Aastra Business Communication Solution

AASTRA

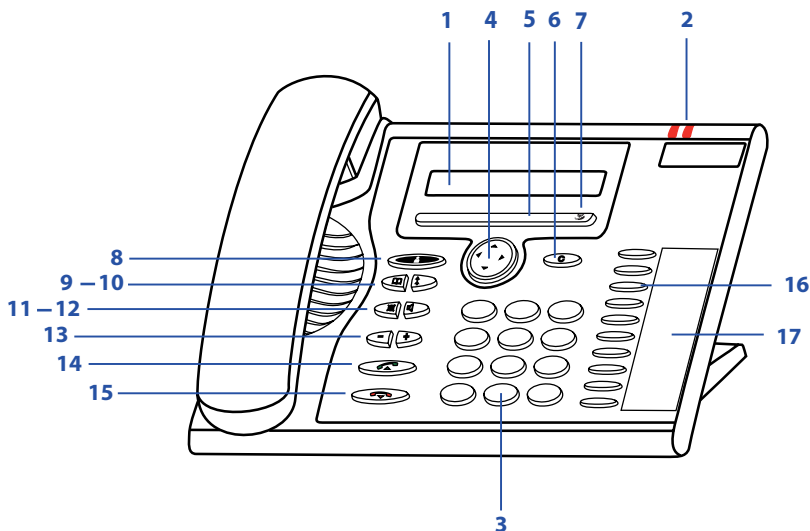# Aastra 5360/Aastra 5360ip
User's Guide

Supported platforms:

Aastra 415

Aastra 430

Aastra 470

This user's guide describes the functions, the configuration, and the use of the Aastra 5360/5360ip.

Operating and display elements

Operating elements

1   Display
Status display with symbols, current displays on telephone traffic, displays
the available Foxkey functions.

2   Indicator LED
- Left LED flashes: Call.
- Right LED is lit: Voice mail, message, or callback.

3   Key block
Enters digits or letters.

4   Navigation key
- Upward: Resetting *Activated features*.
- To the right: Opens the *Menu*.
- Downward: Opens *Settings*.
- General: Scrolls forwards/backwards in the menu, navigates lists.

5	**Foxkey** Executes displayed function using the key.	

6	**Correction key** Deletes the last character or goes back one step in the menu.	

7	**Foxmenu** Opens the menu or calls up other Foxkey functions.	

8	**Absence key with LED** Preconfigured as presence menu. The Absence key can be configured as a function key or digit key.	

9	**Phone book key** Opens phone books.	

10	**Redial key** Selects the phone numbers last dialled.	

11	**Microphone key** Switches handset microphone off/on.	

12	**Loudspeaker key** Open listening mode on/off.	

13	**Volume/cursor keys** Adjusts volume.	

14	**Call key** Set up / answer a call.	

15	**End key** • Ends a call. • Exits input without saving and goes back to the idle state.	

16	**Configurable keys with LED**

Freely configurable as number or function key:
*   Number key with two storage locations: Press once for first call number, presse twice for second call number.
*   Function key: Activate / deactivate function.

Configure key: press and hold down.

17	**Labels**

Write-on labels for the configurable keys can be found on the *Aastra document portal* as electronic document. You can fill out the fields directly on your PC and then print out the labels.

Display symbols

	Status information		
◀▶	More text information available	🦊	Foxmenu: Access to the menu or the available Foxkey functions
⬍	Other menu entries available	🔊	Loudspeaker activated
Abc	Text mode activated	☑	Function activated
	Entries in call list	🔍	Search mode
	Microphone deactivated	♫	• Activate discreet ringing • Melody deactivated
	Forwarding activated	✉	New text messages
	New voice mail		• Voice mail retrieved • Voice mail greeting with possibility to leave a voice message
Hi-Q	Hi-Q™ during a call (enhanced audio quality) (only Aastra 5360ip)		Data and voice encryption (only Aastra 5360ip)

	Phone book		
	Business number		Private number
	Mobile number		

	Presence state		
	Available (default)		Absent
	Meeting		Busy
	Not available		

Product information

Safety information

Failure to observe this information can be hazardous and infringe existing laws.

Connections
Always plug the phone cable connectors into the appropriate sockets. Do not modify the connections in any way.

Mains power
Use the original power supply only. Connect the power supply only to power sources that conform to the indications on the power supply. The device will be inoperable when mains power of the communications system fails.

Retention of Metal Objects
Telephone receivers produce magnetic fields that can attract small metallic objects such as pins and staples. To avoid injury, do not place the handset where such objects can be picked up.

Maintenance
Make sure all installation and repair work is carried out by a specially qualified technician.
Always use a soft, moistened, or antistatic cloth to clean your device. Do not use chemicals or other chemical products.

Cost control and Data protection
You should protect your device with a PIN so that no-one can make phone calls at your expense. A code will also protect your personal settings.

Ambient conditions
Do not operate the device outside the temperature range of +5 °C to approx. +40 °C. Avoid direct sunlight and other sources of heat.
Protect your device against the wet, excessive dust, corrosive liquids and steam.
Do not expose your device to electromagnetic fields (electric motors, household appliances). The speech quality could be affected. To prevent interference, avoid placing your handset in the immediate vicinity of computers, radios, TV sets, VCRs, and other telephone sets.

Disposal
Be sure to dispose of your device, batteries and its packaging in an environmentally compatible way. Electrical equipment does not belong in domestic waste. Deposit it at a return centre.

Accessories
Use original accessories or specifically approved accessories only. The use of other accessories may decrease performance or pose a risk to your health or safety.

User information

Document portal:	*www.aastra.com/docfinder*

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Your product is supplied with a Quick User's Guide, safety information and, where applicable, with other product-specific information.

These and all other user documents are available for download from the Aastra document portal: *www.aastra.com/docfinder* as individual documents or as a documentation set. It is your responsibility to keep up to date with the scope of functions, the proper use and the operation of your product.

- Please make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the Aastra 400 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

Purpose and function

This product is part of the Aastra 400 communication solution.

Aastra 400 is an open, modular and comprehensive communication solution for the business sector with several communication servers of different output and expansion capacity, a comprehensive telephone portfolio and a multitude of expansions. They include an application server for Unified Communications and multimedia services, an FMC (Fixed Mobile Conversion) controller for integrating mobile phones, an open interface for application developers and a multitude of expansion cards and modules.

The business communication solution with all its components was developed to cover in full the communication requirements of businesses and organisations, in a way that is both user- and maintenance-friendly. The individual products and components are coordinated and must not be used for other purposes or replaced by third-party products or components (unless it is to connect other approved networks, applications and telephones to the interfaces certified specially for that purpose).

One number user concept:

Your system administrator can set up several phones for you that hold all the same phone number (one number user concept). You have only one name and phone number with which to identify yourself to your call partners, regardless of which of the phone you make your calls. The advantage is that you can always be reached under the same phone number, regardless of where you happen to be.

With Personal call routing and Ring Alone you can define where incoming calls shall be routed to (see chapter "Activating personal call routing", page 58 and "Activating ring alone", page 58). Your system administrator can set whether or not you are busy for further incoming calls (Busy if busy). You are still able to make further outgoing calls with the other terminals.

Call lists and contacts are available on all your phones and are automatically synchronised.

An announcement is signalled on all your phones which support announcement.

Protection against listening in and recording

The Aastra 400 communication solution comprises features which allow calls to be monitored and recorded without the call parties noticing. Please note that these features can only be used in compliance with national data protection provisions.

Exclusion of Liability

All parts and components of the Aastra 400 communication solution are manufactured in accordance with ISO 9001 quality guidelines.

The relevant user information has been compiled with the utmost care. The functions of the Aastra 400 products have been tested and approved after comprehensive conformity tests. Nonetheless errors cannot be entirely excluded. The manufacturers shall not be liable for any direct or indirect damage that may be caused by incorrect handling, improper use, or any other faulty behaviour. Potential areas of particular risk are signalled in the appropriate sections of the user information. Liability for loss of profit shall be excluded in any case.

Trademarks

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Bluetooth® is a registered trademark of Bluetooth SIG, Inc. All other trademarks, product names and logos are trademarks or registered trademarks of their respective proprietors.

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Content

Dialling and phoning

The following sections explain how to make phone calls simply and the functions your phone offers you whenever you receive a call.

Answering calls

This section explains the procedure for answering a call.

Answering a call

Your phone is ringing and the indicator LED is flashing. To answer the call, proceed as follows.

Pick up the handset.

> **Note:**
> If the caller's phone number is received, it is shown on the display. If the phone number is stored in the private phone book or in the system, the display also shows the corresponding name.

Ending a call

You want to end the call.

After the call the call duration is indicated. Call charges are also displayed after any external call which you initiated, provided your provider supports this function.

Put the handset on-hook.

Making calls

This section explains the different ways you can make a call with your phone.

Dialling with the phone number

You want to call someone and key in that person's phone number.

With call preparation you can enter a phone number without it being dialled automatically, so you have time to check the number and, if necessary, correct it. The number is not dialled until you go off-hook, for example by picking up the handset.

<Phone number>

Enter a phone number in call preparation.
You can use the Correction key to delete any incorrect character.

Pick up the handset.
Or:
Press the Call key or Foxmenu > Foxkey *Call*.
➜The user is called.

Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 4 entries.

Press the Redial key.
➜Redial list is displayed.

Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.

Pick up the handset.
➜The phone number displayed is dialled.

Using your phone in open listening mode

You want other people in the room to be able to listen in to the call.

The open listening function lets you activate the loudspeaker in addition to the handset.

During a call:
Press the Loudspeaker key.
➜Open listening is now activated, ⊲ is displayed.

Note:
You can continue with the call as usual using the handset.

Deactivating open listening:
Press the Loudspeaker key a second time.
➜Open listening is now deactivated.

Note:
To end a call in open listening mode, you need to press the Loudspeaker key and hang up the phone.

Muting the microphone

In the middle of a call you want to talk briefly with other persons in the room without your call partner hearing your conversation.

You can switch the microphone on and off during a call.

Switching the microphone off:
Press Microphone key.
➜The microphone is now deactivated, ⊗ is displayed.

Switching the microphone back on:
Press the Microphone key once again.

Using the display and operating elements

The following sections explain how to operate your phone quickly and simply.

Display

Display symbols and display text

New events such as a call in your absence, a new message or activated functions (e.g. Forwarding) are signalled on the display in the idle state by a symbol or a display text. You can then use the relevant Foxkey to call up the information.

	You have access to the menu or the Foxkey functions available in each case.
	To see the rest of the text: Press the horizontal navigation key.
Close	**Deleting the display text:** Press Foxmenu > Foxkey *Close*. ➜The display returns to the idle state; the function remains activated.
☑	**Function activated:** The activated function or selected setting is indicated by a check mark.

Keys

Using the Foxmenu

The Foxmenu key gives you access to the menu or the Foxkey functions available in each case. Press the key directly on the Fox symbol.

Pressing the Foxmenu:
In the idle state: Opens the menu.
In the menu/during a call: Retrieves available Foxkey functions.
➜ 🐱 is displayed.

Using the Foxkey

The Foxkey has variable functions. These functions are displayed above the key. Several contacts are stored under the broad Foxkey, which means you need to press the Foxkey precisely under the function you want.

Press the Foxkey under the position where the display shows the function you want.

<long>

Keep the Foxkey held down for a moment (about 2 seconds).

Input

Digit keys

The characters are assigned to the digit keys as follows. Press the relevant digit key repeatedly until the character you want is displayed.

Note:
Only capital letters for Aastra 5360.

1	- . ? 1 ! , : ; ' " ¿ ¡	**2** ABC	A B C 2 Ä Æ Å Ç a b c 2 ä æ å ç
3 DEF	D E F 3 É d e f 3 é è ê	**4** GHI	G H I 4 g h i 4 ì
5 JKL	J K L 5 j k l 5	**6** MNO	M N O 6 Ñ Ö Ø m n o 6 ñ ö ø ò
7 PQRS	P Q R S 7 p q r s 7 ß	**8** TUV	T U V 8 Ü t u v 8 ü ù
9 WXYZ	W X Y Z 9 w x y z 9	**0** +	+ 0
* @	@ * / ( ) < = > % £ $ € ¥ ª & §	**#** ␣	<Space> #

Enters digits

The digit keys are used to enter the digits 0 to 9.

Enter the letters

You can also use the digit keys to enter letters and special characters. A number of letters and special characters are assigned to each key.

To enter letters using the digit keys, you need to be in text mode. The text mode is activated automatically if the phone is expecting a text input. You can switch back and forth between number mode and letter mode during your input.

abc-->123

Switching between number mode and letter mode during your input:
Press Foxmenu > Foxkey *abc-->123* or *123-->abc*.
➔ **Abc** is displayed.

Switching between upper and lower case

You want to switch between upper and lower case while making an input in text mode.

Upper-case input is automatically activated when the first letter is entered. The text mode then automatically switches to lower-case input. You can use the Foxkey to switch manually between upper-case and lower-case input.

a>A

Switching between upper case and lower case in text mode:
Press Foxmenu > Foxkey *a>A* or *A>a*.

Note:
Only capital letters for Aastra 5360.

Correcting your input

You notice you have entered a wrong digit or character. You can either delete the input one character at a time or cancel the entire input.

To delete the last character:
Press the Correction key.

Note:
With the navigation key you can go straight to the character you want to delete.

End input without saving:
Press the End key.

Moving the Cursor

You want to go to a certain character for an input or correction.

With the navigation key you can move the cursor to the left or right.

Move the cursor with the horizontal navigation key.

Menu-guided navigation

Accessing the menu

The phone is in standby mode:

	Press the Foxmenu. ➔The menu is displayed.
Menu	Press the *Menu* Foxkey. ➔The first menu entry is displayed.
	Use the vertical navigation key to scroll through the menu entries.
Select	Press the *Select* Foxkey. ➔Accessing the displayed menu.

Using the Navigation key

You can retrieve a particular menu entry even more simply and efficiently using the navigation key. You can scroll vertically and horizontally through the different menu entries.

	Horizontal navigation key: Left: scrolls back through the menu. Right: opens displayed menu, scrolls forward through the menu, retrieves detailed information.
	Vertical navigation key: Bottom: opens *Settings*, scrolls downwards in the list. Top: opens *Activated features*, scrolls upwards in the list.

Undoing actions

To cancel operating steps, proceed as follows:

End input without saving:
Press the End key.

Back to the idle state in the menu:
Press the End key.

Other navigation possibilities

Scrolling back through the menu:
Press the Correction key.

Resetting activated features

You can deactivate again all the activated functions (e.g. Forwarding, Barring).

Menu
Press the navigation key up.
➔All the activated functions are now displayed.
Or:
Retrievable also via menu: *Menu* > *Activated features*.

Reset
Reset the function in question.
➔The function is now deactivated.

Signals

Indicator LED signals

Depending on the situation the indicator LEDs either flash or remain steadily lit.

Left LED flashes:
➔Phone is ringing.

Right LED is lit:
➔New voice mail, message, or callback received.

Supplementary features

The following sections explain the supplementary features provided by your phone for more efficient use.

Making and answering calls

This section explains some convenient features provided by your phone for making a call.

Dialling by name (Quickdial)

You want to make a call by entering a name.

With Quickdial you only need to press the digit keys for each letter once, even though each key is assigned several letters. An efficient algorithm provides quick search results.

Requirement: The name and the corresponding call number are stored in one of the system's phone book or in an external phone directory connected to the system.

The surname and first name have to be separated by a space (# key), for example "no s" (6 6 # 7) for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

> **Notes:**
> • To be able to search in an external phone book using Quickdial, you need to press the * key or 0-key before entering the first letter.
> • The response time may vary greatly depending on the size and the number of phone books connected.

Quickdial:
Press each of the corresponding digit keys once for the first few letters of the name you are looking for.
➔ For each letter, the display shows the corresponding digit, for example a "6" for the letter "n".

Press the phone book key.
➔ The phone searches for matching users.

You may have to enter another letter before the name you want or a list of users is displayed.

Scroll through the list until the user you want is displayed. Select the phone number you want.

> **Note:**
> If the phone is unable to find a matching user, *List empty* will appear on the display.

Pick up the handset.
➔ The phone number displayed is dialled.

Dialling from the phone book

You want to search a user in one of the connected phone books.

The surname and first name have to be separated by a space, for example "no s" for Noble Stephen. Ask your system administrator whether you should start with the surname or the first name.

To find out to create a new contact in your private phone book, refer to the Chapter "Creating a new phone book entry", page 71.

Press the phone book key.

Search entry

Scroll to *Search entry* and press the *Select* Foxkey.
If required, enter the first few letters of the name you are looking for (first name and surname separated by a space) until the user or a list is displayed.

Notes:
- Text mode is activated automatically.
- Use the # key to enter spaces.

Scroll through the list until the user you want is displayed. Select the phone number you want.

Pick up the handset.
➜The phone number displayed is dialled.

Notes:
- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.

Dialling from external phone books

If you select *Advanced search*, you can search directly in the connected external phone books. This function is not available if no external phone book is connected.

The surname, first name and town each have to be separated by a space, for example "no s so" for Noble Stephen in Solothurn. Ask your system administrator whether you should start with the surname or the first name.

📖	Press the phone book key.
Advanced search	Scroll to *Advanced search* and press the *Select* Foxkey.
	Enter the first few letters of the name you want (first and last name separated by a space).
	If required, enter the first few letters of the town's name (name and town name separated by a space) until the user or a list is displayed.

Notes:
- Text mode is activated automatically.
- Use the # key to enter spaces.

Scroll through the list until the user you want is displayed.

Pick up the handset.
➔ The phone number displayed is dialled.

Notes:
- The search function is not affected by upper/lower case and special characters.
- When searching in external phone books you must always enter portions of the first and last name and possibly of the town name.

Dialling from the call list of unanswered calls

You want to call someone who has previously tried to reach you.

Your phone automatically stores the phone number of this user in a call list and the display shows *Missed calls*. You can now call the person back using this call list.

The call list of unanswered calls contains a maximum of 4 entries.

Show	Calling a user back:
	Press Foxmenu > Foxkey *Show*.
	➜The display shows a list of the last unanswered calls.
	Scroll through the list until the user you want is displayed.
	Pick up the handset.
	➜The phone number displayed is dialled. Once the call has been successfully connected, the entry is deleted from the call list.
Close	**Clearing the "Missed calls" display:**
	Press Foxmenu > Foxkey *Close*.
	➜Deletes the display. The entry remains stored in the list of the last unanswered calls, is displayed.

> **Note:**
> The call list of unanswered calls can also be selected using the menu: *Menu > Call lists > Unanswered*.

Dialling from the call list of answered calls

You want to call back someone whose call you answered.

Your phone automatically stored the person's phone number on the list of answered calls. You can now call the person back using this call list.

The list of answered calls contains a maximum of 4 entries.

Menu	Press Foxmenu > Foxkey *Menu*.
Call lists	Scroll to *Call lists* and press the *Select* Foxkey.
Answered calls	Scroll to the *Answered calls* call list and press the *Ok* Foxkey.
	➜The display shows the list of the last calls.

Scroll through the list until the user you want is displayed.

Pick up the handset.
➜The phone number displayed is dialled.

Dialling with redial

You want to call a person you have already called.

In the last-number redial list your phone automatically stores the phone numbers of the persons you have already called, complete with their names, where available. You can now call the person in question using this last-number redial list.

The last-number redial list has a maximum of 4 entries.

Press the Redial key.
➜Redial list is displayed.

Press the Redial key several times or press the down navigation key to scroll through all the phone numbers you last dialled.

Pick up the handset.
➜The phone number displayed is dialled.

Note:
Redial list can also be selected using the menu: *Menu > Call lists > Redial list*.

Dialling with a configurable key

You want to call someone whose phone number is stored under a configurable key.

You can dial the person by pressing the corresponding key.

To find out how to configure a configurable key, refer to the Chapter "Configuring keys", page 75.

<once short>   **Activate the key's first allocated phone number:**
Press the key once.
➜The key's first allocated phone number is displayed.

<twice short>   **Activate the key's second allocated phone number:**
Press the key twice in quick succession.
➜The key's second allocated phone number is displayed.

Pick up the handset.
➜The phone number is dialled.

Requesting a callback

You want to talk to a certain person. The person is busy or does not answer. You can make callback requests to both internal and external users. Not all providers support this function.

If the called party is busy, you can activate an automatic callback. In this case, your phone will start ringing as soon as the party you are trying to reach goes on-hook. When you pick up the handset, the person you want to call is dialled directly.

If the called party does not answer, you can also request a callback. The user then obtains a message indicating your callback request on his display.

You called someone and hear the busy tone or the ring-back tone.

Callback

To activate a callback request:
Press Foxmenu > Foxkey *Callback*.

Put the handset on-hook.
➜The display shows *Call expected*.

Close

Back to the idle state:
Press Foxmenu > Foxkey *Close*.
➜Callback remains activated.

Note:
The callback is stored in *Menu > Activated features* as long as it was not answered or cancelled by the system.

Reset

Reset callback:
Press Foxmenu > Foxkey *Reset*.
➜Callback is deactivated.

Note:
You can only have 1 callback activated at a time and only 1 callback can be expected from you. Your callback request will automatically be cancelled by the system after about half an hour.

To answer the callback request

Someone has asked you to call back. You can tell this from the lit attention LED in the idle state. The display shows *Callback requested*.

Call

To answer the callback request:
Press Foxmenu > Foxkey *Call*.
➜The phone number is dialled.

Delete

Clear callback:
Press Foxmenu > Foxkey *Delete*.
➜Callback is deleted.

> **Note:**
> The callback can be changed via *Menu > Activated features > Delete* or *Call* as long as it was not answered or cancelled by the system.

Call waiting on an internal user

You want to talk to an internal user. However, the person is busy.

As a result of your call waiting, the person hears a call waiting tone and your phone number or name appears on his display. The person can either answer, deflect or reject your call.

Requirement: It is essential that the internal user has not barred the Call waiting function on his phone (for configuration see the Chapter "Activating protection against call types", page 70).

Ask your system administrator whether the Call waiting function is enabled on the system.

Call waiting

User is busy:
Press Foxmenu > Foxkey *Call waiting*.
➜You hear the dialling tone.

> **Note:**
> If the person rejects your call request or if call waiting is not possible, the call is, depending on the system's configuration, disconnected (busy tone) or forwarded to a preconfigured destination.

Answering call waiting

You are in a call and hear the call waiting tone. Another user is urgently trying to reach you.

You can either answer, deflect or reject the call.

Answer

Answering the call:
Press Foxmenu > Foxkey *Answer*.
➜The first call party is put on hold. You are now connected with the party who initiated the call waiting.

Note:
For more detailed information on how to broker between callers or set up a conference, please refer to the Chapters "Brokering between an enquiry call party and your call partner", page 36 and "Making a conference call", page 36 respectively.

Deflect

Deflect call:
Press Foxmenu > Foxkey *Deflect*.

<Phone number>

Enter the user's phone number and confirm with the *Ok* Foxkey.
➜Call-waiting party is put through.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Reject

Rejecting the call:
Press Foxmenu > Foxkey *Reject* or the End key.
➜You remain connected with your original call partner. Depending on the system configuration the call-waiting party hears the busy tone or he is forwarded to a preconfigured destination.

End call

Ending a current call:
Press Foxmenu > Foxkey *End call*.
➜The first call is terminated. You are now connected with the party who initiated the call waiting.

Starting an announcement

You want to address internal users directly via their loudspeaker – where available – , without waiting for a reply (similar principle to that of an intercom system).

Requirement: It is essential that the internal user has not barred his phone against announcement (for configuration see the Chapter "Activating protection against call types", page 70).
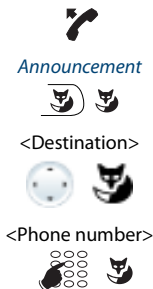
Pick up the handset.

Announcement

Press Foxmenu > Foxkey *Announcement*.

<Destination>

Select destination (*User* or *Group*) and confirm with the *Ok* Foxkey.

<Phone number>

Enter the phone number and confirm with the *Ok* Foxkey.
➜User is made aware of the announcement. You can now talk.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Or
Press Foxmenu > Foxkey *Menu* > *Call features* > *Announcement* > *User*/*Group* to start the announcement.

Receiving an announcement

You are made aware of the announcement by an acoustic signal, the display shows *Announcement*. You will be addressed via your loudspeaker.

You can listen to the announcement or stop it.

To continue the announcement as a phone call:
Pick up the handset.
➜You are now connected to the person who initiated the announcement.

Note:
If the announcement was started to a group, all the other recipients of the announcement are excluded.

To stop the announcement:
Press the End key.

Private call with PIN

You want to make a private call on your phone or on a third-party phone.

With the aid of your PIN you can use any phone to make an external call with your own personal settings, even if that phone is locked for external calls. The called party's display shows your personal phone number and not the number of the phone from which you are making your call. Any call charges incurred will be charged to you.

The call number dialled is not stored in the last-number redial list.

1. Enter procedure #46 followed by your internal call number.
2. Enter your PIN.
3. Enter the external call number directly, without the exchange access digit.

Pick up the handset.
➜The phone is now enabled. The external user is called.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 68 or with */# procedure *47 (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Using functions while in a call

This section explains the different options provided by your phone while you are in a call.

Enquiry call during a call

You want to call someone else briefly without losing your current call partner. Then you want to resume your conversation with your original call partner.

With the *Enquiry call* function you can call someone else in the middle of a call and put your original call partner on hold. You can make enquiry calls to both internal and external users.

Enquiry call

You are making/taking a call:
Press Foxmenu > Foxkey *Enquiry call*.

Enter the phone number of the enquiry call party.
➜Enquiry call party is called; first call partner is on hold.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

End call

To end the enquiry call:
Press Foxmenu > Foxkey *End call* or the End key.
➜You are now back through to your original call partner.

Notes:
*   If your enquiry call party hangs up and you also go on-hook by mistake, you will hear a continuous ringing signal for 10 seconds to draw your attention to the person still on hold. If you press the Call key during the continuous ringing, you will be reconnected with your first call partner.
*   If the other user does not answer, you can cancel the enquiry call with Foxmenu > Foxkey *End call* and take back the first call.

Brokering between an enquiry call party and your call partner

You are talking with an enquiry call party and have your original call partner on hold. You want to be able to switch back and forth between the two.

In an enquiry call you can use the brokering function to switch back and forth between an enquiry call party and the party on hold. Brokering is possible with both internal and external users. You can also broker between conference parties as a group and an enquiry call party.

Brokering

Brokering:
Press Foxmenu > Foxkey *Brokering*.
➜Your call partner changes. The other call party is put on hold.

End call

To terminate the current connection:
Press Foxmenu > Foxkey *End call*.
➜Call party disconnected. Connected with the call party on hold.

Making a conference call

You are in a call and have a call party on hold at the same time. You want to include the party on hold in the conversation and hold a conference call.

With the conference function you can include a call party on hold in the current conversation. From the conference call you can initiate an enquiry call to someone else. You can broker between the parties of the conference and the enquiry call party.

Depending on the system, a conference call can consist of up to 6 conference participants. You can hold a conference call with internal and external users.

Conference

To connect the call party on hold:
Press Foxmenu > Foxkey *Conference*.
➜The call party on hold is now included in the call.

Note:
Depending on the system configuration you may hear an attention tone.

Leaving a conference call:
Put the handset on-hook.
➜The other conference parties remain in the call.

Transferring a call partner

You want to put your call partner through to someone else.

With the *Enquiry call* function you can connect your call partner with someone else. You can connect internal and external users with one another.

Enquiry call

You are making/taking a call
Press Foxmenu > Foxkey *Enquiry call*.

Enter the phone number of the enquiry call party.
➜Enquiry call party is called; first call partner is on hold.

Note:
You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.

Connecting with notification:
Wait until the person has answered the call. Announce the call party.

Connect

Put the handset on-hook or press the *Connect* Foxkey.
➜Your first call partner and the other person are now connected with each other.

Note:
If the other user does not answer, you can cancel the enquiry call with Fox-menu > Foxkey *End call* and take back the first call.

Connecting without notification:
Wait for the first ringing tone, then hang up.
➜The other party is then called directly by your first call partner.

Note:
Recall: If the other party does not answer, the call comes back to your phone.

Parking a call partner

You want to put your call partner on hold without using a phone line as a result.

You can park your call partner locally and take back at each phone assigned to you.

You can also allocate the Park function to a freely configurable key (see Chapter "Configuring keys", page 75).

Park	Press Foxmenu > Foxkey *Park*. ➜Your call partner is now parked locally.
	Put the handset on-hook.
[P]	**To retrieve a parked call party:** Press Foxmenu > Foxkey *[P]*.
	To phone with the handset: Pick up the handset.

Notes:
• With the End key the display returns to the idle state. As long as your call partner does not hang up, he remains parked. You can retrieve your parked call party using *Menu > Activated features > [P]*.
• The */# procedure for central parking can be found in the "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*.

Organising absences from the desk

This section explains the different options provided by your phone when you want to leave your desk.

The Presence function lets you set your personal presence status quickly. It also tells you directly whether the user you want is reachable or absent without you having to call him. The information details depend on the type of telephone.

Organizing absences using the Absence key

Your phone is equipped with a Presence key, under which you can store presence profiles. By simply pressing the Absence key you can activate a call forwarding unconditional.

> **Note:**
> You can configure the Absence key like any other configurable key (see Chapter "Configuring keys", page 75).

You have a choice of 5 presence profiles for controlling your presence status:

Presence status (presence symbol and presence LED)			
✅	*Available* (default)	❎	*Not available*
🕐	*Absent*	👥	*Meeting*
⊖	*Busy*		

You can call up the presence of the user you want in the following situations (providing the user has a phone with presence profiles).

- when you call an internal user;
- in the phone book or in a call list;
- during dialling by name;

> **Notes:**
> - You can only call up a user's presence if the user in question has a phone with presence profiles.
> - External applications such as Open Interfaces Platform (OIP) can affect your presence status. Contact your system administrator for more information.

<Presence profile>

To activate the presence profile:
Press the function key for *<Presence profile>*.
Or:
The presence profile can also be selected using the menu: *Menu* > *Settings* > *General* > *Presence*.
Or:
Select the profile you want via the presence menu and press the *Ok* Foxkey.
➜The profile is activated.

<Presence profile>

To deactivate the presence profile:
Press the function key for *<Presence profile>*.
Or:
Select a new profile via the presence menu and press the *Ok* Foxkey.
➜The profile is deactivated.

To check a user's presence:
Enter a complete internal name and press the Absence key.
Or:
Select the user you want from the phone book or a call list.
➜Presence status is displayed.
Press the *Call* Foxkey.
➜The phone number is dialled.
Press the *Close* Foxkey.
➜User is not called, no entry in the call list.

Forwarding calls (Call forwarding)

You want to leave your desk. Calls for you are to be forwarded to a different destination (e.g. phone, voice mail, pager).

With call forwarding you can forward incoming calls directly to a different destination.

> **Notes:**
> • A forwarding applies to all connected phones.
> • Only one forwarding variant at a time is possible.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding Unconditional

Scroll to *Call Forwarding* and confirm with the *Ok* Foxkey.

User

Scroll to *User* and confirm with the *Ok* Foxkey.
Enter the user's phone number and confirm with the *Ok* Foxkey.
➜ Forwarding is activated.

> **Notes:**
> • You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
> • If a call is to be forwarded only when you are already in a call, select *Call forwarding busy*.
> • You can also forward to your *Voice Mail* (see Chapter "Forwarding to voice mail", page 43) or to a *Message* (see Chapter "Forwarding to a message", page 44).
> • You can deactivate forwarding using *Menu > Activated features > Reset*.
> • You can also activate forwarding by remote control, see Chapter "Setting functions by remote control", page 62.

Forwarding a Call on No Reply (CFNR)

You want calls that you receive on your phone to be forwarded to another destination.

Both your own phone and the other destination will then start ringing. The system configuration determines whether or not there is a ringing delay at the other destination. Whoever goes off-hook first, answers the call. Depending on the system configuration, Call Forwarding on No Reply can also be activated when your phone is busy.

> **Notes:**
> • A forwarding applies to all connected phones.
> • Only one forwarding variant at a time is possible.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding on No Reply

Scroll to *Call Forwarding on No Reply* and confirm with the *Ok* Foxkey.

User

Scroll to *User* and confirm with the *Ok* Foxkey.
Enter the phone number of the destination to which your calls are to be forwarded and confirm with the *Ok* Foxkey.
➔Forwarding is activated.

> **Notes:**
> • You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
> • You can also forward calls to your *Voice Mail* (see Chapter "Forwarding to voice mail", page 43).
> • You can deactivate forwarding using *Menu > Activated features > Reset*.
> • You can also activate forwarding by remote control, see Chapter "Setting functions by remote control", page 62.

Forwarding to voice mail

You cannot momentarily be reached on your phone. If you forward to your voice mail, a user can leave you a voice message.

You can use the global greeting or your own greeting (see Chapter "Configuring voice mail", page 73).

For further information on voice mail refer to the "User's Guide Voice Mail Systems" on the Aastra document portal: *www.aastra.com/docfinder*.

> **Notes:**
> • A forwarding applies to all connected phones.
> • Only one forwarding variant at a time is possible.

Menu

Press Foxmenu > Foxkey *Menu*.

Forwarding

Scroll to *Forwarding* and press the *Select* Foxkey.

Call Forwarding Unconditional

Scroll to *Call Forwarding* and confirm with the *Ok* Foxkey.

Voice mail

Scroll to *Voice Mail* and confirm with the *Ok* Foxkey.
➜Forwarding is activated.

> **Notes:**
> • You can specify whether your voice mail should answer directly (*Call Forwarding*) or with a delay (*Call Forwarding on No Reply*), or only if you are already on the phone (*Call Forwarding Busy*).
> • You can deactivate forwarding using *Menu > Activated features > Reset*.
> • A new voice mail message is signalled with a text message on the display and a lit indicator LED in the idle state.

Forwarding to a message

You cannot be reached on your phone. You want any internal user who calls you to get a text message. The user hears the busy tone and obtains a text message on his display.

Requirement: The internal user must have a phone capable of receiving text messages. Users whose phone cannot receive text messages are put through to your phone or rerouted to a destination predefined within the system.

You can use one of the text messages stored in the system directly, modify it or create a new message.

Notes:
• A forwarding applies to all connected phones.
• Only one forwarding variant at a time is possible.

Menu	Press Foxmenu > Foxkey *Menu*.
Forwarding	Scroll to *Forwarding* and press the *Select* Foxkey.
Call Forwarding Unconditional	Scroll to *Call Forwarding* and confirm with the *Ok* Foxkey.
Message	Scroll to *Message* and confirm with the *Ok* Foxkey.
<Message>	Select one of the text messages stored in the system and press the *Select* Foxkey. Adapt or expand the text and confirm with the *Ok* Foxkey. ➜Forwarding is activated.

Note:
If you activate another forwarding, the message you have left on your phone will be deactivated.

Locking your phone

You need to leave your desk and want to ensure that no-one can alter your phone's settings, look at your private data, or make outside calls from your phone.

You can lock your phone with a PIN consisting of two to ten digits. You can modify this via menu (see chapter "Changing the PIN", page 68) or with */# procedure *47 (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*).

Menu		Press Foxmenu > Foxkey *Menu*.
Settings		Scroll to *Settings* and press the *Select* Foxkey.
General		Scroll to *General* and press the *Select* Foxkey.
Lock		Scroll to *Barring* and press the *Modify* Foxkey. ➔You are prompted to enter your PIN.
<PIN>		Enter the PIN and confirm with the *Ok* Foxkey.
<Setting value>		Select the required type of barring and confirm with the *Ok* Foxkey. ➔The phone is now locked; 🔒 is displayed. ➔To lock all your phones, execute the function code *33* <PIN> # (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*).

Note:
You can lock either just the configuration (*Configuration locked*) or the entire phone (*Phone locked*). With *Phone locked* your private data cannot be viewed and external calls can only be made from your phone in accordance with the system settings.

Unlocking your phone

You want to unlock your phone.

You can use the PIN to unlock your phone. If you have forgotten your PIN, your system administrator can reset it to the default setting.

Menu

Press Foxmenu > Foxkey *Menu*.

Activated features

Scroll to *Activated features* and press the *Select* Foxkey.

<Barring>

Select the barring you want and press Foxmenu > Foxkey *Reset*.
➜You are prompted to enter your PIN.

<PIN>

Enter the PIN and confirm with the *Ok* Foxkey.

Unlocked

Scroll to *Free* and confirm with the *Ok* Foxkey.
➜The phone is unlocked.
➜To unlock all your phones, execute the function code #33* <PIN> # (see
"User's Guide */# Procedures" on the Aastra document
portal: *www.aastra.com/docfinder*).

Functions for special situations

This section explains the different options provided by your phone to deal with special situations.

Function selection for configurable key

This section contains a list of all the functions you can store under a configurable key via the menu. Contact your system administrator for more information.

More information on how to store functions under a configurable key using function commands and */# procedures can be found in Chapter "Formulating functions", page 76.

Function	Description
No function	Select this function to delete the function key assignment.
Call Forwarding Unconditional	With this function you forward incoming calls directly to a different destination. For further information refer to Chapter "Forwarding calls (Call forwarding)", page 41.
Call forwarding on busy	With this function you forward incoming calls directly to a different destination if you are busy. For further information refer to Chapter "Forwarding calls (Call forwarding)", page 41.
Call Forwarding on No Reply	With this function you forward incoming calls you receive on your phone to another destination. For further information refer to Chapter "Forwarding a Call on No Reply (CFNR)", page 42.
Switch group	This function lets you route calls and functions via switch groups (with two switch positions).
Relay	You can control external electric equipment or installations using relays. For example you can use your phone to open and close electric gates or to switch the lights on or off throughout a building.
Welcome announcement	Announcement service for incoming internal and external calls. If you do not answer an external call after a set delay, the user who is calling will obtain an announcement. After the announcement the caller will then hear the ringback tone again.
Lock	This function protects you against Call Waiting and Announcement. For further information refer to Chapter "Activating protection against call types", page 70.
Remote control	This function lets you set remote maintenance access to your phone on a one-off basis of permanently.
MCID	This function lets you track a malicious call. For further information refer to Chapter "Tracking a malicious call", page 57.

Supplementary features

| Function	Description
ACD (Automatic Call Distribution)	The call routing of calls in the queue can be controlled using an ACD application.
User group	In the user group incoming and internal calls are routed to a group of internal destinations according to a preconfigured call distribution.
Home alone	If calls to a user group can only be answered by one user, the user in question can activate Home Alone on the user group. Then if the user is already in a call, all subsequent internal or external calls to the user group obtain a busy tone.
configurable	You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a key. For further information refer to Chapter "Formulating functions", page 76.
CLIR	This function lets you prevent your call number from being displayed to the caller. For further information refer to Chapter "Suppressing your call number from your called party's terminal display", page 57.
Deflect	This function lets you deflect an incoming call to another user. For further information refer to Chapter "Deflect a call during the ringing phase", page 49.
Park	With this function you put your call partner on hold without using a phone line as a result. For further information refer to Chapter "Parking a call partner", page 38.
Do not disturb	With this function incoming calls are automatically forwarded to a specific destination. For further information refer to Chapter "Activating protection against call types", page 70.
Discreet ringing	With this function the phone rings only once. For further information refer to Chapter "Activating/deactivating a discreet ring", page 56.
Greeting	This function allows you to activate/deactivate the greeting you want. For further information refer to Chapter "Managing personal greeting", page 73.
Ring alone	This function lets you specify which of your phones signals incoming calls acoustically (as part of the one-number user concept). For further information refer to Chapter "Activating ring alone", page 58.
Personal call routing	This function lets you specify where incoming calls are routed to (as part of the one-number user concept). For further information refer to Chapter "Activating personal call routing", page 58.
Personal call routing menu	Menu for selecting your personal call routing. For further information refer to Chapter "Activating personal call routing", page 58.
Ring off	With this function the phone rings only once. For further information refer to Chapter "Setting the ringing properties", page 66.
Fast take (Pick up a Call)	You can take an incoming call or an active call from another phone to your phone.

Function	Description
Presence menu	Menu for selecting a presence profile. For further information refer to Chapter "Organizing absences using the Absence key", page 39.
Presence	Menu for selecting a presence profile. For further information refer to Chapter "Organizing absences using the Absence key", page 39.
Presence profile	Menu for selecting a presence profile. For further information refer to Chapter "Organizing absences using the Absence key", page 39.

Deflect a call during the ringing phase

You do not want to answer a call yourself but deflect it to another user.

With the function *Deflect* you can deflect calls to an internal or external user or to the voice mail during the ringing phase.

Your phone is ringing and the indicator LED is flashing. To deflect the call, proceed as follows.
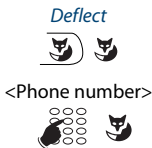
Deflect

Press Foxmenu > Foxkey *Deflect*.

<Phone number>

Enter the phone number and confirm with the *Ok* Foxkey.
➔ The call is deflected to the user you want.

Notes:
- You can also search in the phone book, last-number redial list or call list for the phone number of the person you are looking for.
- If the user you want to deflect to is busy, the call will not be deflected. The display reads *Busy* and your phone still rings.

Reject a call during the ringing phase

You do not want to answer a call.

You can reject a call already during the ringing phase

Reject

Press Foxmenu > Foxkey *Reject* or the End key.
➔ The connection is rejected and, depending on the system configuration, the caller obtains the busy tone or he is forwarded to a preconfigured destination.

Listening to voice mail

Voice Mail from is displayed and the indicator LED is red-flashing.

> **Note:**
> Depending on the system configuration your system administrator can specify that you are notified by e-mail whenever you receive a new voice mail (with the voice mail attached). Contact your system administrator for more information.

Listen

Listening new messages:
Press the *Listen* Foxkey.
➔Message is played back.
Or:
Voice mail can also be selected using the menu: *Menu > Call lists > Unanswered > Listen*.

Menu

To delete the message:
Press Foxmenu > Foxkey *Menu*.

Voice mail

Scroll to *Voice Mail* and press the *Select* Foxkey.

Inbox

Scroll to *Inbox* and press the *Select* Foxkey.

Delete

Press the *Delete* Foxkey.
➔Voice mail is deleted.

> **Notes:**
> • To find out how to configure call forwarding to your voice mail, refer to the Chapter "Forwarding to voice mail", page 43.
> • To find out how to configure a voice mail, refer to the Chapter "Configuring voice mail", page 73 or in the "User's Guide Voice Mail Systems" on the Aastra document portal: *www.aastra.com/docfinder*.

Send text messages

You want to send a written message to an internal user.

You can send a text message to an internal user. The text message will appear on the person's display.

Requirement: The internal user must have a phone capable of receiving text messages.

You can use one of the text messages stored in the system directly, modify it or create a new text message.

Menu	Press Foxmenu > Foxkey *Menu*.
Text message	Scroll to *Text message* and press the *Select* Foxkey.
New	Scroll to *New* and press the *Select* Foxkey.
<Text message>	Select one of the text messages stored in the system and press the *Select* Foxkey.
<Text>	Adapt or expand the text and press the *Send* Foxkey.
<Destination>	Select the destination and press the *Select* Foxkey.
<Phone number>	For *User* and *Group*: Enter the call number and press the *Send* Foxkey. ➜The text message is sent.

Note:
If the display shows *Not available*, the text message could not be sent.

Read Text Messages

Your display shows *New message* and the envelope symbol. The right-hand indicator LED is lit.

Show	**Show text message:**
	Press Foxmenu > Foxkey *Show*.
	➜The display shows the sender and the date/time of the text message.
Read	**Read text messages:**
	Select the text message you want and press Foxmenu > Foxkey *Read*.
	➜If the text message runs over several lines, use the navigation key to scroll.
Delete	**Delete text message:**
	Press Foxmenu > Foxkey *Delete*.
	➜The text message is deleted; the next text message is retrieved from the memory.
	Or:
	Press Foxmenu > Foxkey *Menu* > *Text message* > *Inbox* to select the text message and continue as described above.

Note:
You can select and read a new text message even during an active call using *Text message* > *Inbox*.

Picking up a call

You hear a phone ringing in your vicinity and want to pick up the call.

With the *Pick up* function you can pick up the call from the other phone on your own phone.

Menu	Press Foxmenu > Foxkey *Menu*.
Call features	Scroll to *Call features* and press the *Select* Foxkey.
Pick up	Scroll to *Pick up* and confirm with the *Ok* Foxkey.
User	Scroll to *User* and confirm with the *Ok* Foxkey.
	➜The display shows the number of the phone from which you last picked up a call.
<Phone number>	Enter the number of the phone from which you want to pick up the call and confirm with the *Ok* Foxkey.
	➜You are now through to the caller.

Activating/deactivating DTMF mode

You want to be able to use your phone to control other equipment or to access certain services, such as remote polling of an answering machine. For these services you need the DTMF mode.

In the DTMF mode each key press generates a tone. If for example you key in a call number during a call, your call partner will hear the tone signals.

You can specify whether the DTMF mode should be generally activated or deactivated (see Chapter "Configuring the DTMF mode", page 67). DTMF is activated as the default dialling mode.

If the DTMF mode is generally deactivated, you can activate it and deactivate it again temporarily during a call.

You're in a call and the DTMF mode is generally deactivated. You want to activate the DTMF mode temporarily:

DTMF

Press Foxmenu > Foxkey *DTMF*.
➜The display shows *Enter number DTMF*. You can now enter the DTMF characters.

Reset

Resetting DTMF mode:
Press Foxmenu > Foxkey *Reset*.

Note:
When you hang up, the DTMF mode is automatically deactivated again.

Making a call on a third-party phone

You want to make a call on a third-party phone using your personal settings, for example on a colleague's phone or in a meeting room.

You can activate a third-party phone to make an internal or external call using your personal settings, even if the phone is locked for external calls.

You can activate the phone for a business or private call.

Once you have activated the phone using a */# procedure and your PIN, dialling by your private phone book is available.

The called party's display shows your personal phone number and not the number of the phone from which you are making your call.

Any call charges incurred will be charged to you.

1. Enter */# procedure #36.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the internal or external phone number with the exchange access digit.

Pick up the handset.
➔The phone number displayed is dialled.

Note:
When you hang up, dialling by name and your private phone book remain available for a whole minute so you can make another call.

Or:
1. Enter procedure #46 for a private call.
2. Enter your internal phone number.
3. Enter your PIN.
4. Enter the external call number directly, without the exchange access digit.
5. Pick up the handset.
   ➔The phone is now enabled; the external user is called.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 68 or with */# procedure *47 (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Paging an internal user using the general bell

You are unable to reach an internal user and thus want to page them.

When general bell is configured in the system, you can search for an internal user using the general bell. The paged person can answer from any phone.

Menu	Press Foxmenu > Foxkey *Menu*.
Call features	Scroll to *Call features* and press the *Select* Foxkey.
Page	Scroll to *Page* and confirm with the *Ok* Foxkey.
<Phone number>	Enter the phone number f the person to be paged and confirm with the *Ok* Foxkey. ➔User is called and receives your phone number.

Answering a general bell

Via the general bell, you hear either your personal ringing pattern or the general ringing signal. Calls with the general bell as the destination can be signalled visually or acoustically via an external piece of supplementary equipment. The call can be answered on any phone.

Ask your system administrator whether a general bell is set up.

You can answer from any internal phone.

Menu

Press Foxmenu > Foxkey *Menu*.

Call features

Scroll to *Call features* and press the *Select* Foxkey.

Pick up

Scroll to *Pick up* and confirm with the *Ok* Foxkey.

General bell

Scroll to *General bell* and confirm with the *Ok* Foxkey.

<Phone number>

Enter your own phone number and confirm with the *Ok* Foxkey.
➜You are now connected with the person who is trying to reach you.

> **Note:**
> You can also answer a general bell using the */# procedure *82 (personal ringing pattern) and *83 (ringing signal).

Activating/deactivating a discreet ring

You do not want to be disturbed by your phone ringing. However, you do not want to switch off your phone.

Discreet ringing is available on your phone as an alternative to the usual ringing. If discreet ring is activated, the phone rings only once.

This function must be stored under a function key (see chapter "Configuring keys", page 75).

In the idle state:
Press the function key for *<Discreet ring>*.
➜Discreet call is activated, 🎵 is displayed.

Suppressing your call number from your called party's terminal display

You do not want your call number to appear on the terminal display of a called party in the public network.

You have two possibilities:

- If you never want the phone number to be displayed, set *CLIR Permanent*.
- To suppress your call number display for certain calls only, select the function *CLIR Per call* before dialling your party's call number.

This function must be stored under a function key (see chapter "Configuring keys", page 75).

You can also execute the function with a */# procedure (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*).

Before the call:
Press the function key for *<CLIR>*.

Notes:
- CLIR works only with external calls.
- This feature depends on the range of services offered by your provider.

Tracking a malicious call

Your are being threatened or molested by a call. You want to identify the caller.

Using the *MCID* (Malicious Call Identification) function the provider records the following call data: Your phone number, the caller's phone number, and the date and time of the call.

MCID has to be enabled by your provider. Your provider will inform you about accessing the recorded call data.

This function must be stored under a function key (see chapter "Configuring keys", page 75).

During a call:
Press the function key for *MCID*.

After the call do not hang up: press the function key for *MCID* while you hear the busy tone.

Activating personal call routing

You wan to specify which of your phone shall ring when you receive a call.

If your system administrator has set up a phone number with several phones for you as well as the 5 call routings, you can specify which of your phones shall signal a call by using the personal call routing. Your system administrator can set up up to 5 call routings. You can only answer a call on phone where the call is signalled. Contact your system administrator for more information.

You can activate a call routing for all phones. If you have not configured a call routing, the default setting (all phones are ringing) is used as standard.

You can execute this function only with a */# procedure (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*).

Activating ring alone

You want to specify which of your phones shall ring acoustically when you receive a call.

When your system administrator has set up a phone number with several phones, you can define on which phones a call shall acoustically be signalled using ring alone.

When you have activated ring alone on a phone, the acoustic ringing tone is deactivated for all other phones (). An incoming call is signalled in the display of all phones. You can answer the call on each of your phones.

> **Note:**
> When you have activated ring alone but deactivated the personal call routing for a phone in parallel, an incoming call is not acoustically but only visually signalled.

This function must be stored under a function key (see chapter "Configuring keys", page 75).

In the idle state:
Press the function key for *<Ring alone>*.
➔Ring alone is activated/deactivated.

Silent intrusion

Silent intrusion is a variant of the *Intrusion* function and is used mainly in call centres.

Another user can intrude on your active call and listen in to your conversation without you and your call party noticing. Unlike Intrusion you will receive neither a visual nor an acoustic signal.

This means you cannot reject Silent intrusion. The third user's microphone remains switched off. He can however intrude on the call at any time by enabling his microphone or pressing the *Intrusion* function key.

Your system administrator can allocate this function to a configurable key.

Notes:
- Silent intrusion has to be enabled. Contact your system administrator for more information.
- Silent intrusion may infringe on your national data protection provisions or be permitted only under certain circumstances.
- If you intend to use this function notify your call party in advance.

1. Enter the call number of the user you want.
2. Press key 4 as soon as you hear the busy tone.
➜ Silent intrusion is activated.

Free seating

You do not have your own workplace and share desk and phone with other employees.

Log in:

Free Seating lets you log in on a phone configured for that purpose. Once you are logged in, your personal call lists, phone book and all your other personal settings and Hotkeys are available to you immediately.

If your profile contains expansion key modules, but the phone you have logged in to does not, the keys in question will not be available to you. Various sequences of expansion key modules are correctly recognised.

Notes:
- You can only log in to a phone if no other user has yet logged in to that phone for free seating purposes.
- You can only log on once to a Free Seating phone. The moment you log in to another free seating phone, you are automatically logged off the original phone.

Log out:

To free up a phone, you need to log off again. To ensure a phone is not blocked for other users if you forget to log off, your system administrator can set up a logoff process with an automatic time limit:

• After a certain amount of time after login (e.g. after 6 hours and 30 minutes).
• At a certain time (e.g. 6.30 pm)

Notes:
• If no user is currently logged on to a Free Seating phone, depending on the system configuration only emergency calls can be made from that phone.
• As long as you do not have your own phone or are not logged on to a Free Seating phone, your caller will obtain either the busy signal or be forwarded to a preconfigured destination, depending on the system configuration.

Log in

Log in free seating:
Press Foxmenu > Foxkey *Log in*.
Or:
Free seating can also be selected using the menu: *Menu* > *Settings* > *Log in*.

Enter phone number and PIN and confirm with the *Ok* Foxkey.
➜ You are now logged in and can use the free seating phone with your personal settings.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 68 or with */# procedure *47 (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Log out

Log out free seating:
Press Foxmenu > Foxkey *Log out*.
➜ The display with the call number is displayed.
Depending on the system configuration enter the PIN and confirm with the *Ok* Foxkey.
➜ You are now logged off; the free seating phone is now available again to other users.

Note:
You are automatically logged off if your system administrator has set up an automatic logoff process.

Setting functions by remote control

This section explains how you can alter your phone's settings even if you are not directly at your phone.

You are not at your desk and want to set various functions on your phone from a different phone.

You can activate/deactivate many of your phone's functions by remote control from a different phone.

The remote control is initiated using a special */# procedure. You can then enter the function commands and */# procedures.

Using remote control from a third-party phone:
1. Enter */# procedure #36.
2. Enter your phone number.
3. Enter your PIN.
4. Enter the */# procedure for activating/deactivating the function you want.

Pick up the handset.
➜You hear the acknowledgement tone.

Put the handset on-hook.
➜The function is now activated/deactivated.

Note:
The default PIN setting "0000" is not accepted. First change the PIN as described in chapter "Changing the PIN", page 68 or with */# procedure *47 (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*). If you have forgotten your PIN, your system administrator can reset it to the default setting.

Personalizing your phone

These sections explain how to adapt the phone's basic settings to suit your personal requirements.

Display

This section explains how to set display properties.

Setting the display

You may find the display is too bright or too dark.

You can adjust the *Display contrast*.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Display

Scroll to *Display* and press the *Select* Foxkey.

Display contrast

Scroll to *Display contrast* and press the *Modify* Foxkey.

\<Setting value\>

Select the required setting and confirm with the *Ok* Foxkey.
➜The setting is stored.

Setting the ringing properties (Audio)

This section explains how to set your phone's ringing tone properties.

Setting the ringing volume during ringing

You want to adjust the ringing volume.

You can adjust the ringing volume while the phone is ringing.

    −|+   Quieter: Press the –-key.

    −|+   Louder: Press the +-key.

Setting the volume during a call

You want to adjust the volume while in a call. You have to set the volume of handset and loudspeaker separately.

The new volume will remain stored even after the call is ended.

    −|+   Quieter: Press the –-key.

    −|+   Louder: Press the +-key.

Setting the ringing properties

You want to change the way in which your phone rings.

You can adjust the *Ringing volume*, the *Internal melody*, the *External melody*, and the *Speed*.

If you do not want to be disturbed during a certain time, you can set your phone not to ring with *Ring off*. Deactivated ringing is displayed with ♫.

> **Note:**
> Please note that the ringing volume may be reduced if Aastra 5360 is not connected to the power supply.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

Audio

Scroll to *Audio* and press the *Select* Foxkey.

<Audio setting>

Scroll to the required audio settings and press the *Modify* Foxkey.

<Setting value>

Select the required setting and confirm with the *Ok* Foxkey.
➔The setting is stored.
Note:
To list to all the settings, use the *Test* Foxkey.

> **Note:**
> To list to all the settings, use the *Test* Foxkey.

General settings

This section explains other settings you can make on your phone.

Selecting the language

The display text is not in the language you want.

You can select a different language. The menu item under which you select your language is marked by an "*" in front of the word for "language" in the language of your choice, e.g. "*Language" for English.

Menu	Press Foxmenu, then Foxkey *Menu*.
*Language	Scroll to **Language* and press the *Modify* Foxkey. ➜The set language is displayed with ◩.
<Setting value>	Select the required language and confirm with the *Ok* Foxkey. ➜The display text appears in your selected language.

Configuring the DTMF mode

You want to decide whether the DTMF mode is to be activated or deactivated as default on your phone.

Menu	Press Foxmenu, then Foxkey *Menu*.
Settings	Scroll to *Settings* and press the *Select* Foxkey.
General	Scroll to *General* and press the *Select* Foxkey.
DTMF	Scroll to *DTMF* and press the *Modify* Foxkey.
<Setting value>	Activate or deactivate DTMF and confirm with the *Ok* Foxkey. ➜The setting is stored.

Changing the PIN

You want to change the PIN used to lock/unlock your phone (see Chapter "Locking your phone", page 45 and "Unlocking your phone", page 46).

The digit combination "0000" is set as default. You can select any 2 to 10-digit combination for your new PIN.

If you have forgotten your PIN, your system administrator can reset it to the default setting. Depending on the system settings the function may not be available.

> **Note:**
> Your PIN applies to all your phones.

Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

PIN

Scroll to *PIN* and press the *Modify* Foxkey.
➜The display shows *Old PIN*.

<Old PIN>

Enter the old PIN and confirm with the *Ok* Foxkey.
➜The display shows *New PIN*.

<New PIN>

Enter the new PIN and confirm with the *Ok* Foxkey.
➜The display shows *Confirm*.

<New PIN>

Enter the new PIN a second time and confirm with the *Ok* Foxkey.
➜The new PIN is stored.

> **Notes:**
> • For each digit entered, the display shows an "*".
> • You can also change the PIN with */# procedure *47 (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*).

Identifying the communication system

This phone can be connected to different Aastra communications systems. You can verify to which system your phone is connected to.
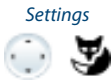
Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Own ID

Scroll to *Own ID* and press the *Select* Foxkey.
➜Name, call number and communication system are displayed.

Local IP settings (Aastra 5360ip)

The IP-relevant data for your phone is stored in this menu. The input of this data is password-protected; it can therefore only be carried out by your system administrator. You can however call up the data.
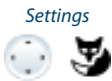
Menu

Press Foxmenu, then Foxkey *Menu*.

Settings

Scroll to *Settings* and press the *Select* Foxkey.

General

Scroll to *General* and press the *Select* Foxkey.

Local settings

Scroll to *Local settings* and press the *Select* Foxkey.
➜IP-relevant settings retrievable.

Protection settings

This section explains how you can protect yourself against certain types of call.

Activating protection against call types

You want to protect yourself against certain types of calls.

You can set your phone so that these functions are not permitted on it:

- *Do not disturb*: Incoming calls are automatically forwarded to a specific destination.
- *Call waiting*: You are already making/taking a call. You are notified by a waiting tone and phone number or name in the display that someone else is trying to reach you. You can either answer or reject this second call.
- *Intrusion*: A third participant can intrude into your active call and listen to your conversation.
- *Announcement*: You can address internal users directly via their loudspeaker – where available –, without waiting for a reply (similar principle to that of an intercom system).
- *Forwarding*: Incoming calls are forwarded directly to your phone.

Ask your system administrator whether these functions are enabled on the system.

Menu	Press Foxmenu, then Foxkey *Menu*.
Settings	Scroll to *Settings* and press the *Select* Foxkey.
Protection	Scroll to *Protection* and press the *Select* Foxkey.
<Protection setting>	Scroll to the required protection settings and press the *Modify* Foxkey.
<Setting value>	Select the required setting and confirm with the *Ok* Foxkey. ➜The setting is stored.

Note:
You can deactivate an activated protection using Foxmenu > Foxkey *Menu* > *Activated features* > *Reset*.

Phone Book Management

This section explains how to create a new entry in the phone book and how to edit or delete an entry.

Creating a new phone book entry

You want to store your own phone numbers. You can store your own phone numbers in the private phone book.
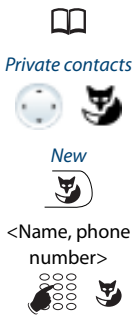
Press the phone book key.

Private contacts

Scroll to *Private contacts* and press the *Select* Foxkey.

New

Press Foxmenu > Foxkey *New*.

<Name, phone number>

Enter the user's name and confirm with the *Ok* Foxkey.
➜ The contact is now stored.

Editing or deleting a phone book entry

You want to modify a phone number stored on your private phone book.

	Press the phone book key.
Private contacts	Scroll to *Private contacts* and press the *Select* Foxkey.
<Entry>	**To change an entry:** Select the entry you want and press Foxmenu > Foxkey *Edit*.
<Name, phone number>	Modify the contact data and confirm with the *Ok* Foxkey.
<Entry>	**Deleting an entry:** Select the entry you want and press Foxmenu > Foxkey *Delete*. ➜The entry is now deleted.

Configuring voice mail

This section explains how to set your voice mail.

Managing personal greeting

You have the possibility to record up to 3 different greetings (e.g. for Absent or Vacation). Give each greeting the relevant name.

Depending on the system configuration a caller may or may not be able to leave a message (for the symbols see Chapter "Display symbols", page 5).

If no personal greeting is activated or if none is available, the global greeting is activated automatically, provided it has been recorded. Contact your system administrator for more information.

Menu	Press Foxmenu, then Foxkey *Menu*.
Voice mail	Scroll to *Voice Mail* and press the *Select* Foxkey.
<Greeting>	**Renaming greeting:** Select the greeting you want and press Foxmenu > Foxkey *Edit*. ➜Give each of your personal greetings the relevant name and confirm with *Ok*.
<Greeting>	**Recording a greeting:** Select the greeting you want and press Foxmenu > Foxkey *Record*. ➜Now record your personal greeting text.
	Note: Record your text through the handset.
<Greeting>	**Listening to the greeting:** Select the greeting you want and press Foxmenu > Foxkey *Listen*. ➜You can monitor your personal greeting text and re-record it if necessary.
<Greeting>	**Selecting the greeting:** Select the greeeting you want and confirm with Foxmenu > Foxkey *Ok*. ➜The announcement last recorded is automatically activated.

Notes:
- To find out how to configure call forwarding to your voice mail, refer to the Chapter "Forwarding to voice mail", page 43.
- For further information on voice mail refer to the "User's Guide Voice Mail Systems" on the Aastra document portal: *www.aastra.com/docfinder*.

Configuring presence

You can to control your current presence status (see Chapter "Organizing absences using the Absence key", page 39).

You have a choice of 5 presence profiles for controlling your presence status. For each of these presence profiles you can make the following settings:

- *Description*: Type in the text you want to be visible to other users as detailed information on your presence status (e.g. the name of your substitute).
- *Personal call routing*: Specify the phones on which a call is to be signalled (see Chapter "Activating personal call routing", page 58). To apply the existing call routing, select *Keep settings as is*.
- *Call Forwarding*: Specify where you want a call to be forwarded to (see Chapter "Forwarding calls (Call forwarding)", page 41). To apply the existing call forwarding, select *Keep settings as is*.

To open the presence menu:
Press the Presence key.
Or:
Press the function key for *<Presence menu>* (for storing under a function key see Chapter "Store a function under a key – function key", page 76).
Or:
The presence menu can also be selected using the menu: *Menu > Settings > General > Presence*.
➔Presence menu is displayed.

Modify

Set the function key for presence profile:
1. Open the presence menu, scroll to the profile you want and press the *Modify* Foxkey.
2. Make the setting you want and confirm with the *Ok* Foxkey.
➔The profile has been changed.

Modify

To change the presence profile:
1. Open the presence menu, scroll to the profile you want and press the *Modify* Foxkey.
2. Make the setting you want and confirm with the *Ok* Foxkey.
➔The profile has been changed.

Configuring keys

This section explains how to assign phone numbers and functions to a Foxkey or configurable key.

Available keys

You can assign phone numbers or functions to one of the 10 configurable keys or on the Absence key. These are accessible at all times.

You can assign each key with a specific type so you can trigger a particular action by simply pressing that key. Choice available:

*   Number key: storing the phone number;
*   Function key: activate/deactivate function;

Store a phone number under a key – number key

You want to retrieve a frequently used phone number with a single keystroke rather than enter it digit by digit.

On each configurable key you can store two call numbers and the associated names. The key automatically becomes a number key.

<long>

To store a phone number under a configurable key/Absence key:
Press the key and hold it down for a moment.
➜Display shows choice of key types

Number key

Scroll to *Number key* and press the *Select* Foxkey.
Enter phone numbers and names and confirm with the *Ok* Foxkey.

Notes:
*   The text mode for letter input is automatically activated.
*   You can use the Correction key to delete any incorrect character.

Store a function under a key – function key

You want to retrieve a frequently used function - for example "call forwarding on no reply" - using a single keystroke rather than having to enter it by hand. Usually the function is assigned so that you:

- activate the function with the first keystroke,
- and deactivate the command again with a second keystroke.

<long>

Storing a function under a configurable key/Absence key:
Press the key and hold it down for a moment.
➔ Display shows choice of key types.

Function key

Scroll to *Function key* and press the *Select* Foxkey.
➔ The currently set function is displayed with ◣.

<Function>

Select the function you want and press the *Select* Foxkey.
➔ The further prompting depends on the function (see Chapter "Supplementary features", page 24). Once you have made all the settings, the function is stored under the key.

Note:
Besides the predefined functions you can also specify your own function. For more information please refer to the Chapter "Function commands", page 77.

Clearing a key

You want to clear the assignment made to a configurable key.

Select the function *No function* to delete the function key assignment.

<long>

To clear a configurable key:
Press the configurable key and hold it down for a moment.
➔ The display shows the key type.

No function

Scroll to *No function* and confirm with the *Ok* Foxkey.
➔ The key configuration is cleared.

Formulating functions

This section explains how to activate an individual function, for example call forwarding unconditional, with the aid of function commands and how to assign it to a key.

Function commands

You can use function commands to define a function to suit your personal requirements. A function can consist of one or more function commands, function codes, and the phone number. You can either carry out a function directly or store it under a function key (select *configurable* function).

Tab. 1   The following function commands are available:

"A"	Seize line with highest priority
"I"	Seize line
"X"	Disconnect
"P"	1Pause 1 second before the next operation
"N"	Use the phone number entered in call preparation
"."	Control key function (up-circuit system)
"Z"	Activate/deactivate DTMF mode
"R"	Use the phone number last dialled
"Y"	Disconnect and reseize the line

Tab. 2   Examples of how to define a function:

"IR"	Seize line ("I"), Dial phone number last dialled ("R")
"I201"	Seize line ("I") and dial phone number 201
"I*21201X"	Seize line ("I"), activate call forwarding unconditional ("*21") to phone number 201, disconnect ("X")
	Notes: • Text mode has to be activated before you can enter function commands. • Functions that are not available via the menu can be activated using */# procedures (see "User's Guide */# Procedures" on the Aastra document portal: *www.aastra.com/docfinder*). • You can either type in a */# procedure directly or store it under a key. • You can only activate certain */# procedures if the same function cannot be obtained via the menu. • The availability of certain */# procedures may be restricted depending on the system and software version.

*/# Procedures

A list with all the function codes can be found in the "User's Guide */# Procedures" on the *Aastra document portal* as electronic document.

Installation and first-time operation

These sections explain the setup options available with your phone.

Equipment provided

Telephone and handset	Handset connection cable	Telephone connection cable Aastra 5360
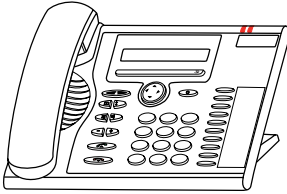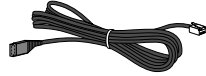
Stand rest; can also be used as a mounting frame for wall mounting	Quick User's Guide and safety information
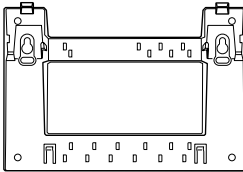
Options

Plug-in power adapter
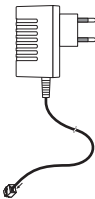
Setting up and mounting the phone

With the aid of the supplied stand rest you can set up the phone as a desk phone or mount it to the wall.

Setting the phone up as a desk phone

You can set up the phone either at a 40° or a 25° angle. To do so, insert the stand rest in different positions into the back of the phone until it snaps into place.

- Insert the stand rest as indicated on the installation diagram until it snaps into place.
- Connecting the handset: Plug the connector on the shorter straight extremity of the handset cord into the socket on the handset. Plug the connector at the loose extremity of the cord into the handset socket on the underside of the phone. To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Connect the phone as indicated in Chapter "Connect Aastra 5360", page 83 and "Connect Aastra 5360ip", page 84.
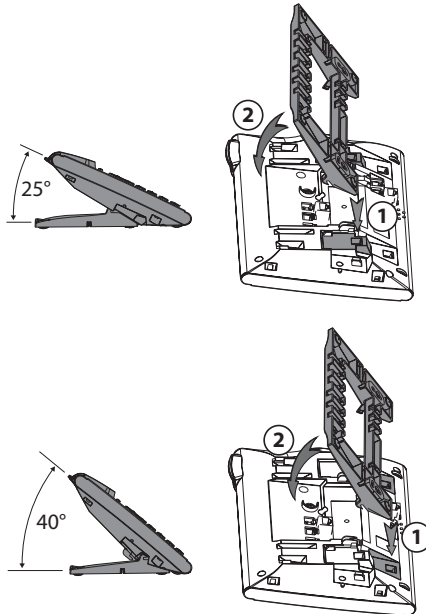
Wall mounting

You can also mount the phone on the wall. To do so, screw the stand rest onto the wall as a bracket and hook the phone onto the stand rest.

> **Note:**
> As there is only a limited amount of space between the sockets on the back of the phone and the wall on which it is mounted, you need to use a ribbon cable with a short connector for the cord. Ask your dealer for a list of suppliers for a suitable ribbon cable (only Aastra 5360ip).

- Fit the screws for securing the stand rest and mount the stand rest (Figure A).
- Connect the handset and phone cord to the phone (Figure B). For the correct connection assignment refer to Chapter "Connect Aastra 5360", page 83 and "Connect Aastra 5360ip", page 84.
- Insert the phone into the stand rest horizontally (Figure C-1) and slide downwards (Figure C-2).
- Unscrew the cams for holding the handset (Figures D-1 to D-3).
- Insert the handset.
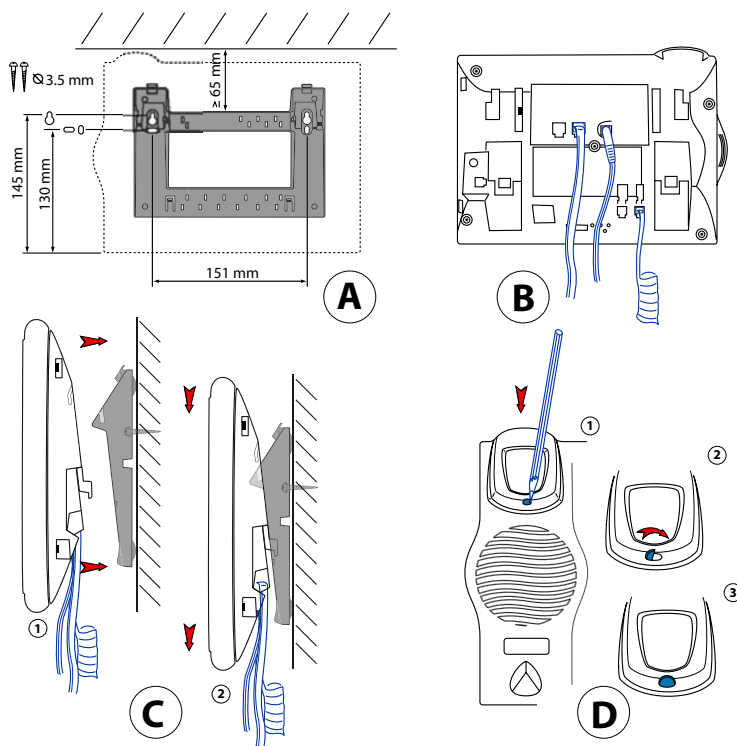
Dismantling

Desk phone:

- Disconnect the phone cord and remove.
- Carefully pull the stand rest away in the opposite direction.

Wall set:

- Carefully slide the phone upwards out of the stand rest.
- Disconnect the phone cord and remove.

Connect Aastra 5360

Connections

Telephone connection

Connecting the handset

Connecting your phone to the system

- Plug the connector on the phone cord on the underside of the phone into the socket with the phone symbol.
- Desk installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Plug the other end of the cable into the phone socket outlet.
- Set channel selector switch on the underside of the phone. Contact your system administrator for more information.

Logging your phone on

Your system administrator has to prepare the system before you can log on your phone.

Connect Aastra 5360ip

IP connections

LAN   Connecting to the IP network

    Connecting the handset

    Connecting the power supply

> **Note:**
> Your system administration will take care of the IP addressing and the commissioning of the phone. The IP addresses and other information about your phone is available in the setting mode.

LAN
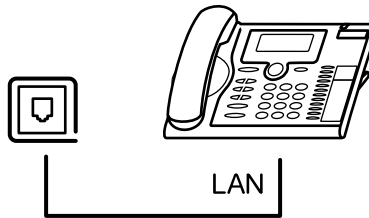
Connecting your phone to the LAN

This phone communicates via the same connection as your PC (IP network / LAN). This means you do not need a special phone connection. Ask your system administrator if you have any doubts about your phone's connection.

- Connecting the LAN cord (not included in the scope of delivery) to a LAN socket.
- Plug the connector at the loose end on the underside of the phone into the LAN socket.
- Desk installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.

Connecting the power supply

If your LAN supports Power-Over-Ethernet (PoE), the phone will be powered via the LAN cord and you will not require a power adapter.

If your LAN does not support PoE or if you have installed a switch between the LAN and the phone that does not support PoE, you will need the optional power adapter to power the phone.

> **Note:**
> Only use the optional original plug-in power adapter.

- Plug the round connector of the power cord on the underside of the phone into the power socket.
- Desk installation only: To relieve the strain on the cable feed the cable through one of the cable guides on the stand rest.
- Connect the power supply to the mains.

Logging the IP phone

Your system administrator has to prepare the system before you can log on your phone.

Further information

The following sections contain more useful information about your phone.

Troubleshooting

This section contains a few tips on how to operate your phone if you encounter any problems.

Malfunctions

Your call partner cannot hear you or you cannot hear your call partner
Make sure the handset cord is correctly plugged into both the handset and the phone (see chapter "Installation and first-time operation", page 78).

Handset off-hook, no dialling tone, no display
Make sure the phone cord is correctly plugged in to both the phone and the LAN socket (see chapter "Installation and first-time operation", page 78).

Display shows "Not configured", handset off-hook, no dial tone
Your phone has not been assigned a call number. Contact your system administrator for more information.

Display shows: "Trying to register"
The telephone cannot be registered. Contact your system administrator for more information.

Display is working, but connection is not possible
Your phone may be locked. Unlock your phone (see Chapter "Unlocking your phone", page 46).

Freely configurable keys cannot be configured.
The configuration may be locked. Unlock your phone (see Chapter "Unlocking your phone", page 46). The key for a reconfiguration may be locked in the system. Contact your system administrator for more information.

Insufficient display contrast
The setting for the display contrast is inadequate. Change the setting (see Chapter "Setting the display", page 64).

Only emergency calls are possible
You may want to telephone from a Free Seating phone, but have not logged on to it. Log on to the phone (see Chapter "Free seating", page 60).

Phone calls can be made, but no names are displayed; the key configuration is missing, and the phone does not respond to function commands
Restricted mode following a software update without update licence.

Note:
For all other messages, faults and questions you may have, contact your system administrator.

Declaration Open Source Software (Aastra 5360ip)

About Open Source Software

This product contains Open Source Software from third-party suppliers subject to the GNU licence provisions GPL (GNU General Public License) and LGPL (GNU Library/Lesser General Public License).

The licence texts for the GPL and LGPL and for the source code of the software sections listed below are available at *www.aastra.com/docfinder* ("Public GNU source" document type).

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Declaration of Conformity

Aastra Telecom Schweiz AG hereby declares that

- the Aastra 400 products conform to the basic requirements and other relevant stipulations of Directive 1999/5/EC.
- all our products are manufactured in conformity with RoHS and WEEE (2002/95/EC and 2002/96/EC).

The product-specific declarations of conformity can be found on the Aastra document portal: *www.aastra.com/docfinder*.

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