Teo®

IP Phone 7810

User Guide

Contents

Introduction

The **Teo IP Phone 7810** is an easy to use multiline terminal that provides sophisticated services over managed IP networks running Session Initiation Protocol (SIP). The telephone includes a built-in 10/100BaseT Ethernet switch to allow daisy-chain connection of a PC workstation without additional equipment.

The 7810 has 10 multifunction keys; the optional **8030X Button Expansion Module** adds 30 multifunction keys. Features of the 7810 include:

- 100-entry Call Log for Unanswered, Answered, and Outgoing Calls
- Call Timer
- Last Number Redial
- Speed Dial
- Pre-Dialing
- Direct Station Select
- 100-entry Call Directory
- Flexible Ringing Options
- Message Waiting Indication
- Voice Mail Control Keys
- Ringing Control for Shared Lines

- Presence Status
- Desktop or Wall Mounting
- Large Graphic LCD Display
- On-screen Electronic Key Labels
- Integrated Speakerphone
- Call Monitoring
- Handset or Headset Operation
- Headset Activation Key
- Dedicated Headset Jack
- Integrated 10/100BaseT Ethernet Switch
- 802.3af Power over Ethernet or Local Power

> **Various features may not be available with some SIP services.**

Using This Manual

A brief description of all controls and indicators is presented on the following three pages.

Instructions for using your telephone are in the **Operation** chapter *(page 7)*.

Many telephone features can be customized – see the **Customizing Your Phone** chapter *(page 21)*.

Controls and Indicators

Line Appearance Key Indicator	Line State
OFF	Idle (On-Hook)
Steady Green	In Use (Off-Hook)
Winking Green	On Hold
Flashing Green	Ringing

DSS/BLF Key Indicator	Monitored Station State
OFF	Available (On-Hook)
Steady Red / Green	Other Presence State* (On-Hook)
Steady Red	On The Phone (Off Hook)
Flashing Green	Ringing

*Note: If your phone is connected to a Teo UC System, steady red/green is used to indicate **Busy, Away, Not Available, Do Not Disturb, On Holiday, On Vacation, After Hours, or Call Forward** presence states (page 13).*

Feature Key Indicator	Feature State
OFF	Deactivated
Steady Red	Activated

1) **Display** – shows the line ID, call state, caller ID, dialed digits, network call control messages, elapsed time during calls, the date and time of day, and softkey options.

   The viewing angle is primarily set by selecting the high or low base mounting position *(page 21)*. Display contrast can be adjusted by a menu selection *(page 34)*.

2) **Multifunction Keys** – used for Line Appearance, Direct Station Selection/Busy Lamp Field (DSS/BLF), Feature, or Speed Dial keys. The optional 8030X Button Expansion Module provides 30 additional multifunction keys.

   Red and green indicators on the keys show line appearance, DSS/BLF and feature status.

   Red/Green DSS/BLF presence status is only available if your phone is connected to a Teo UC System (page 13).

3) **Softkeys** – select the function displayed above the key on the bottom line of the display.

4) **Navigation (Arrow) Keys** – navigate within menus. In editing modes, the ▶ key moves the cursor one position to the right and the ◀ key moves the cursor one position to the left. The ▲ and ▼ keys are used to shift between pages on multi-page screens. The **OK** key exits the current menu, saves any changes made, and returns to the previous menu options.

5) **Message Waiting Indicator** – a bright red indicator is lit when messages are waiting, controlled by the network.

6) *LOG* **Key** – displays Call Log options *(page 14)*.

7) *SETUP* **Key** – enters and exits Setup Mode *(page 22)*.

8) *INFO* **Key** – displays version and configuration information about the 7810 and installed options *(page 20)*.

9) *DIR* **(Directory) Key** displays the Call Directory *(page 16)*.

10) **Volume Keys** – adjust the receiver/speaker volume when on a call; adjust the ringer volume when on-hook *(page 19)*.

11) *MUTE* **Key** – mutes the microphone when using the speakerphone or handset/headset. A red indicator on the key is lit when mute is active *(page 17)*.

12) *SPKR* **(Speaker) Key** – activates the speakerphone or Call Monitoring (if enabled by your installer). A green indicator on the key is lit when the speakerphone or Call Monitoring is in use *(page 17)*.

13) **Dial Pad** – dials telephone numbers, and sends DTMF tones to external equipment such as voice mail systems. The dial pad is also used for text and number entry during setup.

14) *TRAN* **(Transfer) Key** – places the current call on hold, and selects an idle line appearance for transferring the call. A second press completes a transfer *(page 10)*.

15) *CONF* **(Conference) Key** – adds other parties to a conference call *(page 11)*.

16) *DROP* **Key** – removes the last party added to a conference call, or disconnects you from a call and returns new dial tone when not in conference mode *(page 11)*.

17) *HOLD* **Key** – places a call on hold *(page 9)*.

18) *VMAIL* **(Voice Mail) Key** – accesses network voice mail services *(page 19)*.

19) *HEADSET* **Key** – activates the headset. A green indicator is lit when the headset is in use *(page 18)*.

20) **Headset Jack** – a jack on the underside of the telephone connects to an optional standard headset.

21) **Handset Jack** – a jack on the underside of the telephone connects to the included handset.

22) **Microphone** – used for hands-free (speakerphone) calling; located under the right front corner of the telephone.

23) **Telephone Identification Label Area** – indented area for a directory number label. Use ½" x 1¾" adhesive labels (Avery 8167 / 5267 or equivalent).

Display

Call information, multifunction key labels, time and date, and other information are shown on the 7810 display. The example below is a typical display of call activity. Other information, shown throughout this manual, is displayed when using the Call Directory, the Call Log, the Info display, and when viewing or changing various setup options.
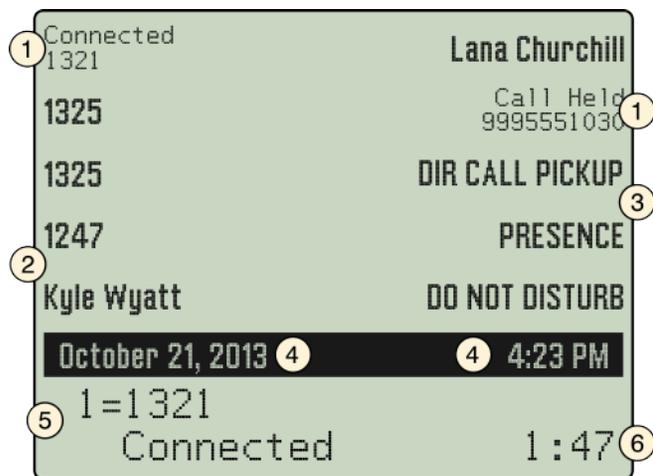
1) **Call Information** – the calling/called number and call state are shown in small text next to each in-use Line Appearance key. For the active call, this information is also shown in large text on the bottom two lines of the display.

2) **Multifunction Key Labels** – keys assigned to line appearances are automatically labeled with the line ID number. You can also enter a more descriptive label, such as a user name.

3) **Feature Activator Key Labels** – Feature Activator keys are automatically labeled with the feature description.

4) **Current Date and Time** – are always displayed on this line.

5) **Active Call** – the bottom two lines show information for the active call (the call currently connected to the handset/headset/speaker). Softkey options are displayed when the phone is idle.

This display area is also used to show menu options during setup; current softkey functions are displayed in the bottom line.

6) **Call Timer** – the total connected time for the active call is shown in the lower right corner of the display.

Operation

Placing Calls

You can either go off-hook and then dial a number, pre-dial a number before you go off-hook, dial from the Call Log, or dial from the Call Directory.

Pre-dialing

While on-hook, enter a number as explained below. The number you enter will be dialed when you go off-hook or select SEND.

To clear the number you entered without dialing, select CANCEL or press the **DROP** key.

Automatic Line Appearance Selection

If your phone is idle, an idle line appearance will be automatically selected when you go off-hook, press a Speed Dial key, a DSS/BLF key, or select SEND (with pre-dial) or REDIAL.

Unless you go off-hook by lifting the handset, either the speakerphone or the headset will be automatically activated, depending on your handset/headset mode selection *(page 33)*.

Manual Line Appearance Selection

Press an idle (unlit) line appearance key.

Dialing

Enter the number to dial with the dial pad.

```
1=5551111
BKSP   SEND   123   CANCEL
```
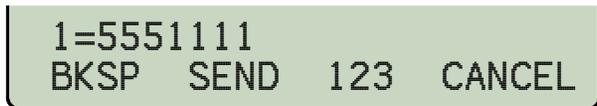
OK When all characters have been entered, select SEND or press the **OK** key to complete the call. If you pre-dialed before going off-hook, you can also lift the handset, press the **SPKR** key, or press the **HEADSET** key to complete the call.

Note: *If you dialed a number after going off-hook, the call will be automatically completed after a preset timeout (typically 10 seconds) without selecting* SEND.

If you pre-dialed while on-hook without selecting SEND *or going off-hook, the number you entered will be automatically cleared after 30 seconds.*

Character Entry Mode

The entry mode default is numeric, as indicated by '123' in the display above the 3rd softkey. To enter uppercase (ABC) or lowercase (abc) characters, press the softkey until the desired label entry mode is shown.

```
1=5551111
BKSP   SEND   ABC   CANCEL
```

Numeric Characters

Press a dial pad key to enter a digit. The cursor will immediately advance to the next character position.

To enter a ✳ or a period, press the ✳ key repeatedly until the desired character appears. After a short delay, the cursor will advance to the next character position.

Upper or Lower Case Characters

Letters are entered with dial pad keys 2-9. Press a key repeatedly until the desired character appears. After a short delay, the cursor will advance to the next character position.

Punctuation and Special Characters

To enter punctuation or special characters, press the ✳ key to show available characters in the top line of the display. Press the ✳ key repeatedly until the cursor is on the desired character. After a short delay, the character will be added to the dial string and the cursor will advance to the next character position.

```
.:+@_-/\,;*'"()<>~=?!$%&
   BKSP   SEND   ABC   CANCEL
```
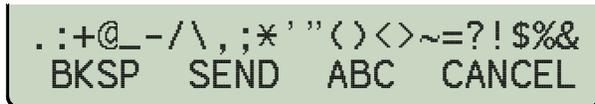
To enter a space or #, press the # key repeatedly until the desired character appears.

Editing Dial Strings

Select the Left or Right Arrow key to move the cursor.

Press a dial pad key to enter a character to the left of the cursor, or select DELETE to delete the character under the cursor.

Last Number Redial

The Redial feature dials the last number that was dialed with the dial pad or a Speed Dial key. This works for both off-hook dialing and hot key dialing. Digits dialed after a call is connected and cancelled numbers are not saved.

Select REDIAL to redial the last number dialed.

Dialing from the Call Log – refer to page 16.

Dialing from the Call Directory – refer to page 16.

Using Speed Dial Keys

Speed Dial keys automatically dial a preprogrammed number when pressed. If you are already on a call, the digits will be dialed using DTMF tones on that call.

Use Speed Dial keys to dial frequently-called numbers, to activate network features that include a directory number, and to speed up dialing of access numbers for voice mail, auto attendant, and similar systems.

Any unused multifunction key can be configured as a Speed Dial key *(page 24)*.

Press a Speed Dial key to dial a number.

The dialed digits will be shown in the display.

Using DSS/BLF Keys
(Not available with some SIP services)

Direct Station Selection/Busy Lamp Field (DSS/BLF) keys show the status of monitored stations (extensions) and provide speed dialing for Direct Station Selection. A monitored line can be assigned to a DSS/BLF key on one or more phones.

When the DSS/BLF line status indicator shows on-hook or on-the-phone, pressing the DSS/BLF key speed dials the monitored station. When the DSS/BLF line status indicator shows ringing (flashing green), pressing the DSS/BLF key will answer the call, using directed call pickup.

Press an on-hook or on-the-phone DSS/BLF key to dial the selected station number.

Press a ringing DSS/BLF key to answer (pick up) the selected ringing call.

If your phone is connected to a Teo UC System, the DSS/BLF status will also indicate presence. To display the presence status of a monitored station, press the Presence feature key, then press the DSS/BLF key for that station (page 14).

Answering Calls

When a call is ringing, the display will show the calling number and name, if available.

Lift the handset, press the **SPKR** key, or press the **HEADSET** key to answer the ringing call shown in the display.

To answer a different ringing call, press the Line Appearance key for the call.

Ringing Control

The Ringing Control option *(page 32)* determines how calls ring at your telephone. Individual line appearances can be set to always ring, never ring, or ring after a delay.

Auto Answer

Your phone can be configured to automatically answer certain types of incoming calls. Intercom, ACD, and CRM click-to-dial calls are examples of calls that can be auto answered.

The phone can be configured by your system administrator to answer with the speakerphone enabled for 2-way conversations, or with the microphone muted for privacy. The phone must be idle when an auto answer call is received, otherwise the call will ring normally.

When a call is received, you and the caller will hear an alerting tone.

Single burst tone	– 2-way call
Double burst tone	– muted privacy call

The display will show "AA ON" when Auto Answer is enabled, or "AA OFF" when disabled. When disabled, auto answer calls will ring normally with a distinctive ring pattern.

AA ON   REDIAL
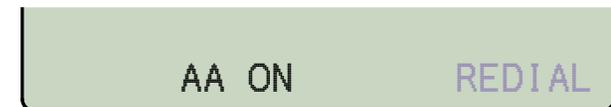
Press the AA softkey to enable or disable Auto Answer.

If the microphone is muted and you want to speak to the caller, press the **MUTE** key to enable the microphone. You can also switch to the handset or headset.

Holding Calls

Press the **HOLD** key or another Line Appearance or DSS/BLF key to place the currently connected call on hold.

The held Line Appearance indicator will wink with a green light.

Press the held Line Appearance key or the **HOLD** key to return to the call.

Transferring Calls

Use this feature to transfer an active call to another party.

Note: Complete an in-progress call transfer before answering another call.

Press the **TRAN** key while on an active call.

The current call is placed on hold, and an idle line appearance is automatically selected

If no idle line appearance is available, the display will show "SELECT AN IDLE LINE".

Dial the party you want to transfer the call to with the dial pad *(page 7)* or a Speed Dial key.

Wait until the called party answers to announce the call, or transfer it immediately before the called party answers.

Press the **TRAN** key to complete the transfer.

DSS or Speed Dial Transfer

While on an active call, press the **TRAN** key.

Press the DSS/BLF key or Speed Dial key for the destination party.

Press the **TRAN** key to complete the transfer.

Conferencing Calls

You can initiate multi-party conference calls. Conferences are limited to 3 parties.

Conferencing a New Call

Press the **CONF** key while on an active call.

The current call is placed on hold and an idle line appearance is automatically selected.

Dial the party you wish to add to the conference *(page 7)*, and then select SEND or press the **OK** key.

After the added party answers, press the **CONF** key to conference all parties together.

Conferencing a Held Call

Press the **CONF** key while you are on an active call with another call on hold.

The current call is placed on hold and an idle line appearance is automatically selected.

Press the Line Appearance key for the held call you wish to add to the conference.

Press the **CONF** key to conference all parties together.

Dropping the Last Party

Press the **DROP** key to remove the last party added.

Disconnecting from a Conference

Replace the handset, press the **SPKR** key when using the speakerphone, or press the **HEADSET** key when using a headset to remove yourself from a conference.

Other parties in the conference may or may not remain connected, depending on system configuration.

Call Forwarding

Call Forwarding forwards ringing calls to another number.

Notes: *Call Forward and Presence keys are mutually exclusive;
your phone can be configured with only one of these keys.*

*If your phone is connected to a Teo UC System, it will have
a Presence key. Call forwarding will be based on your
presence status.*

Ringing must be enabled when using Call Forwarding.

Press the **Call Forward** key (the default is key 9).

```
CALL FORWARD OPT=OFF
  ALL    BUSY   NOANS
```

Select which calls will be forwarded.

- ALL forwards all calls

- BUSY forwards calls that ring while your
  phone is busy (you are on a call)

- NOANS forwards calls that are not answered
  within a preset time, set by the Local Call
  Forwarding – No Answer Delay option *(page
  32).* The default delay value is 12 seconds.

You can select both BUSY and NOANS. The selected
options will be indicated in the display with an
asterisk.

```
CALL FORWARD OPT=BSY&NA
  ALL    BUSY* NOANS* OFF
```

Press the **OK** key.

Enter the number that calls will be forwarded to
(page 7).

```
FWD TO:5551234
DELETE CLEAR 123
```

Press the **OK** key. The **Call Forward** key's indicator
will light red, and the display will briefly show that
Call Forwarding is active.

To disable Call Forwarding, press the lit **Call
Forward** key, and then select OFF. The key's
indicator will turn off.

```
CALL FORWARD OPT=BSY&NA
  ALL    BUSY* NOANS* OFF
```

Do Not Disturb

This feature disables incoming calls. All callers will receive a
busy signal or will be routed to voice mail.

Note: *If your phone is connected to a Teo UC System, calls may
be forwarded to another number, or to voice mail.*

Press the **Do Not Disturb** key (the default is key 10).

The key's indicator will light red, and the display will
show that Do Not Disturb is active.

```
      DO NOT DISTURB
UNANS              REDIAL
```

To disable, press the lit **Do Not Disturb** key.

Presence Status

The Presence feature allows you to set your presence status in a Teo UC System and view the presence status of other users. Your status may be viewed by other users in the system and may be used to determine routing of calls to your extension.

Notes: This feature is only available if your phone is connected to a Teo UC System.

Call Forward and Presence keys are mutually exclusive; your phone can be configured with only one of these keys.

Setting Your Presence Status

Press the **Presence** key.

Your current presence status will be shown in the display.

```
USE DIAL PAD KEYS TO SET
PRESENCE=AVAILABLE
```

Press a dial pad key to select a different presence status.

Dial Pad Key	Presence State
1	Available
2	Busy
3	Away
4	Not Available
5	Do Not Disturb
6	On Holiday
7	On Vacation
8	After Hours
9	Call Forward

Press the **OK** key or the **Presence** key to save the selected presence status.

Your presence status will be shown in the phone's idle display, and the **Presence** key will be lit red/green, unless your status is set to "Available".

```
ON VACATION
                    REDIAL
```

If you selected "Call Forward" (dial pad key 9), enter the number that calls will be forwarded to, and then press the **OK** key.

```
FWD TO:5551234
DELETE CLEAR 123
```

You can also set your presence status from other telephone devices on the Teo UC System that share your line configuration, such as the Teo Softphone, from the Teo UCM User Portal, or through the Teo UC Mobile Client.

The presence status displayed on your phone is your "system" presence status that can be viewed by other users.

Note: The "On The Phone" and "Offline" presence states are set automatically by the Teo UC System, and cannot be set manually.

Viewing the Presence Status of Other Users

You can view the presence status of other users whose lines appear on your phone's DSS/BLF keys.

DSS/BLF Key Indicator	Presence Status
OFF	Available (On-Hook)
Steady Red / Green	Other Presence State (On-Hook)
Steady Red	On The Phone (Off-Hook)
Flashing Green	Ringing

To view presence details, press the **Presence** key.

Press DSS/BLF keys to view other users' presence status (one at a time).

```
08=2036
AFTER HOURS
```

When finished, press the *OK* key or the **Presence** key again.

Using Network Features

In some systems, multifunction keys can be programmed to access features provided by the telephone network, such as Directed Call Pickup. A feature is active when the key's red indicator is on.

Note: Call Forwarding and Do Not Disturb are controlled locally by the phone.

Using the Call Log

What does the Call Log Do?

The call log maintains a running list of the last 100 incoming or outgoing calls from your telephone. You can view the caller ID number (if available), the date and time of the call, and elapsed time for connected calls. The call log may be protected by a PIN.

Types of Calls in the Call Log

Unanswered Incoming Calls – calls that rang at your telephone, but were not answered. Forwarded calls are not logged.

Answered Incoming Calls – calls that were answered at your telephone.

Outgoing Calls – calls originating from your telephone.

Viewing the Call Log

Press the *LOG* key to view or exit the Call Log.

```
SELECT CALL LOG TYPE
UNANS ANSWD  OUT   ALL
```

A PIN may be set to prevent unauthorized access to your call log. When prompted for a PIN, enter your PIN with the dial pad. Press the *OK* key after entering the PIN.

To change or remove the PIN, please refer to page 35.

Select the type of calls that you want to view – UNANS (unanswered), ANSWD (answered), OUT (outgoing), or ALL (shows unanswered, answered, and outgoing calls).

A key indicator will alternately flash red and green to identify the line appearance that was used for the logged call.

The display will show the calling party number, called number (or name if the Line Appearance key has been labeled), line appearance number that the call was received on, time and date of the call, and the call duration.

```
FROM: 4255558765
WIRELESS CALLER
DN: 1325 (Line 1)

TIME: 03:09PM
DATE: 10/19/2012
DURATION: 00:02:33

October 21, 2013          4:23 PM
CALL LOG TYPE: ALL        ▶
DELETE CALL DETAIL TYPE
```
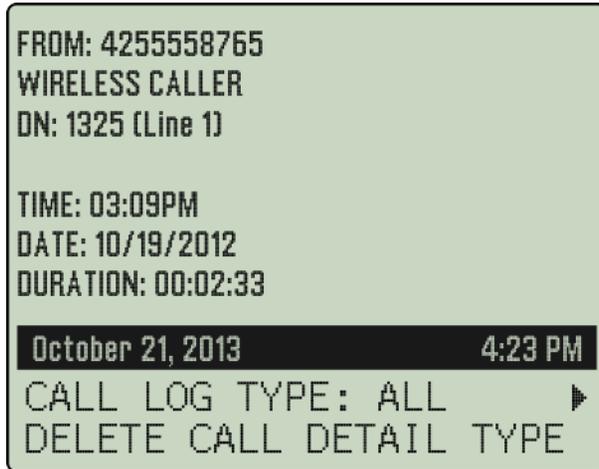
To view a previous (older) call in the log, press the Down Arrow key.

To return to the last displayed (newer) call in the log, press the Up Arrow key.

To add a caller to the Call Directory, press the Right Arrow key, and then select DIR. You will then be prompted to select a key and enter a key label *(page 23)*.

To view other call types, select TYPE, and then select a call type.

Shortcut to the Unanswered Call Log

If any calls ringing at your telephone were unanswered, UNANS will appear in the idle display. You can select UNANS to enter directly into the unanswered call log. After you have viewed the unanswered call log, the UNANS display indication will clear until new calls are received.

Viewing Call Details

You can view the call duration for any call in the log. IP packet statistics can be shown for any completed call.

Select DETAIL to view the IP packet statistics.

```
CODEC=G.711              DELAY COUNTS:
RX PACKET RATE=20mS   NONE  1k      100%
PLAYOUT DELAY=15ms    >10ms 0        0%
MAX JTR BUF=15ms      >20ms 0        0%
                      >30ms 0        0%
CONCEALED=0      0%   >40ms 0        0%
LOST=0                >50ms 0        0%
UNDERFLOW EVENTS=0    >60ms 0        0%
OVERFLOW EVENTS=0     >70ms 0        0%
TOTAL=1156            >80ms 0        0%

October 21, 2013          4:23 PM
CALL LOG TYPE: ALL
          DATE
```

Refer to IP Telephone Network Administration Guide for a detailed description of packet statistics.

Select DATE to return to the main call log entry display.

Dialing a Call Log Entry

```
CALL LOG TYPE: ALL      ▶
DELETE CALL DETAIL TYPE
```

⬤ With the call you want to dial showing in the call log display, select CALL.

An idle line appearance will be automatically selected. For outgoing calls, all digits that were dialed to complete the original call are shown.

```
1=5551234
 BKSP   SEND   123
```

(WXYZ 9) The cursor will be positioned on the first digit in the dialed number. Add any required additional characters, such as outside line or long distance access codes, with the dial pad *(page 7)*.
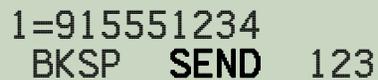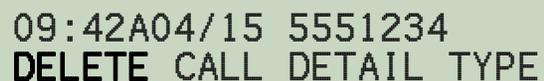
```
1=915551234
 BKSP   SEND   123
```

(OK) When all characters have been entered, select SEND or press the **OK** key.

Note: Calls are automatically dialed after a preset timeout that has been set by your installer.

Deleting a Call Log Entry

⬤ To delete the displayed call from the log, select DELETE.

```
09:42A04/15 5551234
DELETE CALL DETAIL TYPE
```

Using the Call Directory

What is the Call Directory?

The Call Directory is a softkey-based speed dialing system that can store up to 100 entries. A name display identifies each entry. Use the directory to store frequently-dialed numbers when additional Speed Dial keys are not available.

Directory entries are displayed on 10 screen pages, with 10 entries per page. The current directory page number (1-10) will be shown under the time display.

Dialing from the Call Directory
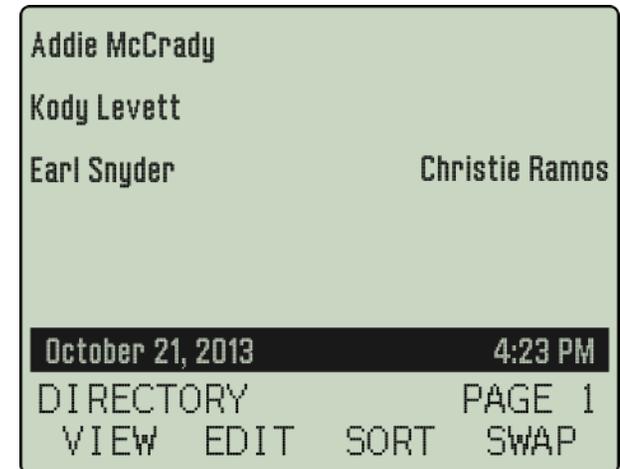
(DIR) Press the *DIR* key.

```
Addie McCrady

Kody Levett

Earl Snyder              Christie Ramos



October 21, 2013              4:23 PM
DIRECTORY                    PAGE 1
 VIEW   EDIT   SORT   SWAP
```

(JKL 5) To see a different directory page, select a page by pressing a dial pad key (*1-9*, or *0* for page 10), or press the Up Arrow or Down Arrow key until the desired page is displayed.

Go off-hook with the handset or headset first if Call Monitoring has not been enabled by your installer (page 17).

⬤ Press the multifunction key that is next to the number you want to dial.

```
1=1025
BKSP   SEND   123
```

WXYZ 9 If the entry is not set up for immediate dialing, you can add additional characters, such as extension numbers or PIN codes, with the dial pad *(page 7)*.

```
1=91025
BKSP   SEND   123
```

OK When all characters have been entered, select SEND or press the *OK* key.

Note: Calls are automatically dialed after a preset timeout that has been set by your installer.

DIR To exit the Call Directory without dialing or deleting an entry, press the *DIR* key.

To add or change directory entries, see page 28.

Using the Speakerphone

The speakerphone feature allows two-way hands-free conversation and on-hook dialing.

Note: Your installer may disable the microphone (see Call Monitoring), or completely disable the speakerphone.

Placing and Answering Calls

If your telephone is idle, an idle line appearance will be automatically selected when you press the **SPKR** key, or the speakerphone will be activated when you press a Speed Dial or DSS/BLF key while on-hook.

You can answer a ringing line appearance by pressing the **SPKR** key.

Muting the Microphone

You can mute the microphone for privacy. The other party will not be able to hear you, but you can still hear the other party.

MUTE Press the **MUTE** key to disable or enable the microphone.

*The indicator light on the **MUTE** key will be on when the microphone is muted.*

> The microphone is located at the front right corner of the telephone.
>
> For proper speakerphone operation, make sure that the telephone is placed directly on a hard surface, and the microphone is unobstructed.

Switching Between the Handset and Speakerphone

Press the **SPKR** key to switch between the handset and speakerphone during a call.

Lift the handset to switch from the speakerphone to the handset.

Using Call Monitoring

Call Monitoring allows on-hook dialing and a call listen-only mode while on hook.

Note: Your installer must enable this feature. Call Monitoring disables the speakerphone microphone.

When Call Monitoring is active, the indicators on the **SPKR** and **MUTE** keys are lit. Call progress tones, dialed digits, and the remote party can be heard through the built-in speaker, but you can only talk to the remote party with the handset or headset.

Press the **SPKR** key at any time during a call to activate Call Monitoring. Pre-dialing and the REDIAL softkey also activate Call Monitoring.

The handset and headset are disabled while Call Monitoring is active.

Lift the handset or press the **HEADSET** key to talk to the remote party (and end Call Monitoring).

Press the **SPKR** key to deactivate Call Monitoring.

If you are on an active call, the call will be disconnected if the handset is on-hook.

Muting the Handset or Headset Microphone

You can mute the handset or headset microphone for privacy. The other party will not be able to hear you, but you can still hear the other party.

Press the **MUTE** key to disable or enable the handset or headset microphone.

*The indicator light on the **MUTE** key is on when the microphone is muted.*

Using a Headset

Headset Mode Operation

With a headset, the **HEADSET** key is used as the hookswitch. You can switch between the headset, handset, and speakerphone at any time.

Your telephone can be set to use the handset/speakerphone or headset by default *(page 33)*. All dialing that automatically selects a line will connect to the default device.

Optimizing the Phone to Match Your Headset

Headset models may vary in their microphone sensitivities and receive levels. Your telephone provides adjustments for transmit and receive levels to accommodate most headsets *(page 33)*.

Adjusting the Receive Volume

The Volume keys (speaker icon) adjust the receive volume level for the handset, headset, or speakerphone while you are on a call.

The telephone stores individual preset volume settings for the handset and headset. Handset and headset volume settings return to the programmed preset levels after a call is completed; the speakerphone volume setting is retained between calls. See page 33 to change the preset values.

Adjusting the Ringer Volume

The Volume keys adjust the ringer volume when you are <u>not</u> on a call.

The telephone will ring once with the new ringer volume setting, and the new setting will be shown briefly in the display.

When the volume is at the lowest setting, the phone will display "RINGER OFF" when idle.
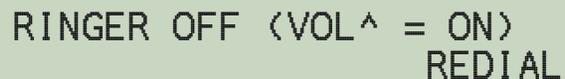
```
RINGER OFF (VOL^ = ON)
                 REDIAL
```

Press the Volume Up key repeatedly while you are <u>not</u> on a call to enable the ringer.

Using Voice Mail

Voice mail services are provided by your telephone system.

Note: You must first program your voice mail access number before this feature will work (page 25).

The Message Waiting indicator on your phone is lit bright red when you have messages waiting.

Press the **VMAIL** key to connect to your voice mail system.

When connected, multifunction keys can be used to access common voice mail functions while listening to messages.

Default voice mail menu keys are shown below. You can customize the key labels, positions, and the codes sent to the network *(page 26)*.

```
PLAY / REPLAY          PLAY SAVED / SAVE
REWIND                  FORWARD MESSAGE
PAUSE / RESUME              RETURN CALL
FAST FORWARD             ERASE MESSAGE
SKIP TO NEXT            MAILBOX OPTIONS
October 21, 2013                4:23 PM
 1=#
   Connected                       :27
```

To switch between the voice mail menu display and the normal active call display, press the **VMAIL** key.

When finished, terminate the voice mail call by going on-hook.

Displaying Telephone Information

INFO Press the *INFO* key to display information about your telephone, network, and installed options.

The display will show:

- Telephone model number
- Hardware versions
- Software version
- Serial number
- Add-On model numbers and software versions

```
Model: 7810
Top: 293701B PCB: 293602D
Software Version: 05.04.16
Serial Number: 00000000000
Add-On: 8030X BUTTON EXPAN V:02.01.03



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```
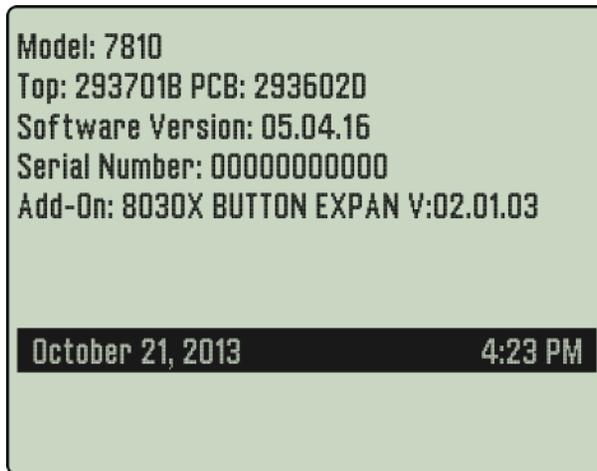
INFO Press the *INFO* key again, press the *OK* key, or lift the handset to return to the normal active call display.

Customizing Your Phone

Adjusting the Telephone Angle

The stand can be installed in two positions for desktop use. Select the position that provides the best screen readability and easy control operation for the phone's location.

- If you need to remove the stand, press it down to disengage the snap tabs, and then lift off the stand.

  The low desktop stand position is shown; the removal procedure is the same for high desktop and wall mount positions.

Low Desktop Position

Stand Removal

- Rotate the stand as needed; refer to the pictures on the following page.
- To install the stand, insert the tabs on the telephone into the large openings in the stand's upper slots, and then press the stand toward the top of the telephone until it locks into place.

  If your telephone includes an 8030X Button Expansion Module, use the double-width stand supplied with the 8030X.

High Desktop Position

Handset Retainer Clip

For low desktop position use, the handset retainer clip should be installed in the default position, without the tab protruding into the hookswitch area.

Install the handset retainer clip as shown below for wall mount use or high desktop positions, where the handset may be inadvertently bumped from the cradle. Pull out the clip as shown, rotate the clip 180°, and then re-insert the clip. The tab should protrude into the hookswitch area.

User Options Menu

The following personal preference options can be changed from the User Options menu:

- Time and Date
- Speed Dial Keys
- Voice Mail Key
- Call Directory
- Personal Ringing
- Handset/Headset Mode
- Preset Volume Levels
- Display Contrast
- Call Log PIN

You can enter the User Options menu when the phone is idle or during an active call.

SETUP   Press the **SETUP** key.

```
          SETUP  MENU
 INSTL  ADMIN    USER
```

Select USER.

```
 USER  OPTIONS            ▶
 CLOCK   KEYS    DIR   RING
```

When ◀ or ▶ appears in the upper line of the display, you can press the Left or Right Arrow key to see additional menu selections.

```
 USER  OPTIONS            ◀
   VOICE  DISPLY   PIN
```

The arrow keys also move the cursor position when entering text or numbers.

For a list of all selections available from the User Options menu, see the **User Options Menu Tree** (page 36).

Setting the Time and Date

Note: If server-based (SNTP) automatic time update is configured on your phone by your installer, manual time and date settings will be overwritten.

From the User Options menu, select CLOCK. (**SETUP** → USER → CLOCK)

The current time and date will be displayed, with the cursor on the first digit.
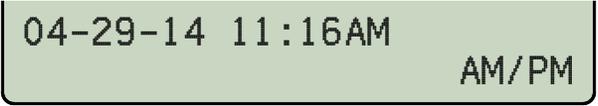
```
04-29-14 11:16AM
                  AM/PM
```

Enter new digits for the date and time with the dial pad. The cursor will advance automatically as each digit is entered.

Time must be entered in 12-hour format. AM/PM is changed with a softkey.

If you need to make corrections, use the Left or Right Arrow key to move the cursor.

When all changes have been made, press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

Labeling Keys

The 10 multifunction keys on the phone are labeled on the display. You can customize the labels for Line Appearance, Speed Dial, and DSS/BLF keys by entering user names or other identifiers.

Paper labels are used on the 8030X Button Expansion Module. You can download 8030X label templates for Microsoft Word from **www.teotech.com**.

From the User Options menu, select KEYS. (**SETUP** → USER → KEYS)

```
          SELECT A KEY
```

Select a Speed Dial, Line, or DSS/BLF key.

```
SPDIAL=3491000
NUMBER  LABEL
```

Select LABEL.

```
LBL=SPEED DIAL
DELETE CLEAR ABC
```

Select CLEAR to remove the existing label, or press the Left or Right Arrow key to move the cursor position for editing.

Using the dial pad, enter a label (18 characters max., less for wide characters) to identify the key *(page 7)*.

Press the **OK** key to return to the key's options menu; press again to return to key selection.

Setting Up Speed Dial Keys

Speed Dial keys facilitate dialing for voice mail, auto attendant, and similar applications. Pressing a Speed Dial key with no active call will originate a call on an idle line appearance and dial the selected number. If a Speed Dial key is pressed while connected on an active call, the speed dial number is dialed on that call; this can be used to send digits to an automated attendant or voice mail system.

Speed dialing can be used in conjunction with manual dialing. Any unused multifunction key can be configured as a Speed Dial key.

○ From the User Options menu, select KEYS.
(**SETUP** → USER → KEYS)

The status indicator for each key will indicate the current setting:

Green – Line Appearance or DSS/BLF
Red – Feature Activator
Off – Unused or Speed Dial

▭ On the phone or Button Expansion Module, press an unlit multifunction key.

The selected key's indicator will alternately flash red and green. Any existing speed dial number will be shown in the display.

```
SPDIAL=
NUMBER LABEL
```

○ Select NUMBER to add or edit the dialing string (not required for keys on 8030X).

```
NUMBER=
DELETE CLEAR 123  PAUSE
```

Enter the speed dial string with the dial pad.

JKL 5 Character entry is described in the **Dialing** section *(page 7)*.

```
NUMBER=5553491000
DELETE CLEAR 123  PAUSE
```

"Smart" Pauses

○ Pauses are entered with the PAUSE softkey, and are shown in the display as a P̄ character. The first pause in a dial string will delay dialing until the call is answered; additional pauses delay dialing for one second per pause. Enter multiple pauses to increase the delay time.

You can use a smart pause to automatically enter a PIN code after the called number answers.

```
NUMBER=5553491000P̄1234
DELETE CLEAR 123  PAUSE
```

Immediate or Editable Dialing

For one-touch dialing, enter a # character at the end of the dial string. The string will be dialed immediately when the Speed Dial key is pressed.

A Speed Dial key can be used in conjunction with manual dialing. If you want to enter more digits after pressing the Speed Dial key, or edit the dial string before dialing, <u>do not</u> include the # character when setting up the Speed Dial key.

OK When all digits have been entered, press the **OK** key.

Key Label

⚪ Select LABEL to add a label to identify the Speed Dial key *(page 23)*.

(OK) When you have finished editing the Speed Dial key, press the **OK** key to return to the key selection menu or press the **SETUP** key to exit Setup Mode.

Unused Keys

Any Speed Dial key can be changed to an Unused key by clearing the dialing string.

🔴 Press a Speed Dial key.

The selected key's indicator will alternately flash red and green. The speed dial number will be shown in the display.

```
SPDIAL=9553491000#
NUMBER LABEL
```

⚪ Select NUMBER (not required for keys on 8030X).

```
NUMBER=9553491000#
DELETE CLEAR 123  PAUSE
```

⚪ Select CLEAR to remove the dialing string. You do not need to clear the label.

```
NUMBER=
DELETE CLEAR 123  PAUSE
```

(OK) Press the **OK** key to return to the key selection menu. The key is converted to an Unused key.

Setting Up Voice Mail Keys

Voice Mail Access Key

*Note: The **VMAIL** key must be programmed to dial the voice mail access number in order for this feature to work properly. "Smart" pauses and PIN codes can be included in the number.*

⚪ From the Installation Options menu, select KEYS. (**SETUP**→ INSTL → KEYS)

(VMAIL) Press the **VMAIL** key.

The Message Waiting indicator will flash.

```
VOICE MAIL ACCESS
NUMBER EDIT  SWAP  TYPE
```

⚪ Select NUMBER to view or change the **VMAIL** key speed dial number. This is the number that is dialed to access your voice mail system.

The currently programmed dial string, if any, will be shown in the display.

```
NUMBER=95551432
DELETE CLEAR 123  PAUSE
```

(JKL 5) Enter the dialing string with the dial pad *(page7)*.

⚪ "Smart" pauses are entered with the PAUSE softkey, and are shown in the display as a ℙ character. The first pause in a dial string will delay dialing until the call is answered; additional pauses delay dialing for one second per pause. Enter multiple pauses to increase the delay time.

You can use a smart pause to automatically enter a voice mail PIN code after the voice mail system answers.

OK When all digits have been entered, press the *OK* key.

Voice Mail Menu Keys

Multifunction keys can be programmed to speed dial common voice mail access functions when connected to the voice mail system.

Presets are provided for several voice mail systems. You can load one of the presets and, if needed, change individual keys, or start with a blank menu and customize all keys.

○ Select TYPE to load a preset or clear all keys.

The display will show the current preset type, or "CUSTOM" if any keys have been edited.

```
VOICE MAIL TYPE=TEO    ▶
  TEO  CISCO AVAYA ASTRSK
```

```
VOICE MAIL TYPE=TEO    ▶
NEC3C APMAX CALLEG BROAD
```

```
VOICE MAIL TYPE=TEO    ▶
  MITEL GENA2  NONE
```

○ Select one of the presets, or select NONE to clear all Voice Mail Menu keys, and then select YES to confirm your selection.

The presets are compatible with the following voice mail systems:

TEO	– Teo UC System
CISCO	– Cisco Unity Express
AVAYA	– Avaya Aura/Audix
ASTRSK	– Asterisk
NEC3C	– NEC Univerge 3C

APMAX	– Innovative Systems APMAX
CALLEG	– Callware Callegra
BROAD	– BroadSoft BroadWorks
MITEL	– Mitel Communications Director
GENA2	– Genband A2

Note: These presets will function correctly only when the voice mail system is in message playback mode. This mode is normally accessed from the keypad. If you wish, you can customize one of the Voice Mail Menu keys to enter message playback mode. Consult your voice mail user's guide for the required code.

OK Press the *OK* key to select a preset and exit this menu.

Presets are listed in the following tables.

TEO			CISCO		
Key#	Function / Label	Code	Key#	Function / Label	Code
1	PLAY / REPLAY	1	1	PLAY / REPLAY	1
2	REWIND	7	2	REWIND	7
3	PAUSE / RESUME	8	3	PAUSE / RESUME	8
4	FAST FORWARD	9	4	FAST FORWARD	9
5	SKIP TO NEXT	#	5	SKIP	#
6	PLAY SAVED / SAVE	2	6	SAVE MESSAGE	2
7	FORWARD MESSAGE	5	7	SAVE AS NEW	6
8	RETURN CALL	4	8	FORWARD MESSAGE	5
9	ERASE MESSAGE	3	9	REPLY	4
10	MAILBOX OPTIONS	*0	10	ERASE MESSAGE	3

AVAYA		
Key#	Function / Label	Code
1	PLAY / REPLAY	20
2	REWIND	5
3	PAUSE / RESUME	3
4	FAST FORWARD	6
5	SKIP TO NEXT	#
6	ENVELOPE INFO	23
7	SAVE AS SAME	∗∗4
8	RESPOND	1
9	ERASE MESSAGE	∗3
10	ACTIVITY MENU	∗7

ASTRSK		
Key#	Function / Label	Code
1	PLAY FIRST	1
2	REWIND	∗
3	PAUSE / RESUME	0
4	FAST FORWARD	#
5	REPLAY MESSAGE	5
6	NEXT MESSAGE	6
7	PREVIOUS MESSAGE	4
8	SAVE MESSAGE	9
9	FORWARD MESSAGE	8
10	DELETE / UNDELETE	7

CALLEG		
Key#	Function / Label	Code
1	PLAY / REPLAY	7
2	REWIND	∗
3	PAUSE / RESUME	1
4	FAST FORWARD	#
5	NEXT MESSAGE	6
6	ENVELOPE INFO	8
7	SAVE MESSAGE	5
8	RESPOND	2
9	ERASE MESSAGE	3
10	PREVIOUS MENU	9

BROAD		
Key#	Function / Label	Code
1	PLAY / PAUSE	**2**
2	REWIND	**1**
3	FAST FORWARD	**3**
4	NEXT MESSAGE	6
5	PREVIOUS MESSAGE	4
6	ENVELOPE INFO	5
7	SAVE MESSAGE	#
8	RETURN CALL	8
9	FORWARD MESSAGE	92
10	ERASE MESSAGE	7

NEC3C		
Key#	Function / Label	Code
1	REPLAY	5
2	REWIND	7
3	PAUSE / RESUME	8
4	FAST FORWARD	9
5	SKIP TO NEXT	#
6	SKIP DATE / TIME	1
7	FORWARD MESSAGE	4
8	RETURN CALL	6
9	REPLY	3
10	ERASE MESSAGE	2#

APMAX		
Key#	Function / Label	Code
1	PLAY / REPLAY	1
2	REWIND	7
3	PAUSE / RESUME	8
4	FAST FORWARD	9
5	SKIP TO NEXT	2
6	FORWARD MESSAGE	6
7	SAVE AS NEW	4
8	REPLY	5
9	ERASE MESSAGE	3
10	MAIN MENU	∗

MITEL		
Key#	Function / Label	Code
1	PLAY / REPLAY	7
2	REWIND	∗
3	PAUSE / RESUME	1
4	FAST FORWARD	#
5	SKIP TO NEXT	8
6	ENVELOPE INFO	6
7	SAVE MESSAGE	5
8	ANSWER	2
9	FORWARD MESSAGE	4
10	ERASE MESSAGE	3

GENA2		
Key#	Function / Label	Code
1	PLAY / REPLAY	1
2	NEXT / PAUSE	#
3	PREVIOUS / REWIND	7
4	ENVELOPE/FAST FWD	6
5	RETURN CALL	55
6	SAVE MESSAGE	2
7	FORWARD MESSAGE	4
8	REPLY	51
9	ERASE MESSAGE	3
10	MAIN MENU	∗

To customize Voice Mail Menu keys, select EDIT.

```
PLAY / REPLAY          PLAY SAVED / SAVE

REWIND                  FORWARD MESSAGE

PAUSE / RESUME              RETURN CALL

FAST FORWARD              ERASE MESSAGE

SKIP TO NEXT            MAILBOX OPTIONS

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SELECT  MENU  ENTRY
                            CANCEL
```

Press a multifunction key to change its label or speed dial number. Consult your voice mail user's guide for voice mail functions and their access codes.

```
NAME:PLAY  MESSAGE
DELETE  CLEAR   ABC     CODE
```
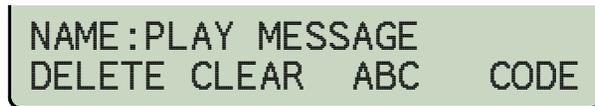
Enter or change a key label with the dial pad keys *(page 23)*.

Select CODE to change the speed dial number assigned to the key. Function access codes for voice mail systems are typically one or two digits, although you can enter up to 128 digits per key. Multiple functions can be combined on a single key.

Press the **OK** key after entering the new code.

Swapping Voice Mail Menu Key Positions

If you want to swap the positions of two Voice Mail Menu keys, select SWAP.

```
SELECT  ENTRY  TO  SWAP
                        CANCEL
```

Press the first key that you want to swap. The selected key's indicator will alternately flash red and green.
CANCEL aborts the selection.

```
SET  NEW  LOCATION
                        CANCEL
```

Press the key for the new position, or select CANCEL to exit without swapping.
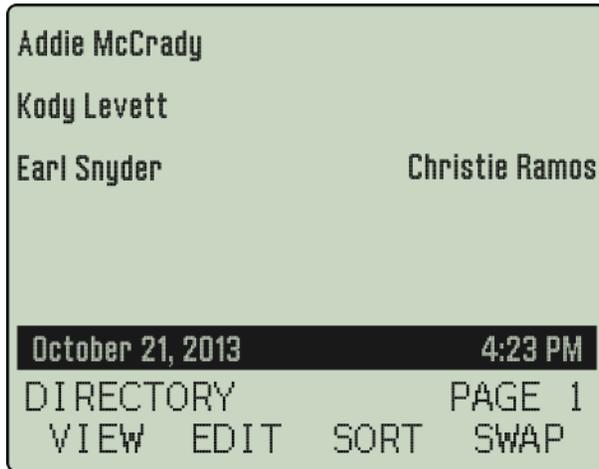
Setting Up the Call Directory

Up to 100 numbers can be stored in the Call Directory. Call Directory entries are similar to Speed Dial keys, but are accessed from a display menu. Place your most frequently-dialed numbers on Speed Dial keys, if available, and put other numbers in the directory.

Call Directory entries are displayed on 10 screen pages, with 10 entries per page. The current page number (1-10) will be shown in the display.

DIR   Press the **DIR** key.
Or, from the User Options menu, select DIR (**SETUP** → USER → DIR),

Page 1 of the Call Directory will be shown in the display. Currently programmed keys will be shown with a name display; available positions for new entries will be blank.

```
Addie McCrady
Kody Levett
Earl Snyder                    Christie Ramos


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DIRECTORY                     PAGE 1
  VIEW   EDIT   SORT   SWAP
```

JKL 5 To see a different Call Directory page, select a page by pressing a dial pad key (*1-9*, or *0* for page 10), or press the Up Arrow or Down Arrow key until the desired page is displayed.
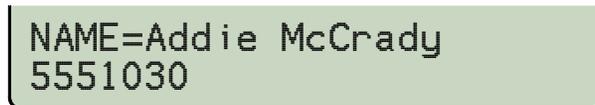
Viewing Call Directory Entries

Select VIEW.

Press the red-lit key next to the entry that you want to view (blank entries, lit green, cannot be selected). The selected key's indicator will alternately flash red and green.

The key label and speed dial number will be shown in the display.

```
NAME=Addie McCrady
5551030
```

OK Press another multifunction key to view its directory entry, or press the *OK* key to return to the main Call Directory menu.

Editing Call Directory Entries

Select EDIT.

The current state of each key is shown by its status indicator.

Green – unused key, available for a directory entry.

Red – key that has already been programmed with a directory entry.

Press the key next to the entry that you want to edit. The selected key's indicator will alternately flash red and green. Any existing Call Directory entry will be shown in the display.

```
Addie McCrady
NUMBER NAME
```

Entry Number

Select NUMBER to add or edit the dialing string.

```
NUMBER=5551030
DELETE CLEAR 123   PAUSE
```
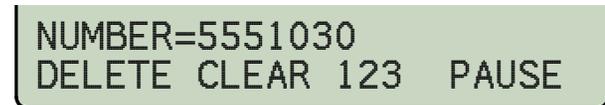
JKL 5 Edit the speed dial string with the dial pad as explained in the Speed Dial section *(page 24)*.

```
NUMBER=78912
DELETE CLEAR 123   PAUSE
```
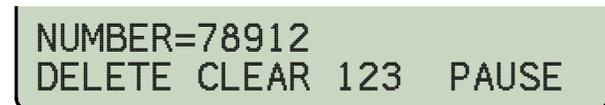
Entry Name (Label)

Select NAME to add or edit a label to identify the Call Directory entry *(page 23)*.

If no name label is entered, the entry will appear blank, even though it may have a dialing string,

When finished editing this entry, press the **OK** key to return to the Call Directory Edit menu.

Deleting a Directory Entry

Select CLEAR from the EDIT → NUMBER screen, and then press the **OK** key to immediately delete a directory entry's speed dial number and name label.

Swapping Call Directory Entry Positions

If you want to swap a Call Directory entry with another key position, select SWAP.

```
SELECT KEY          PAGE 1
                    CANCEL
```

Press the first key that you want to swap. The selected key's indicator will alternately flash red and green.

If needed, first select the page with the dial pad or Up/Down Arrow keys.

CANCEL aborts the selection.

```
SET NEW LOCATION: PAGE 1
                  CANCEL
```

Press the key for the new position, or select CANCEL to exit without swapping.

You can move an entry to another page by first selecting the new page with the dial pad or Up/Down Arrow keys.

Sorting Directory Entries

Directory entries can be sorted alphabetically.

From the Call Directory setup menu, select SORT.

```
SORT THIS PAGE OR ALL?
 PAGE   ALL           CANCEL
```

Select PAGE to sort only the displayed page, or ALL to sort the entire directory. Blank entries will be moved to the end of the list. ALL moves entries to other pages if necessary.

CANCEL aborts the sort operation.

```
SORT BY FIRST/LAST NAME?
 FIRST    LAST         CANCEL
```

Select sorting by FIRST name or LAST name.

```
SORT PAGE1 BY FIRST NAME
 START                CANCEL
```

Select START to perform the sort, or CANCEL to exit without sorting.

Press the **OK** key or the **DIR** key when finished viewing or changing directory entries.

Personal Ringing Options

Ringing Tone

Your telephone has six distinct ringing tones available. A single unique ringing tone can be assigned to each phone, or individual unique ringing tones can be assigned to each line appearance. In office environments with multiple phones, unique ringing tones can help identify ringing phones. Individual unique ringing tones for each line appearance are useful for vision-impaired users, or for users that handle call answering for multiple clients.

From the User Options menu, select RING.
(**SETUP** → USER → RING)

```
PERSONAL RINGING
  TONE OFFHK CONTRL LCFWD
```

Select the TONE option.

All multifunction keys that are programmed for line appearances will have a steady green indication.

'ALL KEYS' will be shown in the upper line of the display if all keys are currently set to use the same ringing tone.

```
RINGING TONE=5   ALL KEYS
KEYPAD 1-6 OR LINE KEY
```

If individual line appearances are using unique ringing tones, the setting for the first Line Appearance key will be shown in the upper line.

```
RINGING TONE=3      KEY01
KEYPAD 1-6 OR        ALL
```

To use the same ringing tone for all Line Appearance keys, select ALL (if shown in the display), and then press a dial pad key (1-6) to select a ringing tone and hear a sample of the tone.

```
RINGING TONE=6   ALL KEYS
KEYPAD 1-6 OR LINE KEY
```

To use individual ringing tones, press a lit Line Appearance key, and then press a dial pad key (1-6) to select a ringing tone for the line appearance and hear a sample of the tone. Repeat for other Line Appearance keys.

Consecutive line appearances that share a single phone number will use the same ringing tone.

```
RINGING TONE=4      KEY02
KEYPAD 1-6 OR        ALL
```

When finished, press the **OK** key to return to the Personal Ringing menu or press the **SETUP** key to exit Setup Mode.

Off-Hook Ringing Options

Incoming calls ring at a muted volume level when you are off-hook on another call. You can select normal ringing or a single burst of the ringing pattern.

From the User Options menu, select RING.
(**SETUP** → USER → RING)

```
PERSONAL RINGING
  TONE OFFHK CONTRL LCFWD
```

Select the OFFHK option.

The current off-hook ringing setting will be displayed.

```
OFFHOOK RING=SINGLE
NORMAL            SINGLE
```

Select NORMAL or SINGLE to change the setting.

OK Press the **OK** key to return to the Personal Ringing menu or press the **SETUP** key to exit Setup Mode.

Ringing Control for Individual Line Appearances

You can control the audible ringing at your telephone for each line appearance.

Line appearances set to ALWAYS will ring immediately. Use this setting for your primary line appearances.

NEVER completely disables ringing on the line appearance. Use this selection for monitored line appearances that are normally answered elsewhere.

WAIT delays ringing at your telephone for 2 to 7 ringing cycles (6 seconds per cycle). Use this option for backup answering on line appearances that are primarily answered on other phones.

Calls that do not ring, due to the ringing control selection, do not display call information and are not recorded in the call log until audible ringing begins.

From the User Options menu, select RING.
(**SETUP** → USER → RING)

```
PERSONAL RINGING
  TONE OFFHK CONTRL LCFWD
```

Select CONTRL.

All multifunction keys that are programmed for call appearances swill have a steady green indication.

Press a lit key to view its current ring control setting.

```
KEY01=ALWAYS RING        ▶
ALWAYS NEVER WAIT2 WAIT3
```

```
KEY01=ALWAYS RING        ▶
WAIT4 WAIT5 WAIT6 WAIT7
```

If you want to change the setting for the selected key, select ALWAYS, NEVER, or WAIT2-WAIT7.

Consecutive line appearances that share a single phone number will use the same ringing control setting.

OK Press the **OK** key to return to the Personal Ringing menu or press the **SETUP** key to exit Setup Mode.

Local Call Forwarding – No Answer Delay

This option sets the delay in seconds before an unanswered ringing call is forwarded.

Note: If your phone is connected to a Teo UC System, call forwarding delay is not controlled by this option.

From the User Options menu, select RING.
(**MENU** → USER → RING)

```
PERSONAL RINGING
  TONE OFFHK CONTRL LCFWD
```

Select LCFWD.

```
LOC CFWD NOANSWR SEC=12
DELETE CLEAR 123
```

JKL 5 Using the dial pad, enter the time in seconds (2-99) to wait before forwarding a ringing call.

If you need to make corrections while entering numbers, select DELETE *to delete the digit under the cursor.* CLEAR *removes all digits, allowing you to start over.*

⬤ OK Press the **OK** key to return to the Personal Ringing menu or press the **MENU** key to exit Setup Mode.

Handset/Headset Configuration ───────

Voice Mode

Select default handset/speakerphone or headset operation with this option. The voice mode determines which device will be used when a line is automatically selected.

The handset, headset, and speakerphone can be used in either mode by lifting the handset, pressing the **HEADSET** key, or pressing the **SPKR** key.

⬤ From the User Options menu, select VOICE. (**SETUP** → USER → ▶ → VOICE)

```
VOICE OPTIONS
 MODE   VOLUME
```

⬤ Select MODE.

```
VOICE MODE=HEADSET
 HAND   HEAD
```

⬤ Select HAND or HEAD to select handset or headset mode.

⬤ OK Press the **OK** key to return to the Voice Options menu or press the **SETUP** key to exit Setup Mode.

Preset Volume Levels

Preset volume levels may be set for handset and headset, and speakerphone operation. Change these settings to match a particular headset's transmission characteristics, provide higher preset volume levels for hearing impaired users, or to suit personal preference. Receiver volume levels set with the Volume key are used only for the duration of a call. The telephone is reset to the preset volume level whenever a call is originated or answered.

Separate preset transmit and receive levels are stored for handset and headset modes. There is a transmit volume preset for the speakerphone, but no receive volume preset. The speakerphone receive volume is set with the **VOLUME** keys during a call and is retained between calls.

⬤ Select VOICE.

```
VOICE OPTIONS
 MODE   VOLUME
```

⬤ Select VOLUME.

```
DEFAULT VOLUME LEVELS
 HAND   HEAD   SPKR RESET
```

⬤ Select HAND (handset), HEAD (headset), or SPKR (speakerphone).

The display will show the current preset volume settings.

```
HANDSET:RCV=04 XMT=05
 RCV+   RCV-   XMT+   XMT-
```

Receive Volume

The receive volume setting is for the handset and headset only, speakerphone receive volume is set during a call with the Volume key.

Select RCV- or RCV+ to adjust the receive volume level.

The new setting will be shown in the display.

Transmit Volume

Select XMT- or XMT+ to adjust the transmit volume level.

The new setting will be shown in the display.

Reset to Defaults

To set all receive and transmit preset volume levels to the factory defaults, select RESET, and then select YES to confirm.

When finished, press the **OK** key to return to the Default Volume Levels menu or press the **SETUP** key to exit Setup Mode.

Adjusting the Display Contrast

This setting adjusts the contrast of the display to compensate for viewing position and lighting conditions.

From the User Options menu, select DISPLY. (**SETUP** → USER → ▶ → DISPLY)

Select (**-**) to lighten the display (less contrast), or (**+**) to darken the display (more contrast).

The display contrast will change, and a bar graph will show the new contrast setting.

```
CONTRAST [■■■■■    ]
  (-)      (+)
```

Press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

Setting a Call Log PIN

You can set a PIN to prohibit unauthorized access to your Call Log.

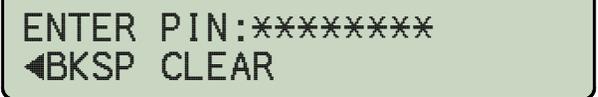○ From the User Options menu, select PIN.
(**SETUP** → USER → ▶ → PIN)

If a PIN is currently set, the display will prompt you to enter your PIN prior to making changes.

```
CALL LOG PIN
  SET  CLEAR
```
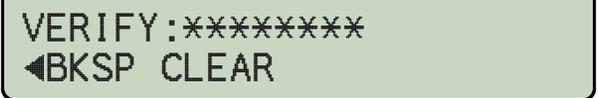
Creating/Changing Your PIN

○ Select SET.

```
ENTER PIN:********
◀BKSP CLEAR
```

JKL 5 Enter a new 4 to 20 digit PIN with the dial pad.

If you need to make corrections, select ◀BKSP (backspace) to delete the previous digit, or select CLEAR to clear all digits.

OK Press the **OK** key.

```
VERIFY:********
◀BKSP CLEAR
```

JKL 5 Repeat the PIN when prompted to verify the new entry.

OK Press the **OK** key.

"PIN SET" will be displayed to confirm the new PIN.

```
PIN SET
```

Record your PIN for future reference.

OK Press the **OK** key to return to the User Options menu or press the **SETUP** key to exit Setup Mode.

Removing the PIN

○ Select CLEAR.

"PIN CLEARED" will be displayed to confirm that the PIN has been removed.

```
PIN CLEARED
```

OK Press the **OK** key to return to User Options menu or press the **SETUP** key to exit Setup Mode.

What to do if you lose your PIN

Your system administrator must reset the phone to remove the Call Log PIN.

Resetting will clear all Call Log entries, programmed numbers, PINs, and settings in your phone.

User Options Menu Tree

USER *(User Options)*

    NUMBER *(Dial String)*
        DELETE *(Delete Character)*
        CLEAR *(Clear Dial String)*
        123/ABC/abc *(Character Entry Mode)*
        PAUSE *(Dialing Pause)*
    LABEL *(Screen Label)*
        DELETE *(Delete Character)*
        CLEAR *(Clear Label)*
        123/ABC/abc *(Character Entry Mode)*

    VIEW *(View Entries)*
    EDIT *(Edit Entries)*
        NUMBER *(Dial String)*
            DELETE *(Delete Character)*
            CLEAR *(Clear Dial String)*
            123/ABC/abc *(Character Entry Mode)*
            PAUSE *(Dialing Pause)*
        NAME *(Screen Label)*
            DELETE *(Delete Character)*
            CLEAR *(Clear Label)*
            123/ABC/abc *(Character Entry Mode)*
    SORT *(Sort Entry Positions)*
        PAGE *(Sort This Page)*
            FIRST *(Sort by First Name)*
            LAST *(Sort by Last Name)*
            CANCEL
        ALL *(Sort All Pages)*
            FIRST *(Sort by First Name)*
            LAST *(Sort by Last Name)*
        CANCEL
    SWAP *(Swap Entry Positions)*

RING *(Personal Ringing)*

        ALL *(All Keys use the same Ringing Tone)*
        NORMAL
        SINGLE *(Single Burst)*
        ALWAYS *(Ring Immediately)*
        NEVER *(Never Ring)*
        WAIT2 *(Wait 2 Ring Cycles / 12 seconds)*
        WAIT3 *(Wait 3 Ring Cycles / 18 seconds)*
        WAIT4 *(Wait 4 Ring Cycles / 24 seconds)*
        WAIT5 *(Wait 5 Ring Cycles / 30 seconds)*
        WAIT6 *(Wait 6 Ring Cycles / 36 seconds)*
        WAIT7 *(Wait 7 Ring Cycles / 42 seconds)*
        DELETE *(Delete Character)*
        CLEAR *(Clear Label)*

VOICE *(Handset/Headset Options)*

        HAND *(Handset)*
        HEAD *(Headset)*
        HAND *(Handset)*
            RCV+ *(Receive Volume Up)*
            RCV- *(Receive Volume Down)*
            XMT+ *(Transmit Volume Up)*
            XMT- *(Transmit Volume Down)*
        HEAD *(Headset)*
            RCV+ *(Receive Volume Up)*
            RCV- *(Receive Volume Down)*
            XMT+ *(Transmit Volume Up)*
            XMT- *(Transmit Volume Down)*

SPKR *(Speakerphone)*

> **XMT+** *(Transmit Volume Up)*
> **XMT-** *(Transmit Volume Down)*

RESET *(Reset to Default Volume Levels)*

DISPLY *(Display Contrast)* .... page 34

  + *(Increase Contrast)*
  - *(Decrease Contrast)*

PIN *(Call Log PIN)* .... page 35

  SET *(Set New PIN)*
  CLEAR *(Remove PIN)*

Warranty

Teo Product Warranty

For a period of one year from date of dealer purchase, but not to exceed 16 months from date of manufacture, Teo Technologies, Inc. (Teo) warrants its products to be free from defects in material and workmanship under conditions of normal use and service. Teo shall, at its option, repair or replace any defective product which, in its opinion, has not been misused, damaged, or improperly installed.

Repair or replacement under this warranty will be performed at Teo's factory. Authorization must be obtained from Teo prior to returning a product for repair. Freight must be prepaid for all units returned to Teo. Units repaired under warranty will be shipped UPS Ground (or equivalent), freight prepaid by Teo.

Products that are older than the warranty period, but less than 7 years old, or still manufactured by Teo may be repaired at the factory for a flat rate charge. Repaired out-of-warranty units are warranted for 90 days from the date of repair.

The repair or replacement of a product under this warranty represents the entire obligation of Teo; Teo shall not be liable for any special or consequential damages resulting from or caused by any defect, failure, incapacity or malfunction of any of its products.

The foregoing express warranty is in lieu of all other warranties, express or implied, including but not limited to any implied warranty of merchantability, fitness, or adequacy for any purpose or use, quality, productiveness or capacity; Teo, to the extent permitted by law, hereby disclaims all such other warranties.

Regulatory Statements

Important Safety Instructions

1. Never install telephone wiring during a lightning storm.

2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

4. Use caution when installing or modifying telephone lines.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

5. Read and understand all instructions.

6. Follow all warnings and instructions marked on the product.

7. Unplug the line cord before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

8. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.

9. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.

10. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.

11. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.

12. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

13. Never push objects of any kind into this product through any openings as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on this product.

14. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

15. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

    A. When the power supply cord or plug is damaged or frayed.

    B. If liquid has been spilled into the product.

    C. If the product has been exposed to rain or water.

    D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

    E. If the product has been dropped or the case has been damaged.

    F. If the product exhibits a distinct change in performance.

16. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

17. Do not use the telephone to report a gas leak in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

FCC Requirements

The Teo 7810 is hearing-aid compatible (HAC) per Section 68.316, FCC Rules and Regulations.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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