

1 Controls




- Operation is done using the **Menu keys** to the right of the display. You can also select menu items with the up or down arrow keys and press **OK** to confirm.
- With the **Back key** (left arrow key) you go back one level, cancel an action or delete a character.




If you want to make further settings locally on your phone, you need a so-called "user PIN". If your PIN is less than 6 characters, it must be entered twice, e.g. 1234 --> 12341234. This does not apply to login.

2 Logging in and out of the device

Log in

- Use the numeric keys to enter your PIN and confirm it with **OK**. You can delete your entries with the  key.
- ✓ You can now be reached via your phone number and make phone calls. Your username in the upper left corner indicates that you are in the start menu.






Log out

1. Select **Main Menu**, scroll down with  and select **Log off**.
2. Confirm with **OK**.
 - ✓ An acoustic signal plays and the current user is logged out.



You can also assign a function key with the function **Log off user**, see **Assigning function keys**, page 4.

3 LEDs of the line keys

	The line is free, it is in the idle state.
	Active conversation
	Flashing LED: An incoming call is signalled.
	The connection on this line is held.
	The line is blocked for a wrap-up time.

4 Start a call via phone number or phone book


1. Enter the phone number.
or
1. To call a phone number from the phone book, select **Main Menu | Phonebooks | Global**. Select the desired entry in the phone book to display the phone number(s). You can filter for entries in the phone book by entering them using the numeric keys.



Your Personal Phonebook and your company's Global Phonebook are synchronised with SwyxWare.



2. Lift the handset to start the call. If several phone numbers are displayed, select the desired phone number.

→ Alternatively, press the **Speaker button**  or **OK** to use the speakerphone.

- If a headset is connected, you can place the call via this using the **Headset button** .

5 Answer a call

In addition to answering calls via the handset, you can answer calls via:

- The speaker: Press the **Speaker button**  or **OK**.
- Headset: Press the **Headset button** .

6 Pick up a call

Pick up a call from another user

If another user has an incoming call that you can pick up, this is indicated on the display and signalled by a beep.

- Select **Pick up call**.

Accept a group call


- When you receive a group call, you can answer it directly by lifting the handset. See also **Answer a call**, page 2.

7 Options during a call

Mute microphone

- Press the **Microphone button**  to mute the microphone.
- ✓ The red LED on the button indicates that your microphone is muted.
- Press the button again to switch the microphone back on.

Use handsfree

- Press the **Speaker button**  and hold it down while hanging up the handset.
- ✓ The green LED on the button indicates that the speaker is active.
- Pick up the handset to turn off the speakerphone and continue the call using the handset.

Start a second call (call swap)

1. To make another call, select **Swap line**.
 - ✓ Your previous call partner is put on hold and hears music on hold.
 2. Enter the phone number of the second participant.
 - ✓ The second subscriber is called immediately (without confirmation) when a phone number is entered.
- Switch between the two call parties by selecting **Pending Calls** and then selecting the desired call partner.


8 Forward calls

Forward incoming calls (call deflection)

3. When you are called, select **Forward call to**.
4. Select **phone number** and then enter the desired phone number.
 - or
 - Select **number in phonebook | Global phonebook** and then select the desired contact.
5. Confirm with **OK**.
 - ✓ The call is forwarded before it is connected to you. The home screen appears again on the display.

Forward active calls (with consultation)

You have an active call and want to connect the call partner with another participant and announce the transfer to him/her beforehand.

1. To make another call, select **Swap line**.
 - ✓ Your call partner is put on hold and hears music on hold.
2. Enter the phone number of the second participant.
 - ✓ The second subscriber is called immediately (without confirmation) when a phone number is entered. You can then announce the transfer.
3. Press the **Forwarding button** .

 - ✓ The active participant is connected to the previous participant. The following appears on your display **Terminated Call transferred**, you can hang up.

Transfer active calls (without consultation)

You have an active call and want to connect the caller to another party.

1. Press the **Forwarding button** .

2. Select **phone number** and then enter the desired phone number.
or
Select **number in phonebook | Global phonebook**. Select the desired subscriber in the phone book.
3. Confirm with **OK**.
 - ✓ Once the call is answered, you have transferred the call. The following appears on your display **Call transferred**, you can hang up.

9 Start a conference

You have two calls on two lines and want to start a conference with both participants. See also **Start a second call (call swap)**, page 2.

- Press the **Conference button** .
- ✓ You are now connected in a conference with both participants.

10 Callback when busy

You hear the busy signal for an internal subscriber.


1. Select **Callback request**.
 - ✓ Your callback request has been transmitted and you can hang up. If the subscriber is free again, this is indicated by an acoustic signal and the display shows the message **Pick up callback**.
2. Lift the handset to call the subscriber.



If you have not accepted a callback when the line is busy, the display shows the **Missed calls** list.

11 Listening to answering machine

New voice messages are shown in the display. You can listen to them via SwyxIt!, email or remote inquiry (via your telephone).

1. To listen to the voice messages via remote inquiry, press the key **Voice Box** .
2. Follow the instructions of the announcement wizard.

12 Set up and activate call forwarding

The forwarding button in the upper right corner allows you to set an immediate forwarding of all calls to a destination number (enter numbers only). To set an immediate forwarding to Voice Box, you need a function key with **Call forwarding**, see **Assigning function keys**, page 4.

Configure call forwarding

1. Select **Main Menu | Call forwarding** and then the desired type of forwarding **Uncondit., Busy** or **On reply**.
 - ✓ **=Voice Box** or **=[phone number]** shows you the currently selected forwarding destination after the respective forwarding type.
2. Select **Activate** or **Deactivate** to enable or disable the currently selected forwarding type.
3. To select a different forwarding destination, select **to Voice Box, to phone number** (manually enter a phone number, press **OK** confirm) or **to number in phone bk | Global phonebook** (selection of a phone number from the phone book).
4. If you select the forwarding type **On Reply** you can then press **+1** or **-1** to specify the time in seconds (0-180 seconds) after which a call is forwarded. Confirm your input with **Accept**.

13 Lines and postprocessing time

You can define which calls are received on which line of your SwyxPhone. You can also set a wrap-up time to allow time for notes or similar after a call before the next call is delivered.

1. Select **Main Menu | Configuration | Lines**.
2. Select the line you want to configure.
3. You can now make settings for **Incoming** and **outgoing calls** and under **Wrap-Up time** block lines for a post-processing time after a call. You can set this period in an interval from 5-1800 seconds.
4. Confirm your selection with **OK**.



You can also set a wrap-up time via SwyxIt!. See help.swyx.com/cpe/latest.version/Client/Swyx/en-US/help/chap_lines.09.10.html#.

14 Assigning function keys

The function keys of the desk phone are preset. You can assign your desired functions to the keys. In the following table you will find an overview as well as explanations of all functions.

1. Select **Favourites**.
 - ✓ Your function keys open. Use the arrow keys to scroll through the menu.
2. Press and hold the desired function key.
 - ✓ The **Key programming** menu opens
3. Select **Assign telephony function | Modify function key**.
4. Select the desired function.
 - ✓ The following functions are available:

Function	Explanation
Line key	Selection of a line
Speed dial	Name key. Call the respective contact immediately via the speed dial key.
Call transfer	Connects the active line to a held line, see Forward calls , page 2.
Do not disturb	When activated, calls will no longer be routed to you. A caller is then signaled "busy".
Secondary call	Allow or block secondary calls during a call
Caller list	Displays the last 20 calls
Hold	Placing callers on hold on the active line
Phonebook	Opens the phone books (personal and global)
Redial	Displays the 20 most recently dialed phone numbers
Speaker	Turns the speaker on or activates a line
Pick up call	Picks up a signalled call, see Pick up a call , page 2.
Call forwarding	Turns immediate redirection on or off
Call swap	Make a second call/ switch between lines
Mute	Mutes/unmutes the microphone during the call

Function	Explanation
Disconnect	Terminates the active connection
Headset key	Activates or deactivates a headset
Incognito	Suppresses own phone number (during call signaling)
Voice Box	Starts the query of your voice messages
Conference	Connects you to a conference with two participants, see Start a conference , page 3.
Callback request	Deposits a callback request, see Callback when busy , page 3.
Log off user	Logs out the user.