

BizPhone

Small Business Phone System



Standard T43U IP Phone User Guide

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Welcome

Welcome to your iiNet BizPhone service!

If this is the first time you are using the iiNet BizPhone Standard handset, please refer first to the iiNet BizPhone T43U Quick Startup Guide to assemble and start up your handset. The BizPhone Quick Startup Guide is available on the BizPhone Resources page at www.iihelp.iinet.net.au/BizPhone_Support_Resources.

The topics covered in the Quick Startup Guide include:

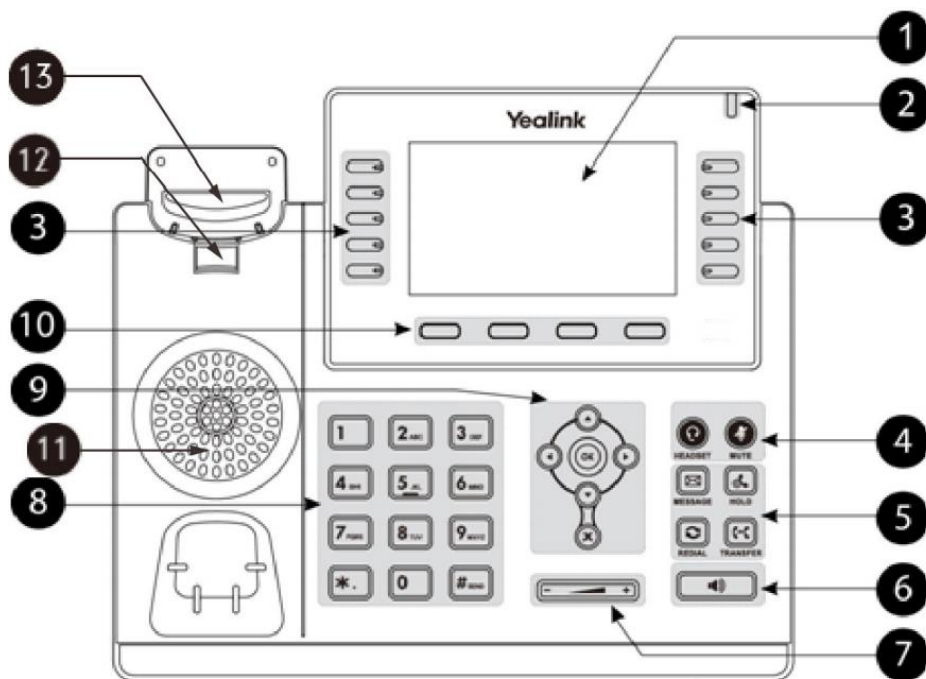
- Packaging Contents
- Assembling the Phone
- Starting up the Phone
- Basic Handset Settings
- Basic Call Features

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

Overview

Hardware Component Instructions

The main hardware of the BizPhone Standard T43U IP phone are the LCD screen and the Keypad.



Hardware component instructions of the BizPhone Standard T43U IP phone are:















| Item | Description |
|------|--|
| 1 | Phone Screen Shows a screen with backlight that enables you to view menus and data. |
| 2 | Power LED Indicator Indicates call status, message status and system status of the phone. |
| 3 | Line Keys Accesses your phone lines and features. |
| 4 | HEADSET Key Toggles the headset on or off. The LED indicator glows green when the headset is activated. |
| | MUTE Key Toggles the microphone on or off. The LED indicator glows green when the mute feature is activated. |
| 5 | HOLD Key Places a call on hold or resumes a held call. |
| 6 | Speakerphone Key Toggles the speakerphone (hands-free) mode on or off. The LED indicator glows green when the speakerphone is activated. |
| 7 | Volume Key Adjust the volume of the handset, headset, speaker. |
| 8 | Keypad Keys Allow you to enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad keys to select the item. |
| 9 | Navigation Keys <ul style="list-style-type: none"> Scroll through information or options displayed on the screen. Access History and Directory respectively. |
| | OK Key Confirms actions or answer incoming calls. |
| | Cancel Key Cancels actions or rejects incoming calls. |
| 10 | Soft Keys Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time. |

| | | |
|----|----------------|--|
| 11 | Speaker | Provides ringer and speakerphone audio output. |
| 12 | Reversible Tab | Secures the handset in the handset cradle when the phone is mounted vertically. |
| 13 | Hookswitch | Connects or disconnects the phone from the phone line. The hookswitch is automatically activated when a user lifts the handset from the cradle to get a dial tone. |

Icon Instructions







Below is the description of the icons that might appear on the LCD Screen.

Icons in the Status Bar

| Icons | Description | Icons | Description |
|---|--------------------------------|---|---|
|  | Wired network is unavailable |  | Ringer volume is 0 |
|  | Speakerphone (hands-free) mode |  | Phone Lock |
|  | Handset Mode |  | Missed Calls |
|  | Headset Mode |  | Call Forward |
|  | Voice Mail |  | Recording starts successfully (Using a USB flash drive) |
|  | Auto Answer |  | Recording is paused (Using a USB flash drive) |
|  | Do not Disturb (DND) |  | Network is unreachable |

Line Key Icons

Icon indicators associated with line

| Icons | Description | Icons | Description |
|---|---|---|--|
|  | The private line is registered successfully |  | The shared/bridged line is registered successfully |
|  | Register failed |  | Registering |
|  | DND is enabled on this line |  | Call forward is enabled on this line |

LED Instructions

Power Indicator LED

The power LED indicator indicates the call, message and phone's system status.

| LED Status | Description |
|---|---|
| Solid Red | The phone is initialising. |
| Fast Flashing Red (0.3S) | The phone is ringing. |
| Slow Flashing Red (1S) | The phone receives a voicemail. |
| Solid red for 0.5s and off for 3s alternatively | The phone enters the power-saving mode. |

Line Key LED

The Line Key LED indicators are associated with the status of phone lines and features.

Line Key LED associated with the phone line

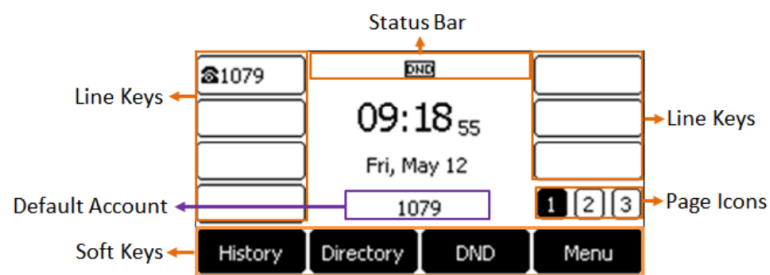
| LED Status | Description |
|---------------------|---|
| Solid green | The line is seized. The line is in conversation. |
| Fast Flashing green | The line receives an incoming call. |
| Slow Flashing green | The call is placed on hold. |
| Off | The line is inactive. |

Line Key LED configured as a page switch key

| LED Status | Description |
|---------------------|---|
| Solid red | There is a call parked on the line, and the line key is not on the current page. |
| Fast Flashing green | The line receives an incoming call, and the line key is not on the current page. |
| Fast Flashing red | The monitored user whose line key is not on the current page receives an incoming call. |
| Off | The line keys are idle. |

Screens

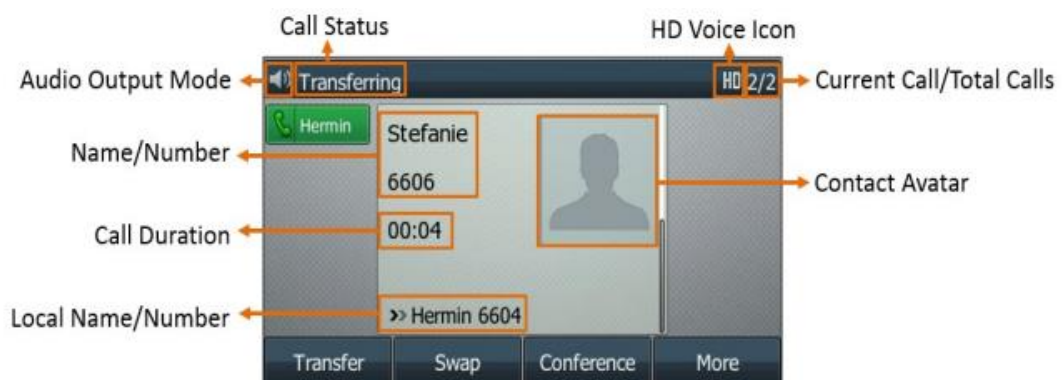
Idle Screen



| Name | Description |
|------------|--|
| Status Bar | Display the default account, feature status icons. And the time. The status icons are displayed when features are activated. |
| Line Key | Display the information associated with the line keys and feature keys on the phone. |
| Page Icons | The page icons appear only when you assign functionality to line key located in line key 9-21 on the T43U phones. |
| Soft Keys | Each soft key label indicates the action for the soft key below the screen. |

Calls Screen



All of your active and held calls are displayed on the calls screen. You can press up or down navigation key to switch among calls.



Entering Characters on T43U

On T43U, you can use the keypad keys on your phone to enter or update field information.

The following table describes how to enter different characters using the keypad keys.

| Task | Action |
|-------------------------------|---|
| Switch input modes | 1. Press the ABC , abc , Abc , 2aB , or 123 soft key to switch the input modes. |
| Enter alphas | 1. Select ABC , abc , 2aB , or Abc mode. Press a keypad key repeatedly to view the character options and stop when the letter you want to enter is displayed in the field. Wait one second, and then enter the next letter. |
| Enter numbers | 1. Select 123 mode, press the corresponding keys. |
| Enter special characters | Select ABC , abc , 2aB , or Abc mode, press * key or # key one or more times to enter one of the following special characters: * Key: * . , ? ! \ - () @ / : _ ; + & % = < > £ \$ ¥ ¤ [] { } ~ ^ ¡ ¢ \$ # " # Key: # In 123 mode, you can press the * key to choose the following special characters: . * : @ [] |
| Insert space | Select ABC , abc , 2aB , or Abc mode, press the 0 key. |
| Move cursor | 1. Press  or  to position the cursor. |
| Delete one or more characters | 1. Position the cursor to the right of the character, and select the Delete soft key. |

Customising Your Phone

General Settings

Backlight

You can change the brightness of the phone screen during phone activity and inactivity. The brightness automatically changes after the phone has been idle for a specific time.

You can change the screen backlight and time in the following settings:

Active Level: The brightness level of the phone screen when the phone is active. Digits 1 to 10 represent different brightness levels. 10 is the brightest level.

Backlight Time: The delay time to change the brightness of the phone screen when the phone is inactive. Backlight time includes the following settings:

- **Always On:** Backlight is on permanently.
- **Always Off:** Backlight is off permanently.
- **15s, 30s, 1min, 2min, 5min, 10min or 30min:** Backlight is changed when the phone is inactive after the designated time.

1. Navigate to **Menu > Settings > Basic Settings > Display > Backlight**.
2. Select the desired level from the **Active Level** field.
3. Select the desired time from the **Backlight Time** field.
4. Select **Save**.

Note: If you have an expansion module attached to your T43U phone, the backlight of the expansion module connected to your phone will automatically changes to match the backlight intensity settings on your T43U phone.

Language

Your phone supports several languages that you can choose to use on the phone. The default language of the phone user interface is English.

1. Navigate to **Menu > Settings > Basic Settings > Language**.
2. Select the desired language.
3. Select **Save**.

The phone language is changed to the selected one.

Time and Date

You can configure the date and time manually via the phone interface if your phone cannot obtain the time and date automatically.

1. Navigate to **Menu > Settings > Basic Settings > Time & Date > Manual Settings**.
2. Edit the date and time.
3. Select **Save**.

The time and date set on the phone will changed accordingly.

Audio Settings

Volume

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

Press the Volume key .

Ring Tones

You can choose a ring tone for all incoming calls.

1. Navigate to **Menu > Settings > Basic Settings > Sound > Ring Tones > Common**.
2. Select the desired ring tone.
3. Select **Save**.

Contact Management

Local Directory

You can store up to 1000 contacts and 48 groups in your local directory, you can search, add, edit and delete a contact.

Local Directory Groups

Add Contact Groups

To organise your contacts and make them easier to find, you can add additional groups in the Local Directory.

1. Select **Directory (Dir)** or navigate to **Menu > Directory > Local Directory**.
2. Select **Add Group (AddGr)**.
3. Enter the desired group name.
4. Press **Add**.

Editing Contact Groups

You can change or add the group's information.

1. Select **Directory (Dir)** or navigate to **Menu > Directory > Local Directory**.
2. Highlight the desired group.
3. Select **Option > Detail**.
4. Edit the group information.
5. Select **Save**.

Deleting Contact Groups

When you delete a contact group, the contacts in the group will not be deleted. You can view the contacts in **All Contacts** list.

1. Select **Directory (Dir)** or navigate to **Menu > Directory > Local Directory**.
2. Highlight the desired group.
3. Select **Option > Delete**.
The phone prompts you to delete the group or not.
4. Select **OK**.

Local Directory Contacts

Adding Contacts

When you add a contact to your Local Directory, you can choose how much information you want to enter for your contact. You are required to enter a contact name at least for each new contact.

1. Select **Directory (Dir)** or navigate to **Menu > Directory > Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Add**.
4. Enter your contact's information.
5. Select the desired account from the **Account** field.

Viewing Contacts

You can view the local contacts from the Local Directory on your phone.

1. Select **Directory (Dir)** or navigate to **Menu > Directory > Local Directory**.
2. Select the desired contact group or **All Contacts**.

The contact names are displayed in alphabetical order.

Editing Contacts

You can update your contact's information.

1. Select **Directory (Dir)** or navigate to **Menu > Directory > Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option > Detail**.
4. Edit the contact information.
5. Select **Save**.

Deleting a Contact

You can delete any contact from the Local Directory.

1. Select **Directory** (Dir) or navigate to **Menu > Directory > Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option > Delete**.
The phone prompts you to delete the contact or not.
4. Select **OK**.

Deleting all Contacts

You can delete all contacts from the Local Directory.

1. Select **Directory** (Dir) or navigate to **Menu > Directory > Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Select **Option > Delete All**.
The phone prompts you to delete all contacts or not.
4. Select **OK**.

Moving a Local Directory Contact to Blacklist

You can move a contact in the Local Directory to blacklist. Incoming calls from this contact will be rejected automatically.

1. Select **Directory** (Dir) or navigate to **Menu > Directory > Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact, and select **Option > Add to Blacklist**.
The phone prompts you to move the blacklist or not.
4. Select **OK**.

Searching for Contacts

In the Local Directory, you can enter search criteria to find your desired contact quickly.

1. Select **Directory** or navigate to **Menu > Directory > Local Directory**.
2. Select **Search**.
3. Enter your search criteria in the search field.

Blacklist

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

Adding a Blacklist Contact

You can add a blacklist contact on the phone to prevent someone from calling you.

1. Navigate to **Menu > Directory > Blacklist**.
2. Select **Add**.
3. Enter the blacklist contact's information.
4. Select **Save** or **Add**.

Viewing Blacklist Contacts

You can view the blacklist contacts from the Blacklist on your phone.

Navigate to **Menu > Directory > Blacklist**.

Editing a Blacklist Contact

You can update your blacklist contact's information.

1. Navigate to **Menu > Directory > Blacklist**.
2. Highlight the desired blacklist contact, and select **Option > Detail**.
3. Select **Save**.

Deleting a Blacklist Contact

If you want to answer a call from a specific contact, you need to remove it from the Blacklist.

1. Navigate to **Menu > Directory > Blacklist**.
2. Select the desired blacklist contact.
3. Select **Option > Delete**.
The phone prompts you to delete the contact or not.
4. Select **OK**.

Deleting all Blacklist Contacts

You can delete all contacts from the Blacklist when you are ready to answer calls from them again.

1. Navigate to **Menu > Directory > Blacklist**.
2. Select **Option > Delete All**.
The phone prompts you to delete the contacts or not.
3. Select **OK**.

Moving a Blacklist Contact to the Local Directory





You can move a blacklist contact to a Local Directory. Incoming calls from this contact will not be rejected automatically.

1. Navigate to **Menu > Directory > Blacklist**.
2. Highlight the desired contact, and then select **Option**.
3. Select **Add to Contacts**.
4. Select **OK** or **Save**.

Call History Management

Call History Icons

Each icon in the Call History indicates the corresponding call history status.

| Icons | Description | Icons | Description |
|--|---------------|--|----------------|
|  | Received Call |  | Missed Call |
|  | Placed Call |  | Forwarded Call |

Viewing History Records

The history record saves the call information such as the caller's name and number, local time and call duration.

1. Press **History** or navigate to **Menu > History**.
2. Select the desired list.
3. Select the desired entry.
4. Select **Option > Detail**

Saving a History Record to Local Directory

To identify someone's call the next time, you can save a history record to the Local Directory.

1. Press **History** or navigate to **Menu > History**.
2. Highlight the desired entry, and select **Option > Add to Contacts**.
3. Edit the contact information.
4. Select **Save**.

Saving a History Record to Blacklist

You can prevent someone from calling you again by saving a history record to Blacklist.

1. Press **History** or navigate to **Menu > History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Option > Add to Blacklist**.
4. Edit the contact information.

5. Select **Save**.

Deleting History Records

Deleting a Call Record

You can delete any call record from the call history list.

1. Press **History** or navigate to **Menu > History**.
2. Select the desired list.
3. Highlight the desired entry, and select **Delete**.
The phone prompts you to delete the record or not.
4. Tap **OK**.

Deleting all Call Record

1. Press **History** or navigate to **Menu > History**.
2. Select the desired list.
3. Tap **Option > Delete All**.
The phone prompts you to delete all the records or not.
4. Select **OK**.

Disabling History Record

If you disable history record, you cannot save any call log on the phone.

1. Tap **Menu > Features > History Settings**.
2. Select **Disabled** or **Off** from the **History Record** field.
3. Select **Save**.

Basic Call Features


Placing Calls

You can use your phone to place calls in many ways easily.

Placing a Call from the Dialer

The Dialer enables you to enter a number to place a call, and it displays a list of previously placed calls or contacts in your directory.

You can also select the desired contact from the search list, the placed call list or Directory. You can select the desired contact from the left sidebar, or select a contact from the Directory of History.

1. Do one of the following:
 - Start typing a phone number.
 - Select the desired line key.
 - Pick up the handset, press the Speakerphone key  or the HEADSET key.
2. Enter a number or highlight a contact.
3. Select **Send**.

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call.

1. Do one of the following:
 - Select a line key. The active call is placed on hold.
 - Press the HOLD key or select **Hold** to place the original call on hold. Select **New Call (NewCall)**.
2. Enter the desired number or select a contact.
3. Select **Send**.

Placing a Call with a Speed Dial Key

You can quickly dial a number by using a Speed Dial Key.

1. Navigate to **Menu > Features > Dsskey**.
2. Select the desired line key.
3. Select **SpeedDial** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
 - Enter the contact number you want to dial out directly in the **Value** field. You can also enter the contact number with the DTMF sequence that you want to send in the **Value** field. The contact number and the DTMF sequence are separated by commas. One comma stands for 500 milliseconds. For example, **1234,, 123#** means the phone dials out the number 1234 first, after the call is set up for 1 second, it sends the DTMF sequence 123# to the remote party.
 - Select **Directory**, and then select the desired contact from the Directory list.
6. Select **Save**.

When the phone is idle, you can press the Speed Dial key to call a contact quickly.

Placing a Call Back to the Last Incoming Number

You can redial the last incoming number quickly by using a ReCall key.

1. Navigate to **Menu > Features > Dsskey**.
2. Select the desired line key.
3. Select **Key Event** from the **Type** field.
4. Select **Recall** from the **Key Type** field.
5. Select **Save**.

When the phone is idle, press the ReCall key to quickly redial the last incoming number.

Redialling a Number

The phone keeps a record of all the placed calls. You can call the contact you recently called.

1. Press the REDIAL key.
A record of **Placed Calls** is displayed on the phone screen.
2. Highlight the desired record, select **Send**.

Placing a Call from the Call History

You can place calls to contacts from the History list, which contains the calls that were recently place, answered, missed, or forwarded.

1. Press **History** or navigate to **Menu > History**.
The phone screen displays all call records.
2. Select the desired call list.
3. Highlight a contact and select **Send**.

Placing a Call from the Directory

You can place a call to a contact directly from your directory.


1. Select **Directory (Dir)** or navigate to **Menu > Directory > Local Directory**.
2. Select the desired contact group or **All Contacts**.
3. Highlight the desired contact and select **Send**.
If the selected contact has multiple numbers, highlighted the desired number, and select **Send**.

Answering Calls

Answering a Call

When you receive an incoming call, the phone rings and the screen displays the information of the incoming call. You can choose to answer the incoming call.

Do one of the following:

- Pick up the handset.
- Press the Speakerphone key .
- Press the HEADSET key.
- Press **Answer** or the line key that has the flashing green LED indicator.
The call is answered in the speakerphone (hands-free) mode by default.

Answering when in another call

You can answer a call when there is already an active call on your phone.

When you are in an active call and an incoming call arrives on the phone, a call waiting tone beeps, and the incoming call information is displayed.

Select **Answer**.

The active call is placed on hold, and the incoming call becomes active.

Note: You can disable the call waiting feature to reject the incoming call automatically during a call.



Disabling Call Waiting


If the Call Waiting feature is disabled, when there is already a call, the new incoming call will be rejected automatically.


1. Navigate to **Menu > Features > Call Waiting**.
2. Select **Disabled** or **Off** from the **Call Waiting** field.
3. Select **Save**.

Switching among the Handset, Speakerphone and Headset Modes

You can select the desired mode before placing a call or can alternate among Speakerphone, headset, and handset modes during a call.

When using the speakerphone or the headset, the LED indicator glows green.

During the call, pick up the handset, press the Speakerphone key , or press the HEADSET key.

For example, if you are using the handset, press the HEADSET key to switch to the headset, or press the Speakerphone key  to switch to the speakerphone.


Rejecting Incoming Calls

You can reject a call manually, and the call may be sent to voice mail. The rejected calls are displayed in the received Calls list in your History list.

Select **Reject**.

Ending Calls

Do one of the following:

- If you are using the handset, press the Cancel key, **End Call (EndCall)** or hand up the handset.
- If you are using the headset, press the Cancel key or **End Call (EndCall)**.
- If you are using the speakerphone, press the Cancel key, Speakerphone key  or **End Call (EndCall)**.

Call Mute

You can mute or unmute the microphone of the active audio device during an active call. When you activate the mute the call, you can hear the other party, but they cannot hear you.


1. Press the MUTE key during a call.
The mute key LED glows red.
2. Press the MUTE key again to unmute the call.
The mute key LED goes out.

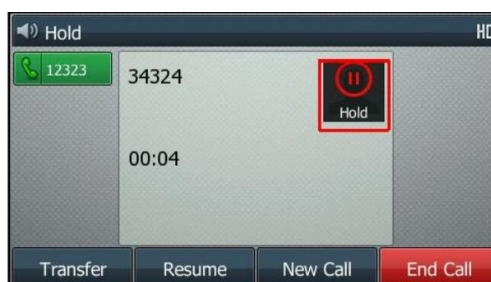
Call Hold/Resume

You can place an active call on hold and resume the call when you are ready. When you place a call on hold, the held party may hear the music played by its server.

Holding a Call

Press the HOLD key or select **Hold** during a call.

The phone ignores engaged audio device (handset or headset) and plays beep in the Speakerphone (hands-free) mode by default. The Speakerphone key  will always light up and the phone will beep softly every 30 seconds to remind you that you still have a call on hold.



Note: When you have multiple calls on the phone and the current call is held, you can press the corresponding line key to swap the active call.

Resuming a Held Call

You can view and resume a held call on the phone.

Press the HOLD key again, corresponding line key or **Resume**.
If multiple calls are placed on hold, select the desired call first.

Do Not Disturb (DND)

You can enable DND to reject incoming calls automatically when you do not want to be interrupted.

1. Navigate to **Menu > Features > DND**.
2. Turn on DND.
3. Select **Save**.

The DND icon appears in the status bar.



Deactivating DND

You can deactivate DND when you are ready to resume receiving calls again.

1. Navigate to **Menu > Features > DND**.
2. Turn off DND.
3. Select **Save**.
The DND icon disappears from the status bar.

Call Forward

When you are not available to answer calls on your phone, you can forward the calls to another phone.

You can set up the forwarding type which enables your phone to forward all incoming calls to a contact.

There are three types of forwarding:

- **Always Forward:** Forwards all incoming calls immediately.
 - **Busy Forward:** Forwards incoming calls when you are busy in a call.
 - **No Answer Forward:** Forwards incoming calls when no one answers the calls.
1. Navigate to **Menu > Features > Call Forward**.
 2. Select the desired forwarding type and select **Enabled** or **On** from the corresponding field.
 3. Enter the contact number you want to forward incoming calls to in the **Forward to** field.
 4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
 5. Select **Save**.
The call forward icon appears in the status bar.

Deactivating Call Forward

You can deactivate the call forward when you no longer want to forward you calls.

1. Navigate to **Menu > Features > Call Forward**.
2. Select the desired forwarding type and select **Disabled** or **Off** from the corresponding field.
3. Select **Save**.

Call Transfer

During a call, you can transfer the call to another contact.

You can use one of three ways:

- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** Transfer a call when receiving ringback.
- **Attended Transfer:** Transfer a call with prior consulting.

Blind Transfer

You can transfer a call to another contact immediately without consulting with her/him first.

1. Press the TRANSFER key or **Transfer (Trans)** during a call.
2. Do one of the following:
 - Enter the number or select a contact from the placed call list you want to transfer to.
 - If you have set a Speed Dial key, you can also press the Speed Dial key to transfer the call to the contact directly.
 - Press **Directory (Dir)**. Select the desired contact from the directory list.
3. Press the **B Transfer (B Trans)** or the TRANSFER key to complete the transfer.

Semi-Attended/Attended Transfer

You can transfer calls to other contacts immediately when receiving ringback or after consulting with them first.

1. Press the TRANSFER key or **Transfer (Trans)** during a call.
2. Do one of the following:
 - Enter the number or select a contact from the placed call list you want to transfer the call to.
 - Select **Directory**. Select the desired contact from the Directory list.
3. Press the OK key or select **Send**.
4. Do one of the following:
 - When you hear the ringback tone, press the TRANSFER key or **Transfer** to finish a semi-attended transfer.
 - After the contact answers the call, press the TRANSFER key or **Transfer** to finish an attended transfer (consultative transfer).

Three-Way Conference

The T43U IP phone supports up to 3 parties (including yourself) in a conference call.

1. Place a call to the first party.
2. Select **Conference (Conf)** to place a new call.
The active call is placed on hold.
3. Dial the second party's number.
You can also select the desired contact from the search list, or select a contact from the placed call list or Directory before you enter the number.
4. When the second party answer the call, select **Conference (Conf)** to add the second party to the conference.

Holding or Resuming a Conference Call

When you place a conference call on hold, other participants cannot hear other until you resume the held conference call.

1. Press the HOLD key or **Hold** to place the conference on hold.
2. Press the HOLD key again or **Resume** to resume the held conference call.

Muting or Unmuting a Conference Call

When you mute the local microphone during a conference call, other participants can hear each other except you.

1. Press the MUTE key to mute the conference.
2. Press the MUTE key again to unmute the conference.

Ending a Conference Call

When you end the conference call, the other parties drop the call.

Select **End Call**.

Voice Mail

Voice Mail feature allows you to leave voice mails for someone or listen to your voice mail messages on your IP phones.

Your Voice Mailbox is pre-configured and ready to use as soon as you receive your T43U handset.

Listen to Voice Mails

You can listen to your voice mails on the phone.

1. Navigate to **Menu > Message > Voice Mail > View Voice Mail**.
The phone screen displays the amount of new and old voice mails.
2. Highlight an account, then select **Connect**.
3. Follow the voice prompts to listen to your voice mails.

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