ARCATA 2603 USER GUIDE

(For use with the VCSe 100)

Arcata™

TELTRONICS™

IDEAS THAT COMMUNICATE™

Part Number: 610-0000-0853 Rev D

Teltronics, Inc.
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TELTRONICS PRODUCTS FOR VOIP COMMUNICATIONS 911 EMERGENCY CALLING LIMITATIONS AND OBLIGATIONS

(a) Customer, at Customer's cost, shall be responsible for procuring the supply, implementation, connection and support of any required telephone service including emergency 911 call service over the Internet and/or public switched telephone network ("PSTN") from one or more third party service providers as required for use of Products including without limitation, VOIP phone and Soft Phone software and hardware furnished by Teltronics or its distributors or resellers ("Products") for voice over internet protocol ("VOIP") communications.

(b) Customer are responsible for complying with all laws, rules and regulations applicable to the installation and use of Products (collectively, "Laws") including without limitation all Laws relating to 911 dialing for emergency service.

(c) 911 dialing to an appropriate public safety answering point ("PSAP") for emergency service is limited when using a VOIP phone and Soft Phone Product co-located with and connected to the switch Product at Customer's enterprise location because VOIP communication service may be interrupted, delayed, lost or terminated due to various causes including but not limited to power outage, excessive bandwidth consumption, termination of service with or by the network service provider and/ or other T1 provider, product, equipment, software, system and/or network failures or computer viruses. It is strongly recommended that Customer make alternative 911 dialing available to employees and other individuals at Customer's enterprise via traditional wire line service over the PSTN.

(d) Prior to initiating the use of Products in conjunction with any IP network including Internet telephone service for VOIP communications, Customer shall notify, in writing, each employee and any other person authorized to use the Products for such VOIP communications (individually and collectively "User(s)") of the following limitations:

911 DIALING TO AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT ("PSAP") FOR EMERGENCY SERVICE IS NOT AVAILABLE WHEN USING ANY PORTABLE VOIP PHONE OR SOFTPHONE PRODUCT AT A STREET ADDRESS THAT IS DIFFERENT FROM THE STREET ADDRESS OF THE END USER'S ENTERPRISE WHERE ITS SWITCH IS LOCATED AND CONNECTED VIA AN IP NETWORK CONNECTION TO THAT REMOTE LOCATION. DO NOT USE SUCH PORTABLE VOIP PHONE OR SOFT PHONE PRODUCT AT THE REMOTE LOCATION TO PLACE 911 EMERGENCY CALLS BECAUSE SUCH PORTABLE VOIP PHONE OR SOFT PHONE IS NOT CAPA-BLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION.

EMERGENCY 911 CALLS SHOULD BE PLACED OVER A WIRE LINE PHONE AT THE REMOTE LOCATION WHICH IS CON-NECTED TO TRADITIONAL PUBLIC SWITCHED TELEPHONE NETWORK ("PSTN") FOR LOCAL SERVICE OR OTHER PHONE THAT IS CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION TO HELP INSURE THAT SUCH EMERGENCY 911 CALLS ARE ROUTED TO THE APPROPRIATE PSAP OPERATOR RESPONSIBLE FOR RESPONDING TO EMERGENCIES AT THE REMOTE LOCATION.

USERS MUST WARN ALL INDIVIDUALS AT THE REMOTE LOCATION THAT SUCH PORTABLE VOIP PHONE OR SOFT PHONE PRODUCT CAN NOT BE USED TO PLACE ANY SUCH EMERGENCY 911 CALLS FROM THE REMOTE LOCATION BECAUSE OF THIS LIMITATION. USERS MUST INSTRUCT ALL INDIVIDUALS AT THE REMOTE LOCATION TO PLACE ANY 911 CALLS FOR EMERGENCY RESPONSE TO THE REMOTE LOCATION FROM A WIRE LINE PHONE AT THE REMOTE LOCATION WHICH IS CONNECTED TO THE

TRADITIONAL PSTN FOR LOCAL SERVICE OR OTHER PHONE THAT IS CAPABLE OF COMMUNICATING THE STREET ADDRESS OF THE REMOTE LOCATION TO HELP INSURE THAT SUCH EMERGENCY 911 CALLS ARE ROUTED TO THE APPROPRIATE PSAP RESPONSIBLE FOR RESPONDING TO EMERGENCIES AT THE REMOTE LOCATION.

(e) If Customer permits any User to use the VOIP phone or Soft Phone Product at a remote location connected to the switch at Customer's enterprise location, it is strongly recommended that Customer affix a non removable label on the hand set of each VOIP phone or Soft Phone Product, prior to any such use that displays the following clear and conspicuous warning.

DO NOT USE THIS PHONE TO DIAL 911 EMERGENCY SERVICE CALLS UNLESS USER IS PHYSICALLY LOCATED AT THE FOL-LOWING ADDRESS: (INSERT CUSTOMER'S ENTERPRISE ADDRESS WHERE THE PSAP WILL RESPOND TO 911 EMERGENCY CALLS DIALED THROUGH THE SWITCH).

(f) Customer agrees to defend, indemnify and hold harmless Teltronics, its subsidiaries, affiliates and their respective officers, directors, employees, distributor, agents and suppliers from any obligations, claims, suits, demands, causes of action, losses, liabilities, fines, penalties, damages, costs, or expenses, (including without limitation, attorneys fees), arising on account of any injury or death of persons, or damage to property asserted or incurred by or on behalf of any User, govern-mental entity or any other party arising out of or resulting from (i) any of Customer acts or omissions including without limita-tion, any failure of Customer to comply with any Laws; or (ii) any use, inability to use, removal, failure, delay, error, breakdown, absence, outage or interruption of any telephone service including emergency 911 call service over the Inter-net and/or PSTN or any software, hardware or Product including without limitation, any VOIP phone or Soft Phone Product.

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PREFACE

Thank you for choosing an Arcata phone from Teltronics. Arcata phones are especially designed for power users in an office environment. They feature a fashionable and sleek design and abundant telephony features.

In this guide you will find everything you need to quickly use your new phone.

About the User Guide

This guide is for Arcata series phone users; it contains all of the basic information needed to use the phone, including the following:

- **Assembling your Phone** - unpacking and setting up the phone

- **Getting to Know Your Phone** – identifies and describes phone components

- **Using the Basic Call Functions** – instructions for performing basic tasks on your phone, such as making a call, using features, and retrieving voice messages.

- **Customizing Your Phone** – instructions to change the default behavior of your phone, such as ring tone and volume.

Styles

The following styles and icons are used in this manual.

Style/Icon	Used to:
BOLD	indicate buttons relating to specific feature actions (such as press **HOLD**).
Italic	emphasize document names and cross references.
	caution users about a specific action.
	warn users of consequences relating to an action.
	indicate a notation or tip relevant to the current topic.

Compliance

Declaration of Conformity

We declare that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC.

CE Mark Warning

This is a class B device in a domestic environment. This product may cause radio interference, which may require the user to take adequate measures.

WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

INSTALLING THE PHONE

This section shows how to assemble the phone and make connections.

Components

Your Arcata phone shipment should include the components listed below. Check this list before installation to ensure that you have received each item. If you are missing any items, contact your distributor.
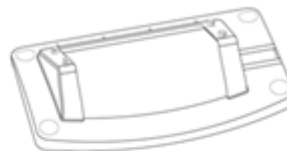
- Phone

- Stand

- Handset and Cord
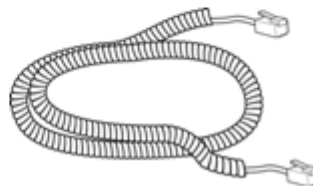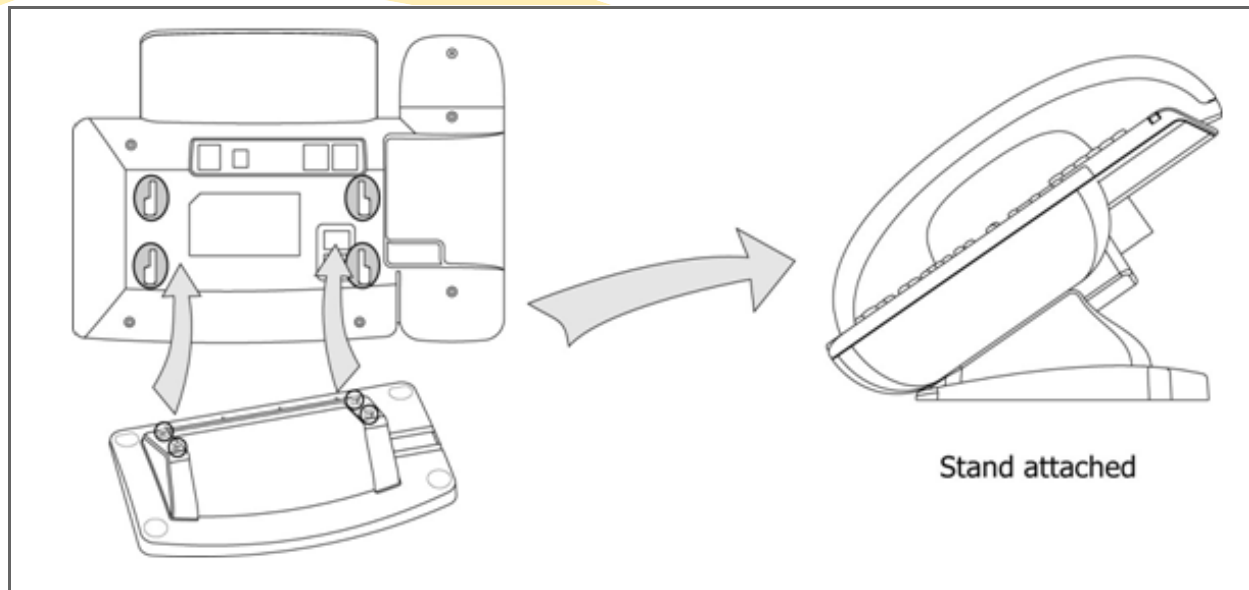
- Ethernet Cable

Handset

2603
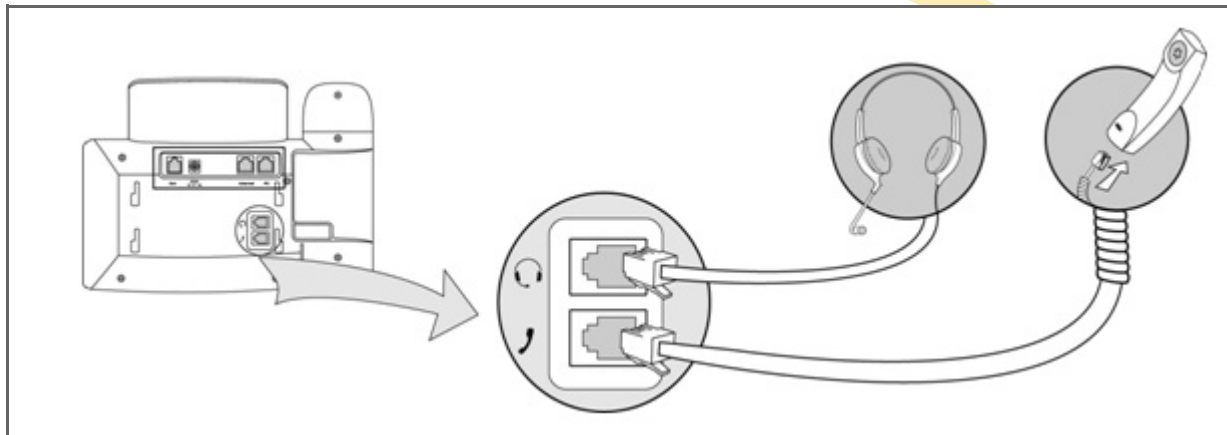
Stand

Ethernet Cable

Handset Cord

Attaching the Stand

Stand attached

Connecting the Handset and Headset

Note: The headset is not included. Please contact your distributor to purchase.
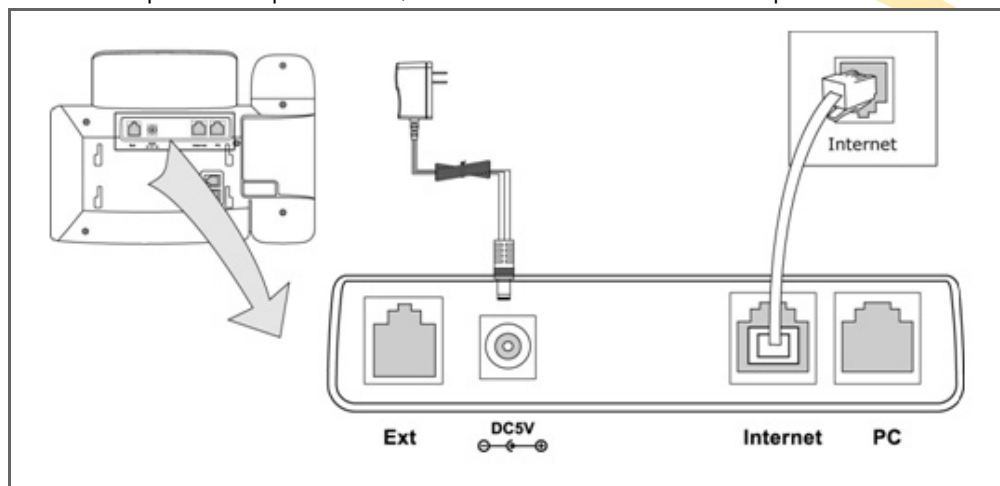
Connecting to the Network and Power

You can connect the phone to an optional AC power source directly using a PoE adapter (ordered separately) or to a PoE compliant switch or hub. Your System Administrator will advise you on which one to use.

The Internet Port can be connected to a Hub/Switch or other internet devices (not included). Make sure the Ethernet cable and switch/hub is PoE compliant.

CAUTION: If in-line power is provided, do not install the AC adapter.

Connecting to Other Network Devices (Optional)

The phone can share the network connection with other network devices, such as a PC. Connect the phone's PC port and computer's Network Port together using an Ethernet cable, as shown below.

Ext   DC5V   Internet   PC   PC
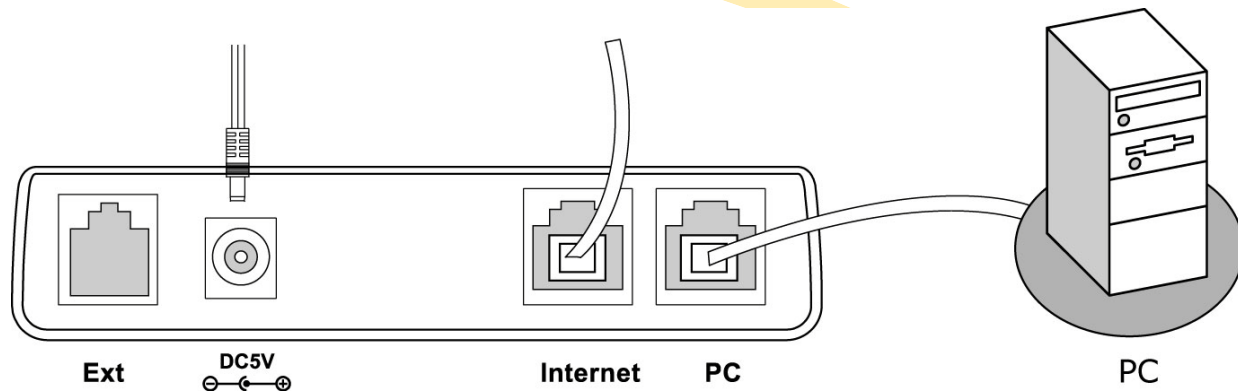
GETTING TO KNOW YOUR PHONE

This section includes the following information:

- a description of the buttons and controls on your Arcata series phone.

- steps for using the phone user interface to make and receive calls, use features, and configure settings.
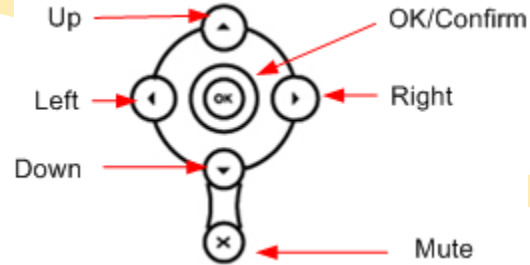
Phone Description

Components

Item	Description
Soft Keys	The screen displays labels for these keys to identify their context-sensitive functions.
Line Keys	These buttons are used to activate up to the six user accounts.
Power/Status LED	Indicates if the phone is On or Off. See *Power/Status Indication LED* on page 19.
Memory Keys	These keys are used for various functions, such as speed dial and hold. The adjacent LED lights when the assigned function is active.
Function Keys	See *Function Keys* on page 11.
MUTE Navigation Key	Mute the microphone of the active audio device during a call so you cannot be heard by the other party.
Volume Adjustment Bar	Adjust the volume of the handset, headset, speaker, and ring tone.

| Navigation Keys	Use the navigation keys to move within the display menus and to confirm or cancel actions.
DTMF Keypad	Use the DTMF keys to enter numbers, letters, and special characters. See *Using DTMF Keypad in Alpha-numeric Mode* on page 17.

Function Keys

|	
HOLD	Place a call on hold or resume it.
HEADSET	Place and receive calls through an optionally connected headset. The LED is on when the phone is in Headset mode.
MESSAGE	Press to retrieve voice messages. The button will illuminate when you have a message.
MUTE	Mute the microphone of the active audio device during a call so you cannot be heard by the other party. Press the key again to resume call.
RD (Redial)	If the handset is off-hook (un-cradled), pressing the **RD** button will call the last dialed number. If the handset is on-hook (on cradle), pressing the RD button brings up the Call History on the display. Select a number to call and press **RD** (or **Send**).
Speakerphone	Allows for hands-free communication during calls.
TRAN	Transfer current call to third party.

Using the Phone User Interface

The **Idle** screen is shown below. This screen appears when you are not on a call.
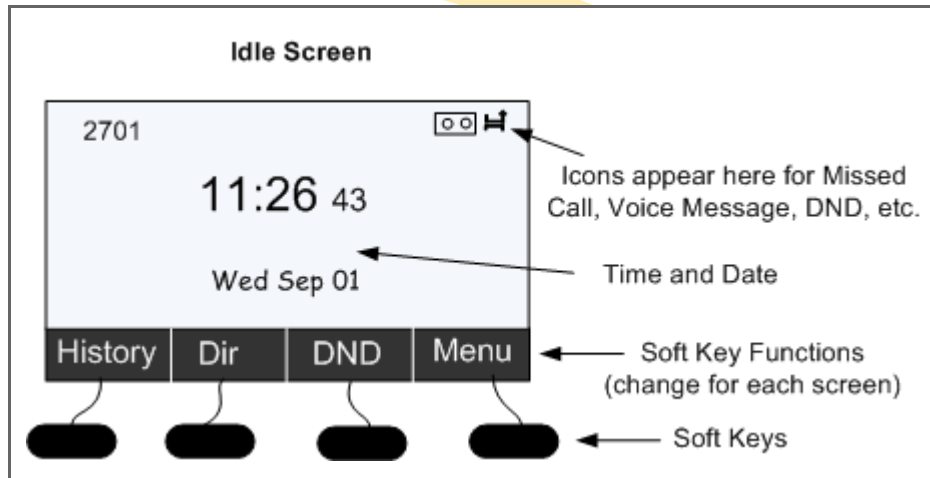
Press soft keys to initiate an action or to go to another screen. The soft keys change depending on the screen you are on. For example, if you press the **Menu** soft key, the **Main Menu** screen appears, as shown on the next page.

The Main Menu

The **Main Menu** is where you will find all of your basic phone functions and setup options.
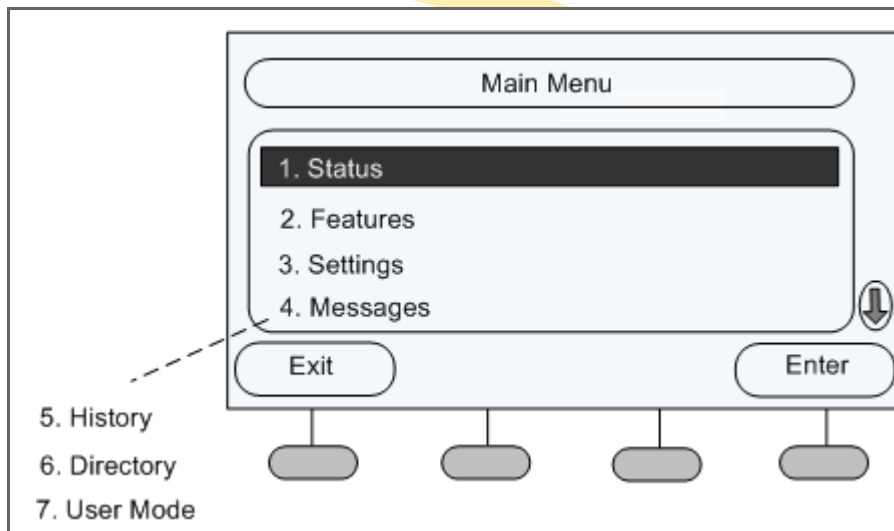
1   Status
    Select Status to view information about the phone, the network, and accounts.

2   Features
    Select Features to enable and configure features such as Call Forward and Call Waiting.

3   Settings
    Select Settings to configure the Language, Time and Date, Ring Tone, and Phone Volume.

4   Messages
    Select Messages to change the number you enter to retrieve voice messages. Consult with your System Administrator before changing your voice messaging dial string.

5   History
    Select History to view incoming and outgoing call history.

6   Directory
    Select Directory to add or dial a contact, or add a contact to the Blacklist.

7   User Mode
    By default the phone is in User Mode. To access some Advanced Settings, you must be in Admin Mode. See your System Administrator for information.

Accessing Options

You access options using a combination of DTMF keypad, soft keys, and the navigation keys.

Using Phone DTMF Keypad

Most options have a number. You can press the number on the phone's DTMF keypad to access the entry. Procedures in this manual will provide the number for a specific option so you can access it quickly.
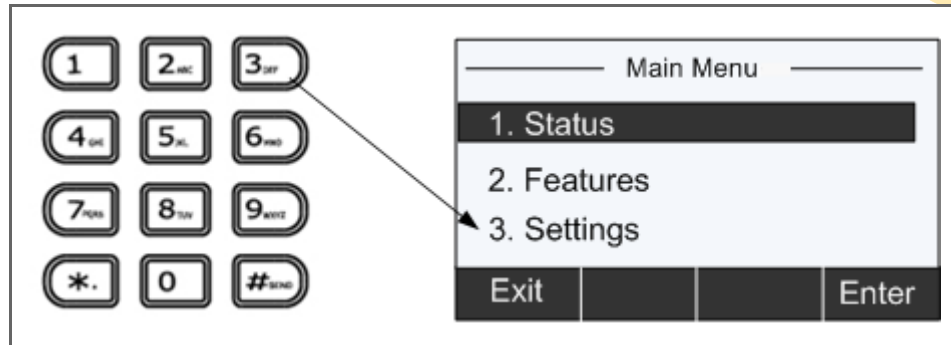
Scrolling

Use the **Down** navigation key to scroll through options. When the desired option is highlighted, press the **OK** navigation key or a soft key to proceed with an action.

There are some screens where not all of the available options are shown. Use the navigation key to scroll down and see additional options.

Procedures in this manual will provide the number for a specific option so you can access it quickly with the DTMF pad without scrolling to it on the screen.
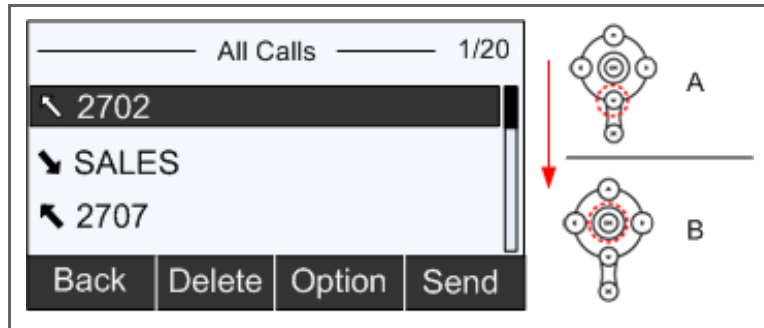
A. Use the down Navigation Key to scroll down to desired option.

B. Press a softkey or the **OK** Navigation Key.

Using DTMF Keypad in Alpha-numeric Mode

When you are entering contact information or searching for a contact, you use the DTMF keypad on your phone to enter letters (small or caps) or numbers. If you are entering consecutive characters on the same key, wait 1 second between characters until the cursor on the display starts blinking, and then enter the next character.

Use the alpha-numeric mode soft key to choose how characters are entered.

| Back | 2aB | Delete | Save |

Each time you press the key it toggles through the modes shown in the table below.

2aB	The first time you press the key the number is entered. Subsequent presses will enter the letters on the key (small) and then the letters capitalized.
123	Enters the number on the keypad.
abc	Small letters. The first press enters the first letter on the key and subsequent presses will enter other letters on the key.
ABC	CAPITAL LETTERS.

Viewing Phone Status

1 Press the **OK** navigation key. The IP Address, MAC address, and Firmware Version are shown.
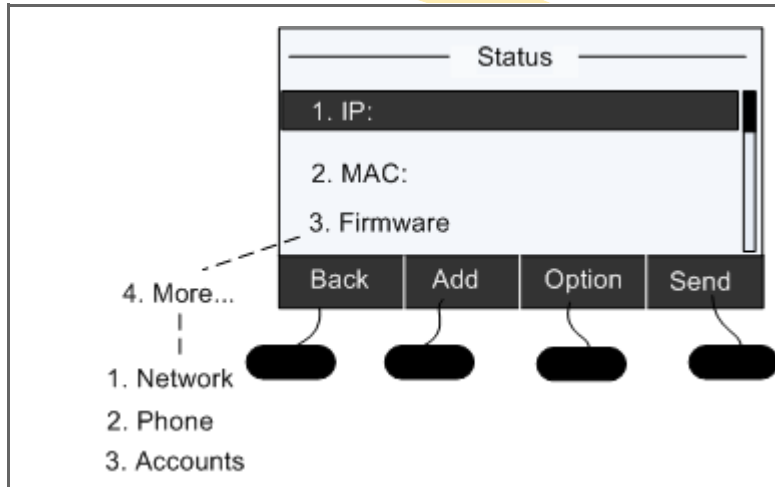
2 Press **4** to access **More** options, then the number of the category you want to view.
   1 - Network status: IP Address, MAC Address, WAN/LAN, Gateway and DNS
   2 - Phone status: Product Name, Hardware, Firmware, Product ID and MAC
   3 - Accounts: The status of SIP accounts on the phone

LEDs

Account Button LEDs

LED Status	Description
Steady Green	Account is active
Blinking Green (fast)	Incoming call
Blinking Green (slow)	On hold
Off	Idle status (registered or unregistered)

Power/Status Indication LED

LED Status	Description
Steady Green	Power on
Off	Power off
Flashing Green	Incoming Call

Call/Line Appearance for BLF

LED Status	Description
Steady Green	Idle
Blinking Red (slow)	Ringing
Steady Red	Active
Blinking Red (fast)	Not available
Off	Not active

Display Icons

The Arcata phone displays the following icons on the LCD screen.

Icon	Description	Icon	Description
🖥	Flashes when the internet is disconnected.	🔇	Call Muted
☎	Account Registration Failed	⏸	Call on Hold
☎	Account Registering	◖◗	Voice Message
☎	Account Registration Successful	AA	Auto Answer Enabled
↗	Missed Call(s)	DND	DND (Do not Disturb) Enabled
↘	Incoming Call	🎧	In Headset Mode
↖	Outgoing Call	🔊	In Hands Free Mode
Ab3	Character Input Method: letters and numbers	📞	In Handset Mode
123	Character Input Method: numbers	↱	Call Forward Enabled
abc	Character Input Method: letters in lower case		
ABC	Character Input Method: letters in upper case		

BASIC PHONE FUNCTIONS

This section provides instructions on making and receiving calls and using phone features.

Introduction

This section provides instructions for initiating a call and performing actions while on an active call. To adjust phone settings such as volume and ring tones, see *Customizing Your Phone* starting on page 47.

You access options using a combination of the phone's DTMF keypad, soft keys, and the Navigation Keys. Usually there is more than one method for performing an action.

Procedures in this manual provide the easiest steps for you to perform a task. For example, if an option can be accessed using the DTMF keypad, that will be used. If you prefer, however, you can choose to scroll through the options and select them using the **OK** Navigation Key.

See *Using the Phone User Interface* on page 17 for details.

Making a Call

Initiating a Call

You can initiate a call in one of the following ways:

Handset - Pick up the handset.

Hands Free - Press the Speakerphone button.

Headset - Press the Headset button if a headset is connected.

You can also dial the number first, and then press the **Send**, **Headset**, or **Speakerphone** button.

Dialing Options

- Dial the number you want to call using the DTMF keypad and then press **Send**.

- With the handset off-hook, press the **RD** (Redial) button to call the last dialed number.

- With the handset cradled, press the **RD** (Redial) button twice to dial the last number called.

- If you have Speed Dial buttons configured, press the desired Speed Dial button.

- Press the Directory soft key to call a number in your contact list. See *Dialing a Contact*.

On-hook Dialing/Live Dialpad

When the phone is on-hook and you dial a number, the behavior changes depending on if you have Live Dialpad enabled.

If you have Live Dialpad enabled and you dial a number when the phone is on-hook, your phone automatically dials out and turns on Handsfree mode as soon as you press a dial pad key or soft key.

If you do not have Live Dialpad enabled and you dial a number when the phone is on-hook, you must lift the receiver, press the **Dial** key, or press the **Speakerphone** button to initiate the call.
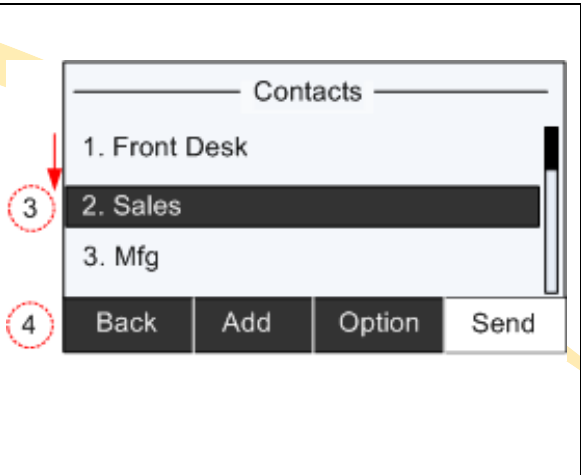
Setting a Default Account

If you have registered more than one account, you can choose a specific account that will be used by default when you initiate a call.

Press the **Right** Navigation Key to toggle through the accounts on the phone. The accounts will appear on the LCD screen. Stop when you reach the account you want to be the default. When you initiate a call, this account will be used.

Dialing a Contact

Step	Item	Press	Notes
1	Soft Key	**Dir**	
2	Soft Key	**Enter ***	Opens Contacts
3	Navigation Key	**Down**	Highlight desired contact
4	Soft Key	**Send**	Dials contact number

Note: Press **Option** to get more details or delete a contact.

* To search for a contact, press the **Search** soft key. See Searching Contacts on page 27.

Searching Contacts

Step	Item	Press	Notes
1	Soft Key	**Dir**	
2	Soft Key	**Search**	
3	Keypad		Enter characters to search on *
4	Soft Key	**OK**	
5	Navigation Keys	**Down**	If more than one contact appears, scroll to desired entry
6	Soft Key	**Send**	Dials contact number
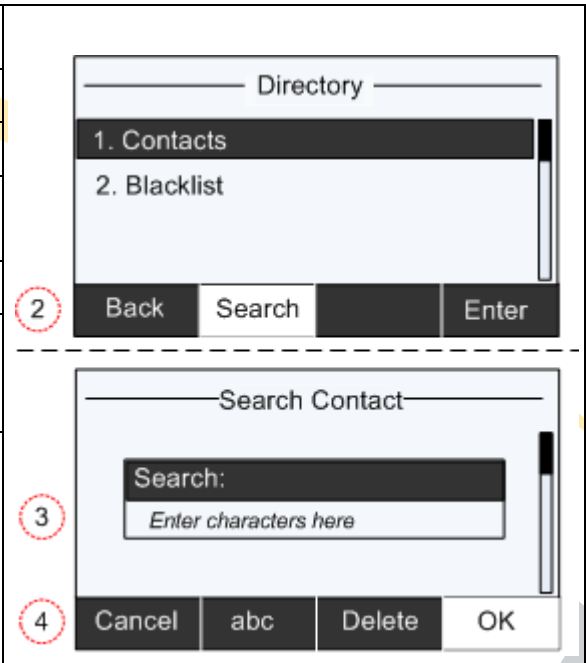
* For help with entering characters, see Using DTMF Keypad in Alpha-numeric Mode on page 26.

Audio Redial

If Auto Redial is enabled, when you attempt to make a call and the other end is busy or not answered, the phone will automatically redial the number.

Using Auto Redial

When you dial a number and the call is not answered or sent to voice mail, the Auto Redial screen appears.

To activate Auto Redial, click the **OK** soft key.

The phone will redial the number according to the interval until the call is answered or the number of redial times you configured is reached.

Answering a Call

- If you are not on an active call, you can answer a call by simply lifting the handset.

- If you are using a headset, press the **HEADSET** button on the phone.

- To answer in Hands Free mode, press the **Answer** soft key
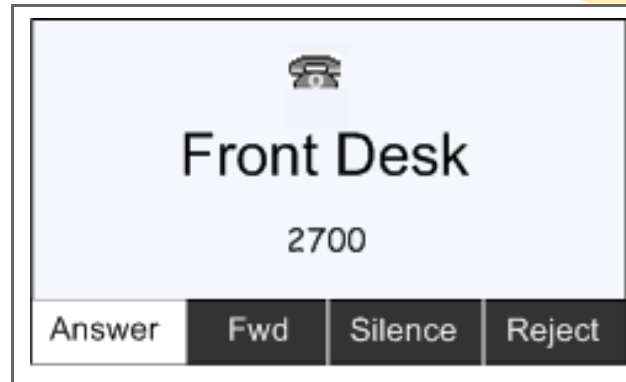
Other Options for Incoming Calls

1   Press **Fwd** to forward the call to another extension.
2   Press **Silence** to mute the ring tone.
3   Press **Reject** to send the call to voice mail.

Answering When on a Call

If you are on an active call and a call comes in, press the **Answer** soft key to answer the call.

You can also answer a call by pressing the flashing line key. This will place the active call on hold and answer the ringing call.

Alternatively, you can reject the call by pressing the **Reject** soft key. If your phone is so configured, the call will be sent to the voice messaging system.

☎

Front Desk

Incoming Call: 2700

| Hold | Answer | Reject | Cancel |
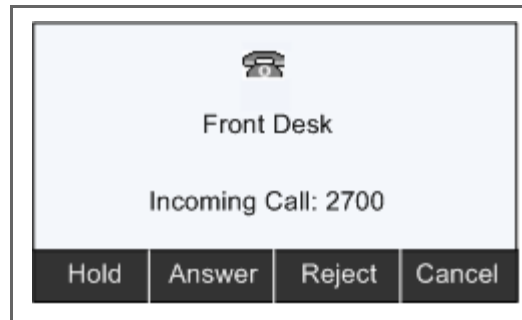
Call Pick Up

NOTE: Call Pickup must be configured on the system by your System Administrator. The feature codes noted are the defaults but may be different for your system. If a memory key has been configured for the feature, you can press the key to pick up the call. See your System Administrator for details.

Directed Pick Up

You can answer a call that comes in on another extension by dialing *71 and then the extension number.

Group Pick Up

You can answer a call that comes into another extension in your Pickup Group by lifting the handset and dialing *72. If more than one call is ringing, you will be connected to the call that has been ringing the longest.

Group Call Park/Pickup

The Group Call Park/Pickup feature allows a user at one extension to park a call to a parkade group, which can then be picked up on any other extension. You can only have one call parked at a time. Once a call is picked up by another extension, you can park another call.

Parking a Call

To park a call so that anyone in the group can pick it up, press the **Group Call Park** memory key on your phone. The location where the call is parked will display on your phone. Typically you would make a page announcing the Parkade number, which other users will need to pick up the call.

> **NOTE**: If your phone does not have a memory key programmed for Group Call Park, press the **Transfer** button, dial *73, and then hang up the handset (or press the **OK** button or the **Send** key).

Picking up a Call

To pick up a parked call from a group: press the **Call Park Pickup** memory key and then dial the Parkade number where the call is parked (usually announced by a page).

> **NOTE**: If your phone does not have a memory key programmed for Call Park Pickup, dial *75 plus the Parkade number where the call is parked (usually announced by a page).

Directed Call Park/Pickup

The Directed Call Park/Pickup feature allows a user to park a call on a specific extension, which can then be pickup up from any extension. You can only have one call parked at a time. Once a call is picked up by another extension, you can park another call.

Parking a Call

To park a call on specific extension, press the **Directed Call Park** memory key and then dial the extension.

NOTE: if your phone does not have a memory key programmed for Directed Call Park, press the **Transfer** button, dial *74 plus the extension, and then hang up the handset (or press the **OK** button or the **Send** key).

Picking up a Call

To pick up a parked call on your extension: press the **Call Park Pickup** memory key and then dial the extension number on which the call was parked.

NOTE: if your phone does not have a memory key programmed for Call Park Pickup, dial *75 plus the extension where the call is parked.

Paging

If your System Administrator has setup Multicast IP Paging, you can broadcast a page to all extensions in a specified zone.

To make a page, dial *70 + Zone Number (01-50).

For example, to page zone 4, dial *7004.

See your System Administrator for information about your paging zones.

If your phone is on-hook (not being used) you will receive pages sent to any zones which have been assigned to your extension. Unless *Page Priority* and/or *Page Barge* have been configured on your phone by your System Adminsitrator, you may or may not receive pages if you are on your phone (off-hook).

Adjusting the Ring Volume

Idle State

To adjust the Ring Volume when you are not on an active call, press the Volume Adjustment Bar.

The volume level appears on the display.
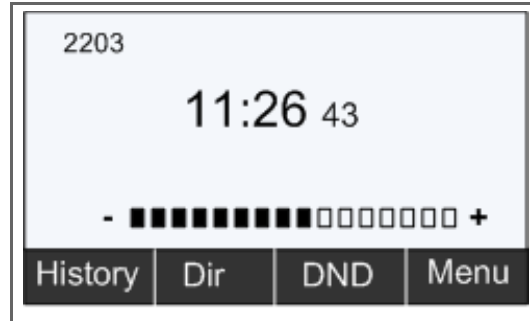
Adjusting the Volume on an Active Call

To adjust the volume of the handset, headset, or speaker on an active call, press the Volume Adjust Bar.

The volume level appears on the display.
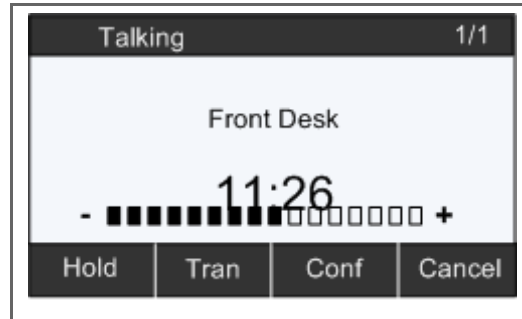
To adjust the default volume for the handset, headset, speaker, or ring volume, see *Adjusting the Volume* on page 65.

Denying an Incoming Call

Press the **Reject** soft key to deny an incoming call and send it to voice mail.
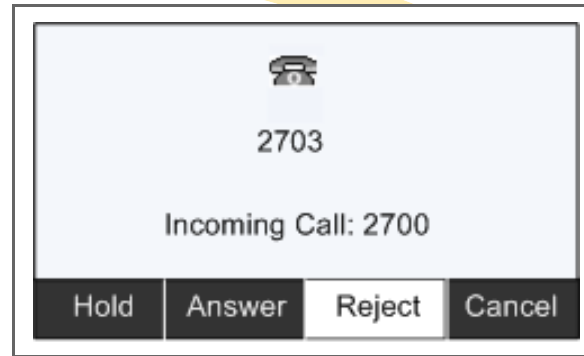
Do Not Disturb (DND)

To automatically reject incoming calls, press the **DND** soft key on the Idle screen to enable DND Mode. The DND icon appears in the top-right of the LCD screen. Press the **DND** soft key again to deactivate DND mode. You can find the incoming call record in the Call History.
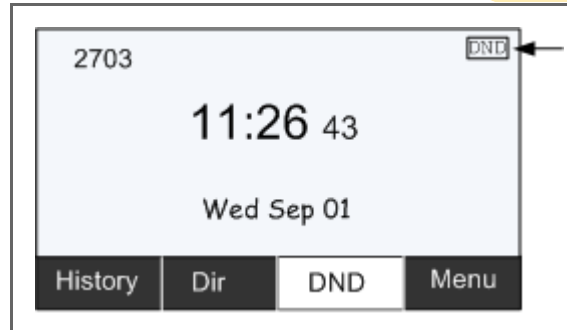
Muting a Call

Press the **Mute** button to mute an active call. While Mute is enabled you cannot be heard by the other party but you can still hear them.

Press the **Mute** button again to disable mute.

Placing a Call on Hold

To place an active call on hold, press the **Hold** soft key or the **HOLD** button on the phone.

To return to the call, press the **Resume** soft key or the **HOLD** button.

Other calls can be received and made while a call is on hold. If there is more than one call on hold, press the line button for the call you want to resume and then press the **Resume** soft key or **HOLD** button to retrieve the call.

Transferring a Call

Step	Item	Press	Notes
1	Soft Key	**Tran**	
2	Keypad		Enter number
3	Soft Key	**Tran**	

You can hang up now and the call will be transferred.

If you want to make sure the other party answers or you want to speak with the other party before you transfer, wait until they answer and then press the **Transfer** soft key or **TRAN** button.
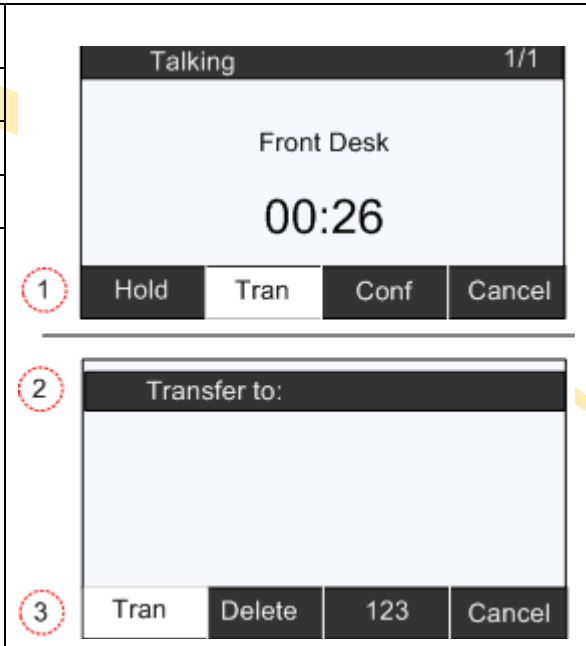
Establishing a 3-Way Conference

Step	Item	Press	Notes
1	Call second party		
2	Soft Key	**Conf**	or **CONF** button
3	Keypad		Dial other party.
4	Soft Key	**Send**	When call is answered, you are connected to the third party only.
5	Soft Key	**SWAP**	(Optional) to toggle between parties before establishing conference.
6	Soft Key	**Conf**	Establishes the conference with all three parties.
7	Soft Key	**Cancel**	Terminates the conference.
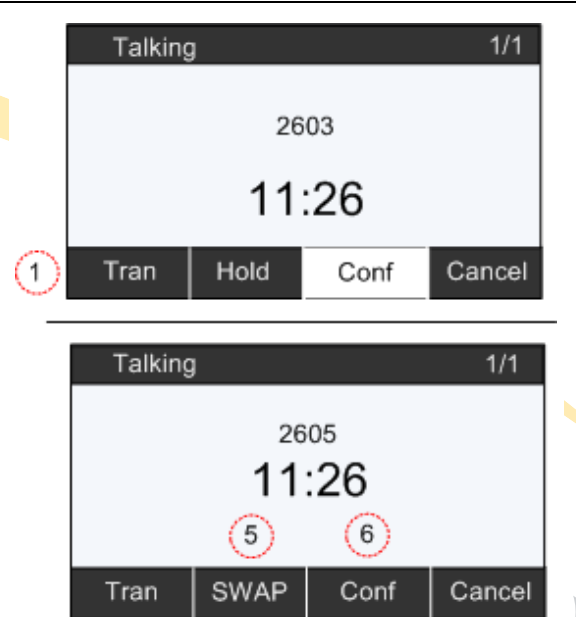
NOTE: To leave the conference while keeping the other parties connected, see "Leaving a Conference" on page 43.

Leaving a Conference

To leave a conference that you created while leaving the other two parties connected:

Step	Item	Press	Notes
1	Soft Key	**Split**	This places both parties on hold.
2	Soft Key	**Tran**	This opens the Transfer to screen.
3	Navigation Keys	**Down**	This selects the other line in the conference.
4	Soft Keys	**Select**	This disconnects you and reconnects the other two parties in the conference. You can hang up and the other parties will stay connected.
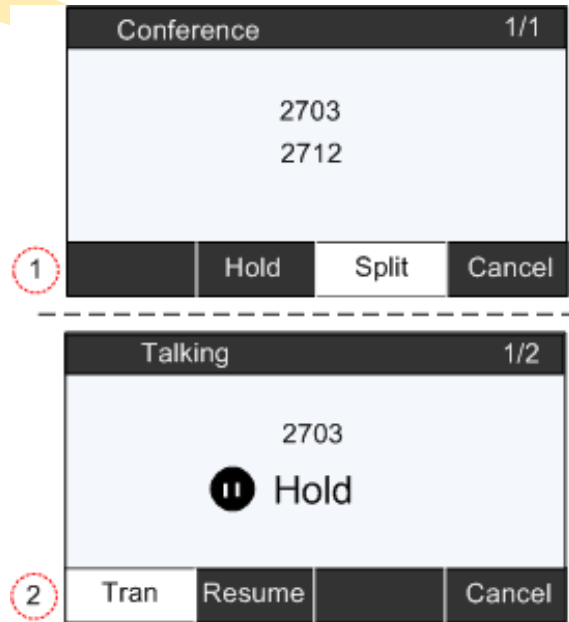
Retrieving New Voice Message

When you have new voice messages, the LED on the **MESSAGE** button will be lit and the message icon will appear in the top-right of the phone's LCD screen. Press the **MESSAGE** button to access your mailbox. You will be prompted to enter your password (default password is 5555).

Accessing your Voice Mailbox

To access your mailbox when you do not have a new message, press the **MESSAGE** button. If you have multiple accounts on your phone, select the desired account. Press the **MESSAGE** button again and then enter your password.

Contact your System Administrator for information on accessing your voice message from another location.

Viewing Call History

Step	Item	Press	Notes
1	Soft Key	**History**	
2	Navigation Keys	By default, All Calls are shown. Use the right/left navigation keys to change the category (Missed Calls, Dialed Calls, Received Calls or Forwarded Calls).	
3	Navigation Keys	**Down**	Highlight entry
4	Soft Key	**Send**	Dials number
	Press the **Delete** soft key to delete the entry		
	Press the **Option** soft key to view more details or add the entry to the blacklist.		

Viewing Missed Calls

```
                                            4
                                            ↓
  ┌──────────────────────────────────────┐ Ħ
  │ 2703                                   │
  │                                        │
  │            11:26 43                    │
  │                                        │
  │         1 New Missed Call              │
  │                  ↑                     │
  ├──────────┬──────────────┬─────────────┤
  │  View    │              │    Exit      │
  └──────────┴──────────────┴─────────────┘
        ↑            ↑              ↑
        1            2              3
```
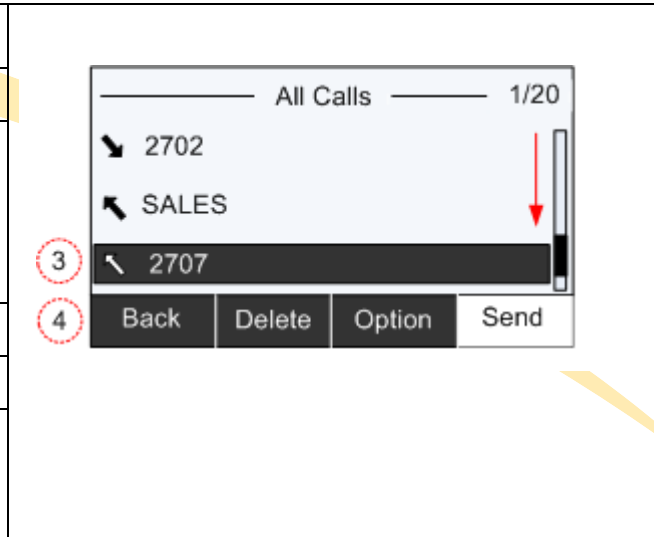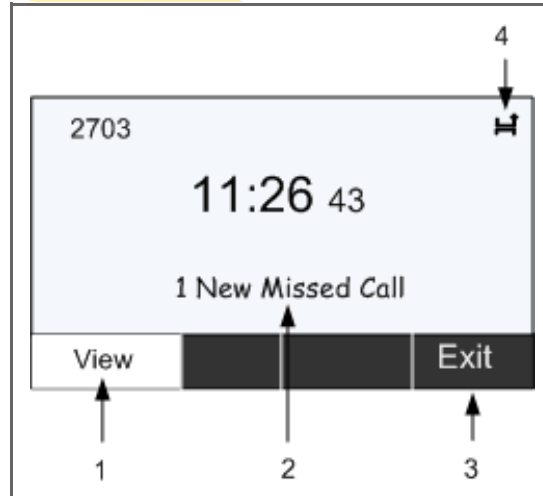
1 Press the **View** soft key to see missed calls.
2 Message indicates you have missed call(s).
3 Press the **Exit** soft key to return to main idle screen.
4 Icon indicates missed call.

CUSTOMIZING YOUR PHONE

This section provides instructions on how to:

- Manage Contacts/Blacklist

- Configure Features

- Modify Basic Settings

- Modify Advanced Settings

Managing Contacts/Blacklists

You can add contacts to your directory and then dial them using the Directory option.
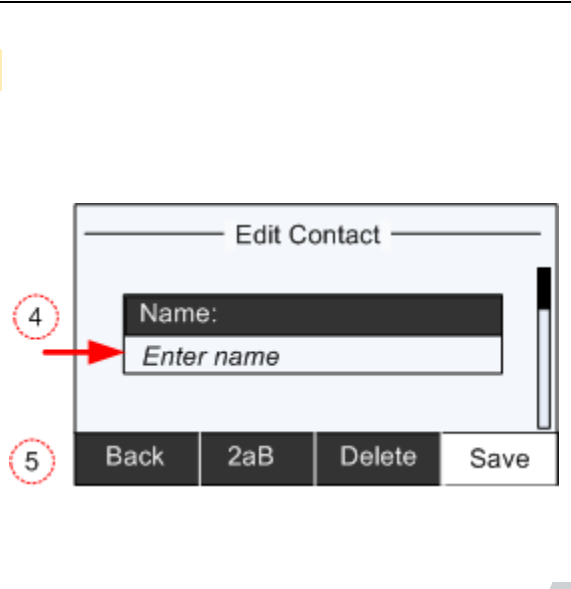
For each contact you can add the following:

- Name
- **Office** phone number
- **Mobile** number
- **Other** number
- **Account** setting (the Line that will be used to dial out when you dial the contact)
- **Ring** Tone (tone to play when you receive a call from the contact).

You can add a contact to a Blacklist to have calls from the contact automatically rejected and sent to voice mail.

When viewing calls in your **History**, you can add them to your contact list or to the blacklist by pressing the **Option** soft key.

Adding a Contact/Blacklist

Step	Item	Press	Notes
1	Soft Key	**Dir**	
2	Soft Key	**Enter**	Contacts or Blacklist
3	Soft Key	**Add**	
4	Keypad/ Navigation Keys	Enter information in screens as required. Use the **Down** Navigation Key to scroll through other screens and enter information as desired. See *Using DTMF Keypad in Alpha-numeric Mode* for help using the DTMF keys and alpha-numeric softkey.	
5	Soft Key	**Save**	

Editing a Contact/Blacklist

Step	Item	Press	Notes
1	Soft Key	**Dir**	
2	Soft Key	**Enter**	Contacts or Blacklist
3	Navigation Key		Highlight contact/blacklist
4	Soft Key	**Option**	
5	Soft Key	**OK**	Opens Detail screen
6	Edit information in each screen as required. Use the **Back** soft key to delete existing information. Use the **Down** Navigation Key to scroll through screens. See *Using DTMF Keypad in Alpha-numeric Mode* for help using the DTMF keys and alpha-numeric soft key.		
7	Soft Key	**Save**	

Deleting a Contact/Blacklist

Step	Item	Press	Notes	
1	Soft Key	**Dir**		
2	Soft Key	**Enter**	Contacts or Blacklist	
3	Navigation Keys	**Down**	Highlight contact	
4	Soft Key	**Option**		
5	Navigation Keys	**Down**	Highlight **Delete**	
6	Soft Key	**OK**		
7	Soft Key	**OK**		

Moving a Contact to the Blacklist

Step	Item	Press	Notes
1	Soft Key	**Dir**	
2	Soft Key	**Enter**	Contacts
3	Navigation Keys	**Down**	Highlight contact
4	Soft Key	**Option**	
5	Navigation Keys	**Down**	Highlight **Move to Blacklist**
6	Soft Key	**OK**	
7	Soft Key	**OK**	

Configuring Features

This section includes information on configuring the following features:

- Auto Redial
- Call Forward
- Call Waiting

Setting up Auto Redial

Before you can use the Auto Redial feature, you must enable it and configure the Redial Interval (default = 10 sec.) and the number of Redial Times (default = 10).

Step	Item	Press	Notes
1	Soft Key	**Menu**	
2	Keypad	**2**	Features
3	Keypad	**3**	Auto Redial
4	Soft Key	**Switch**	Change to *Enable*.
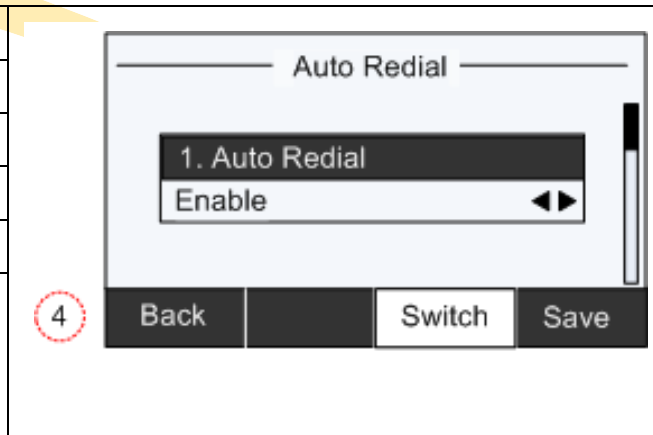
5	Navigation Key	**Down**	
6	Change Redial Interval (Optional)		
a	Soft Key	**Del**	Delete current value for **Redial Interva**l.
b	Keypad		Enter value for **Redial Interval**.
7	Navigation Key	**Down**	
8	Change Redial Times (Optional)		
a	Soft Key	**Del**	Delete current value for **Redial Interval**.
b	Keypad		Enter value for **Redial Interval**.
9	Soft Key	**OK**	

Setting up Call Forward

This feature lets you automatically forward incoming calls to another phone number or voice mailbox.

The following call forwarding events can be configured:

- *Always:* Incoming calls are immediately forwarded.

- *Busy:* Incoming calls are immediately forwarded when the phone is busy.

- *No Answer:* Incoming calls are forwarded when the phone is not answered after a specific period.

When your phone is in Call Forward mode, the display shows the ⬛➡ icon.

Once you have enabled Call Forward, each time you press the Call Forward Memory Key programmed on your phone, Call Forward mode will toggle off and on.

Call Forward (continued)

Step	Item	Press	Notes
1	Soft Key	**Menu**	
2	Keypad	**2**	Features
3	Keypad	**1**	Call Forward
4	Keypad		Select mode
5	Soft Key	**Switch**	Change to *Enable*
6	Navigation Keys	**Down**	
7	Keypad		Enter number
8	Soft Key	**Save**	
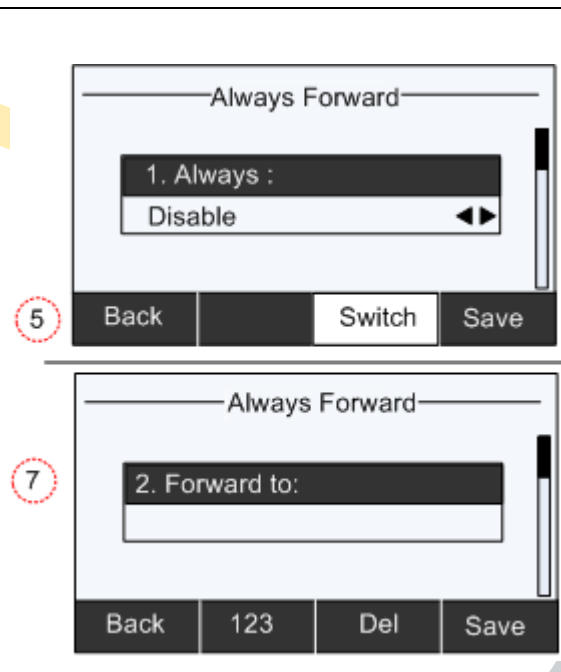
To change the **Forward to number**

Step	Item	Press	Notes
1	Soft Key	**Menu**	
2	Keypad	**2**	Features
3	Keypad	**1**	Call Forward
4	Keypad		Select mode
5	Navigation Keys	**Down**	
6	Soft Key	**Back**	Delete existing number
7	Keypad		Enter new number
	Soft Key	**Save**	
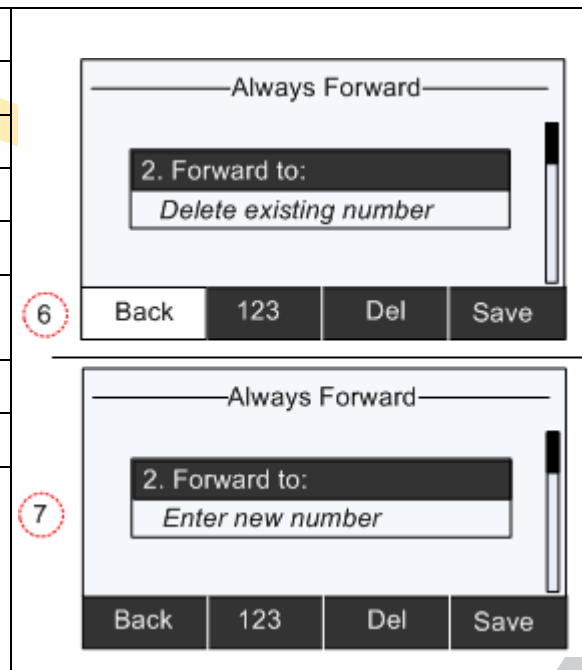
Enabling Call Waiting

Call Waiting allows you to accept other incoming calls on an extension already in an active call. Call waiting is enabled by default. You will hear an audible tone when there is an incoming call.

Step	Item	Press	Notes	
1	Soft Key	**Menu**		
2	Keypad	**2**	Features	
3	Keypad	**2**	Call Waiting	
4	Soft Key	**Switch**	Enable or disable	
5	Navigation Key	**Down**		
6	Soft Key	**Switch**	Enable or disable Play Tone	
7	Soft Key	**Save**		
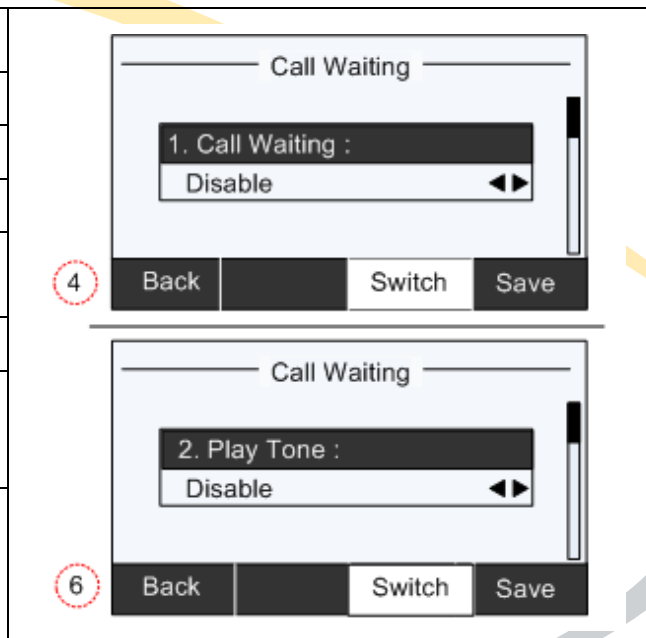
Modifying Basic Settings
Changing the Language

The default language for the Arcata series phones is English. The following languages are also supported:

- Chinese (Simplified)

- Chinese (Traditional)

- English

- French

- German

- Italian

- Polish

- Portuguese

- Spanish

- Turkish

Note: The languages available depend on the language packs currently loaded in your phone. Please contact your System Administrator for more information about loading language packs.

Changing the Language (continued)

Step	Item	Press	Notes
1	Soft Key	**Menu**	
2	Keypad	**3**	Settings
3	Keypad	**1**	Basic Settings
4	Keypad	**1**	Language
5	Navigation Keys	**Down**	Highlight desired language
6	Navigation Keys	**OK**	

The language you choose will now appear on the LCD display.

Time and Date

The time and date appear on the idle screen of the Arcata phone. If the phone cannot obtain a time and date from the call server, please contact your System Administrator.

You may need to change the time and date settings on your phone if you are located in a different time zone than your main phone network.

This section includes the following tasks:

- Change the Time Zone
- Change the Time and Date
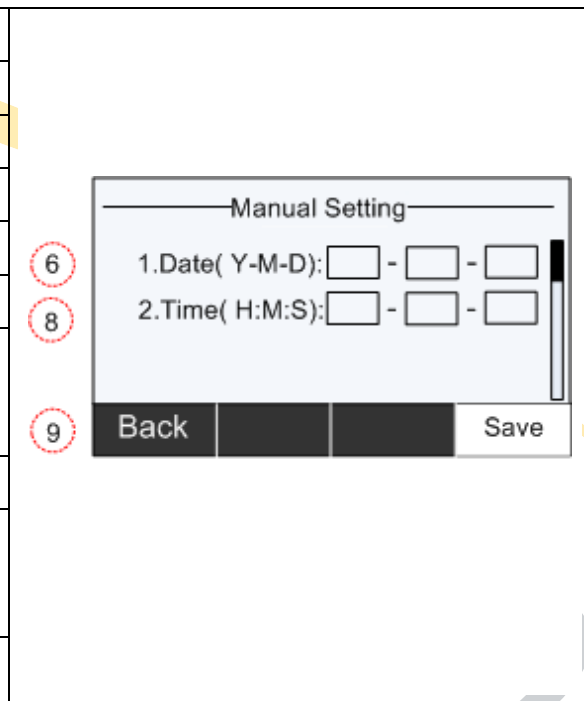- Change the Time and Date Format

Change the Time Zone

Step	Item	Press	Notes
1	Soft Key	**Menu**	
2	Keypad	**3**	Settings
3	Keypad	**1**	Basic Settings
4	Keypad	**2**	Time & Date
5	Keypad	**1**	SNTP Settings
6	Soft Key	**Switch**	Select desired Time Zone
7	Soft Key	**Save**	
Caution: Do not change any other SNTP settings without contacting your System Administrator.			

Changing the Date & Time

Step	Item	Press	Notes	
1	Soft Key	**Menu**		
2	Keypad	**3**	Settings	
3	Keypad	**1**	Basic Settings	
4	Keypad	**2**	Time & Date	
5	Keypad	**2**	Manual Setting	
6	DTMF Keypad		Enter values for Date. Use right Navigation key to move to next cell.	
7	Navigation Key	**Down**	Moves to Time section.	
8	DTMF Keypad		Enter values for Time. Use right Navigation key to move to next cell.	
9	Soft Key	**Save**	Saves settings	

Adjusting the Volume

Step	Item	Press	Notes	
1	Soft Key	**Menu**		
2	Keypad	**3**	Settings	
3	Keypad	**1**	Basic Settings	
4	Keypad	**4**	Phone Volume	
5	Keypad	See Notes	Select volume to change	
6	Volume Bar	**Left/Right**	Adjust volume to desired level	
7	Soft Key	**OK**		

Changing the Ring Tone

Step	Item	Press	Notes
1	Soft Key	**Menu**	
2	Keypad	**3**	Settings
3	Keypad	**1**	Basic Settings
4	Keypad	**3**	Ring Tone
5	Navigation Keys	**Down**	Highlight tone *
6	Navigation Keys	**OK ****	Select tone

* Or enter the number for the tone using the keypad and press **Save**.

** Or press **Save** soft key.

Modifying Advanced Settings

The Advanced Settings listed below can be modified in User Mode. Other Advanced Settings can be accessed in Admin Mode. See you System Administrator for more information.

Accessing Advanced Settings

To access Advanced Settings:

1 Press the **Menu** soft key.
2 Press **3** for Settings.
3 Press **2** for Advanced Settings.
4 Enter password. The default password is *user*. To change the User Password go to Advanced Settings > Set user Password.

Network Settings

IMPORTANT: Do not change the Network Settings on your phone without first consulting your Network Administrator.

WAN Options

Select the desired WAN Option and enter information if required.

• DHCP IP Client - The phone attempts to contact a DHCP Server in your network to obtain its valid network settings, such as IP Address, Subnet Mask, Gateway, and DNS Server.

• Static IP Client - If your phone cannot contact a DHCP Server, select this option to enter the network settings manually.

• PPPoE IP Client - If you are using the xDSL Modem, you can connect your phone to the internet in PPPoE mode. Contact your ISP for **PPPoE User** and **PPPoE PWD** (Password) for internet access.

PC Port

• Bridge - The two Fast Ethernet ports will be transparent.

• Router - The SIP phone will work as a router. You will need to enter the **IP** Address, **Subnet Mask**, and enable **DHCP Server**.

VPN

Enable or disable VPN access.

Arcata 2603 User Guide

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