook-off" or "Any key".
4. Press "Back" to save the setting.

#### *Answering Behavior*

1. Select "Answering".
2. Select "Answer behavior".
3. Select "Automatically" and/or "Loudspeaking".
4. Press "Change" to change the setting. The check box will be marked.
5. Press "Back" to save the setting. To remove the setting, press "Change". The check box will be unmarked.

### CHANGE THE MENU LANGUAGE

1. Select "\*Language".  
Choose between; Brazilian Português (Brazilian Portuguese), Czech, Dansk (Danish), Deutsch (German), English, Español (Spanish), Français (French), Greek, Hungarian, Ital-

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iano (Italian), Nederlands (Dutch), Norska (Norwegian), Polish, Russian, Slovakian, Soumi (Finnish), Svenska (Swedish), and Turkish.

2. Press "Back".

**Note:** An additional language can be downloaded via the WinPDM/Device Manager, see [Software Upgrade and Additional Features](#) on page 60. The languages available for download are Czech, Greek, Hungarian, Polish, Russian, Slovakian, and Turkish.

## CHANGE OWNER ID

The Owner ID is set to identify the handset.

1. Select "Owner ID".
2. Enter identity.
3. Press "Save".

## IN CHARGER



**Note:** Additional In charger actions can be configured in the handset via WinPDM/Device Manager. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

### *Switch off While Charging*

When the handset is placed in the charger it can be switched off. When removed from the charger it will switch on again.

1. Select "In charger".
2. Select "Switch off".



**Note:** When the handset is switched off in the charging rack, the Owner ID of the handset is still shown. This simplifies the identification of the handset when for example charging the it together with other handsets.

### *Mute Handset While Charging*

When the handset is placed in the charger it can be muted while it is charging. When it is removed from the charger, the sound is restored.

1. Select "In charger".
2. Select "Sound off".

### *Deactivate the Charging Mode*

1. Select "In charger".
2. Select "No action".

## SYSTEM

### *Change System*

Select “Automatic” or a specific system. If the handset is set to “Automatic” it selects a system according to the priority list, see [Priority](#) on page 58.

### *Subscribe Handset in IP-DECT System using Easy Registration*

A handset can subscribe to an IP-DECT system automatically if the following are fulfilled:

- The IP-DECT system is configured for Easy Registration, refer to the corresponding Installation and Operation manual for the IP-DECT system.
  - The handset’s IPEI is registered in the IP-DECT system, refer to the corresponding Installation and Operation manual for the IP-DECT system.
  - The handset is not subscribed to any systems.
1. If needed, switch off the handset by pressing .
  2. Switch on the handset by pressing .
  3. Select language to be used or press "Cancel". If Cancel is pressed, the default language (English) will be used.
  4. The handset starts to search for IP-DECT systems and will subscribe to the system when it is found.



**Note:** If no system is found within 2 minutes or if "Cancel" is pressed, the handset returns to the System menu. Continue with *Subscribe Handset in DECT System Manually* for more information.

### *Notes about Subscribing Handsets and Hot Desking*

If the handset is subscribed, but not registered with MiVoice Business or 5000 CP, the handset will display the following message:

“Please Login”.

- When subscribing the handset to the IP-DECT Base Station, enter the leading 0’s of the PARK code. Removing the 0’s will prevent subscription.
- After registering the handset with MiVoice Business or the 5000 CP using the System ID, Extension, and auth password, the “Please Login” message is removed from the handset.
- If you are unable to subscribe the handset, ask the administrator to remove the handset IPED from the user in the IP-DECT Base Station, if the IPED was pre-programmed for the user.

If the handset is configured as a Hot Desk handset, then "Please Login" appears for the user to enter hot desk information.

### *Subscribe Handset in DECT System Manually*

To subscribe an DECT system manually, the “Park:” (Portable Access Right Key) and “Ac:” (Authentication code) related to the system are needed. Contact the system administrator for

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more information. If the handset shall subscribe additional system, it must also be added manually.



**Note:** The PARK code may not be needed if there is no alien DECT system within the coverage area.

The IPEI code is a unique code which has been assigned to the handset, see also [Admin Menu](#) on page 59.

1. Select "System".
2. Select "Subscribe".
3. Enter System name (optional). If no system name is entered, the default name will be used. That is System A, System B etc. depending on which system name that is free.
4. Press "next".
5. Enter PARK code (max. 31 digits). The PARK code may not be needed if there is no alien DECT system within the coverage area. Enter AC code. Press "Next". An information text "Protection on?" is displayed.
6. Select "Yes" if the new system needs to be protected. A protected subscription cannot be deleted from the System menu<sup>1</sup>.
7. Press "OK". A searching mode starts.

#### *Unsubscribe System*

1. Select "Unsubscribe".
2. Select the system to unsubscribe in the list.
3. Press "Select".
4. Press "Yes" to unsubscribe the system. Otherwise, press "No".

#### *Rename System*

The system name in the handset can be renamed:

1. Select "Rename System".
2. Select system to rename.
3. Press "Edit".
4. Enter new name.
5. Select "Save".

<sup>1</sup>. A protected system cannot be unsubscribed via the System menu. The unsubscription must be made via the Admin menu or the DECT system.

### *Priority*

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. A system priority can be modified by moving it up or down in the list.



**Note:** This is used in combination with system set to be "Automatic", see [Change System](#) on page 56.

1. Select "Priority".
2. Change the priority if needed by selecting "Up" or "Down". The priority will be saved when "Back" is selected.

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# ADVANCED FUNCTIONS

## ADMIN MENU

The handset has a hidden menu for system administrators. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

The Admin menu contains:

- Software and hardware information and IPEI/IPDI
- DECT link information
- Fault logging
- Enhanced system menu with ability to alter protection
- Frequency band selection<sup>1</sup>
- Factory reset option

For quick access to the Device Information (DI) menu in idle mode, press the keys containing \*#DI# (that is \*#34# ). To view the IPEI/IPDI directly, press \*#06#. See the table below

INFORMATION	CODE
Software version	*#34#
Hardware version	*#34#
IPEI/IPDI	*#34# or *#06#
User ID	*#34#

## CLEAR LISTS IN CHARGER

A parameter to clear call lists stored in the handset can be set via the WinPDM/Device Manager. When the parameter is activated and the function has been downloaded, the lists are deleted when the handset is placed in a charger. This can be useful when preparing a handset for a new user. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

1. This option will be hidden when the frequency band has been set.

## SYSTEM HANDLING

### SOFTWARE UPGRADE AND ADDITIONAL FEATURES

Software and parameters in the handset can be upgraded by using the WinPDM or the Device Manager. Refer to the Installation and Operation Manual for the Portable Device Manager (WinPDM) Windows Version, or the Installation and Operation Manual for the Device Manager; see [Related Documents](#) on page 74.

Examples of additional features that can be downloaded/configured via WinPDM/Device Manager:

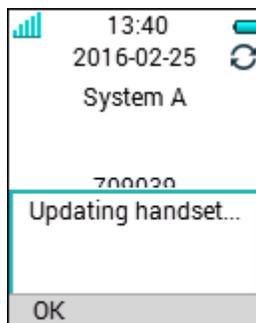
- Company phonebook
- Downloadable languages
- Customizing the Menu Tree
- Licenses<sup>1</sup>

To view the handset's software version, enter \*#34# in idle mode.

### HANDSET UPDATES VIA CHARGING RACK

From time to time, users are instructed to leave their handsets in a central charging rack to allow the handset to be updated with new features and functions. An ongoing update is indicated by the  in the handset header bar and an "Updating handset" message is displayed in the active area.

During the update, a message is displayed to indicate that an update is in progress as shown in [figure 2](#). The "OK" soft key can be selected to close the message.



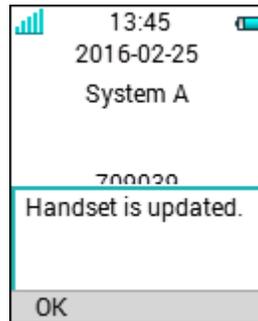
**Figure 2: Handset Update while in Charger**

1. The license(s) can also be added via the Admin menu in the handset.

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If the handset removed from the charger and used, the update is suspended and resumed when it is returned to the charger.

When the update is complete, a "Handset is updated" message is displayed to indicate that the handset is available for use, as shown in [figure 3](#). Select the "OK" soft key to close the message.



**Figure 3: Update Completed while in Charger**



# Chapter 7

## TROUBLESHOOTING

This section contains information on how to solve common operational problems, and warnings you may receive.

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact your system administrator.

If others have similar problems, there may be a system error.

## OPERATIONAL PROBLEMS

FAULT	PROBABLE CAUSE	ACTION OR COMMENT
No display	The battery level is low	Charge the battery
	The screen saver is set to "Black also in call"	Change the screen saver setting as described in <a href="#">Screen Saver</a> on page 36
	The handset is defective.	Contact system administrator.
No ringing	The sound off icon is on, or ringer volume set to silent, or the handset is defective.	Long press the Sound off key, or increase volume, or contact system administrator.
No change in time & date setting	PBX dependent.	Changes in the handset appear after a maximum of 24 hours after a change in the system or by turning the handset off and on again.
Not possible to subscribe handset using Easy Registration feature.	1) The handset is subscribed to a system.	1) Unsubscribe the handset and then subscribe it by following the instructions in <a href="#">Subscribe Handset in IP-DECT System using Easy Registration</a> on page 40.
		2) Subscribe the handset manually, see <a href="#">Subscribe Handset in DECT System Manually</a> on page 41, or configure the system to support Easy Registration, refer to the applicable Installation and Operation Manual for your IP-DECT system.
	2) The IP-DECT system is not configured for Easy Registration.	2) Try to subscribe the handset in other area in your building.
	3) There is ambient equipment disturbing your IP-DECT system.	3) If the problem still exists, restart your handset and subscribe it.

## ERROR OR WARNING MESSAGES

DISPLAY SHOWS	PROBABLE CAUSE	ACTION OR COMMENT
No access	The network is in range, but no access rights.	Switch handset off and then switch it on again or contact system administrator.
No System. The handset beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).	The handset is out of coverage or handset is defective.	Stop the beep with the Sound off key and go into range. Note: When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. or contact system administrator. Send the handset for service.
SERVICE NEEDED Parameters corrupt	The handset is defective.	Send the handset for service.
Note: This display message is only shown in English.		
SERVICE NEEDED Invalid IPDI	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Note: This display message is only shown in English.		
Enter PIN code	The handset's lock is activated.	Enter the required PIN code. If PIN code lost enter new via WinPDM or do a factory reset via WinPDM.
Battery low, charge now	The battery level is low.	Charge or replace the battery.
Phonebook is not available at the moment.	The phonebook does not respond, not available at the moment.	Try again later or if fault persists do a factory reset via admin menu or WinPDM.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via WinPDM.
Could not encrypt connection	The parameter "Encryption Required" is enabled in the handset in combination with; 1) Unencrypted base station(s); and/or,  2) Unsupported base station(s).	1) Disable the "Encryption Required" parameter in handset; and/or,  2) Enable the encryption in the base station(s); and/or,  3) Use supported base station(s). Ask your supplier.

## OPERATION NOTICE

### ACCESSIBILITY AND VOICE QUALITY

The base network is not always available. If you do not get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

#### *Operating Area*

You can only use your handset in the area that is covered by the system. Outside this area contact with the system is lost. The signal strength icon indicates low and "Searching" is displayed.

#### *Out of Range*

When you leave the system's coverage area a short beep will sound and the text "Searching" will appear in the display.

The out of range beep will be repeated every minute for 30 minutes. The sound can be turned off by long pressing .

When re-entering the coverage area it can t

# Chapter 8

## MAINTENANCE

## MAINTENANCE OF BATTERIES

### BATTERY WARNINGS

-  The "Low battery" icon is displayed when the battery has 10% or less remaining capacity left. In addition; a warning signal sounds every minute and the dialog window "Battery low. Charge now." appears.
-  The "Empty battery" icon is flashing when the battery has 5% or less remaining capacity left. In addition; a warning signal sounds every second and the dialog window "Battery empty. Shutting down." appears.

During a call, only the corresponding battery warning signal will notify the user. The warning signal cannot be silenced during a call. When not in call, the warning signal can be silenced by pressing **# 4**.

### CHARGE THE BATTERY

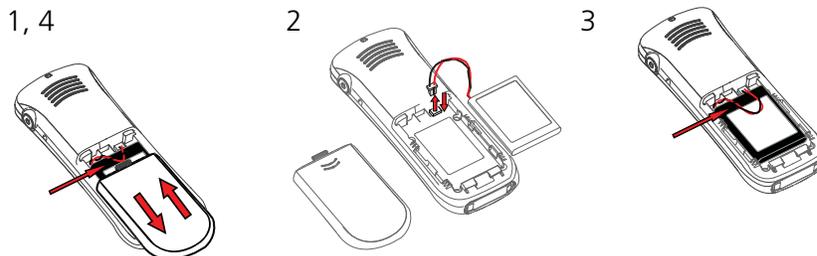
Place the handset in the desktop charger or in the rack charger. An animated battery icon  is shown in the display indicating charging by starting with its current charge and ending with the full charge. A filled battery icon  indicates a fully charged battery.



**Note:** Only use the prescribed chargers for charging.

### REPLACE THE BATTERY

If the standby time for the handset becomes too low, the battery should be replaced by a new one. Please contact your system administrator or your supplier, for information about new batteries. Attach the battery as described in the illustration below. The battery is easy to replace. It is attached inside the battery lid and is connected to the handset in such a way that no misalignment is possible.

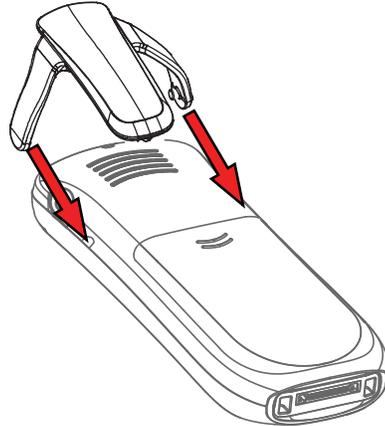


**Figure 1: Easy Replaceable Battery.**

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## ATTACH THE HINGE-TYPE CLIP

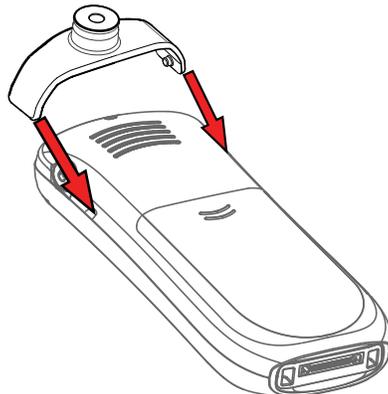
Attach the hinge-type belt clip as described in the illustration below.



**Figure 2: Attach the hinge-type clip into position.**

## ATTACH THE SWIVEL-TYPE CLIP

Attach the swivel-type belt clip as described in the illustration below.



**Figure 3: Attach the swivel-type clip into position.**

## EASY REPLACEMENT

Easy replacement can be used if a handset needs to be replaced due to, for example, a broken display.



**Note:** Easy replacement is not supported when using DP1 Desktop Programmer.



**Note:** If the electrical connection is damaged, it is not possible to follow the Easy Replacement procedure. Depending on fault, it might work to do a replacement via WinPDM/Device Manager. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.

The easy replacement procedure is done via the handset display and the DC4 Advanced Desktop Charger or the CR3 Charging Rack.

The following settings are replaced during easy replacement:

- DECT registration
- User parameters (including User ID)
- Contacts
- The extension number is assigned to the new handset.

The following settings are not replaced during the easy replacement:

- Call list

## BEFORE STARTING EASY REPLACEMENT PROCEDURE

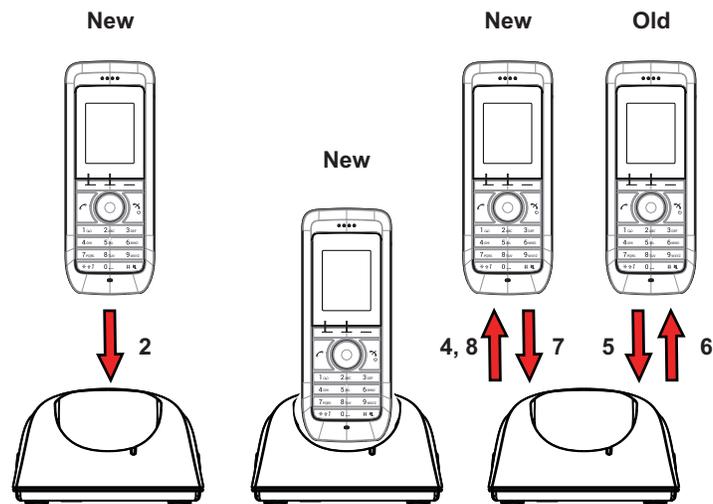
1. Check that both the old handset (that is, the handset to be replaced) and the new handset (that is, the replacement handset) are of the same device type (d43).
2. Check that the software of DC4 Advanced Desktop Charger or CR3 Charging Rack is of version 1.3.x or greater by using the WinPDM. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74.
3. Make sure that the handset batteries are charged before starting the easy replacement procedure.
4. Switch off the new handset by long pressing .

## EASY REPLACEMENT PROCEDURE

During the Easy Replacement procedure, the LED indications on the charger can be used to follow the replacement procedure. For more details, see also [LED Indications during Easy Replacement](#) on page 72.

**IMPORTANT:** Never remove a handset from the charger until the instructions in the display tells you to do so. If there is an error indication, it may be allowed to remove the handset, see [Chapter 7 Troubleshooting](#) on page 63 for further instructions.

After the old handset has been in the charger, the new handset needs to be placed in the charger regardless if the replacement was successful or not. Failing to do so may result in malfunction and the new handset will need to be sent for service.



**Figure 4: Easy Replacement Procedure via the DC4 Advanced Desktop Charger**

- 1 On the new handset, press and hold  (
- 2 Put the new handset in the charger.
- 3 When the text "Start phone replacement?" is displayed, release  (.

NOTE: Do not release  ( until you are instructed to do so.

Press "Yes" (left soft key).

The text "Follow the instructions. Each step can take several minutes." appears in the display. Press "OK" (left soft key).

- 4, 5 When the text "Please insert old phone in charger" is displayed, replace the new handset with the old handset. The handset can either be switched on or off.

NOTE: The left charging slot in the CR3 Charging Rack has to be used for both handsets.

The handset will be restarted and after a few seconds, the text "Saving settings. Do not remove phone from charger" appears. The charger LED changes to slow orange flashing. It might take several minutes.

**IMPORTANT:** If the old handset cannot communicate with the charger, put the new handset in the charger to restore its settings (that is, the handset's IPDI). If this step is not performed, the new handset must be sent for service. The old handset's settings might be transferred to the new handset by using WinPDM. Refer to the Configuration Manual for the handset; see [Related Documents](#) on page 74).

- 6, 7 When the text "Please insert new phone in charger" is displayed, replace the old handset with the new handset. The text "Restoring settings" is displayed.

**IMPORTANT:** Do not remove the handset while the text "Restoring settings" is displayed.

- 8 When the text "Phone successfully replaced. Please remove phone to restart." appears in the display, remove the handset from the charger. The handset is automatically restarted.

*LED Indications during Easy Replacement*

The following table shows the LED indications that is used by the charger during the easy replacement procedure. See also [Chapter 7 Troubleshooting](#) on page 63.

<b>LED INDICATION</b>	<b>DESCRIPTION</b>
Orange, flashing (1 000 ms on, 1 000 ms off)	File transfer during Easy Replacement.
Orange, flashing (100 ms on, 800 ms off)	"Change phone" indication during Easy Replacement.
Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back new portable in charger.
Red, flashing (900 ms on, 100 ms off)	Error during Easy Replacement. Service needed for both portables.

ake a couple of minutes before the handset automatically registers with the system.

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## ENERGY EFFICIENCY

Recommendations on how to save energy:

- Do not charge a battery when the ambient room temperature is above +40° C or below +5° C (above 104° F or below 41° F). Charging below +5° C will harm the battery and shorten the lifetime.
- Note that storing Li-Ion batteries at high temperature dramatically reduces its capacity. For example storage around +60° C reduces capacity with 20% in less than a month, permanently.
- Set the handset screen saver to the "Black also in call" option. The screen goes black and the backlight is turned off. In addition, the backlight is turned off when the handset is in call. This helps extend battery life especially when the user is on an extended call. See [Screen Saver](#) on page 36.
- The handset can be configured to switch off when placed in the charger. When removed from the charger the handset switches on automatically. See [Switch off While Charging](#) on page 40.
- If the charger will not be used for a longer period of time, remove the power adapter to the charger.
- Do not put the handset in charger if no charging is needed.

## RELATED DOCUMENTS

Configuration Manual, 5613 DECT Handset

Installation and Operational Manual, Portable Device Manager  
(WinPDM), Windows version

Mitel 5613 Configuration Guide

Wireless Messaging Gateway (WSM3) Installation and Operation  
Guide

# Appendix A

## SAFETY PRECAUTIONS

Read this chapter before using the handset.

**Note:** Product Designator for regulatory purposes of the Mitel DECT Handset 5613 is DH6.

## SAFE OPERATION

For safe and efficient operation of the handset, observe the guidelines given in this manual and all necessary safety precautions when using the handset. Follow the operating instructions and adhere to all warnings and safety precautions located on the product, the Regulatory Information delivered with the handset, and this User Manual.

Do not disassemble the handset. Disassembling the handset voids the warranty. The handset consists of no consumer serviceable components. Service should be performed by an Authorized Service Center only.

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

The handset is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The handset operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU (ETSI):	1880-1900 MHz/250mW
USA/Canada (FCC):	1920-1930 MHz/100mW

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## REGULATORY INFORMATION (EU AND EFTA)

### EXPOSURE TO RADIO FREQUENCY SIGNALS

	CLOSE TO EAR	HANDHELD/BODY MOUNTED
DH6-xxxx	0.069 W/kg (10 g)	0.091 W/kg (10 g)

THIS MOBILE DEVICE MEETS GUIDELINES FOR EXPOSURE TO RADIO WAVES. Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 W/kg averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.201 W/kg and at the body is 0.278 W/kg (The measure distance of 1.5 cm). Use of device accessories and enhancements may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band.

## REGULATORY COMPLIANCE STATEMENTS (USA AND CANADA ONLY)

FCC ID: DH6-xxxx:BXZDH6
IC: DH6-xxxx:3724B-DH6

### FCC AND IC COMPLIANCE STATEMENTS

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antennas.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Privacy of communications may not be ensured when using this handset.

### EXPOSURE TO RADIO FREQUENCY SIGNALS

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured, see below.

	HEAD	BODY
DH6-xxxx	0.057 W/kg	0.070 W/kg

The handset is designed to be worn with the display towards the body for best radio performance. SAR testing is made with no separation, to approve the device to be carried close to the body.

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Use of non-approved accessories may violate the FCC and IC guidelines for RF exposure and should be avoided.

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# PRECAUTIONS

## HANDSET

- Avoid volume levels that may be harmful to your hearing. Exposure to excessive sound pressure from a handset's earpiece or headset may cause permanent hearing loss.
- Low volume levels might result in missed alerts.
- Only use the handset in temperatures between: -5 °C and +45 °C (23 °F and 113 °F).
- Avoid exposing the handset to direct sunlight, heat sources and moisture.
- Do not place a cold handset in a charger.
- Avoid sudden temperature changes to prevent condensation in the handset. It is recommended to put the handset into an air tight plastic bag until the temperature is adjusted, for example, when entering or leaving a cold/heated building on a warm/cold day.
- If the handset has been exposed to water or condense, remove the battery immediately, and let it dry completely before re-inserting the battery.
- Do not expose the handset to open flame.
- Protect your handset from aggressive liquids and vapors.
- Remove the handset from the Charger before cleaning the handset to reduce risk of electric shock.
- Keep the handset away from strong electromagnetic fields.
- The handset may retain small metal objects around the earpiece region.
- Do not place heavy objects on the handset.
- Do not allow children to play with the product packaging material. This could cause choking and/or suffocation.
- Do not allow children to play with the handset. It is not a toy.

## BATTERY

- Do not immerse the battery into water. This could short-circuit and damage the battery.
- Do not expose the battery to an open flame. This could cause the battery to explode.
- Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
- Do not leave the battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
- Use the Desktop Charger, the Charging Rack, or the Battery Pack Charger for charging. Charge the battery for at least one hour the first time you use the battery.
- Do not charge the battery when the ambient room temperature is above 40 °C or below 5 °C (above 104 °F or below 41 °F).
- Do not attempt to take the battery apart.

- Do not remove the battery, unless it needs to be replaced.
- Power off the handset before removing the battery.

#### BATTERY DISPOSAL

Defective batteries must be returned to a collection point for chemical waste disposal.

