Mitel 600 DECT Phone Messaging and Alerting Applications

USER GUIDE

Mitel®

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Mitel 600 DECT Phone Messaging and Alerting Applications
User Guide
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DECT Phone Messaging and Alerting

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DECT PHONE MESSAGING AND ALERTING

INTRODUCTION

Your SIP-DECT solution supports message and alarm solutions. Message and alarm management is possible by connecting external alarm servers or by using the basic functions of the OpenMobility Integrated Messaging & Alerting service (OM IMA). In addition, the system can be equipped with the OpenMobility Locating application (OML) which enables DECT phone location based on the DECT base stations that the DECT phone uses.

The Mitel 600 series of DECT phones provide features for handling messages. They are particularly suitable for use with these Mitel applications.

OTHER DOCUMENTATION

This user guide describes the special messaging features of the Mitel 600 DECT phone series and how to use them.

For basic information on DECT phone operation, please see the *Mitel 600 series DECT Phone User Guide*.

SAFETY INSTRUCTIONS

Please note the safety instructions included with the device. Please read these safety instructions first before using your DECT phone.

NOTES ON AUTHORIZATION AND LICENCES

Sending and receiving of text messages and tasks is subject to licensing and also depends on user permission. This means that not every subscriber in a DECT system can use these features automatically. Ask your system administrator which particular features are enabled for your DECT phone.

Sending text messages to a FAX gateway or to an SMS gateway (for GSM phones) also requires additional applications available on the communications system. Sending text messages to an e-Mail gateway is possible without additional applications.

MESSAGE TYPES

Messages can be managed by an integrated data processing of your communications system or by an external application (server). All supported message types are described below, however, available message types depend on the application.

Messages sent by the DECT phone are identified as normal or urgent, and furthermore in text messages and jobs. Text messages require no or basic confirmation from the sender. Jobs are messages containing tasks. They must be confirmed as “read”, “accepted” and – in case of urgent jobs – as “done”.

In addition, an application can send information messages (e.g., news ticker), alarm messages, and messages to locate a person.

MESSAGE TYPE	SENT FROM ...	ACKNOWLEDGMENT BY RECEIVER/ CONFIRMATION TO SENDER
Text message as info (e.g. news ticker)	Alarm server	No / No
Text messages with low priority (e.g., confirmation message)	Alarm server	Yes / No
Normal text messages (normal priority)	Alarm server and/or other DECT phone* or as fax*, SMS*, email*	Yes / No

MESSAGE TYPE	SENT FROM ...	ACKNOWLEDGMENT BY RECEIVER/ CONFIRMATION TO SENDER
Urgent text messages (high priority)	Alarm server and/or other DECT phone*	Yes / Yes
Alarm message	Alarm server	Yes* / Yes*
Normal jobs (normal priority)	Alarm server and or other DECT phone*	Yes / Yes
Urgent jobs (high priority)	Alarm server and/or other DECT phone*	Yes / Yes
Alarm job	Alarm server	Yes / Yes
Locating alert	Alarm server	Yes / Yes

*Dependant on system configuration. Fax, SMS (email): features must be supported by an external messaging / alarm application. Email is supported by the internal message / alarm application.

MESSAGE OPTIONS

Messages can contain options when sent from the alarm server. Options include settings for melody, volume, ringer, vibrator, or display color, as well as options to disconnect a call, initiate a callback, or suppress in-band signaling.

The following tables shows all message options. Note that message options overwrite the respective DECT handset local settings when the message is received.

OPTION ATTRIBUTE	DESCRIPTION
melody	Overwrites DECT phone melody setting.
volume	Overwrites DECT phone volume setting.
ringerTone	Overwrites DECT phone “use ringer” setting.

OPTION ATTRIBUTE	DESCRIPTION
increasingVol	Overwrites DECT phone “increasing volume” setting.
vibraCall	Overwrites DECT phone “vibration” setting.
noInband	Overwrites DECT phone “In-band new message signalization” setting.
disconnectCall	Automatically disconnects a call when the message is received at the DECT phone.
autoCallback	Establishes an automatic callback from the message recipient’s DECT phone to a phone number.
textColour (R,G, B)	Text colour for the message.
bgColour (R,G, B)	Background colour of the message.

MENU: TEXT MESSAGES

Messages are saved and managed in a separate DECT phone menu. To open this menu, do the following:

With the DECT phone idle, briefly press the ⋙ key. Navigate to the **Text messages** menu option and press **Ok**. The following options are available:

- **New message**: to create new messages
- **Use last text**: to make further use of the last message and recipient
- **Outbox**: shows the sent messages / jobs list
- **Inbox**: shows the received messages list
- **Jobs**: shows jobs not-yet-completed list
- **Pre-defined messages**: shows the pre-defined messages list

- **Message options**: lists message options, including options to configure ringing melodies and volume for received messages

The access to some of these lists and entries can be programmed on a key.

MENU: INFO

You can access new text messages and jobs via the **Inbox / Jobs** lists and also via the **Info** menu. To open the **Info** menu, do one of the following:

- Press the left navigation key ◁ (delivery setting)
- Press the ⋙ key and select **Info**
- Press the programmed key

RECEIVING TEXT MESSAGES / JOBS

Please note:

- If you have programmed a call diversion, received text messages and jobs will not be diverted.
- If you have switched on the silent charging feature (in the **Settings** > **Device options** > **Silent charging** menu), messages will not be signalled audibly, except the Locating alert/message (see “Locating Alert” on page 32).
- The Info LED flashes until all messages are read.

MESSAGE POP-UP WINDOW

On message receipt, an information window pops up in the display. Depending on the message type, the message delivery is also indicated with an audible tone.

The pop-up window contains information on the message type, the sender, send date and time, and the message text.

KEY BEHAVIOUR

When a text message or a job is received (pop-up window), the following keys are activated:

- The left softkey indicates the action you should perform (e.g., Read).
- The Esc softkey allows you to hide the pop-up window (e.g., if you are currently in a conversation or if you want to make a call). The window pops up again after a couple of seconds (see “Message Window Re-pop-up” on page 11).
- The key opens the **Options** menu, which contains all actions that can be currently performed.

- Pressing the key briefly stops message signaling.
- Long pressing on the key turns the device off.
- The SOS key is also available.
- If there is an incoming call while a pop-up message window is displayed, the message is hidden automatically for the duration of the call. You can accept the call by pressing the call key ( ).

AUDIBLE INDICATORS

Received messages trigger an audible signal as described in the following table.

MESSAGE TYPE	IN IDLE MODE	IN CONVERSATION
Information message (e.g. news ticker)	No tone	No tone
Low priority message (e.g., confirmation message)	Short beep [1]	Short beep [1]
Normal message/job	Melody plays once [2]	Two beeps
Urgent message/job	Melody plays once [2]	Two beeps
Alarm message/job	Melody plays until DECT phone user confirms or hides message [2]	Five beeps, melody plays until DECT phone use confirms or hides message [2]
Locating alert	Increasing special locating alert	Starts with signaling tones, then warning beeps with increasing volume; vibra call is turned on automatically [3]

1 The “beep” is signalled only if you have enabled the Confirm tones setting in the Audio > Attention tones DECT phone menu.
2 Signalled according to the individual melody and volume settings.
3 A locating alert is always be signalled via the loudspeaker, even if you have deactivated the ringer (Off setting in the in the Audio > Ringer settings > Device > Headset menu).

Notes on using a headset

- If a corded headset is plugged in, an audible signal on receipt of low priority/normal/urgent messages is played in the headset, according to the On/Off setting in the **Audio** > **Ringer settings** > **Device** > **Headset** menu.
- If a Bluetooth® headset is registered, no melodies or attention tones are played in the headset. All audible signals are played only on the DECT phone.
- If the ringer volume is turned off (in the **Audio** > **Ringer settings** > **Volume** > **Ringer menu**), there is no audible signal to indicate incoming calls and receipt of low priority / normal / urgent messages (including in the headset). However, alarm messages and locating alerts are signalled via the loudspeaker.

VISUAL INDICATORS

New or unread text messages and jobs are indicated by the following icons in the upper part of the display:

new/unread normal messages

new/unread urgent messages

new email (dependent on application)

new fax (dependent on application)

new/unread jobs

Note: The icon line provides placeholders for up to seven icons. The icon display is dynamic, and depends on current device settings, call state and message information. When all seven icon placeholders are used but there is additional information to be displayed, the message indication icons are

removed from the icon line. They are displayed again when there is space in the icon line.

VISUAL INDICATOR WITH INFO BOX

In idle state, new or unread text messages / jobs and pending jobs are also indicated in an info box in the upper part of the DECT phone display. You will see one of the following status messages:

1 new message	Indicates the number of new messages in your **Inbox** list.
1 unread message	Indicates the number of unread (unconfirmed) messages in your **Inbox** list.
New info	Indicates that there are several new entries in your **Info** menu (e.g., new entries in your **Caller list**, new **Text messages**, or new **Jobs**)
1 new job	Indicates the number of unread jobs in your **Jobs** list.
1 pending job	Indicates the number of not accepted or incomplete jobs in your **Jobs** list

MESSAGE WINDOW RE-POP-UP

You can hide the message window by pressing Esc, (e.g., if you want to make a call and read the message after the call). The message will be displayed again later, as described in the following table.

MESSAGE TYPE	POPS UP AFTER ...	LIST ENTRY TO ...
Low priority message (e.g., confirmation message)	None	• **Text messages** > **Inbox** • **Info** > **Text messages**

MESSAGE TYPE	POPS UP AFTER ...	LIST ENTRY TO ...
Normal text messages	60 seconds if DECT phone is in idle mode or calling state	• **Text messages** > **Inbox** • **Info** > **Text messages**
Urgent text messages	30 seconds if DECT phone is in idle mode or calling state	• **Text messages** > **Inbox** • **Info** > **Text messages**
Alarm text messages	10 seconds if • DECT phone is in idle mode or calling state • device menu or editor is opened • keyboard is locked	• **Text messages** > **Inbox** • **Info** > **Text messages**
Normal jobs	30 seconds if DECT phone is in idle mode or calling state	• **Text messages** > **Jobs** • **Info** > **Jobs**
Urgent jobs	20 seconds if DECT phone is in idle mode or calling state	• **Text messages** > **Jobs** • **Info** > **Jobs**
Alarm jobs	10 seconds if • DECT phone is in idle mode or calling state • device menu or editor is opened • keyboard is locked	• **Text messages** > **Jobs** • **Info** > **Jobs**
Locating alert	5 seconds, independent of DECT phone state	None

If the DECT phone receives a new message, a displayed pop-up window is updated with the new information. The former message is only visible in the **Info** > **Text messages** or **Info** > **Jobs** list and in the **Inbox** or **Jobs** lists in the **Text messages** menu.

CONFIRMATION OF A TEXT MESSAGE

When receiving a text message, press **Read**. The message is saved to your **Text messages** > **Inbox** list (see “Menu: Inbox / Jobs (Lists)” on page 17). If the message is an urgent message, the sender receives a “read” confirmation message (see “Receiving Confirmation Messages” on page 15).

CONFIRMATION OF A JOB

Jobs are messages that contain a task to complete or to accept. Depending on the job priority (normal or urgent), completing the job requires several steps.

NORMAL JOB

When receiving a normal job message:

1. Press **Read**.

   The job is saved to your **Text messages** > **Jobs** list (see “Menu: Inbox / Jobs (Lists)” on page 17). The sender receives a read confirmation message (see “Receiving Confirmation Messages” on page 15).

2. Press **Accept**.

   You accept the job. The job is thus finished and will be deleted from your **Text messages** > **Jobs** list. The sender receives an order confirmation message (see “Receiving Confirmation Messages” on page 15).

Using the Options menu

When the message pop-up window is displayed, press ⋙ to open the **Options** menu. Confirm the job message with of the following:

- **Read**: to inform the sender that you have read the job.
- **Accepted**: to inform the sender that you have accepted the job.
- **Reject**: to inform the sender that you have rejected the job.

When accepted or rejected, the job is finished and will be deleted from your **Text messages** > **Jobs** list.

URGENT JOB

When receiving an urgent job message:

1. Press **Read**.

   The job is saved to your **Text messages** > **Jobs** list (see “Menu: Inbox / Jobs (Lists)” on page 17). The sender receives a read confirmation message (see “Receiving Confirmation Messages” on page 15).

2. Press **Accept**.

   You accept the job. The job is thus finished and will be deleted from your **Text messages** > **Jobs** list. The sender receives a read confirmation message (see “Receiving Confirmation Messages” on page 15).

3. Press **Done**.

   You have finished the job. The job will be deleted from your **Text messages** > **Jobs** list. he sender receives a confirmation message (see “Receiving Confirmation Messages” on page 15).

Using the Options menu

When the message pop-up window is displayed, press ⋙ to open the **Options** menu. Confirm the job message with of the following:

- **Read**: to inform the sender that you have read the job.
- **Accepted**: to inform the sender that you have accepted the job.
- **Reject**: to inform the sender that you have rejected the job.
- **Delay**: to inform the sender that you have noticed the job.
- **Done**: to inform the sender that you have finished the job.
- **Not done**: to inform the sender that the job was not done.
- **Failed**: to inform the sender that the job failed.

When you have confirmed the job by selecting one of these options (except the **Read** and **Delay** options), the job will be deleted from your **Text messages** > **Jobs** list.

RECEIVING CONFIRMATION MESSAGES

When you have sent a message which requires confirmation, you receive a confirmation message from the recipient. The following table summarizes the different confirmation messages:

ACKNOWLEDGMENT BY RECIPIENT	CONFIRMATION TO SENDER	MESSAGE TYPE
Read	**Read confirmation for the message [...]**	Urgent text message, Normal / urgent job
Accept / Accepted	**Order confirmation for the message [...]**	Normal / urgent job
Reject	**Order in the message [...] was refused**	Normal / urgent job

ACKNOWLEDGMENT BY RECIPIENT	CONFIRMATION TO SENDER	MESSAGE TYPE
Delay	**Order in the message [...] was recognized**	Urgent job
Done	**Executing confirmation for the message [...]**	Urgent job
Not done	**Execution of the order in the message [...] not finished**	Urgent job
Failed	**Execution of the order in the message [...] failed**	Urgent job

When you receive a confirmation message, do one of the following:

- Press **Read**. The message will be deleted automatically.
- Press **Esc**. The message will be hidden.

  You can read the message in the **Text messages** > **Inbox** menu later. After acknowledgment, the confirmation message is deleted.

RECEIVING INFORMATION MESSAGES

Information messages that contain general information (e.g. current company news) can be displayed on your DECT phone. The window is shown in the lower part of the display. To view the display information hidden by the window, proceed as follows:

- When idle: **briefly** press the [c] key.
  The information window is hidden for 10 seconds.

- When idle: **long** press the [c] key.
  The information window is removed until the next message is received.

MENU: INBOX / JOBS (LISTS)

Received text messages and jobs are saved in lists. Up to 15 entries can be saved in your **Inbox** list and up to 10 entries in your **Jobs** list. If the list is full, you receive an information message in the display. In this case, you should delete entries in the lists.

You can switch the list behaviour to **Overwrite** mode. If **Overwrite** is enabled, old messages are overwritten if the buffer is full (see “Menu: Overwrite” on page 28).

Note: Confirmation messages and the failed message notifications from the alarm / message server received (and confirmed with **Read**) are not saved in your **Inbox** list.

You can access the **Inbox** list or **Jobs** list via the **Info** menu entry, or press a programmed key (see “Message List Access via Programmed Keys” on page 31). You can also use the **Text messages** menu:

- When idle, briefly press . Select the **Text messages** > **Inbox** or **Jobs** menu entry.

In these lists the status, type and priority of the messages are displayed by different icons:

Status icons

- unread (message is not read)
- finished (message is read, job is done)
- final reject, final confirmation failed
- open (message was opened but not finished)

Message type icons

- confirmation message
- normal/urgent/alarm message - unread
  email (received from ..@..) - unread (application-dependent)
  fax (received from fax:...) - unread (application-dependent)
- normal/urgent/alarm message - read
  email (received from ..@..) - read (application-dependent)
  fax (received from fax:...) - read (application-dependent)
- job (which requires more than a “read” confirmation)

Priority icons

- High (urgent message)
- Alarm message, locating alert

Message info and options

You can display the complete message in the **Inbox** and **Jobs** lists via the softkey. You can invoke further options (e.g., forward message) via the softkey – see “Using the Options Menu” on page 25.

SENDING TEXT MESSAGES / JOBS

Please note:

- If the transmission of a message is not successful, you will receive an error notification (**Error: Invalid addressing**).
- Sent messages are added to your **Outbox** list (“Menu: Outbox (List)” on page 21).

To send a new message, proceed as follows:

1. In idle mode, briefly press the softkey. Navigate to the **Text messages** > **New message** menu entry.
2. Press **Ok**. The display opens the text editor.
3. Enter the message text (see “Text Editor” on page 20).
4. Press the **Next** softkey. The display switches to the address editor.
5. Enter the recipient’s address (call number or address).

   Use the * key to switch between number and text mode (see “Address Editor” on page 20).

   By pressing the softkey you also have the option to choose the message address from the personal or central directory (if available) or to save the message as predefined (see “Menu: Pre-defined messages” on page 23).
6. Press the **Send** softkey.
7. If you are sending the message to a telephone number, select the message type (**Normal message**, **Urgent message**, **Normal job**, **Urgent job**).
8. Press **Ok** to send the message.

   If you are sending the message to an e-mail address, a confirmation box is displayed. Press **Ok** to confirm.

MESSAGE EDITOR

The message editor provides a two-step procedure to send messages. First the text is entered in the text editor and then the address is entered in the address editor.

TEXT EDITOR

Entered message text is auto-formatted. One message can be up to 1,000 characters long. The number of remaining characters is indicated in the headline. This indication applies to the ASCII character set. Entering one special character in different languages (which are not included in the ASCII character set) cuts the number of remaining characters by two or more.

When entering a message text:

- Use the number keys and the # key to enter the text.
- Use the * key to switch between upper and lower case characters or to switch to entering numbers in the text. The window in the display alternates between **A**, **a**, **123**, **Aa** to indicate the operation mode. A long press on a number key while entering text allows you to enter the number.
- Use the C key to delete characters. A long press on the C key deletes the entire message or number/address.

ADDRESS EDITOR

When entering the message address, use the * key to switch between numbers and text (e.g., to enter an e-mail address).

Key functions

KEY	NUMBER MODE	TEXT MODE
*	switch to text mode	switch to number mode
#	#	# @ $ £ ¥ § < > { | } [\ ]
0	0	space , . return 0 : ; _ " ' ^ ~
1	1	? ! 1 - + * / = & ( ) % ¿ ¡
2	2	a b c 2 ä å à á ã æ ç
3	3	d e f 3 è é ê ë
4	4	g h i 4 ì í î ï
5	5	j k l 5
6	6	m n o 6 ñ ö ò ó ô õ ø
7	7	p q r s 7 ß
8	8	t u v 8 ü ù ú û
9	9	w x y z 9

MENU: OUTBOX (LIST)

Sent text messages and jobs are saved in a list. Up to 15 entries can be saved in your **Outbox** list. If the list is full, old messages are overwritten.

You can press a programmed key (“Message List Access via Programmed Keys” on page 31) to access the **Outbox** list ( ).

You can also use the **Text messages** menu:

When idle, briefly press the softkey. Select the **Text messages** > **Outbox** menu entry.

The status of the messages is displayed by different icons:

- In progress (message is on the way)
- Message was successfully sent.
- Send operation failed

Message info and options
You can display the complete message in the **Outbox** list via the softkey or call up further options (e.g., forward message) via the softkey – see “Using the Options Menu” on page 25.

MENU: USE LAST TEXT

The handset stores the last entered text (message text and address) in a temporary buffer. This may help you if:

- You have closed the message editor by pressing the **Esc** softkey (e.g., to make an outgoing call before completing the message).
- A message transfer failed, and you want to repeat the transfer.
- You want to send the same information to a different recipient.

To send a message using the last entered text, proceed as follows:

1. When idle, briefly press the softkey. Navigate to the **Text messages** > **Use last text** menu entry.
2. Press **Ok**. The display shows the text editor. Edit the message text if necessary (see “Text Editor” on page 20).
3. Press the **Next** softkey. The display switches to the address editor showing the address of the recipient to whom the last text was sent.

4. Accept the address or enter a new one (call number or address, see “Address Editor” on page 20).

   By pressing the softkey, you can call up further options – see “Using the Options Menu” on page 25.

5. Press the **Send** softkey. If you are sending the message to a telephone number, select the message type: **Normal message**, **Urgent message**, **Normal job**, **Urgent job**.

6. Press **Ok** to send the message.

MENU: PRE-DEFINED MESSAGES

You can save up to 10 pre-defined messages. Besides the message text, the message address can also be saved in a pre-defined message.

CREATING A PRE-DEFINED MESSAGE

1. In idle mode, briefly press the softkey. Navigate to the **Text messages** > **Pre-defined messages** menu entry.

2. If there are no pre-defined messages, press the **New** softkey. Otherwise, press the softkey again and select the **New** message menu entry. The display opens the text editor.

3. Enter the message text (see “Text Editor” on page 20). By pressing the softkey, you also have the option to enter the last used text.

4. Press the **Next** softkey. The display switches to the address editor. Enter the message address (call number or address, see “Address Editor” on page 20). By pressing the softkey, you can call up further options – see tsee “Using the Options Menu” on page 25.

5. Save the new pre-defined message via the softkey.

Note: If an identical message is already saved in the pre-defined messages list, a notification (**nothing changed**) is displayed and the message is not stored.

SENDING A PRE-DEFINED MESSAGE

1. In idle mode, briefly press the softkey. Navigate to the **Text messages** > **Pre-defined messages** menu entry.
2. Select the message you want to send.
3. Press the **Send** softkey.

   If there is no address stored in the pre-defined message, the address editor (see “Address Editor” on page 20) is opened. Enter the address and press the **Send** softkey.
4. If you are sending the message to a telephone number, select the message type: **Normal message**, **Urgent message**, **Normal job**, **Urgent job**.
5. Press **Ok** to send the message.

USING THE OPTIONS MENU

You can call up different options in the lists (**Inbox**, **Outbox**, etc.) of the **Text messages** menu by pressing the softkey. The table below summarizes the supported options. The options available differs depending on the selected menu.

OPTION	FUNCTION
Add recipient	Opens the address editor of your message.
Use last text	Transfers the message from the **Use last text** menu option to the message editor.
Personal directory	Opens your personal directory. Select a name and press . Select a call number and press again. Confirm with **Ok**. The call number is added to the address editor of your message
Central directory	Opens the central directory. Enter a name, select a call number and press **Ok**. The call number is added in the address editor of your message.
Save as predefined	The message is saved as a pre-defined message. This menu entry is not available if an identical message is already saved as a pre-defined message.
Send message	Sends the message (after message type has been selected).
Details ...	Shows the complete message.
New message	Opens a window to create a new message.
Response	Opens a list with up to three numbers for calling back.

OPTION	FUNCTION
Forward	Opens the address editor to enter a new recipient. If you press ⋙ again, you can select a call number from the directory.
Edit	Opens the text editor, if the text needs to be edited.
Dial number ...	Initiates a call to the stored call number.
Predial	Transfers the stored call number to predial status.
Add to ...	Adds the stored name and call number to the personal directory, the call filter, or the VIP list.
Delete	Deletes the entry. This menu entry is only offered after you have read the message. **Note**: You can also press the C key to delete the message. If the message is unread, the display shows a **Please read the text first** message.
Delete all	Deletes all entries in the list. This menu entry is only offered when there is no unread message in the list. **Note**: You can also press the C key (long press) to delete the entire list. If there are any unread messages, the display shows a **Please read all messages first** message.
Response	Opens the message editor to create a reply to the sender.
Save	Saves a pre-defined message in the list.

Other **Options** menus for normal and urgent jobs are described in “Confirmation of a Job” on page 13.

Tip: To delete all messages in the **Inbox** list or in the **Jobs** list including unread messages, you can use the **Security** > **Reset to default** > **Inbox/Text messages** menu entry. The **Security** menu can be accessed via the PIN (Personal Identification Number). The default is “0000”.

SETTING OPTIONS FOR MESSAGES RECEIPT

You can adjust different settings related to the Inbox buffer, melodies, and ringer volume for incoming messages.

MENU: OVERWRITE

The following setting applies to the buffer for the **Inbox** list and the **Jobs** list.

1. In idle mode, briefly press the softkey. Select **Text messages** > **Message options** > **Overwrite**.
2. Press the **Change** softkey to switch the setting:
   - **On**: Old messages are overwritten if the buffer is full (recommended setting).
   - **Off**: New messages will not be displayed and saved if the message buffer is full.
3. Briefly press the end key to close the menu.

Up to 15 entries can be saved in your **Inbox** list and up to 10 in your **Jobs** list. If a list is full and overwrite is disabled, a notification is displayed. In this case you should delete entries in your **Inbox** and **Jobs** list (see “Menu: Inbox / Jobs (Lists)” on page 17).

MENU: MELODIES (FOR MESSAGE RECEIPT)

Received messages can be signalled by different melodies. To distinguish message receipt from other call types, make sure to select melodies for message notification other than, for example, for internal or external calls. Check the settings in the **Audio** > **Ringer settings** > **Melodies** menu.

1. In idle mode, briefly press the softkey. Select **Text messages** > **Message options** > **Melodies** or **Audio** > **Ringer settings** > **Melodies**.
2. Select one of the following entries: **Normal message**, **Urgent message**, or **Alarm message**.
3. Press the **Change** softkey to change the currently assigned melody.

   Press the softkey to listen to the melody before saving.
4. Press the softkey to save the melody.
5. Briefly press the end key to close the menu.

Note: To ensure you notice the receipt of low priority messages (signaled by a short “beep”), enable the **Confirm tones** setting in the **Audio** > **Attention tones** menu.

MENU: VOLUME (FOR MESSAGE RECEIPT)

Received messages can be signalled with different volume settings. To distinguish message receipt from other call types, select volume settings for message notifications other than settings for, for example, for incoming calls. Check the settings in the **Audio** > **Ringer settings** > **Volume** menu.

1. In idle mode, briefly press the softkey. Select **Text messages** > **Message options** > **Volume** or **Audio** > **Ringer settings** > **Volume**.

   The current ringer volume is displayed.
2. Select one of the following entries: **Normal message**, **Urgent message**, or **Alarm message**.

   If the ringer is switched off, the menu line is grayed. You can change the volume but the indication remains **Off** unless the ringer is switched on again.

3. Press the **Change** softkey to change the current volume setting.
4. Set the volume. Use use the ▲ and ▼ navigation keys or enter a number (1 … 7).

   Select **Off** to deactivate the volume setting (**Normal message** and **Urgent message** only).

   When **Increasing** is activated (**Alarm message** only), an alarm message is signalled with increasing volume.
5. Press the **Ok** softkey to save the volume setting.
6. Briefly press the end key to close the menu.

Note: If you have switched off the ringer volume (in the **Audio** > **Ringer settings** > **Volume** > **Ringer** menu), the icon is displayed in the icon line. There is no audible signal to indicate incoming calls and receipt of low priority, normal, or urgent messages. However, alarm messages and locating alerts are accompanied by an audible signal.

MESSAGE LIST ACCESS VIA PROGRAMMED KEYS

You can assign frequently accessed functions to specific keys on your DECT phone.

• left and middle softkey • left ◁ and ▷ right navigation keys	keys can only be used when the DECT phone is in idle mode
• three sidekeys (on the left) • one hotkey (on the right)	keys can be used when the DECT phone is in idle mode and in the connected state

1. Press and hold the appropriate key, or briefly press the softkey and select **Settings** > **Key programming**.
2. To obtain information on messages with one key click, select one of the following entries from the list:

   assigns key with access to the **Jobs** list

   assigns key with access to the **Inbox/Text messages** list

   assigns key with access to the **Outbox/Text messages** list

   assigns key with access to the **Pre-defined messages** list

   assigns key with access to the **New text message** input

   assigns key with access to the **Locating** function

3. Press the softkey to save your selection.

SPECIAL FUNCTIONS

The functions described here are only available if the system version offers them, the functions have been activated and/or the relevant licences for using them have been purchased. Please contact your system administrator for information on the range of functions available on your device.

LOCATING ALERT

Emergency calls can be sent from your DECT phone to a specific telephone and in parallel, the alarm server is informed to generate the alarm handling.

- On the Mitel 610d / 620d, on the Mitel 612d / 622d and on the Mitel 650c, this is done via a programmed key (SOS).
- On the Mitel 630d and the Mitel 632d this is done via the SOS key in conjunction with the integrated alarm sensor (ManDown, no movement alarm, escape alarm).

For more information, please see the *Mitel 600 series DECT Phone User Guide*.

If the locating server is used and the system detects an emergency call, a locating alert can be initiated so that responders can quickly locate the distressed person.

The locating alert is indicated by audible tones in the ear piece, followed by beeps with increasing volume via the loudspeaker.

LOCATING MENU

Your communications system can be equipped with a locating system. Using this function, the DECT base station to which the handset is or was connected can be identified. The system evaluates this information for fast locating and sending help.

The locating information can also be queried from individual DECT phones. This function must be activated by the system administrator.

QUERYING LOCATING DATA ON THE DECT PHONE

To query locating data proceed as follows:

1. In idle mode, briefly press the softkey and navigate to the **Locating** menu entry. Click **Ok**.
2. Do one of the following:
   - Select **Edit number** and enter the sought phone number,
   - Select **No. by phone bk** (personal directory). Select a name and press . Select a call number and press again. Confirm with **Ok**.
   - Select **Corp. directory** (central directory). Enter a name, select a call number and press **Ok**. The location of the call number will displayed.

   The locating message will be saved in your **Inbox** list.

PROGRAMMING LOCATING ACCESS ON A KEY

For an overview of programmable keys, see “Message List Access via Programmed Keys” on page 31.

1. Press and hold the appropriate key, or briefly press the softkey and select **Settings** > **Key programming**.
2. Select to assign the key access to the **Locating** menu.
3. Press the softkey to save your selection.

CALL-BACK FUNCTION / PAGING

Paging is a special type of messaging. Paging messages are sent with a call-back telephone number which the recipient can call back at the push of a button. Messages are sent either from a central site or from DECT phone to DECT phone.

SENDING A PAGING MESSAGE

1. In idle mode, press and hold the softkey to access the **System menu**, or briefly press the softkey and select the **System menu**.
2. Select **Paging** and press **Ok**.
3. Enter the call number of the recipient (target) under **Edit number** or select a number from the **Central directory / Personal directory**.
4. Press **Ok**.
5. Enter the call-back call number which the recipient is to call back under **Edit number** or select a number from the **Central directory / Personal directory**.
6. Press **Ok**.

When sent successfully, you see an acknowledgment display which you must confirm with **Read**. When sending the paging message from DECT phone to DECT phone, the message is sent to the recipient as a “Normal message”. When sending paging messages from a central site (system server) the type of message may be different (e. g., “Job”).

RECEIVING A PAGING MESSAGE / CALL-BACK

The text of the paging message is automatically generated by the system. The message received indicates that a call-back is desired. When you receive a paging message, press one of the following:

- the call key . The call number within the message is called back immediately. The message itself is saved in your **Inbox** list
- the **Read** softkey. The message is saved under **Text messages** > **Inbox**. You can also initiate a call-back from the Inbox list using the call key
- the softkey and select **Response**, then select the number to be called back.

Notes
Upon receiving a paging message you can also initiate the call-back by pressing the hands-free key or by pressing the “Connect key” when using a corded headset / Bluetooth headset.

A call-back cannot be made when the **Key lock** and/or **Phone lock** features are activated.

PERSONAL DIRECTORY ENTRIES AS VCARDS

Directory entries in the personal directory can be sent as so-called vCards between the Mitel 600 DECT phones or by a system server. These vCards are structured to match the existing entries on the phones and can contain the following data:

- Name
- Private, Business and Mobile call numbers
- e-mail address
- fax number

- Quick call
- Melody

The advantage of using vCards within the telephone system is that directory information can be exchanged without having to enter this information manually.

Large system installations (e.g. in hospitals) have so-called Feature Access Codes (FAC) for controlling important applications via the telephone. These usually consist of defined series of numbers and characters (e.g. 9#1#3) and are transferred to the system like a call number. The codes can be conveniently saved in the personal directory of each telephone by sending vCards (usually from a central site). This also eliminates time-consuming manual entry.

The directory then contains the application name (e.g., Gate A door opener), the FAC and, if applicable, a suitable Quick call number. When the Auto quick hook menu item is activated (see the DECT phone user guide), a telephone entry can immediately be called by pressing the corresponding quick call number key longer and the corresponding application is executed.

The system administrator authorizes sending and receiving of vCards for each DECT phone.

Note: The quick call number of a vCard can only be transferred when that Quick call number has not yet been assigned by the recipient.

ACTIVATING VCARD RECEPTION

If vCard reception has not been activated by the system administrator, the **Receive vCard** menu entry is offered in the menu. The DECT phone must then be activated for reception. vCard reception is then available for 10 minutes.

1. In idle mode, press and hold the softkey to access the **System menu**, or briefly press the softkey and select the **System menu**.
2. Select **Receive vCard** and press **Ok**.
3. Press **Ok** to confirm **Switch on**. You receive the **Is on** confirmation.

Confirm Switch on with Ok, you receive the Is on confirmation.

SENDING VCARDS

1. In idle mode, open the personal directory using the bottom navigation key.
2. Select the desired directory entry and press the softkey.
3. Select **Send** and press **Ok**.
4. Select from the following:
   - **vCard of entry <Name>**: sends the directory entry selected
   - **vCards <all entries>**: sends all directory entries
5. Press **Ok** to confirm your selection.
6. If necessary, use the * key to switch to numeric entry when entering an address and enter the call number of the recipient.
7. Press **Send** and confirm with **Yes**.

RECEIVING VCARDS

When you receive vCards the display shows “vCard / Personal directory / Name / Number (FAC)”. The vCard data is automatically stored into the directory.

Note: vCards can also be sent by the system server in your VIP list.

SWITCHING THE DECT PHONE ON/OFF

It is possible to switch off the handset manually when a message is displayed. When the battery runs low, the handset powers off automatically.

When the handset is switched on again and logged on to the communications system, the last unread messages or the last jobs that have been not acknowledged are displayed again. Messages that cannot be delivered because the DECT phone was switched off are stored in the integrated message server only for a limited time.

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