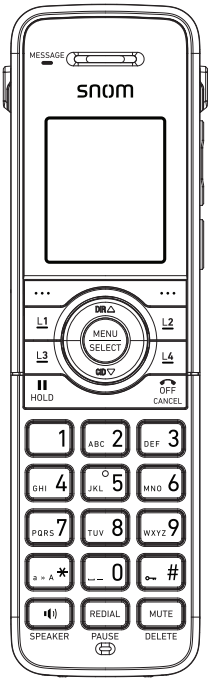
Call 7 Communicate with Vision

snom



M10 KLE

SIP DECT 4-Line Handset

User Manual

BC

For Support:
Email: Support@CALL7.com
Call: 1-833-567-8777, press 3 for Support

User Manual

M10 KLE

SIP DECT 4-Line Handset

Table of Contents

Copyright, Trademarks, GPL, Legal Disclaimers 4

Important Safety Information 5

Important safety instructions..... 5

For cUL compliance only 7

Mesures de sécurité importantes 7

Mesures de sécurité importantes 7

Compliance 10

FCC part 15 10

Industry Canada 10

Introduction 11

About this manual..... 11

Product overview 12

Quick Reference Guide 13

Cordless handset external features.. 13

Dial pad and audio controls 13

Factory Default Line Key Settings 14

Handset Installation 15

Installing the charger 15

Battery installation and charging 16

Wall mounting the charger..... 18

Adding a corded headset..... 19

Registering the handset to the base station 20

Deregistering the handset 21

Locating the Handset 22

Screen icons 22

Using the Handset 23

Idle screen 23

Making calls..... 23

Answering Incoming calls 24

Multiple Incoming calls 24

Ending a call 25

Speakerphone 25

Volume..... 25

Mute..... 25

Call Waiting 26

Ignoring calls 26

Dismissing calls 26

Missed Calls 26

Answering Internal calls..... 27

Putting a call on hold 27

Putting a call on private hold 28

Switching between two calls..... 28

Paging another handset/desket..... 29

Receiving a page..... 29

About Shared Calls..... 30

Displaying calls on the Call List..... 33

Barging In 34

Call Privacy..... 34

Using Key System Emulation 34

Transferring a call..... 37

Setting up a conference call 40

Listening to messages..... 42

Using the Directory..... 42

Using the Call History..... 44

Using Speed Dial..... 46

Configuring the Handset 47
Setting do not disturb..... 47
Setting call forwarding 47
Blocking anonymous calls 48
Dialing anonymously 48
Setting missed-call alerts..... 49
Setting call waiting..... 49
Viewing handset status..... 49
Setting the language..... 50
Setting the date and time..... 50
Setting the handset name..... 50
Configuring the programmable keys 51
Programmable Key Types 52
Line key lights..... 53
Setting the screen contrast..... 54
Backlight..... 54
Setting the ringer tone and volume... 55
Turning low battery tone on or off..... 55
Turning link lost tone on or off 55
Turning key tones on or off..... 55
Registering or deregistering your handset..... 56
WebUI 57
Using the WebUI 57
System Status 59
Handset Status..... 60
Call Settings 60
User Preferences..... 62
Base Directory..... 63
Blacklist 66
Remote XML..... 66
Security..... 66
Troubleshooting 67
General issues..... 67
Technical Specifications 68
Special characters 68
Entering special characters 68
Maintenance 69
Taking care of your telephone 69
Appendix - GNU General Public License 70

Introduction

About this manual

This user manual provides installation and handset configuration instructions, and detailed instructions for using the M10 KLE SIP DECT 4-Line Handset with firmware version 1.0.2.1.

See “Viewing handset status” on page 49 for instructions on how to check the software version of your M10 KLE SIP DECT 4-Line Handset and/or M100 KLE SIP DECT 4-Line Base Station.

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

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

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

For customer service or product information, visit our website at **www.snomamericas.com**.

Product overview

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

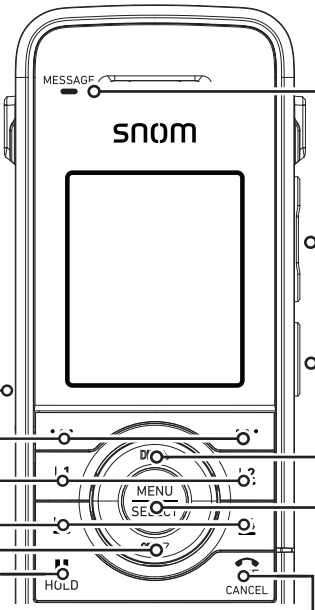
The M100 KLE SIP DECT 4-Line Base Station supports shared calls among multiple cordless handsets/desksets with a single SIP account. With Key System Emulation, the line keys (L1 to L4) on handsets/desksets can be configured as KeyLine type, which enables the keys to be used as for making calls, picking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

The features of the M10 KLE SIP DECT 4-Line Handset include:

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

Quick Reference Guide

Cordless handset external features



HEADSET JACK
2.5 mm jack for connecting a corded headset.

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

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

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

HOLD
Press to put a call on hold.

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

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

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

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

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

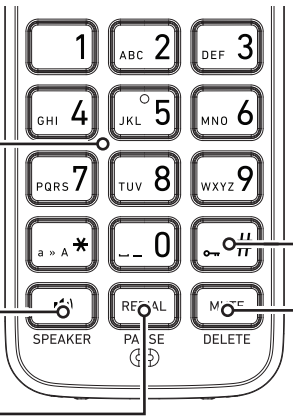
OFF/CANCEL
Press to end a call.
Press to cancel an operation and leave a menu.

On back:

BELT CLIP

SPEAKER

Dial pad and audio controls



DIAL PAD

SPEAKER
Press to use the handset speakerphone.

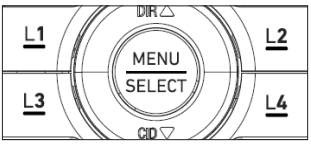
REDIAL/PAUSE
Press to redial a number or enter a pause when programming a phone number.

HANDSET LOCK
Press and hold to lock handset keys and prevent accidental key presses.

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

Factory Default Line Key Settings

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



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

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

Handset Installation

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

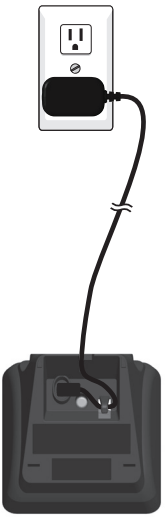
Handset installation involves both the handset and the handset charger. The charger is powered using the supplied power adapter. The charger can be placed on a flat surface or mounted on a wall.

Avoid placing the handset and charger too close to:

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

Installing the charger

Install the charger as shown below.



Plug the power adapter into an electrical outlet not controlled by a wall switch.

IMPORTANT INFORMATION

Use only the power adapter supplied with this product.

To order a replacement power adapter, visit our website at **www.snomamericas.com**.

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

Battery installation and charging

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

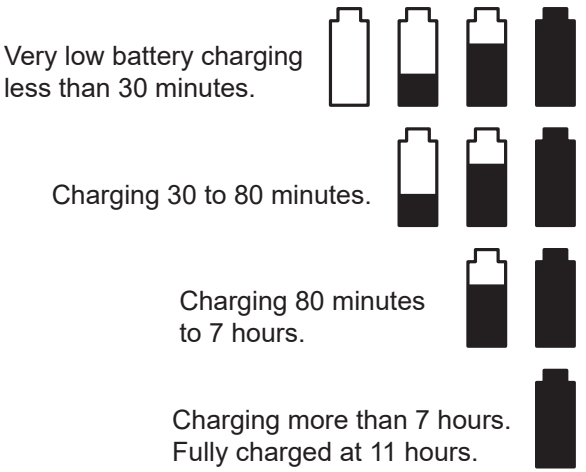
If the screen is blank, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use the telephone for a short time. When the battery is low, the handset shows **Low battery** and a flashing .

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

To install the handset battery:

1. Plug the battery connector securely into the socket inside the handset battery compartment. Insert the supplied battery with the label THIS SIDE UP facing up as indicated.
2. Align the cover flat against the battery compartment, then slide it upwards until it clicks into place.

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



IMPORTANT INFORMATION

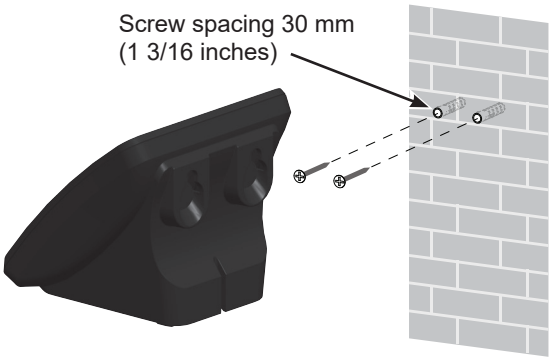
- Use only the supplied rechargeable battery or replacement battery (model BT264392). To order a replacement battery, visit our website at **www.snomamericas.com**.
- If you do not use the handset for a long time, disconnect and remove the battery to prevent possible leakage.

Wall mounting the charger

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

To mount the charger on the wall:

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



2. If you drill the holes into a stud, go to step 3.

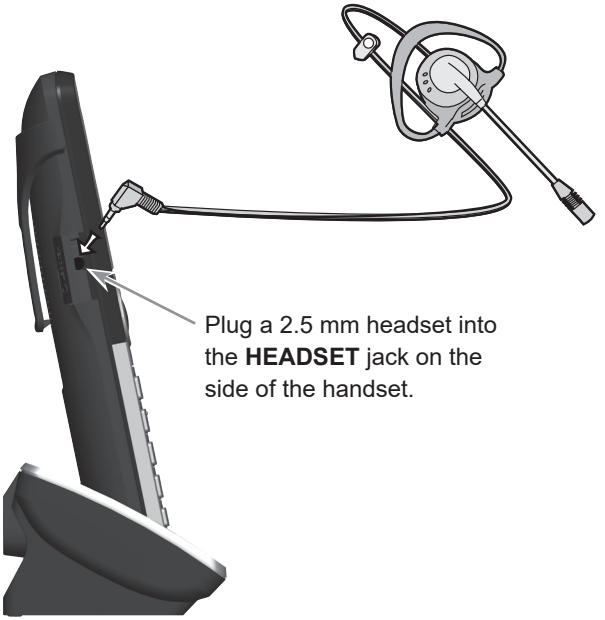
   -OR-

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

3. Insert the screws (not provided) into the holes and tighten them until only 1/4 inch of the screws are exposed.
4. Align the holes at the back of the charger with the screws on the wall and slide the charger down until it locks into place.

Adding a corded headset

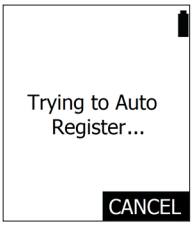
You can use this handset hands-free when you install any industry-standard 2.5 mm corded telephone headset (purchased separately).

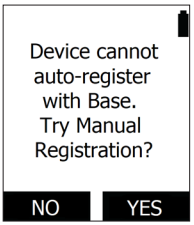


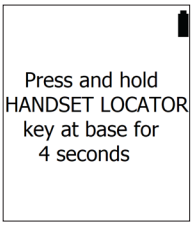
Registering the handset to the base station

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

To register the handset:

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

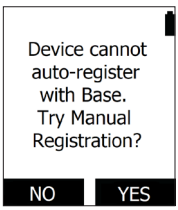
go to step 6.
3. If the handset is displaying 

go to step 7.
4. If the handset is displaying 

go to step 8.
5. If the handset is displaying

go to step 7.
6. Press CANCEL.

   The handset displays the following message:



7. Press YES .

   The handset displays the following message:

8. On the base station, press the **HANDSET LOCATOR** button for at least four seconds, then release the button. Both LEDs on the base station begin to flash.
9. Press the **#** key on the handset to begin registration.
   The screen displays “Registering Please wait”.

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

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

Deregistering the handset

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

To deregister the handset:

1. Press **MENU** on the handset. The Main Menu appears.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Registration** and press **SELECT**.
4. Press ▼ to highlight **Deregistration** and press **SELECT**.

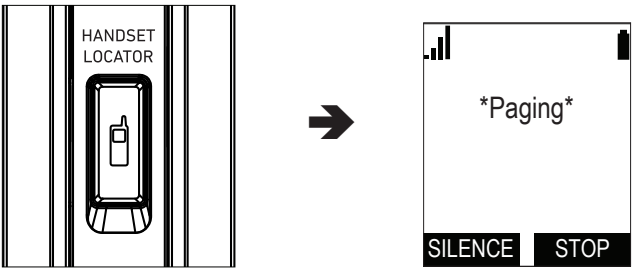
   The handset screen displays a list of devices registered to the base station.
5. Press ▼ to highlight the name of the handset you want to deregister, and then press SELECT .
6. Enter the PIN, and then press **SELECT** to begin deregistration.
   The default PIN is 1592.

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

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

Locating the Handset

You can find handsets by paging them from the base station. Press the **HANDSET LOCATOR** (page) button on the base station to ring all handsets:



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

Screen icons

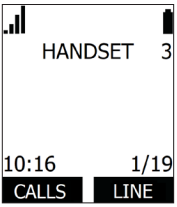
The following screen icons indicate your phone's current status:

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

Using the Handset

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

Idle screen



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

From the Idle screen, you can press:

- CALLS to view the Call List.
  See “Displaying calls on the Call List” on page 33.
- LINE to select another account (SIP Account).
  When you make a call, the phone will use this account.
  See “Making calls” below.
- **MENU** to view the main menu.
  See “Configuring the Handset” on page 47.

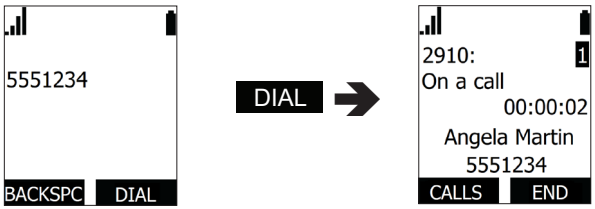
Making calls

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

To make an outside call:

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

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



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

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

1. Press LINE .
2. Press ▼ or ▲ to select the dialing line (account).
3. Press SELECT .
4. Use the keypad to enter the desired number.
   The call will dial automatically when you have finished entering the number.

Note that you can also live dial a number by pressing an idle line key (**L1** to **L4**) or **SPEAKER** to go off hook before entering a phone number. The call will dial automatically when you have finished entering the phone number.

To make an internal call to another handset or deskset:

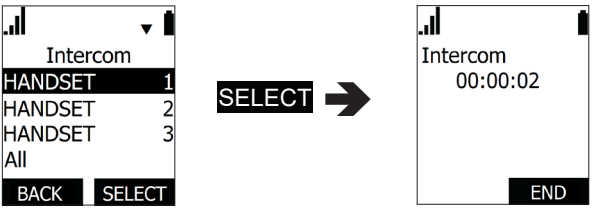
1. Press the **INT** button on the right side of the phone

   -OR-

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

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

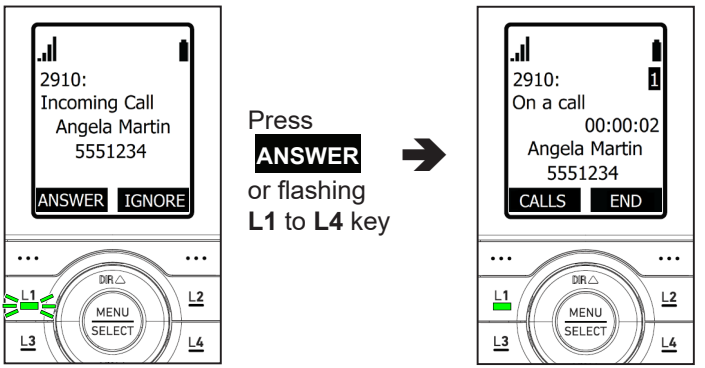
   If you select **All**, then you will be connected to the first handset to answer. When the call is answered, the active call screen appears.



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

Answering Incoming calls

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



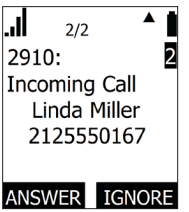
Multiple Incoming calls

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

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

  -OR-

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



Ending a call

To end a call:

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

Speakerphone

To turn the speakerphone on/off during a call:

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

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

Volume

To adjust the listening volume during a call:

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

Mute

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

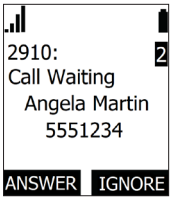
To mute/unmute your handset's microphone during a call:

- Press **MUTE**.

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

Call Waiting

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



To answer the incoming call:

- Press ANSWER .

You can also ignore or reject the incoming call. See the next sections, “Ignoring calls” and “Rejecting calls.”

Ignoring calls

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

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

To ignore an incoming call:

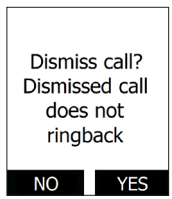
- Press IGNORE on the “Incoming Call” screen or “Call Waiting” screen.

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

Dismissing calls

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

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

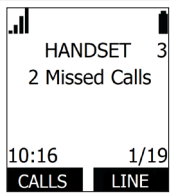


To dismiss an incoming call during an active call:

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

Missed Calls

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



Answering Internal calls

You can receive internal calls from another handset/deskset.

To answer an internal call:

- Press ANSWER .

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

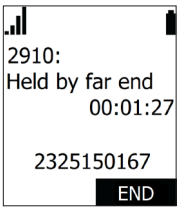
Putting a call on hold

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

To take the call off hold:

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

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



To make a new call while on hold:

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

Putting a call on private hold

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

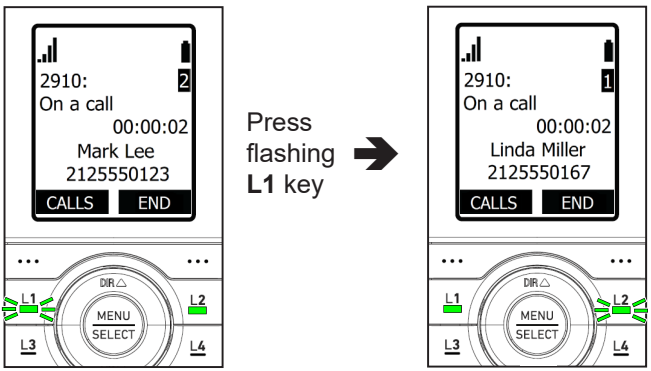
To put a shared call on “private hold,” press and hold the **HOLD** button.

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

Switching between two calls

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

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



-OR-

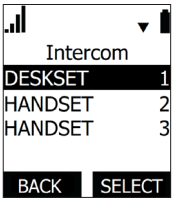
- Press CALLS , and then press RESUME :

Paging another handset/desket

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

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

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

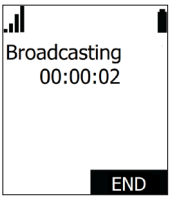


To page a handset/deskset:

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

   Your handset displays “Paging <device name>”.

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



4. Speak into your handset.
5. To end the page, press END or **OFF**.

   The receiving handset/deskset can also end the page.

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

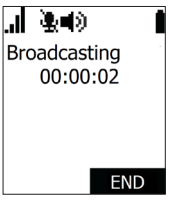
- It is on an active call
- It has an incoming call ringing
- It is off-hook (deskset)

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

Receiving a page

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

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



To end the page:

- Press END or **OFF**.

  The other person can also end the page.

About Shared Calls

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

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

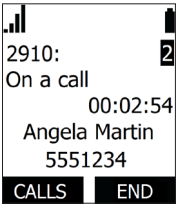
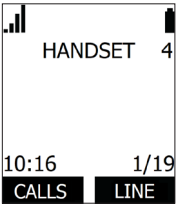
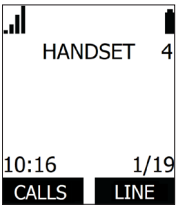
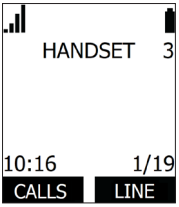
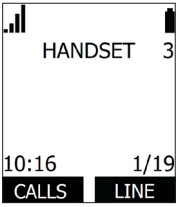
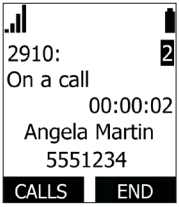
Private calls are only visible to the handset/deskset user who makes or answers the call.

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

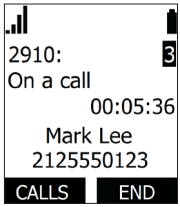
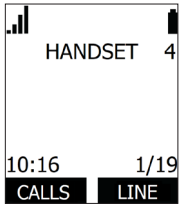
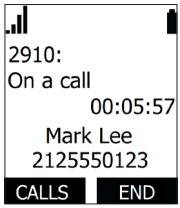
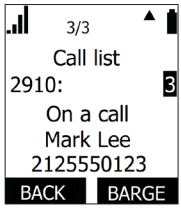
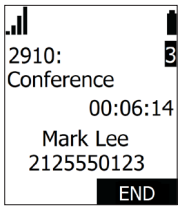
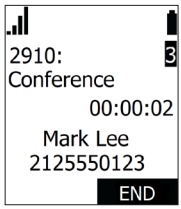
Whether or not calls on a SIP account will be shared among other handset/deskset users is configured by your system administrator via KeyLine assignment.

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

Example - picking up a held shared call:

	Alice's handset	Bob's handset
1. Alice is on a call.		
2. Alice presses **HOLD** to put the call on hold.		
3. Alice shouts across the room, "Bob, can you pick up line 2?"		
4. Bob presses CALLS to display the Call List, and presses ▼ to select the call on line 2.		
5. Bob presses RESUME to pick up the call.		
The call is now on Bob's handset.		

Example - barging in a shared call:

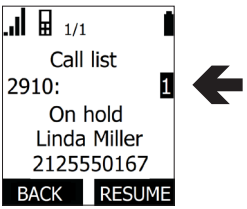
	Alice's handset	Bob's handset
1. Alice is on a call.		
2. Alice shouts across the room, "Bob, can you join my call on line 3?"		
3. Bob presses CALLS to display the Call List, and presses ▼ to select the call on line 3.		
4. Bob presses BARGE to barge in the call.		
Bob is now in a conference call with Alice and the caller on line 3.		

Displaying calls on the Call List

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

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

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



To view the Call List:

1. Press CALLS .
2. If there are multiple calls in the Call List, (as indicated by), press ▼ or ▲ to select a call.
3. To retrieve a call on hold, press RESUME .
4. To “barge in” on a shared call, press BARGE .
5. To answer a call you previously ignored, press ANSWER .
6. To exit the Call List, press BACK .

Barging In

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

To barge in on a call:

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

  -OR-

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

Call Privacy

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

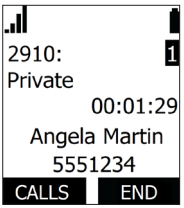
If Call privacy is on and your put your call on hold, then your handset resets Call privacy to “off”. Other handsets/desksets can then pick up your call from the Call list, or barge in when you resume the call.

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

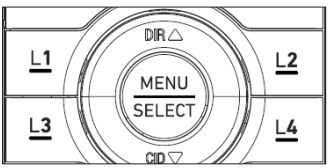
1. Press **MENU**.
2. Press ▼ to scroll to **Call privacy** and press **SELECT**.
3. Press to ▼ or ▲ to select **On** or **Off**, then press ENTER .

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

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



Using Key System Emulation

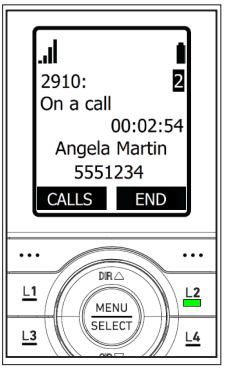
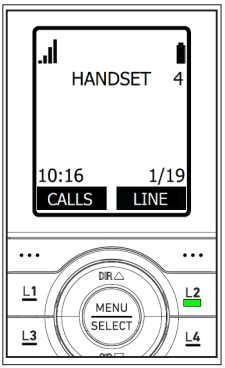
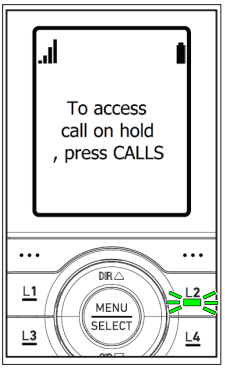
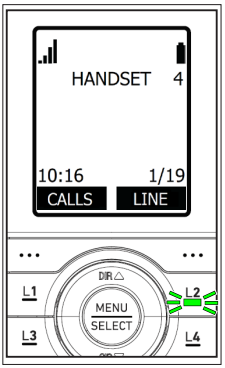
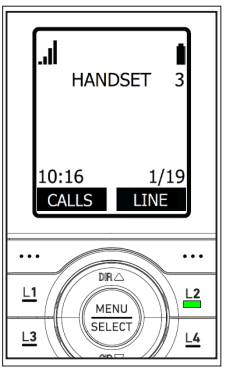


Your phone is equipped with Key System Emulation, where four line keys (**L1** to **L4**) enable direct interaction with shared calls. The line keys (**L1** to **L4**) act like shortcuts to the calls in the Call List.

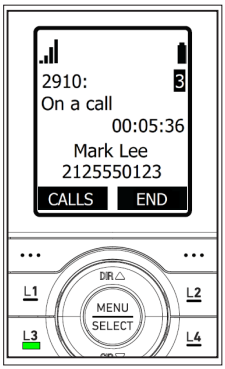
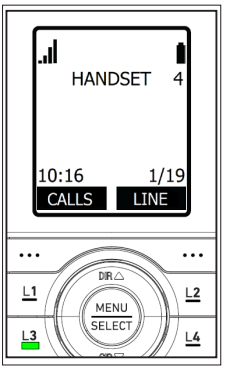
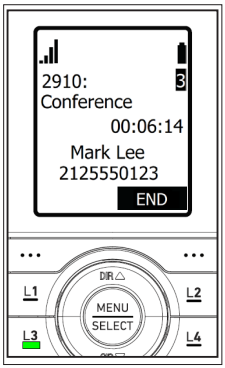
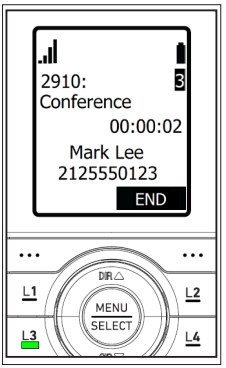
Key System Emulation can be useful for small businesses where incoming calls are answered by a group of people. Handset users can use the line keys to make new calls, answer incoming calls, pick up calls held by other users, or barge in other users’ calls.

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

Example - picking up a held shared call:

	Alice's handset	Bob's handset
1. Alice is on a call.		
2. Alice presses **HOLD** to put the call on hold.		
3. Alice shouts across the room, "Bob, can you pick up line 2?"		
4. Bob presses **L2** to pick up the call.		
The call is now on Bob's handset.		

Example - barging in a shared call:

	Alice's handset	Bob's handset
1. Alice is on a call.		
2. Alice shouts across the room, "Bob, can you join my call on line 3?"		
3. Bob presses **L3** to barge in the call.		
Bob is now in a conference call with Alice and the caller on line 3.		

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

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

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

Transferring a call

You can transfer a call to another party.

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

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

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

To transfer a call (supervised):

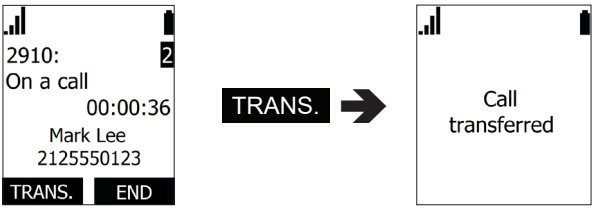
1. During a call, press **SELECT.**
2. Press ▼ to scroll to **Transfer** and press **SELECT**.

3. With **A call(annc.)** highlighted, press **SELECT.**
   The call is automatically put on hold.
4. Dial the number to which you want to transfer the call**.** Wait for the phone to automatically dial, once it recognizes a valid number.

   OR

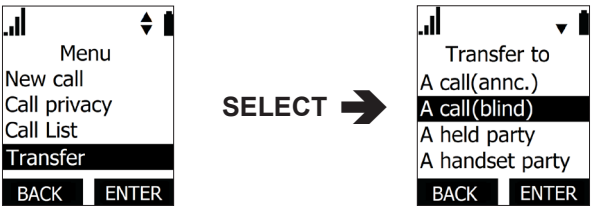
   Press ▼ (Call History) or ▲ (Directory) and call a number from a list.

5. When the second caller answers, you can talk to the caller to notify them of the transfer, then press TRANS. to transfer the call.



To transfer a call (blind):

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

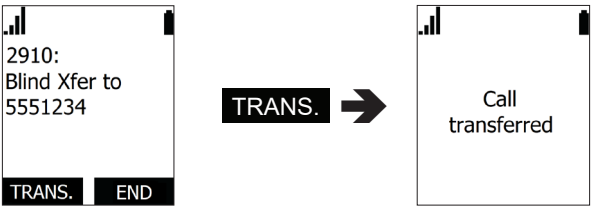


3. Press ▼ to scroll to **A call(blind)**, then press **SELECT**.
4. Dial the number to which you want to transfer the call.

   OR

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

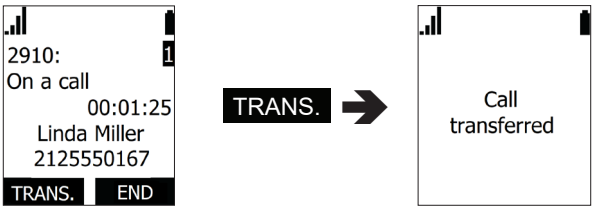
   When the far end picks up, the call will be immediately transferred.



To transfer a call to a held call:

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

3. Press ▼ to scroll to **A held party**, then press **SELECT**.
4. Press ▼ or ▲ to select a held call to which you want to transfer, then press **SELECT**.
5. When the second call is established, you can talk to the caller to notify them of the transfer.
6. Press TRANS. to transfer the call.



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

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

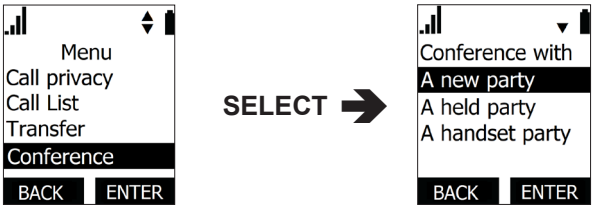
3. Press ▼ to scroll to **A handset party**, then press **SELECT**.
4. Press ▼ or ▲ to select a handset or deskset, then press **SELECT.**
5. When the second call is established, you can talk to the caller to notify them of the transfer.
6. Press **SELECT.**
7. With **Transfer** highlighted, press **SELECT**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

Setting up a conference call

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

To set up a conference call with an outside number:

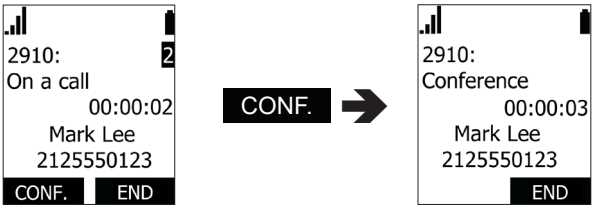
1. During a call, press **SELECT.**
2. Press ▼ to scroll to **Conference** and press **SELECT**.



3. With **A new party** highlighted, press **SELECT.**
   The call is automatically put on hold.
4. Dial the second number for the other party you want to join your conference**.**
   Wait for the phone to automatically dial,
   once it recognizes a valid number.

   OR

   Press ▼ (Call History) or ▲ (Directory) and call a number from a list.
5. When the second call is established, press CONF .
   The conference begins and the conference screen appears.

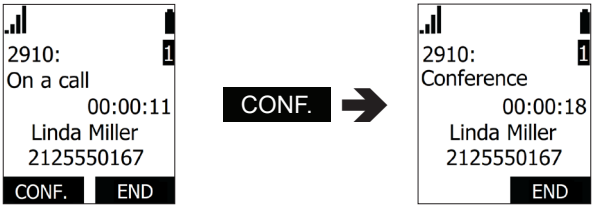


   Press END to terminate both calls and end the conference.

To create a conference with a held call:

1. If you are on an Active call and also have a call on hold, press **SELECT.**
2. Press ▼ to scroll to **Conference** and press **SELECT**.

3. Press ▼ to scroll to **A held party**, and then press **SELECT.**
   A list of held calls will appear.
4. Press ▼ or ▲ to select a held call you want to conference with, then press **SELECT**.
5. Press CONF .
   The conference will begin immediately.



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

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

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

3. Press ▼ to scroll to **A handset party**, then press **SELECT**.
4. Press ▼ or ▲ to select a handset or deskset, then press **SELECT.**
5. When the second call is established, press **SELECT** and press ▼ to scroll to **Conference,** then press **SELECT**.

   The conference begins and the conference screen appears.

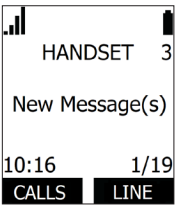
   Press END to exit the conference. The two other callers remain connected to each other.

Setting up a Network Conference:

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

Listening to messages

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



To listen to your messages:

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

   The Message screen appears.

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

   The handset dials the voicemail access number.

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

Using the Directory

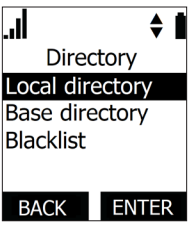
The handset has three lists of contacts. The **Local directory** is only available on your handset. The **Base directory** is usually maintained by your system administrator, and is available on all handsets. The **Blacklist** contains blocked numbers.

To view a directory:

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

   The Directory menu appears.

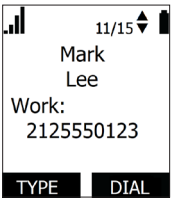
2. Press ▲ or ▼ to select the directory you wish to view, then press **SELECT**.
3. With **Review** selected, press **SELECT**.
4. Press ▼ or ▲ to browse through contacts.



To call a contact:

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

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



To search a directory:

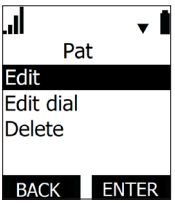
1. Press **MENU.** Press ▼ to scroll to **Directory** and press **SELECT**. The Directory menu appears.
2. Press ▲ or ▼ to select the directory to search, then press **SELECT**.
3. Press ▼ to scroll to **Search** and press **SELECT**.
4. Enter a name or number, then press NEXT .

To add a new entry:

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

To edit an entry:

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



To delete an entry:

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

To delete all entries:

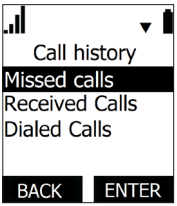
1. Press **MENU.** Press ▼ to scroll to **Directory** and press **SELECT**. The Directory menu appears.
2. Press ▲ or ▼ to select the directory to delete, then press **SELECT**.
3. Press ▼ to scroll to **Delete all** and press **SELECT**.
4. Press YES on the delete all confirmation screen.

Using the Call History

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

To view the Call History:

1. Press **MENU.** Press ▼ to scroll to **Call History** and press **SELECT**, or press ▼ when the phone is idle.
   The Call History menu appears.
2. Press ▼ or ▲ to highlight the desired list and press **SELECT**.
3. With **Review** highlighted, press **SELECT**.
4. Press ▼ or ▲ to view entries.



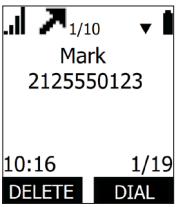
The Call History entry screen shows the time, date, name and number of the call, the number of entries in the folder, along with an icon indicating the type of call.

Received call	Dialed call	Missed call

To call an entry:

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

1. Press DIAL to call the phone number in the entry.
2. Revise the phone number to dial before calling:
   a. Press **MENU**.
   b. With **Edit dial** highlighted**,** press **SELECT**.
   c. Edit the number as required, then press DIAL .

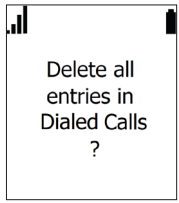


To save an entry to a directory:

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

To delete entries:

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



Using Speed Dial

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

To program a Speed Dial number:

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

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

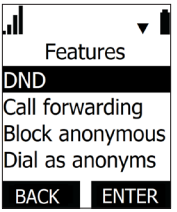
To edit existing Speed Dial entries:

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

To delete existing Speed Dial entries:

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

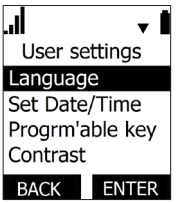
Configuring the Handset



You can configure the phone using one of two methods:

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

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



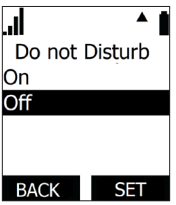
The system administrator can configure additional settings, including Network settings, Provisioning, and the PIN code by using the **Admin settings** menu. For more information about this menu, see the *M100 KLE Administrator and Provisioning Manual*.

Setting do not disturb

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

To turn DND on or off:

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



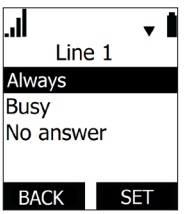
* Note that DND will apply to all handsets assigned the account.

Setting call forwarding

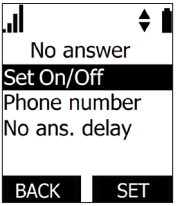
Calls can be forwarded to another phone number always, only when busy, or after a set number of rings.

To set call forward:

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



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



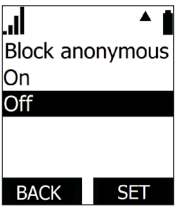
* Note that Call forward will apply to all handsets assigned the account.

Blocking anonymous calls

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

To block anonymous callers:

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



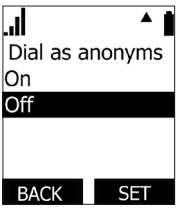
* Note that Block anonymous will apply to all handsets assigned the account.

Dialing anonymously

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

To dial as an anonymous caller:

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



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

Setting missed-call alerts

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

To turn missed-call alerts on or off:

1. Press **MENU**.
2. Press ▼ to scroll to **Features** and press **SELECT**.
3. Press ▼ to scroll to **Miss call alert** and press **SELECT**.
4. Press ▲ or ▼ to choose **Show alert** or **Hide alert**.
5. Press SET .

Setting call waiting

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

To turn call-waiting alerts on or off:

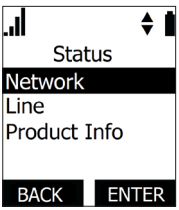
1. Press **MENU**.
2. Press ▼ to scroll to **Features** and press **SELECT**.
3. Press ▼ to scroll to **Call waiting** and press **SELECT**.
4. Press ▲ or ▼ to choose **Show alert** or **Hide alert**.
5. Press SET .

Viewing handset status

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

To view the Status menu:

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



To view the software version of your phone:

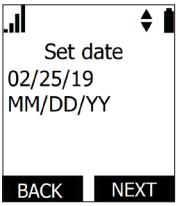
1. From the **Status** menu, select **Product Info** and press **SELECT**.
2. With **Handset** highlighted**,** press **SELECT**.
3. Scroll down to view the software version.

Setting the language

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

Setting the date and time

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



Setting the handset name

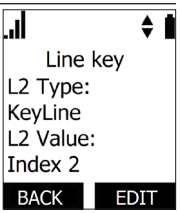
You can change the handset name from the default HANDSET.

To change the handset name:

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

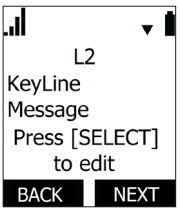
Configuring the programmable keys

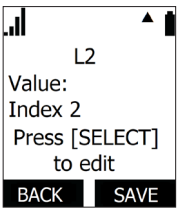
You can configure the Programmable Keys on the handset.



To configure the line keys (L1-L4):

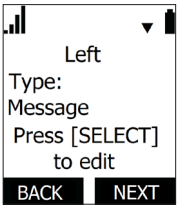
1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Progrm'able key** and then press **SELECT**.
4. With **Line key** highlighted, press **SELECT**.
5. Press ▼ or ▲ to select a line key and then press EDIT .
6. Press **SELECT** to choose the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

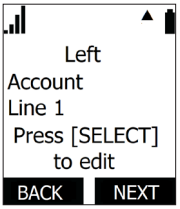




To configure the soft keys:

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

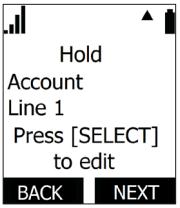




To configure the hard keys:

1. Press **MENU**.
2. Press ▼ to highlight **User settings** and then press **SELECT**.
3. Press ▼ to highlight **Progrm'able key** and then press **SELECT**.
4. Press ▼ to highlight **Hardkey** and then press **SELECT**.
5. Press ▼ or ▲ to select a hard key and then press EDIT .

6. Press **SELECT** to choose the Type of key.
   For a list of available Types, see “Programmable Key Types” below.
7. If the key has another setting (as indicated by ▼), press ▼ and then press **SELECT** to choose the Account.
8. Press SAVE .
9. To configure another hard key, go to step 5.



Programmable Key Types

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

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

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

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

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

Line key lights

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

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

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

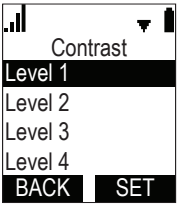
** Calls made via the Line feature have exactly the same behavior as a KeyLine call except:

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

Setting the screen contrast

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

To change the LCD text contrast:

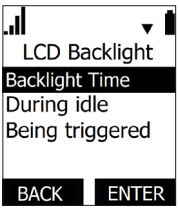


1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Contrast** and press **SELECT**.
4. Press ▼ or ▲ to choose a contrast level between 1 and 7.
5. Press SET .

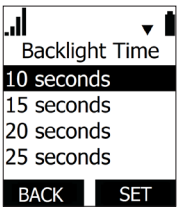
Backlight

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

To set the LCD backlight:



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



* Notes:

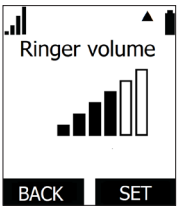
- If **During idle** is on and **Being triggered** is off, the LCD backlight always lights up.
- If **During idle** is off and **Being triggered** is on, the LCD backlight turns off after being idle for as long as the set timeout period.
- If **During idle** and **Being triggered** are both off, the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

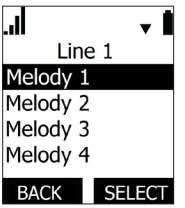
Setting the ringer tone and volume

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

To set the ringer tone and volume:

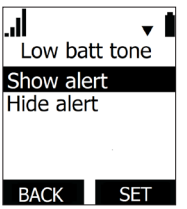
1. Press **MENU**.
2. Press ▼ to scroll to **User settings** and press **SELECT**.
3. Press ▼ to scroll to **Ringers** and press **SELECT**.
4. To change the ringer volume:
   a. Highlight **Ringer Volume** and press **SELECT**.
   b. Press ▼ or ▲ to change the volume level as desired.
   c. Press SET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





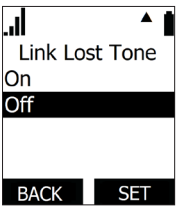
Turning low battery tone on or off

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



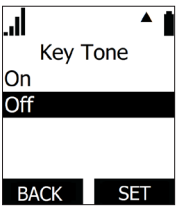
Turning link lost tone on or off

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



Turning key tones on or off

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



Registering or deregistering your handset

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

Using the WebUI

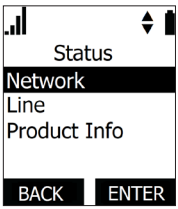
Use an Internet browser to access the Web User Interface (WebUI) that resides on your base station. After you log on to the WebUI, you can configure the following features:

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

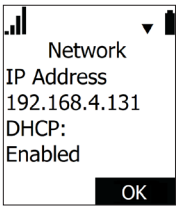
The WebUI also has a System Status and Handset Status page, where you can view network status and registration information about your handset.

To access the WebUI:

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



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

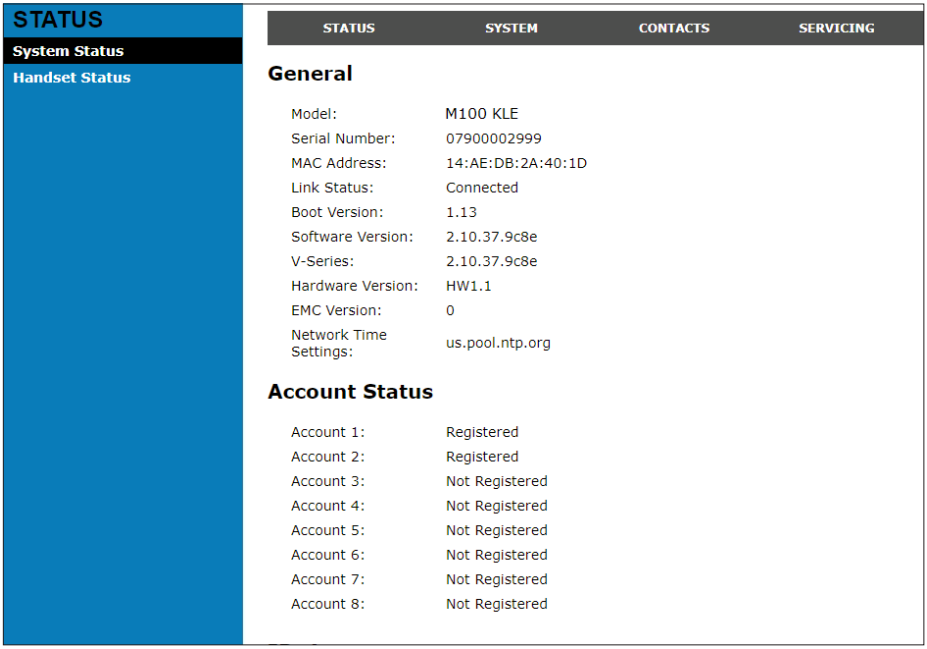


   d. On the Network screen, note the IP Address.
3. On your computer, open an Internet browser. Depending on your browser, some of the pages presented here may look different and have different controls.

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

A Login window appears.

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



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

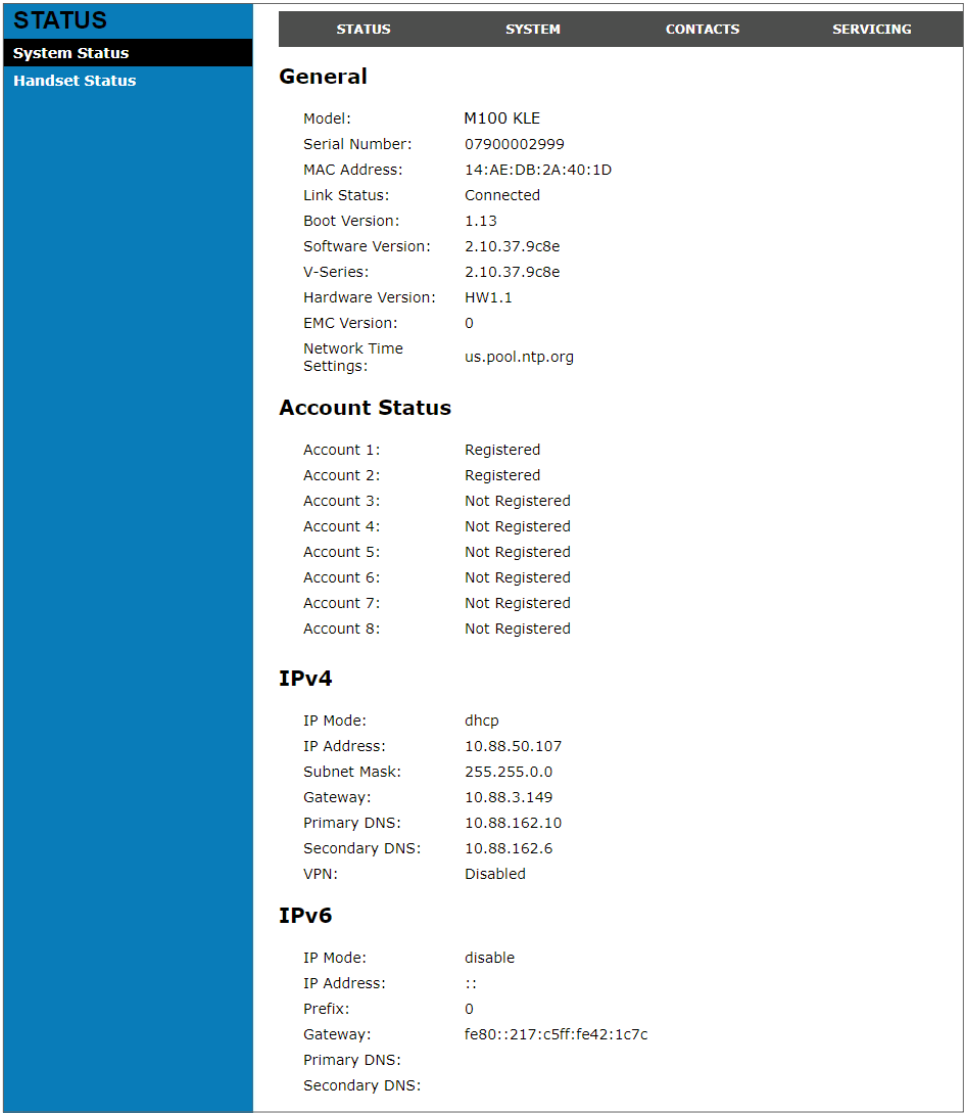
The remaining procedures in this section assume that you have already logged on to the WebUI.

System Status

The System Status page shows:

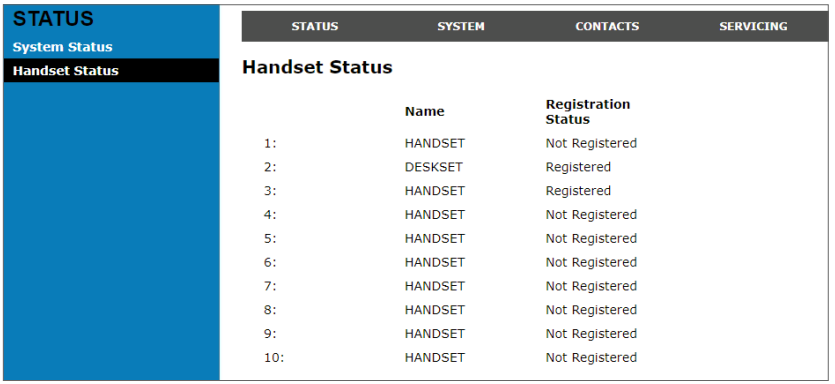
- **General** information about your phone, including model, MAC address, and firmware version.
- **Account Status** information about your SIP account registration.
- **IPv4** and **IPv6** network information regarding your phone's network address and network connection.

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



Handset Status

The Handset Status page shows registration information for your handsets.



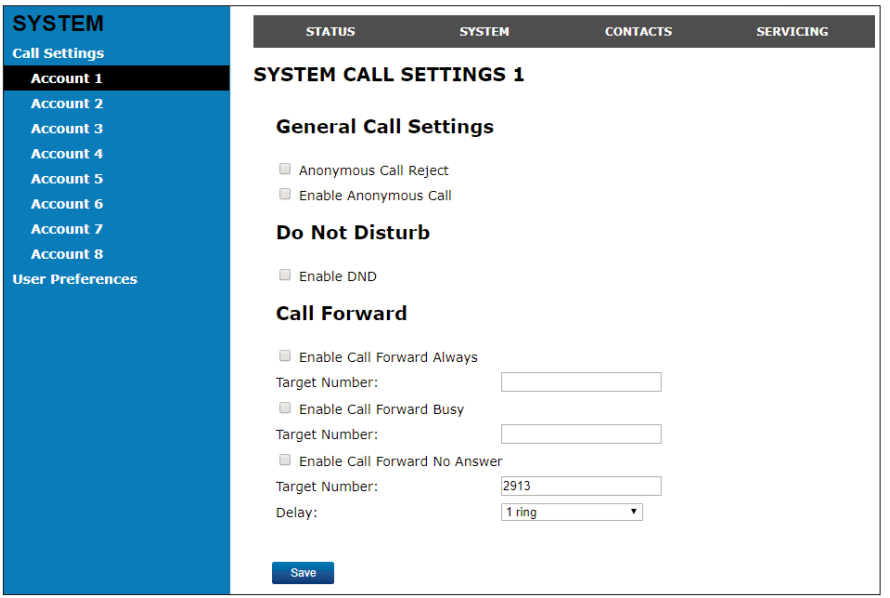
The Handset Status page has no settings that you can change. You may need some of the status information for troubleshooting purposes.

Call Settings

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

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

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



General Call Settings

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

Do Not Disturb Settings

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

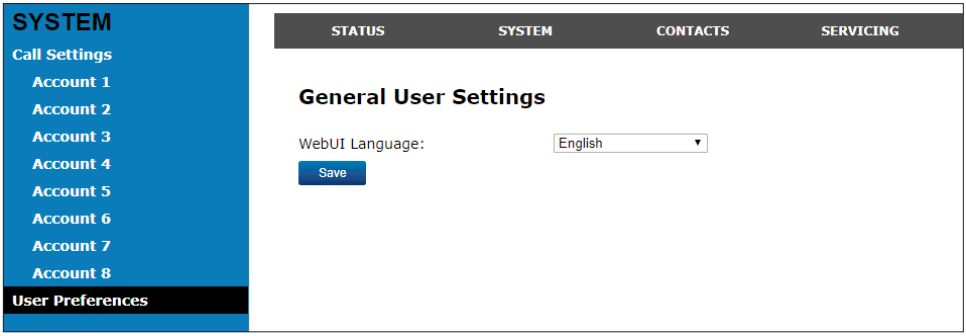
Call Forward Settings

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

User Preferences

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

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



General User Settings

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

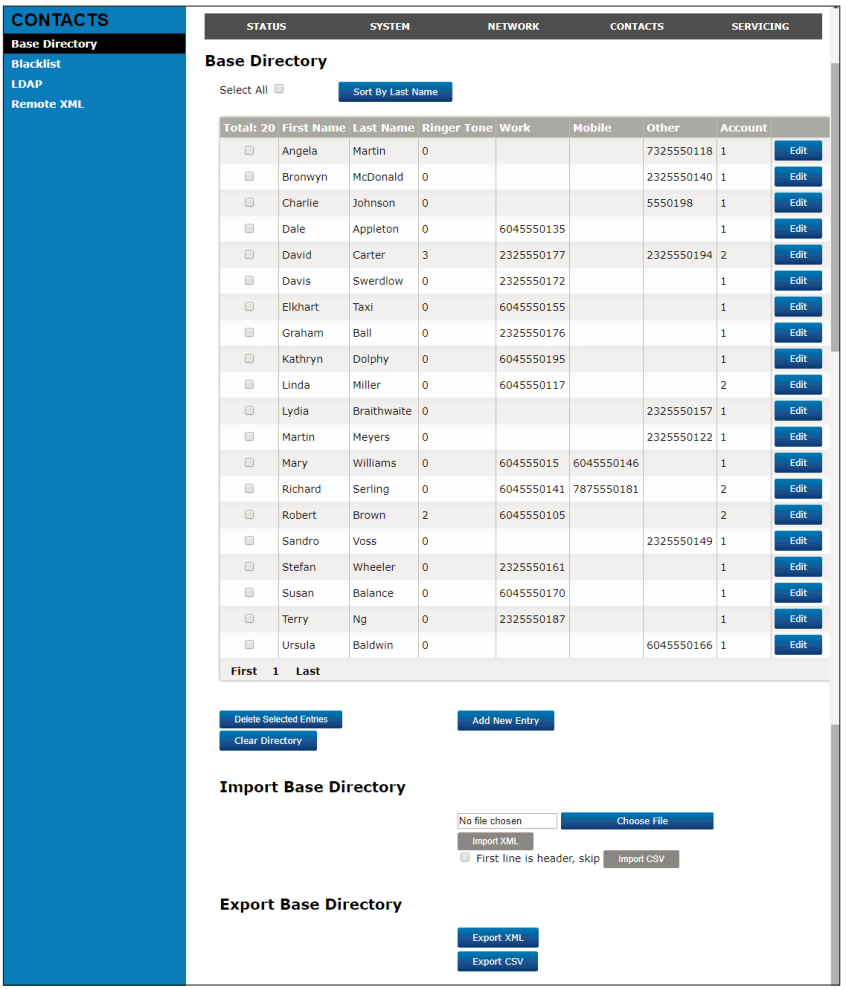
Base Directory

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

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

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

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



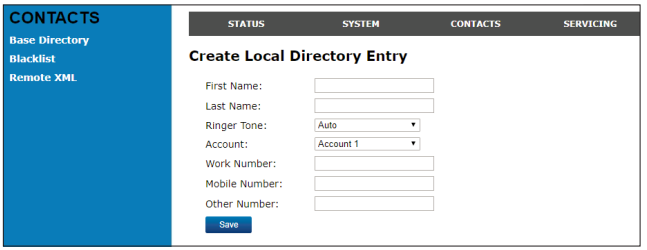
Base directory

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

To add a new directory entry:

1. Click **Add New Entry**.

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



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

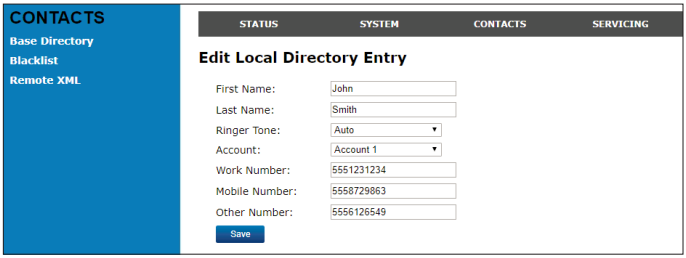
Setting	Description	Range	Default
First Name	Enter the appropriate names in these fields.	N/A	N/A
Last Name			
Ringer Tone	Sets a unique ringer tone for calls from this directory entry.	Auto, Tone 1–10	Auto
Account	Sets the account used when you dial this directory entry.	Default Account, Account 1–Account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

3. Click **Save**.

To edit a directory entry:

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

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



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

Import Base directory

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

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

To import a base directory file:

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

Export Base directory

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

To export the base directory:

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

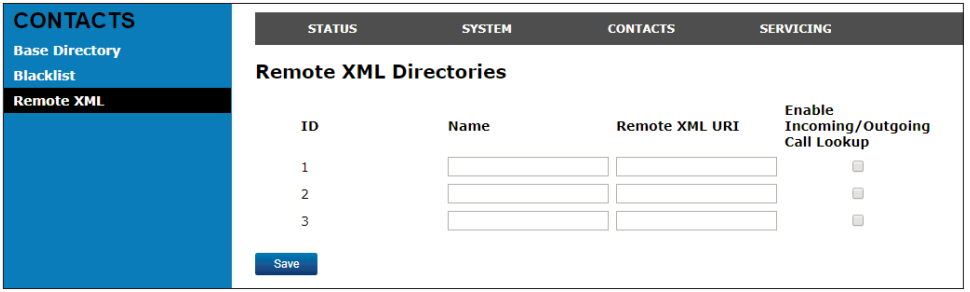
Blacklist

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

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

Remote XML

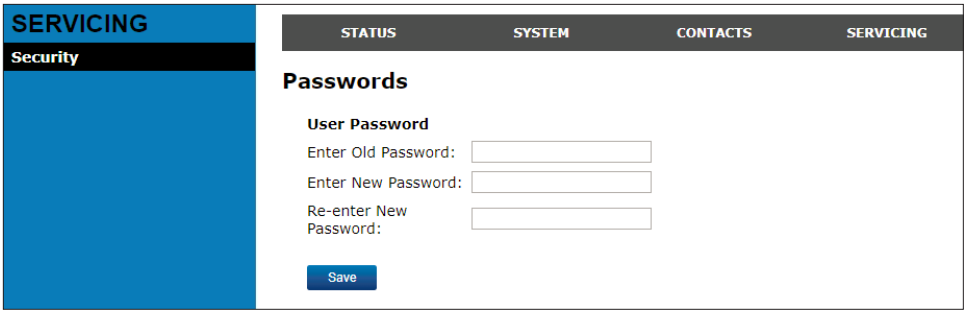
On the Remote XML page, you can configure up to three server-hosted Remote XML directories to appear on the Directory menu of your deskset.



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

Security

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



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

Troubleshooting

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

For customer service, visit our website at **www.snomamericas.com**.

General issues

Handset does not work at all (LCD is black)

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

My caller ID isn't working.

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

Handset registration is not working

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

Cannot make external calls

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

Handset does not receive incoming calls

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

Cannot locate handset using base station

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

Poor audio quality. Speech is cutting out.

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

Technical Specifications

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

Special characters

Entering special characters

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

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

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

Maintenance

Taking care of your telephone

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

Avoid water

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

Electrical storms

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

Cleaning your telephone

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

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

Deregistering the handset

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