

BizPhone

Small Business Phone System



Cordless W76P IP Dect Phone User Guide

Contents

Welcome	3
Overview	4
Hardware Component Instructions	4
LED Instructions	5
Icon Instructions	5
General Settings	7
Language	8
Time and Date	8
Menu Guidance	9
<i>Accessing the Main Menu Feature</i>	9
<i>Accessing the Main Menu Feature</i>	10
<i>Returning to Idle Screen</i>	10
Contact Management	13
Blacklist	14
Call History Management	15
Basic Call Features	16
Placing Calls	16
Speed Dial	17
Answering Calls	18
Answering a Call	18
Answering when in a call	18
Ending Calls	18
Redialling Numbers	18
Call Mute	18
Call Hold/Resume	19
Do Not Disturb (DND)	19
Call Forward	19
Call Transfer	20
Three-Way Conference	20
Advanced Phone Features	21
Voice Mail	21

Welcome

Welcome to your iiNet BizPhone service!

If this is the first time you are using the iiNet BizPhone Cordless W76P handset, please first refer to the iiNet BizPhone W76P Quick Startup Guide to assemble and start up your handset. The BizPhone Quick Startup Guide is available on your BizPhone Resources page: www.iihelp.iinet.net.au/BizPhone_Support_Resources.

The topics covered in the Quick Startup Guide include:

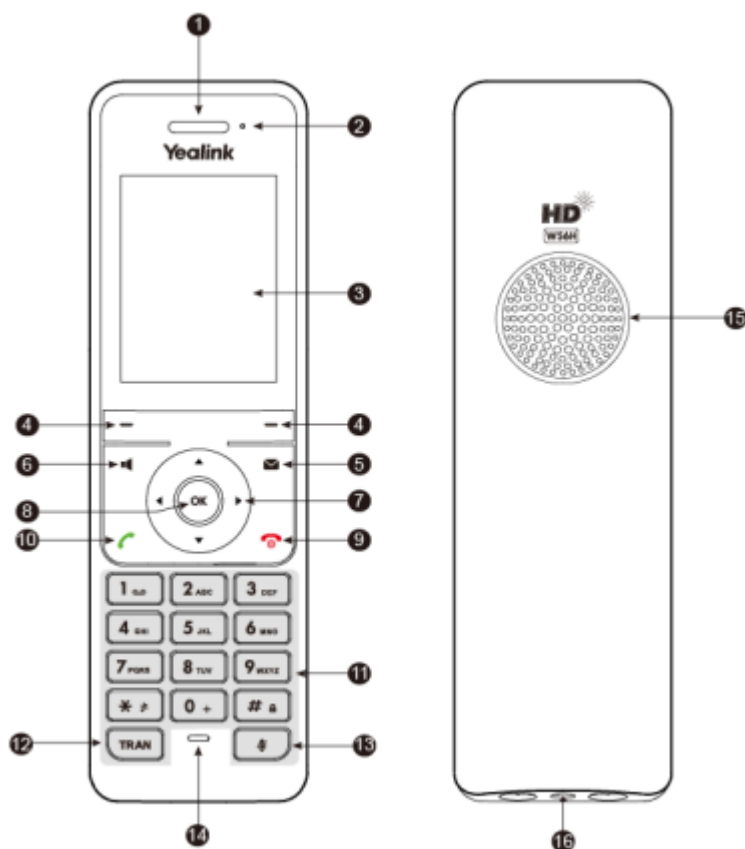
- Packaging Contents
- Assembling the Phone
- Starting up the Phone
- Basic Handset Settings
- Basic Call Features

If you require additional assistance with your new handset, please contact your System Administrator.

Overview

Hardware Component Instructions

The main hardware of the BizPhone Cordless W76P IP DECT phone are the LCD screen and the Keypad.



Hardware component instructions of the BizPhone Cordless W76P IP DECT phone are:

Item	Description
1	Receiver Receives audio in receiver mode.
2	Power Indicator LED Indicates call status, message status, and charging status.
3	Phone Screen Shows information.
4	Soft Keys Access the function directly. It depends on the operating situation.
5	Message Key Accesses the voice mail or missed call.
6	Speakerphone Key <ul style="list-style-type: none"> Switches between the receiver, headset and handsfree modes. Answers an incoming call. Places a call in handsfree mode
7	Navigation Keys Scroll through information or options on the screen.
8	OK Key Confirms actions or enters the main menu.
9	On-hook Key/ Power key <ul style="list-style-type: none"> Press briefly to return to the previous screen. Long presses to return to the idle screen. Press to turn the handset on.

		<ul style="list-style-type: none"> • Long press on the idle screen to turn the handset off. • Cancels actions or ends a call. • Rejects an incoming call.
10	Off-hook Key	<ul style="list-style-type: none"> • Answers an incoming call. • Enters into the redial calls list. • Places a call in receiver or handset mode.
11	Keypad	Provides digits, letters, and special characters.
12	TRAN Key	Transfer a call to another party.
13	Mute Key	Toggles Mute feature on or off.
14	Microphone	Picks up audio.
15	Speaker	Outputs audio in handsfree mode.

LED Instructions






Power Indicator LED

LED Status	Description
Solid Red	The handset is charging.
Fast Flashing Red (0.3S)	The handset is ringing.
Slow Flashing Red(1S)	The handset receives the voice mail or missed call.
Off	The handset is powered off. The handset is idle. The handset is fully charged.

Icon Instructions

Icons in the Idle Screen








Below is the description of the icons on the idle screen.

Icons	Description	Icons	Description
	The ringer volume is 0 and the phone is in the silent mode.		The phone has new voice mails.
	The phone has enabled the Call Forward feature.		The phone has enabled the Do Not Disturb (DND) feature.
	The keypad is locked.		

Icons on the Calls Screen






Below is the description of the icons on the calls screen.

Icons	Description	Icons	Description
-------	-------------	-------	-------------

	Receiver Mode On.		Headset Mode On.
	Handsfree Mode On		Contact
	Call Hold		Call Mute
	Conference Call		

Icons on the Line Status Screen

Below is the description of the icons on the line status screen.

Icons	Description	Icons	Description
	Call Forward		Do Not Disturb (DND)
	Anonymous call rejection is enabled		Anonymous call is enabled
	Unassigned outgoing line		

Customising Your Phone

General Settings

Turning handset On/Off

To turn the handset on:

- The handset will be turned on automatically when the battery is inserted into the handset.
- Or press the On-hook key. The handset screen lights up.
- Or place the handset to the charging cradle.

To turn the handset off:

- The handset will be turned off automatically when the battery runs out.
- Or to turn off the handset manually, long press the On-hook key when the handset is idle.

Locking/Unlocking Keypad

You can lock the handset keypad to prevent keys from being accidentally pressed.

To lock the keypad:

- Long press the # key when the handset is idle until the phone prompts you the handset is locked.
The lock icon appears in the status bar.

To unlock the keypad:

- Long press the # key when the locked handset is idle until the phone prompts you the handset is unlocked.
The lock icon disappears from the status bar.

Note: If the keypad is locked, only the emergency numbers can be dialled out. You must enter the emergency number continuously and completely. To place emergency calls, you should configure the emergency numbers in advance.

Backlight

Handset backlight status in the charging state or out of the charging state can be configured independently of each other. If enabled, the backlight is always on. Otherwise, the backlight is turned off after the handset is idle for a period of time. But the backlight is automatically turned on when an incoming call arrives, a key is pressed or the status of handset changes. You can disable the backlight to save power.

To configure the backlight on your phone:

1. Go to **OK > Settings > Display > Display Backlight**.
2. Select the desired value from the **Active Level** field.

3. Select the desired value from the **In Charger** or **Out of Charger** field.
4. Confirm the action.

Language

The default language of the handset is English. The phone supports several languages that you can choose to use on the phone. You can change the language according to your requirement.

To change the language on your phone:

1. Go to **OK > Settings > Language**.
2. Select the desired language.

The phone prompts you whether to change the language.

3. Confirm the action.

The phone language is changed to the selected one.

Time and Date

You can set the time and date manually. The time and date formats are also variable.

To configure the time and date manually on your phone:

1. Go to **OK > Settings > Date & Time**.
2. Edit the date and time.
3. Confirm the action.

The date and time set on the handset will change accordingly.

To configure the time format on your phone:

You can set the phone to display the time in 12-hour or 24-hour format. You can also change the date format, including the options to display the day (D), month (M), and year (Y).

1. Go to **OK > Settings > Display > Time Format** or **Date Format**.
2. Select the desired time format or date format.
3. Confirm the action.

Audio Settings

Volume

You can adjust the volume of the ringer, media, and audio during a call.

Do one of the following:

- Press the Volume key.
- Press the left or right navigation key when the handset is idle.
- Go to **OK > Settings > Audio > Ring Tones > Volume** and press the left or right navigation key.

Ring Tones

You can select a unique ring tone for your incoming calls.

To set the Ring Tone:

1. Go to **OK > Settings > Audio > Ring Tones > Melodies**.
2. Select the desired ring tone.
The ring tone is played automatically.
3. Confirm the action.

Menu Guidance

Main Menu







The main menu is the top menu, which consists of seven menu items: Status, Intercom, Voice Mail, Call Features, Directory, Settings, and History.











Accessing the Main Menu Feature

After entering the main menu, you can use the navigation keys to access the desired menu.

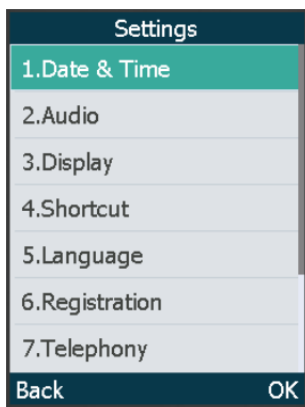
1. Press the OK key when the handset is idle.
2. Press the navigation keys to select a different menu icon.
3. Press **OK** to open the selected menu.

Name	Description
1	Menu item you selected.
2	Menu icon:   : Status – To view the status information of base, handset, and line.   : Intercom – To make an internal call.   : Voice Mail – To set and view voice mail(s).

	<p>  : Call Features – To access the features of Call Forward, Do Not Disturb, Call Waiting, Anonymous Call Rejection, Anonymous Call and Paging.</p> <p>  : Directory – To access the directory and manage the contacts.</p> <p>  : Settings – To personalise the setting of your handset.</p> <p>  : History – To access the call history list.</p>
3	Soft key label

Submenu

The functions in the submenus are displayed as lists. You can open the submenu to access a function.



Accessing the Main Menu Feature

After entering a certain menu, you can use the navigation keys to access the desired submenu.

1. Press the up and down navigation keys to highlight the desired submenu.
2. Press **OK** to open the submenu.
3. Press the On-hook key or **Back** to return to the previous screen.

Returning to Idle Screen

Long press the On-hook key to quickly exit the menu and return to the idle screen.

Idle Screen

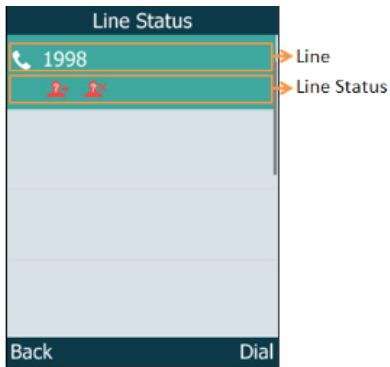
The idle screen is made up of the signal strength, battery status, status bar, handset name, and soft keys. The time and date is displayed in the middle of the screen.



Idle Screen Status	Description
Signal Strength	
Weak to Strong	
No Reception	
Eco mode+ is on	
Battery Status	
Low to full	
Need Charging	
Status Bar	Displays the feature status icons. The status icons are displayed when features are activated.
Handset Name	Displays internal handset number and registered handset name.
Soft Keys	The soft key labels on the screen directly above the soft keys shows the functions available at that particular moment.

Line Status Screen

The line status screen is made up of the outgoing line and line status. When the handset is idle, you can press Line to enter the line status screen.



Line Status	Description
Outgoing Line	Display the registered line number and the corresponding line.
Line Status	Display the icon of line status. The icon indicates the corresponding feature assigned to the line.

Contact Management






Local Directory

You can store the frequently used contacts in the handset's local directory, where names and numbers can be freely added, deleted and edited. You can store up to 100 contacts in the handset's local directory, as well as add, edit and delete a contact.

Entering Data

In corresponding input mode, you can press the keypad repeatedly to view the character (or numbers) options and press more times to highlight the desired character (or numbers), the available character under each key appears on the bottom left-hand corner of the LCD screen. Wait one second, and enter the next character (or numbers).
The default input methods are Abc, 123, ABC and abc.

To enter or edit data by the default input modes, do one of the following as shown below:

If you want to	Then you can
Switch among input modes	Press  one or more times to switch among input modes. The current input mode is displayed on the right bottom of the phone screen.
Enter letters	Press a key one or more times (depending on what input mode you are in) to enter the possible characters that are displayed on the keypad key.
Enter special characters	Press  to enter the space character or the following special character list: _ ' " = / \ ^ ; : . , - + * # \$ % @ ? ! ; i () { } [] < > ¥ \$ £ ~ ¤ Press  : <ul style="list-style-type: none">- If it is in the uppercase (ABC), uppercase and lowercase (Abc) or lowercase (abc) input modes, it will provide space character and the following special characters: .,?,!,0.- If it is the numeric (123) input mode, it will only provide the digit 0.- Long press the key to enter the character +.
Delete the text	Press  or  to position the cursor to the right of the text you want to delete, and then press the Delete to delete one character at a time or long press to delete all characters.

Add Contacts

To add a contact to a local director:

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Select **Options > New Contact..**
3. Enter the contact's information.
4. Confirm the action.

Editing Contacts

To edit a contact in the local directory:

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Highlight the desired contact and select **Options > Edit**.
3. Edit the contact information.
4. Confirm the action.

Deleting Contacts

To delete a contact from the local directory:

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Highlight the desired contact and select **Option (Option) > Delete**.
The phone prompts you whether to delete this contact.
3. Confirm the action.

To delete all contact from the local directory:

1. Go to **OK > Directory** or **OK > Directory > Local Directory**.
2. Highlight the desired contact and select **Option > Delete All**.
The phone prompts you whether to delete all contacts.
3. Confirm the action.

Blacklist

Incoming calls from the Blacklist are rejected automatically. You can store up to 30 contacts in the blacklist to block unwanted callers.

To add a contact to the Blacklist:

1. Go to **OK > Settings > Telephony > Blacklist**.
2. Select **New Entry** or **Options > New Entry**.
3. Enter the contact's information.
4. Confirm the action.

To edit a Blacklist contact:

1. Go to **OK > Settings > Telephony > Blacklist**.
2. Highlight the desired blacklist contact and select **Options > Edit**.
3. Edit the contact information.
4. Confirm the action.

To delete an entry from the Blacklist:

1. Go to **OK > Settings > Telephony > Blacklist**.

2. Highlight the desired blocklist contact and select **Options > Delete**
3. Confirm the action.



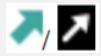
To delete all Blocklist contacts:

1. Go to **OK > Settings > Telephony > Blocklist**.
2. Highlight the desired blocklist contact and select **Options (Option) > Delete All**.
The phone prompts you whether to delete all contacts.
3. Confirm the action.

Call History Management

The W76P IP DECT phone maintains call history call history lists of Placed Calls, Received Calls and Missed Calls and each list holds 100 entries.

Call History Icons

Icons	Description	Icons	Description
	Received Call		Missed Call
	Placed Call		

To view Call History:

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options (Option) > Detail**.

To delete an entry from the Call History list:

1. Press **History**.
2. Select the desired list.
3. Highlight the desired entry and select **Options > Delete**.
The selected entry will be deleted successfully.

To delete all entries from the Call History list:

1. Press **History**.
2. Select the desired list.
3. Select **Options (Option) > Delete All**.
The phone prompts you whether to delete all records.
4. Confirm the action.

Basic Call Features

Placing Calls

To place call:

1. Enter the desired number using the keypad.
2. Press the **OK** or **Off-hook** key to dial out.

To place call during an active call:

You can place at most two calls on your handset. Do one of the following:

1. Select **New Call**.
Enter the desired number using the keypad.
Press the **OK** key.
2. Or Press the **Options** soft key and select **Directory** to select a contact from the directory to dial out.

Placing Calls from Local Directory

To place a call to a contact from the local directory:

1. Go to **OK** and select **Directory**.
2. Select the desired directory.
3. Highlight the desired contact and press the **Off-hook** key or **Send**.

Placing Calls from Call History

To place a call from the Call History list:

1. Press **History** or go to **OK** and select **History**.
2. The LCD screen displays all history lists: All Calls, Missed Calls, Placed Calls and Received Calls.
3. Highlight a contact and press the **Off-hook** or **Send** key.

Speed Dial

You can quickly dial a number by using a speed dial key without entering the directory.

Assigning a Speed Dial Number

You can assign a contact number to the digit key as a speed dial number. A maximum of 8 speed dial numbers are allowed.

The assigned number should exist in the directory.

1. Go to **OK > Settings > Telephony > Speed Dial**.
The phone screen displays all available speed dial keys (2-9).
2. Highlight the desired digit key, and then press **Assign**.
3. Select **Directory** and select the desired contact from the directory.
4. Press **OK** to assign the number to the selected speed dial key.

Changing a Speed Dial Number

You can assign a contact number to the digit key as a speed dial number. A maximum of 8 speed dial numbers are allowed.

The assigned number should exist in the directory.

1. Go to **OK > Settings > Telephony > Speed Dial**.
2. Highlight an assigned speed dial key.
3. Select **Options > Change**.
4. Select **Directory** and select the desired contact from the directory.
5. Press **OK** to change the assigned speed dial number.

Deleting a Speed Dial Number

You can delete a speed dial number when you no longer use it.



1. Go to **OK > Settings > Telephony > Speed Dial**.
2. Highlight the desired digit key.
3. Select **Options > Clear Key**.

Note: Speed Dial is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Answering Calls

Answering a Call

Do one of the following:

- Press  or press **Accept** or **Answer**.
- Press the Speakerphone key.
- If a headset is connected, press **Accept** or the HEADSET key .

Answering when in a call

If you have an active call, and an incoming call arrives on your phone, do the following:

1. Press the down navigation key to select the incoming call.
2. Select **Accept** or **Answer**.
The incoming call is answered and the original call is placed on hold.

Ending Calls


To end a call:

Do one of the following:


- Press .
- Press **End Call**.

Redialling Numbers

To redial the last dialled number from your phone:

1. Press  twice when the handset is idle.
A call to your last dialled number is attempted.

To redial a previously dialled number from your phone:

1. Press  when the handset is idle to access the redial list.
2. Select a record to dial out.

Call Mute

You can mute the microphone during an active call. When muting the microphone, you can hear the other party but he or she cannot hear you. For example, if you do not want the other party to listen in while you talk to someone in the room, you can mute the microphone temporarily.

Press the mute key during a call to mute the microphone. The mute icon appears on the phone screen.

Press the mute key again to unmute. The mute icon disappears from the phone screen.

Call Hold/Resume

You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold.

To place a call on Hold:

Press the **Options** soft key during a call, and select **Hold**.

When you have multiple calls on the phone and the current call is held, you can press the up or down navigation key to swap the active call.

To resume a held call:

Select **Resume**.

If multiple calls are placed on hold, select the desired call first. When you have multiple calls on the phone and the current call is held, you can press the up or down navigation key to swap the held call.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. All calls you receive while DND is enabled are logged to your missed calls list.

To activate DND on your phone:

1. Go to **OK > Call Features > Do Not Disturb**.
2. Enable DND.
3. Confirm the action. The status bar displays the DND icon.

Note: Do Not Disturb is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Call Forward

You can configure your phone to forward incoming calls to another party through Call Forwarding.

There are 3 types of Call Forwarding:

- **Always Forward:** Incoming calls are immediately forwarded.
- **Busy Forward:** Incoming calls are immediately forwarded if the phone is busy.
- **No Answer Forward:** Incoming calls are forwarded if not answered after a period of time.

To enable Call Forward on your phone:

1. Go to **OK > Call Features > Call Forward**.
2. Select the desired forwarding type and enable it.
3. Enter the destination number you want to forward incoming calls to in the **Target** field or **Forward to** field.
4. If you select the **No Answer (No Answer Forward)**, select the desired ring time to wait before forwarding from the **After Ring Time** field.

5. Confirm the action.

Note: Call Forward is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Call Transfer

You can transfer a call to another party in one of three ways:

- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when the target phone is ringing.
- Attended Transfer: Transfer a call with prior consulting.

To perform a blind transfer:

1. Select **Options > (Call) Transfer**, or press the TRAN key during a call.
2. Enter the number you want to transfer the call to or select **Directory > Directory/History** to choose a contact.
3. Press **TRAN** or **Transfer** to complete the transfer.

To perform a semi-attended/attended transfer:

1. Select **Options > (Call) Transfer**, or press the TRAN key during a call.
2. Enter the number you want to transfer to and dial out.
3. Do one of the following:
 - When you hear the ringback tone, press the TRAN key or **Transfer** to finish a semi-attended transfer.
 - After the contact answers the call, press the TRAN key or **Transfer** to finish an attended transfer.

Three-Way Conference

The W76P IP DECT Phone supports up to 3 parties (including yourself) in a conference call.

To set up a conference call:

1. Place a call to the first party.
2. When the first party answers the call, select **Options > Conference**. The active call is placed on hold.
3. Dial the second party's number.
4. When the second party answers the call, select **Conf.** to invite two parties to join the conference.

Advanced Phone Features

Voice Mail

Your Voice Mailbox is pre-configured and ready to use as soon as you receive your W76P handset.

To listen to Voice Mail:

1. Go to **OK > Voice Mail > Play Message** or press the Message key.
2. Press **OK** soft key to dial the Voice Portal.
3. Enter your voice portal passcode. Follow the voice prompt to listen to your Voice Mail.

Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.