

# USER MANUAL

## Ascom d83 and d83 EX DECT Handset

## Abbreviations and Glossary

### Abbreviations and Glossary

ALS	Acoustic Location Signal A loud audio signal used for localizing the handset.
ATEX	ATmosphères EXplosibles (Explosive Atmospheres) EU directive 2014/34/EU on the harmonization of the laws of the Member States relating to equipment and protective systems intended for use in potentially explosive atmospheres.
BLE	Bluetooth Low Energy Wireless technology that uses the same 2.4 GHz radio frequencies as classic Bluetooth, with low bandwidth. For example, used for location with BLE beacons.
DECT	Digital Enhanced Cordless Telecommunications Global standard for cordless telephony.
Device Manager	Application for management of handsets, charging racks, etc.
IECEX	A voluntary certification intended to facilitate international trade in equipment and services for use in explosive atmospheres, while maintaining the required level of safety.
IPDI	International Portable DAM (DECT Authentication Module) Identity. See IPEI for more information.
IPEI	International Portable Equipment Identity  IPEI/IPDI is needed to enable network subscription of the handset. At delivery of the handset, IPEI and IPDI are the same and either can be used for network subscription. If one handset is replaced with another using the Easy replacement procedure the IPDI is exchanged and IPEI and IPDI are no longer the same. If the IPEI and the IPDI differ, the IPDI is used for network subscription.
IR	A location system based on infrared light transmitters used to determine the location of a handset.
LF	A location system based on low frequency magnetic field used to determine the location of a handset.
NTP	Network Time Protocol
PBX	Private Branch Exchange A telephone system within an enterprise that switches calls between local lines, and allows all users to share a certain number of external lines. Also referred to as Call Manager.
WinPDM	Windows Portable Device Manager An application, running on a PC under Windows, for managing portable devices, charging racks, etc.

## Contents

<b>1</b>	<b>Introduction.....</b>	<b>1</b>
1.1	Target Group .....	1
1.2	Prerequisites .....	1
<b>2</b>	<b>Handset Description .....</b>	<b>2</b>
2.1	Handset Overview.....	2
2.2	Handset Interface.....	4
2.2.1	Idle Mode.....	4
2.2.2	Main Menu .....	8
2.3	Alphanumeric Keys .....	9
2.3.1	In Idle Mode and in Number Input Mode .....	10
2.3.2	In Text Input Mode .....	10
2.3.3	Hot Keys .....	10
<b>3</b>	<b>Basic Operation .....</b>	<b>11</b>
3.1	Switch the Handset On and Off .....	11
3.2	Use the Handset as Shared Phone .....	11
3.3	Turn Audible Signals On and Off.....	12
3.4	Lock and Unlock the Keypad.....	12
3.5	Use the Auto Phone Lock .....	13
3.6	Sign In to Microsoft Teams .....	13
<b>4</b>	<b>Calling.....</b>	<b>16</b>
4.1	Call List .....	16
4.2	Incoming Calls .....	16
4.3	Missed Calls .....	17
4.4	Outgoing Calls .....	17
4.4.1	Manual Dialing.....	18
4.4.2	Call Using the Call List.....	18
4.4.3	Call Using a Pre-programmed Number.....	18
4.4.4	Call Using Contact List .....	18
4.4.5	Call Using the Company Phonebook .....	18
4.4.6	Call Using the Central Phonebook.....	18
4.4.7	Call Using the Headset Button .....	19
4.5	During a Call.....	19
4.5.1	Adjust the Volume .....	19
4.5.2	Start a New Call .....	19
4.5.3	Open the Contacts Menu.....	20
4.5.4	Open the Messaging Menu.....	20
4.5.5	Turn the Microphone On or Off .....	20
4.5.6	Lock and Unlock the Keypad during a Call .....	21
4.5.7	DTMF .....	21
4.5.8	Audio Transfer.....	21
4.5.9	Switch between Two Calls .....	22
4.5.10	Transfer a Call to a New Number.....	22
4.5.11	Transfer the First Call to the Second Call.....	22
4.5.12	Conference Call.....	22
4.5.13	Call Back.....	23
4.5.14	Call Waiting .....	23
4.6	Call in Loudspeaking Mode .....	24
4.7	Call Diversion .....	24
4.8	Push-to-Talk .....	24

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4.8.1	Accept Invitation Received as Incoming Call (PTT Basic)	25
4.8.2	Accept Invitation Received as Message (PTT Advanced)	26
4.8.3	Decline a PTT Invitation	26
4.8.4	Re-join a PTT Call Session	27
4.8.5	Call a PTT Group	27
4.9	Emergency Calls	27
4.10	Call Services	28
4.10.1	Call Services Supported by Microsoft Teams	29
4.10.2	Call Services Supported by Enreach Swyx and Cisco BroadWorks	31
<b>5</b>	<b>Messaging</b>	<b>33</b>
5.1	Mini Messaging	33
5.2	Incoming Messages	33
5.2.1	Message with Request for Answer	34
5.2.2	Message Indication Repetition	34
5.2.3	Message Queuing and Message Priority	34
5.2.4	Call Priority	35
5.3	Received Messages	35
5.4	Sent Messages	36
5.5	Unsent Messages	36
5.6	Messaging Basics	36
5.6.1	Write New Message	36
5.6.2	Reply to the Message	37
5.6.3	Delete the Message	37
5.6.4	Forward the Message	37
5.6.5	Open Inbox while Reading a Message	38
5.7	Message Templates	38
5.7.1	Answering a Text Message with a Message Template	38
5.7.2	Decline a Call with a Message Template	38
5.8	Calling from the Message	39
5.8.1	Call the Message Sender	39
5.8.2	Call a Number Included in a Message	39
5.8.3	Calling a Different Party	39
5.8.4	Navigate during the Call	39
5.8.5	Add Contact from a Message	40
5.9	Colored Messaging	40
5.10	Send Data	41
5.11	Voicemail	41
<b>6</b>	<b>Contacts</b>	<b>42</b>
6.1	Call Contact	42
6.2	Add New Contact	42
6.3	Edit and Delete Contact	43
6.4	Set Ring Signal for a Contact	43
6.5	Central Phonebook	43
<b>7</b>	<b>Alarm Operation</b>	<b>45</b>
7.1	Push-button and Test Alarms	45
7.2	Silent Alarm	46
7.3	Man-Down and No-Movement Alarm	46
7.4	Pull-Cord Alarm	47
7.5	Automatic Call after Alarm	48
7.6	Acoustic Location Signal	48

7.7	Alarm with Additional Information .....	49
<b>8</b>	<b>Shortcuts.....</b>	<b>50</b>
8.1	Define Keys .....	50
<b>9</b>	<b>Connections .....</b>	<b>51</b>
9.1	Bluetooth .....	51
9.2	Wired Headset.....	53
9.3	System.....	53
9.4	In Charger Action when in Call.....	55
9.5	In Charger Action when Not in Call .....	55
9.6	Clear Lists in Charger .....	56
9.7	Sign Out from Microsoft Teams .....	56
<b>10</b>	<b>Services .....</b>	<b>57</b>
10.1	Add Services .....	57
10.2	Edit Services.....	57
10.3	Delete Services.....	57
10.4	Procedure Call .....	57
<b>11</b>	<b>Profiles .....</b>	<b>59</b>
11.1	User Profiles .....	59
11.2	System Profiles .....	60
<b>12</b>	<b>Settings .....</b>	<b>62</b>
12.1	Sound and Alert Settings .....	62
12.2	Keypad Lock Settings .....	63
12.3	Phone Lock Settings.....	64
12.4	Display Settings .....	65
12.5	Time and Date Settings.....	65
12.6	Answering .....	66
12.7	Change Text size for Messages .....	67
12.8	Change the Menu Language .....	67
12.9	Change Owner ID .....	67
12.10	Alarm Settings .....	67
<b>13</b>	<b>System Handling .....</b>	<b>68</b>
13.1	Admin Menu .....	68
13.2	Software Upgrade and Additional Features .....	68
13.3	Handset Updates via Charging Rack .....	68
<b>14</b>	<b>Troubleshooting .....</b>	<b>69</b>
14.1	DECT Info.....	69
14.2	Operational Problems.....	69
14.3	Error or Warning Messages .....	71
14.4	Bluetooth Headset Problems.....	73
<b>15</b>	<b>Operation Notice .....</b>	<b>75</b>
15.1	Accessibility and Voice Quality .....	75
<b>16</b>	<b>Maintenance .....</b>	<b>76</b>
16.1	Maintenance of Batteries .....	76
16.1.1	Battery Warnings .....	76
16.1.2	Replace the Battery.....	76
16.1.3	Charging Methods .....	77
16.1.4	Energy Efficiency .....	80
16.2	Easy Replacement.....	80

16.2.1	Easy Replacement Procedure Prerequisites .....	80
16.2.2	Easy Replacement Procedure .....	81
16.3	Attach the Hinge-type Clip .....	82
16.4	Attach the Swivel-type Clip .....	82
16.5	Attach Cover for No Clip .....	83
<b>17</b>	<b>Menu Tree.....</b>	<b>84</b>
17.1	Services .....	84
17.2	Calls .....	85
17.3	Contacts.....	86
17.4	Profiles.....	87
17.5	Messaging.....	88
17.6	Shortcuts.....	89
17.7	Connections .....	90
17.8	Settings.....	91
17.9	In Call.....	92
<b>Appendix A</b>	<b>Related Documents .....</b>	<b>94</b>
<b>Appendix B</b>	<b>Document History.....</b>	<b>95</b>
<b>Appendix C</b>	<b>Functions and Accessories.....</b>	<b>96</b>
<b>Appendix D</b>	<b>Bluetooth Headset.....</b>	<b>99</b>
<b>Appendix E</b>	<b>Safety Precautions .....</b>	<b>101</b>
E.1	Regulatory Information (EU/EFTA and UK) .....	101
E.2	Regulatory Information (USA/Canada) .....	102
E.3	Handset .....	103
E.4	Battery .....	103

## 1 Introduction

This document describes features and settings available for the Ascom d83 and Ascom d83 EX DECT handsets. These are feature-rich handsets with color display, telephony, messaging, and Bluetooth. The handsets are suitable for users dependent of being reachable and/or having a need for mobile voice and messaging features, which make them ideal for applications where users need either one way messaging or to be able to interact with each other. The color display enhances and simplifies the use of the handset. The handsets are highly robust and designed for use in rough and demanding environments.

This document provides guidelines on how to use and maintain the following handset models:

- Ascom d83 Talker.
- Ascom d83 Messenger, with messaging functions.
- Ascom d83 Protector, with additional alarm functions for personal security.
- Ascom d83 Protector Lite, which has the same functions as Ascom d83 Protector except for Bluetooth.
- Ascom d83 Messenger EX and Ascom d83 Protector EX, which are two EX classified versions.

Although all of the handset models share the majority of the features, some functions may still differ. For the function list of each handset model, refer to [Appendix C Functions and Accessories, page 96](#).

For software download and parameter settings, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 1.1 Target Group

This document is targeted at personnel responsible for handling the administration and distribution of handsets at the end customer site. It may also be of benefit to those who require in depth information about the operation and features provided by handset, such as handset users.

### 1.2 Prerequisites

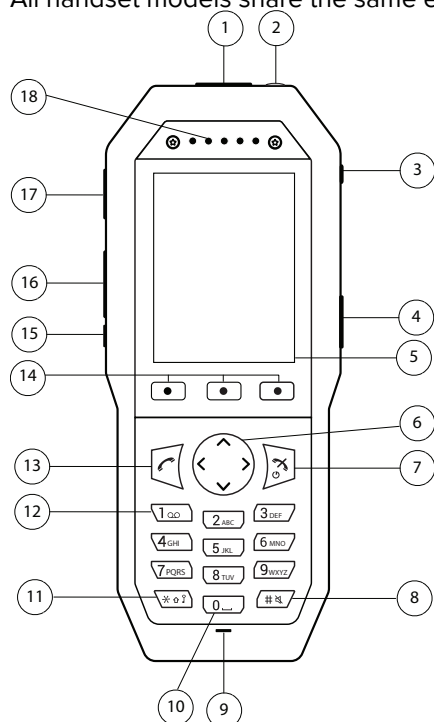
Before using the handset, read the [Appendix E Safety Precautions, page 101](#) or *Ascom d83 DECT Handset, Safety and Regulatory Instructions, PM000344*, or *Ascom d83 EX DECT Handset, Safety and Regulatory Instructions, PM000347*.

## 2 Handset Description

This chapter gives an overview of the key features of the Ascom d83 and d83 EX DECT handsets, including the physical design description, the use of icons and texts, as well as basic instructions for using alphanumeric keys.

### 2.1 Handset Overview

All handset models share the same external characteristics.



Number	External Characteristics	Description
1	Alarm button	The button is used as a push-button alarm. <b>NOTE:</b> Applicable only to Protector/Protector Lite/Protector EX.
2	LED indicator	Multicolor LED indicator. <b>NOTE:</b> Multicolor LED is not applicable to Talker. Talker has only green, orange and red colors.
3	Pull-cord connector	It is used for pull-cord alarm functionality. <b>NOTE:</b> Applicable only to Protector/Protector Lite/Protector EX.
4	Multifunction button 2	The button can be configured for different functions. The function can be used both with long and multiple press. By default, the button is configured to put the handset in sleep mode upon short press. <b>NOTE:</b> Short press is recognized as a part of multiple press function. <b>NOTE:</b> By default, long press is not configured. <b>NOTE:</b> If configured, the button can be specifically used as a PTT button and all pre-configured shortcuts will be disabled.



5	Color display	2.4-inch TFT full color display with backlighting.
6	Navigation keys	<p>Left, right, up, and down navigation keys. These keys can be configured for shortcuts.</p> <p>Up key is by default programmed as a shortcut to the Inbox while Down key is used as a shortcut to the Call contact.</p> <p>During a call the volume can be increased or decreased by pressing up and down keys.</p>
7	End call key On/off key	Used for ending a call, returning to Idle mode, and by a long press for switching the handset on/off.
8	Sound off key	Used for turning on/off audible signals in Idle mode. At incoming call, a short press on the key silences the ring signal. During a call, a long press on the key changes between microphone on/off.
9	Microphone	Used in voice communication.
10	Space	Used for adding space between words.
11	Key lock Upper/lower case	Combined key lock and switch between upper and lower case text.
12	Voicemail access	<p>Quick access to the handset's voicemail.</p> <p><b>NOTE:</b> Voicemail is a system-dependent feature.</p>
13	Call key	Used for answering a call and as a shortcut to the Call list.
14	Soft keys	<p>The three soft keys are located just beneath the display. The function of each soft key is indicated by a display text just above the keys.</p> <p>In Idle mode, the soft keys can be used for specific functions based on their configuration.</p>
15	Multifunction button 1	<p>This button can be configured to have different functions.</p> <p>By default, the button is configured to be used as the Mute button and turn on/off audible signals in Idle mode.</p> <p>With a short press, the ring signal can be silenced at incoming calls, and the microphone can be turned on/off during calls.</p> <p><b>NOTE:</b> Only long press in Idle mode can be configured to a different function.</p>
16	Volume buttons	<p>Used for increasing/decreasing the earpiece, headset, and the loudspeaker volume in an active call.</p> <p>Can be also used to adjust the ring volume in Idle mode. The volume level will be indicated with a pop-up on the display.</p>

17	3.5-mm connector	<p>Standard/screw-enforced connector used to connect a headset or charge the handset.</p> <p><b>CAUTION:</b> 3.5-mm connector shall not be used on the Ascom d83 EX handset.</p> <p><b>NOTE:</b> Out of the box, it is protected against dust by the connector cover. The cover needs to be unscrewed to use the connector.</p> <p><b>NOTE:</b> The connector is compatible with wired headsets used for Android.</p>
18	Earpiece speaker	Used in voice communication.

## 2.2 Handset Interface

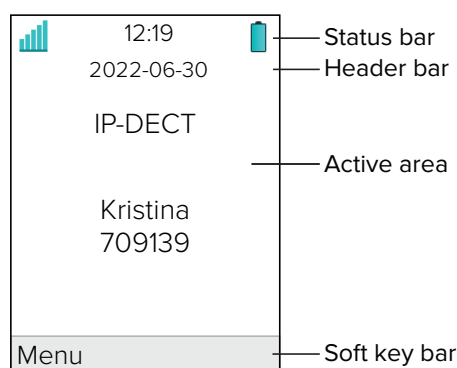
The interface of the handset is divided into two separate screens:

- **Idle mode** is the main screen of the handset, where you can find information about the current date and time as well as the Owner ID. For the details, refer to [2.2.1 Idle Mode, page 4](#).
- **Main menu** gives access to functions, such as messaging, call, using contacts, etc. For the details, refer to [2.2.2 Main Menu, page 8](#).

### 2.2.1 Idle Mode

This section gives an overview of the Idle screen layout together with the icons and texts that appear on the screen.

Figure 1. Example of the Idle screen



The *Status bar* shows icons that give the user information about signal strength, battery status, sound off, missed calls, new messages/voicemail, key lock/phone lock, and time. This row is always visible on all screens.

The *Header bar* displays headset connection, Bluetooth connection/Bluetooth headset connection, wired headset icon, synchronization icon, and the current date.

The *Active area* displays information such as the user identity provided by the system and/or an owner ID if it is configured, as well as man-down and no-movement functions. This is also the area for dialog window text, for example *Missed calls*, or to confirm an action.

The *Soft key bar* is used for soft keys that can be used as shortcuts for functions in the handset.

The *Scroll bar* can be found on the right of the *Active area*. It becomes visible when a menu screen has more than six rows, or if the complete text in a message cannot be displayed on the screen.

## Display Icons and Texts

Functions and settings available to the user are shown as icons and text on the display. This section describes the status and system icons and their functions.

**Table 1 Status and system icons description**
























Icon	Name	Description
	Signal strength	Indicates the strength of the signal. The icon is located in the Status bar.
	Full battery	Indicates that the battery has 75 to 100% remaining capacity. All icons indicating the battery capacity status are located in the Status bar.
	High battery level	Indicates that the battery has 50 to 75% remaining capacity.
	Medium battery level	Indicates that the battery has 25 to 50% remaining capacity.
	Low battery level	Indicates that the battery has 10 to 25% remaining capacity.
	Very low battery level	Indicates that the battery has 7 to 10% remaining capacity.
	Empty battery warning	The icon is flashing in the Status bar and indicating that the battery has 7% or less remaining capacity.
	Ongoing charging	Indicates that the handset's battery is being charged. The icon appears in the charging screen saver. <b>NOTE:</b> The icon appears both when the handset is in a sleep modes and switched off.
	Charging finished	Indicates that the handset's battery has been fully charged. The icon appears in the charging screen saver. <b>NOTE:</b> The icon appears both when the handset is in a sleep modes and switched off.
	Charging stopped	The icon is displayed when the ambient temperature is out of permitted bounds. <b>NOTE:</b> The icon is displayed only when the handset is switched off while charging.
	Incoming call	Indicates incoming calls and answered calls. The icon appears in the Call list when the call is received.
	Missed call	Indicates missed calls. The icon appears in the Call list and in the Missed calls list.
	Missed call	Indicates missed calls. The icon appears in the Status bar.
	Outgoing call	Indicates outgoing calls. The icon appears in the Call list when making a call.

Table 1 Status and system icons description (continued)

	Push-to-talk	<p>The icon is added to all incoming, outgoing, missed and answered PTT calls in the call list/missed calls.</p> <p><b>NOTE:</b> The icon is added when a PTT invitation is managed as a call only.</p> <p><b>NOTE:</b> Not applicable to Talker.</p>
	Call forwarding	<p>Indicates that Call forwarding has been activated in the Call services menu, diverting incoming calls to another phone number. The icon appears in the lower left of the Active area.</p> <p>(Swyx and BroadWorks feature)</p>
	Do not disturb	<p>Indicates that Do not disturb has been activated in the Call services menu, blocking all incoming calls. The icon appears in the lower left of the Active area.</p> <p>(Swyx and BroadWorks feature)</p>
	Private caller ID	<p>Indicates that Private caller ID has been enabled in the Call services menu, hiding the phone number in outgoing calls. The icon appears in the lower left of the Active area.</p> <p>(Swyx feature)</p>
	New message (sent by another handset)	<p>Indicates that a new text message (or messages) has arrived. The icon appears in the Status bar and the Inbox.</p> <p><b>NOTE:</b> The icon is displayed until all new messages in the Inbox are read.</p> <p><b>NOTE:</b> Not applicable to Talker.</p>
	New message (sent by the system)	<p>Indicates that a new message has been sent by the system. The icon appears in the Status bar and the Inbox.</p> <p><b>NOTE:</b> The icon stays in the Status bar until all new messages in the Inbox are read.</p> <p><b>NOTE:</b> The icon for messages sent by the system has a higher priority over the icon for messages sent by another handset in the Status bar.</p> <p><b>NOTE:</b> Not applicable to Talker.</p>
	Sent message	<p>Indicates that a text message has been sent. The icon appears in the list of the Sent messages.</p> <p><b>NOTE:</b> Not applicable to Talker.</p>
	Read message	<p>Indicates that a text message has been read. The icon appears in the Inbox.</p> <p><b>NOTE:</b> Not applicable to Talker.</p>
	Unsent message	<p>Indicates that a message has not been sent. The icon appears in the list of Unsent messages.</p> <p><b>NOTE:</b> Not applicable to Talker.</p>

**Table 1 Status and system icons description (continued)**




















	Voicemail message	Indicates that you have received a new voicemail message. The icon appears in the Status bar. <b>NOTE:</b> The icon stays in the Status bar until the voicemail has been listened to. <b>NOTE:</b> Voicemail access is system-dependent feature.
	Microphone off	Indicates that the microphone is silent. The icon appears during the ongoing call in the Active area. <b>NOTE:</b> During a PTT call, the microphone is inactive when the PTT button is released.
	Loudspeaker on	Indicates that the loudspeaker is turned on. The icon appears in the Soft key bar during a call.
	Loudspeaker off	Indicates that the loudspeaker is turned off. The icon appears in the Soft key bar during a call.
	Sound off	Indicates that the ring signals have been muted. The icon appears in the Status bar when the Sound off key or Mute button is pressed and held.
	Silent volume	Indicates that the ring signal has been muted. The icon appears in the Status bar when the ring volume is set to Silent.
	Bluetooth	Indicates that Bluetooth is enabled. The icon appears in the Header bar. <b>NOTE:</b> Not applicable to Protector Lite.
	Bluetooth headset	Indicates that a Bluetooth headset is connected to the handset. The icon appears in the Header bar. <b>NOTE:</b> Not applicable to Protector Lite. <b>NOTE:</b> Only Bluetooth headsets fulfilling the site requirements are allowed to be used with the Ascom d83 EX handset.
	Headset	Indicates that a corded headset is connected to the handset. The icon appears in the Header bar. <b>CAUTION::</b> Wired headset shall not be used with the Ascom d83 EX handset.
	Key lock	Indicates a locked keypad. The icon appears in the Status bar.
	Phone lock	Indicates a locked handset. The icon appears in the Status bar.
	Man-down alarm	Indicates that man-down alarm function is enabled. The icon appears in the lower left of the Active area. <b>NOTE:</b> Applicable to Protector/Protector Lite/Protector EX only.
	No-movement alarm	Indicates that no-movement alarm function is enabled. The icon appears in the lower left of the Active area. <b>NOTE:</b> Applicable to Protector/Protector Lite/Protector EX only.

Table 1 Status and system icons description (continued)

	Pull-cord alarm	Indicates that pull-cord alarm function is enabled. The icon appears in the lower left of the Active area. <b>NOTE:</b> Applicable to Protector/Protector Lite/Protector EX only.
	Profile active	Indicates that a profile is active. The icon appears in the lower left of the Active area. <b>NOTE:</b> If any error or warning message appears on the handset's display, the icon will be moved to the Header bar.
	Synchronization	Indicates that the handset is communicating with WinPDM/Device Manager. The icon appears in the Header bar.
	Talker icon	Indicates that the handset model is Talker. The icon is located in the lower right of the Active area.
	Messenger icon	Indicates that the handset model is Messenger. The icon is located in the lower right of the Active area.
	Protector icon	Indicates that the handset model is Protector. The icon is located in the lower right of the Active area.

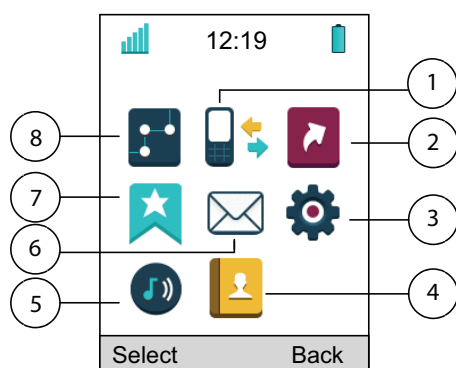
## 2.2.2 Main Menu

This section gives an overview of the functions available in the **Main menu** as well as instructions on how to access the menu on your handset.



Available functions in the **Main menu** differ between handset variants. For the list of available functions in your handset and their short description, refer to [Table 2 Main menu overview, page 9](#).









Figure 2. Example of the Main menu screen



1. Calls
2. Shortcuts
3. Settings
4. Contacts
5. Profiles
6. Messaging
7. Services

## 8. Connections

Table 2 Main menu overview

	The <b>Contacts</b> menu provides access to all names/numbers in the local and company phonebooks. The company phonebook with up to 1000 entries can be downloaded to the handset via WinPDM/Device Manager. Central phonebook can also be accessed from the <b>Contacts</b> menu.
	The <b>Services</b> menu contains pre-programmed functions. <b>Note:</b> Services are not applicable to Talker.
	The <b>Messaging</b> menu contains message handling functionality, such as reading and writing messages. <b>Note:</b> Messaging is not applicable to Talker.
	The <b>Calls</b> menu contains call lists, call time, and call services. Call services are configured in the WinPDM/Device Manager.
	The <b>Connections</b> menu contains Bluetooth connection, headset selection, network selection, and in charger behavior selection.
	The <b>Settings</b> menu contains personal handset settings such as changing the ringer volume, selecting language, etc.
	The <b>Shortcuts</b> menu contains shortcuts for the soft keys, hot keys, navigation keys, and Multifunction buttons.
	The <b>Profiles</b> menu allows up to four different profiles to be added. The "Normal" profile is active by default.

### Navigate around the Main Menu

In Idle mode, press the **Menu** soft key to enter the menu.

Use the navigation keys to move around the menu.

Press the corresponding soft key located below the display to select an option.

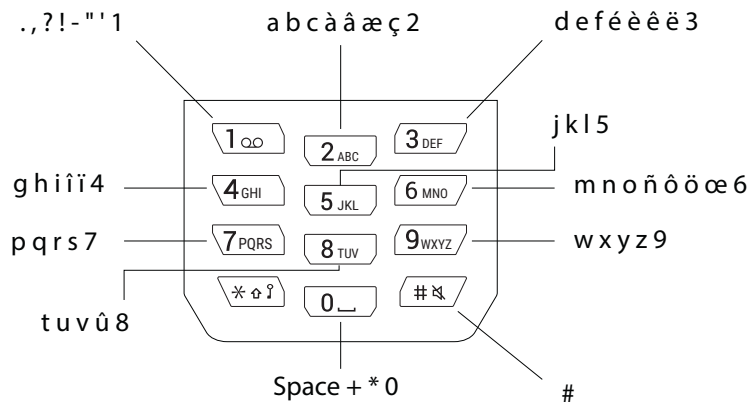
## 2.3 Alphanumeric Keys

Alphanumeric keys consist of numbers, letters and other special characters.



Depending on the selected menu language, other characters are also available. This means that the character order can differ from the figure above.

Figure 3. Available characters



### 2.3.1 In Idle Mode and in Number Input Mode

- A short press on a key enters the digits **0–9** and the characters \* and #.
- A long press on the key **0** enters the character + (used, for example, to enter an international number).
- Enter a pause in number input mode by a long press on the **#** key. A pause is indicated by a **P** symbol.
- A long press on the \* key changes the tone sender on. Tone sender on is indicated by a **T** in the display.
- The keys **2–9** can be used for speed dialing. Press and hold any of the keys to access a contact beginning with a specific letter. For example, to access a contact beginning with the letter **A**, press and hold the key **2** and then press **Call** to speed dial.

### 2.3.2 In Text Input Mode

- A short press on any of the keys **0–9** displays the first available character on that specific key. The marked character is selected after a timeout, or when another key is pressed.
- To add space in the text, short press key **0**.
- To switch between Abc, ABC, abc, and 123, press the **Lock** key \* ⚙.
- A long press on the **#** key displays special characters.
- A long press on the **Lock** key \* ⚙ changes the language used while entering a text.

### 2.3.3 Hot Keys

Any of the keys **2–9** can be set as a hot key. A hot key can be configured to give access to frequently used functions such as dialing a specific number, a shortcut on the menu, or sending a message. A long press on any of these numbers in Idle mode is by default used as a shortcut to the Call contact list. The list is in alphabetic order, and depending on which key is pressed the list opens up at different letters of the alphabet.



## 3 Basic Operation

The following chapter describes how to use the basic functions of the Ascom d83 and d83 EX DECT handsets. It is recommended to read this section when using the handset for the first time.

### 3.1 Switch the Handset On and Off


#### Switch on the Handset

When switched off, press and hold the **On/Off** key  until the display lights up.

The handset switches on automatically when a battery is inserted.

#### Switch off the Handset

If the handset is a shared phone, you must first log out to be able to switch off the handset, refer to [3.2 Use the Handset as Shared Phone, page 11](#).

1. In Idle mode, press and hold the **On/Off** key .
2. The *Switch off?* dialog window appears. Press **Yes** to confirm.



It is possible to configure the handset to prevent the user from switching it off. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 3.2 Use the Handset as Shared Phone



Shared phone is applicable for IP-DECT systems only. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

The feature shared phone allows more than one user to use a handset. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system. The message and call lists are deleted when a user logs out from a handset.



If configured in the WinPDM/Device Manager and in the IP-DECT system, an emergency call can be made from a handset that is logged out.

For shared phones, the administrator configures one of the following options:

- **Personal extension:** The dial number is associated with a particular user. The user logs in to a shared phone with the extension number and the access code, and can be called by the user's personal extension number.
- **Device extension:** The dial number is associated with a particular device. The user logs in to a shared phone with personal user ID and a password, and can be called by the extension number configured for the current device.

#### Log into a Handset


1. Switch on the handset, refer to [3.1 Switch the Handset On and Off, page 11](#).
2. The *Login?* dialog window is displayed. Press **Yes** to confirm.
3. Enter User ID and password.
4. Press **Login**.



The user will be automatically logged out from a previously used handset.

If a shared phone is configured with Device extension, the dialogue window *Account used on other device. Force logout?* may appear. Press **Yes** to logout from the previously used device. A dialogue window *Logged out. Account used on other device.* is displayed on the previously used device.

### Log out from a Handset

1. In Idle mode, press and hold the **On/Off** key .
2. The *Logout?* dialog window appears. Press **Yes** to confirm.



If a phone is shared and one of the users logs off the shared phone, the lock that prevents the handset from unauthorized use is deactivated.



If a phone is shared using device extension and the battery is replaced:




- The user who was last logged in before the battery was removed is then automatically logged out when a handset is switched on again.
- The lock that prevents the handset from unauthorized use is deactivated.

### 3.3 Turn Audible Signals On and Off



The handset can be configured to not allow the user to mute the handset or set the volume settings to **Silent**. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

There are two different methods to turn off/on ringtones and notification sounds:


- In Idle mode, press and hold the **Sound off** key  or the **Mute** button. The **Sound off** icon  appears in the Status bar to show that the handset has been muted.  
Press and hold the **Sound off** key or the **Mute** button again to turn the signals on.
- In Idle mode, press the **Volume down** button repeatedly until the ring volume is set to **Silent**. The **Silent volume** icon  appears in the Status bar to show that all ring signals have been silenced.  
Press the **Volume up** button one time to unmute the handset.



To enable use of the volume button the **Ring volume via volume buttons** parameter must be activated in the configuration.

### Mute Handset on Incoming Call or Message


The handset can be temporarily muted when receiving an incoming call or message. The call will not be terminated but if remained unanswered, it will revert to voicemail (system-dependent feature).

To mute an incoming call or message, press and hold the **Sound off** key  or the **Mute** button while hearing the notification sound that informs about the incoming call or message.

### 3.4 Lock and Unlock the Keypad

To avoid that any keys are accidentally pressed, the keypad can be locked. This can be useful when the handset is attached to a pocket or belt. You can also lock the keypad when making a call, refer to [4.5.6 Lock and Unlock the Keypad during a Call, page 21](#).

### Lock Keypad

1. In Idle mode, press the **Lock** key \* 1.
2. Press the **Lock** soft key within two seconds. The **Key lock**  icon appears in the Status bar to show that the keypad has been locked.



If configured in the WinPDM/Device Manager, an emergency call can be made while the keypad is locked, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



When the keypad is locked, the Mute, the Alarm (applicable to Protector, Protector Lite, Protector EX only), and the Volume buttons can be pressed during the call.

### Unlock Keypad

1. In Idle mode, press the **Lock** key \* 1.
2. The **Unlock?** dialog window is displayed. Press **Yes** to confirm.

It is possible configure the handset so the keypad will be automatically locked after some time of inactivity, refer to [12.2 Keypad Lock Settings, page 63](#).

## 3.5 Use the Auto Phone Lock

The handset can be protected from an unauthorized use. If this function is activated, the handset will be locked automatically after certain time of inactivity or when placed in a charger<sup>1</sup> and a PIN code shall be entered to unlock the handset.



If a handset is shared and one of the users logs out, the lock that prevents the handset from unauthorized use is deactivated.



If configured in the WinPDM/Device Manager, an emergency call can be made while the handset is locked, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



When the handset is locked, the Mute, the Alarm (applicable to Protector, Protector Lite, Protector EX only), and the Volume buttons can be pressed during the call.

For the details on configuration, please refer to [12.3 Phone Lock Settings, page 64](#).

## 3.6 Sign In to Microsoft Teams

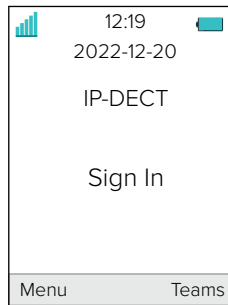
Microsoft Teams can be used for communication provided that the IP-DECT system and handset has been set up for this, see the *Ascom IP-DECT/VoWiFi and Microsoft Teams, Integration Guide, TD 93549EN*.

The sign-in of the handset to Microsoft Teams is initiated using a pair code that is requested from Teams. The code is used in conjunction with the Microsoft user account to sign in the handset to the Teams SIP Gateway.

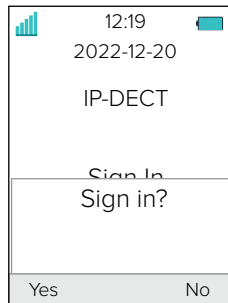
1. In the handset, press the **Teams** soft key.

---

1. Configurable feature.



2. Confirm by pressing **Yes**.

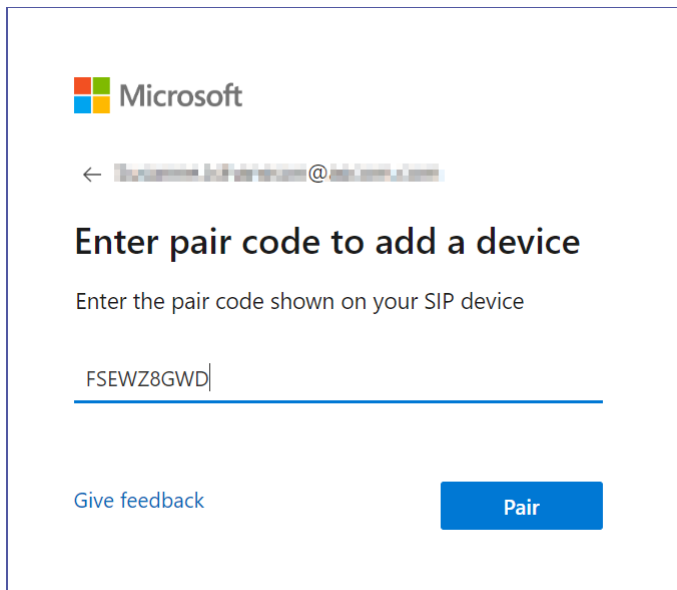


A web address and a pair code is displayed:

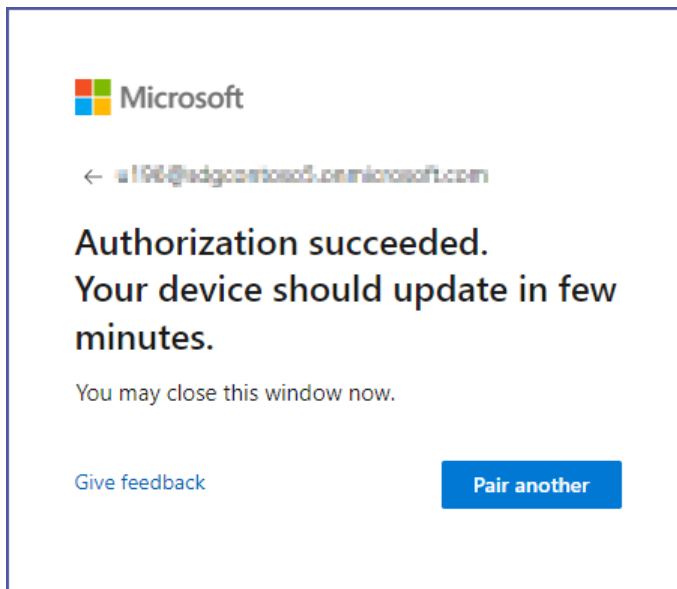


The displayed URL may differ from what is shown here.

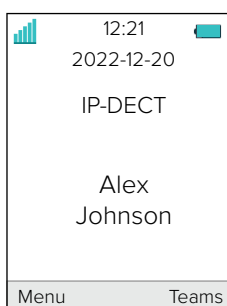
3. Enter the URL in a web browser.
4. If requested, sign in to your Microsoft user account.
5. In the **Enter pair code to add a device** screen that appears, enter the pair code and click **Pair**.



6. A message appears, confirming that the authorization has succeeded.



7. When the pairing is completed the user name is displayed in the handset.



## 4 Calling

The following chapter describes how to use the call function on your Ascom d83 and d83 EX DECT handsets.

To get the detailed information about the whole **Calls** menu structure, refer to [17.2 Calls, page 85](#).

### 4.1 Call List


Call list stores 50 last received, dialled or missed calls. If the call was, for example, missed more than once, the total number of occurrences is shown in brackets to the left of the number.



The handset can also be configured to not store any calls in the Call list to ensure privacy for the users sharing the handset, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

For the details about how to make a call using the Call list, refer to [4.4.2 Call Using the Call List, page 18](#).

#### Call List Functions

1. In Idle mode, press the **Call** key  or go to **Calls → Call list**.
2. Select any call from the list and press **More** to select one of the following functions from the pop-up menu:
  - **Time of call** to see the time and date of the call.
  - **Edit number** to change the number before making a call.
  - **Save number** to add the number to the list of contacts. Select **Work number**, **Mobile number**, or **Other number**.
  - **Send message** to write a message to the selected number/contact in the Call list (not applicable to Talker).
  - **Delete** to remove the number/contact from the Call list.
  - **Delete all** to remove all numbers/contacts from the Call list.

### 4.2 Incoming Calls

During an incoming call, the handset's number or the name of the caller is displayed on the screen accompanied with the flashing LED and a ring signal and/or vibrating handset. The name is displayed if the calling party handset number is stored in the contact list or if calling line information is available. For calls made via Microsoft Teams the name of the Teams user is displayed.



The ring signal and vibration can be disabled, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

#### Answer a Call

There are several ways to answer an incoming call on the handset:

- When the call is received, press the **Call** key  or the **Accept** soft key.



It is possible to configure the handset to answer the call by pressing any of the keys as well as to change the answering behavior so the call is answered automatically or in a loudspeaking mode. For the details, refer to [12.6 Answering, page 66](#).

- When the call is received, press the **Loudspeaker**  soft key to answer the call in a loudspeaking mode.

- When a headset is connected to the handset, the answering button on the headset can be used to answer the call. In addition, the headset button can be configured with a specific function, such as post-dial, dial last called number, or dial a predefined number.

By default, all incoming calls are answered with normal speaker and microphone enabled. However, a system administrator can configure the handset so that all incoming calls are answered in a Push-to-talk mode. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.


### Decline a Call

When the call is received, press the **End call** key  or the **Decline** soft key to decline the call.



If the handset is configured to respond to declined calls with a predefined message, the **Reply with a message template?** dialog window is displayed. For more information, refer to [5.7.2 Decline a Call with a Message Template, page 38](#).


### End a Call

While in a call, press the **End call** key  to finish the call. The duration of the call is shown on the display or can be found under the **Calls → Call time → Last call**.



Some systems/PBXs require the handset to send a DTMF in order to end a call. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 4.3 Missed Calls

A missed call is normally indicated by a **Missed call** dialog window showing the total number of missed calls together with the **Missed call** icon  located in the Status bar. A missed call indication is accompanied with a LED that keeps blinking once every 30 seconds for a total period of 30 minutes.





The dialog window that appears for a missed call can be turned off by a system administrator. The handset can also be prevented from storing calls in the Call list to ensure privacy for users sharing the same handset. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

When the **Missed call** dialog window is shown, you can:

- Press **Yes** to view the details about the missed call.
- Press **No** to view the missed call later.



To locate the missed call on the handset, do the following:

1. Go to **Calls → Missed calls** or press the **Call** key  to open the Calls list. All missed calls are indicated by the **Missed call** icon .
2. Select the missed call and press **More** if you want to view the time/date of the missed call, add the number to the contact list, and etc. For the full list of functions, refer to [Call List Functions, page 16](#).

## 4.4 Outgoing Calls

Calls can be made in different ways, for example by manually dialing the phone number, using the Call list or the phonebook and etc. The following section describes frequently used options for the Ascom d83 and d83 EX DECT handsets.



#### 4.4.1 Manual Dialing

1. In Idle mode, enter the number using the numeric keys.
  - If required, press **Clear** to erase the number.
  - If required, press the **Navigation left** and **Navigation right** keys to step, add, or delete digits from the middle of the number.
  - If required, press and hold the **Lock** key \*  to turn on the tone sender.
2. Press the **Call** key  or the **Call** soft key to place a call. The number is shown on the display while dialling and during the call.

#### Call Internationally

An international number can be dialled from the handset by entering a + character followed by the country code and local number. To enter the + character, press and hold the **0** key until the character is shown on the display.

#### 4.4.2 Call Using the Call List


1. In Idle mode, press the **Call** key  or go to **Calls → Call list**.
2. Select the number from the list.
3. Press the **Call** key  or the **Call** soft key to dial.

#### 4.4.3 Call Using a Pre-programmed Number



Navigation keys, hot keys, soft keys or Multifunction buttons can be programmed with a handset number, as described in section [8 Shortcuts, page 50](#). A headset button can also be programmed with a handset number as long as it has been configured by the administrator via the WinPDM/Device Manager.

To dial a pre-programmed number, press the pre-programmed key or button. The call will start automatically.

#### 4.4.4 Call Using Contact List

1. In Idle mode, press the **Navigation down** key<sup>2</sup> or go to **Contacts → Call contact**.
2. Select a contact from list or search by name/number using the **Search** field.
3. Press the **Call** key  or the **Call** soft key to make the call.

#### 4.4.5 Call Using the Company Phonebook

1. Go to **Contacts → Call contact**.
2. Select a contact from the list or search by a name/number using the **Search** field. The contacts list and company phonebook appear in the same list but company names are indicated by a **Locked entry** icon  in front of the name.
3. Press the **Call** key  or the **Call** soft key to make a call.

#### 4.4.6 Call Using the Central Phonebook

1. Go to **Contacts → Central phonebook**.
2. Choose one of the following:


- 
2. If not configured for any other function.



- **Search by name** and enter the required information (first name and last name).
- **Search by number** and enter the required information (phone number).
- **Last result** and select the last search result, then move to the step 5.




You do not need to enter the whole name to get a result (it may depend on system settings).  
Central phonebook search is case sensitive (it may depend on system settings).

3. Press **Search**.
4. The search result is displayed. If the number of matching entries is more than 25, press **More search results** to display more contacts. Select the name from the list.
5. Press the **Call** key  or the **Call** soft key to make a call.

For additional details on central phonebook functions, refer to [6.5 Central Phonebook, page 43](#).

#### 4.4.7 Call Using the Headset Button

If a wired headset<sup>3</sup> or a Bluetooth headset<sup>4 5</sup> is used, the headset button can be used as a **Call** key  or can be used to dial the last called number or a predefined number.

This option can be only used if the headset has been configured to allow this. For the details, please refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 4.5 During a Call

This section describes what you can do with the handset while having a call.



Some of the functions described in the current section are system dependent and/or might not be displayed during the call if disabled by a system administrator, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



If the handset is configured via the WinPDM/Device Manager, a predefined emergency number can be called while the handset or keypad is locked.

#### 4.5.1 Adjust the Volume

During the call, press the **Volume up** button to increase the volume, and the **Volume down** button to decrease the volume. You can also press the **Navigation up** or **Navigation down** keys to adjust the volume. The handset stores and keeps the new volume level.

#### 4.5.2 Start a New Call

The second call can be made while in a call. The first call is automatically put on hold while the new call is active.

1. During the call, press **More**.
2. From the pop-up menu, select **New call**.
3. Enter the number or press the **Phonebook**  soft key to select the contact from the list.
4. Press the **Call** key  or the **Call** soft key to start the second call.

---

3. Wired headset shall not be used with the Ascom d83 EX handset.

4. Not applicable to Protector Lite.

5. Only Bluetooth headsets fulfilling the site requirements are allowed when using the Ascom d83 EX handset.

It is also possible to start the second call by using the contact list, company or central phonebook, refer to [4.5.3 Open the Contacts Menu, page 20](#).

#### 4.5.3 Open the Contacts Menu

1. During the call, press **More**.
2. From the pop-up menu, select **Contacts**. The other call is automatically put on hold.
3. Select one of the following:
  - **Call contact** to start a new call using the contact from the contact list or company phonebook, refer to the steps 2-3 in [4.4.4 Call Using Contact List, page 18](#) or [4.4.5 Call Using the Company Phonebook, page 18](#).
  - **Add contact** to create a new contact in the Contact list.
  - **Edit contact** to change the existing contact in the Contact list.
  - **Delete contact** to remove the contact from the Contact list.
  - **Central Phonebook** to start a new call using the contact from the central phonebook, refer to the steps 2-5 in [4.4.6 Call Using the Central Phonebook, page 18](#).

To get the detailed information on the given options from the **Contacts** menu, refer to corresponding sections in [6 Contacts, page 42](#).

#### 4.5.4 Open the Messaging Menu




Not applicable to Talker


1. During the call, press **More**.
2. From the pop-up menu, select **Messaging**.
3. Select one of the following:
  - **Inbox** to open the list of the received messages. Any opened message is closed automatically.
  - **Write new message** to create a new message. A new message is automatically saved in the **Unsent** list.
  - **Unsent** to open the list of unsent messages.
  - **Sent** to open the list of sent messages.

For additional details about messaging, refer to [5 Messaging, page 33](#).

#### 4.5.5 Turn the Microphone On or Off


1. During the call, press **More**.
2. From the pop-up menu, select **Microphone off**. The **Microphone off** icon  indicates a silenced microphone. This means that the other part in an ongoing call cannot hear you.

To turn the microphone back on, press the **More** soft key again and then select **Microphone on**.

Press and hold the **Sound off** key #  or the **Mute** button to turn on and off the microphone. When doing this, a short beep is heard indicating that the microphone is turned on or off. When pressing the Mute button in a PTT call, no beep is heard.

#### 4.5.6 Lock and Unlock the Keypad during a Call

To prevent the user from accidentally pressing the keys, the keypad can be locked during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

1. During the call, press the **Lock** key \* 1.
2. Press the **Lock** soft key within two seconds. The **Key lock**  icon appears in the Status bar to show that the keypad has been locked.
3. To unlock the keypad, press the **Lock** key \* 1 again.
4. The **Unlock?** dialog window is displayed. Press **Yes** to confirm.




When the keypad is locked, the Mute, the Alarm (applicable to Protector, Protector Lite, Protector EX only), and the Volume buttons can be pressed during the call.

#### 4.5.7 DTMF

Some systems and PBXs require the handset to send Dual Tone Multi Frequency (DTMF) when pressing the keys. DTMF can be enabled as follows:

1. During the call, press **More**.
2. From the pop-up menu, select **DTMF**. This will enable the use of DTMF signals.

The handset can also be configured to send DTMF when pressing the **End call** key  and/or when pressing and releasing one of two Multifunction buttons configured to act as the PTT button. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

#### 4.5.8 Audio Transfer



Not applicable to Protector Lite.



##### Important

**Only Bluetooth headsets fulfilling the site requirements are allowed when using the Ascom d83 EX handset.**

To transfer audio between the Bluetooth headset and the handset's earpiece, do the following:



This option is only visible if a Bluetooth connection is active.

1. During the call, press **More**.
2. From the pop-up menu, select **Audio transfer**.
3. Press **Select**.

A call can also be transferred to the Bluetooth headset by pressing the headset's button.

#### Switch to a Wired Headset



##### Caution

**Wired headset shall not be used with the Ascom d83 EX handset.**



If a wired headset is connected during a call and a Bluetooth headset is in use, the call is not transferred to this headset automatically. Avoid using both headset types at the same time during a call.

To change from a Bluetooth headset to a wired headset, close down the call and connect the wired headset.

#### 4.5.9 Switch between Two Calls

To switch between two ongoing calls, do the following:

1. During the call, press **More**.
2. From the pop-up menu, select **Switch**.
3. Press **Select** to switch between the calls. The previously active call is automatically put on hold.

If you want to end one of two ongoing calls, do the following:



1. During the call, press **More**.
2. From the pop-up menu, select **End Call**.
3. Press **Select**. This will end the current call and the previous call is resumed.

#### 4.5.10 Transfer a Call to a New Number

An ongoing call can be transferred to a new number. When the new call is established, the caller that initiated the transfer will be disconnected.



This option is only visible when the **New call** and **Transfer call** settings are configured on the handset. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

1. During the call, press **More**.
2. From the pop-up menu, select **Transfer to new call**.
3. Press **Select**.
4. Enter the number or press the **Phonebook**  soft key to select the contact from the list.
5. Press the **Call** key  or the **Call** soft key to transfer the call. Your call is disconnected automatically.

#### 4.5.11 Transfer the First Call to the Second Call

It is possible to transfer two calls to each other by doing the following:

1. During the call, press **More**.
2. From the pop-up menu, select **Transfer**.
3. Press **Select**. This connects the first call with the second call. Your call is automatically disconnected.

#### 4.5.12 Conference Call



By initiating a conference call, a conversation can be made between several participants simultaneously. The person initiating the conference call is the conference leader, and the other participants are members of the conference call.

Below is an example how to create a conference call for three people. A prerequisite for such a call is to have two ongoing calls.

1. During the call, press **More**.
2. From the pop-up menu, select **Conference call**.
3. Press **Select**.

#### 4.5.13 Call Back

When a call is made to a busy handset or when the called party cannot answer, it is possible to automatically call back when the user is available again. When a busy tone sounds, do as follows:

1. During the call, press **More**.
2. From the pop-up menu, select **Call back**.
3. Press **Select**.
4. Press the **End call** key  and wait until the handset alerts.
5. When the handset alerts, the **Call** key  or the **Accept** soft key and the call will automatically start.

#### 4.5.14 Call Waiting

##### Send Call Waiting

A second call can be received while in a call. The second call is usually indicated by a tone notifying the called party that a call from the calling party is waiting.

1. During the call, press **More**.
2. From the pop-up menu, select **Call waiting**.
3. Press **Select**. The other part will get a call waiting signal.

When the line is free it will automatically call the number again. This is system-dependent.

##### Receive Call Waiting

Depending on system setup and configuration, this feature might be handled in one of two ways described below.

##### Method 1

During an ongoing conversation the handset will send a short beep tone notifying that a second call is waiting. To answer the second incoming call, do as follows:

1. During the call, press **More**.
2. From the pop-up menu, select **Answer Call waiting**.
3. Press **Select**. The second call is now answered, and the first call is put on hold.

When the line is free, the call on hold will be automatically dialled again. This is a system dependent feature.

##### Method 2

During an ongoing conversation the handset will send a short beep tone and display the **Internal call** text for internal calls and **External call** for external calls. The handset will also show the name or phone number of the second caller. To answer the second incoming call, do as follows:

1. Press the **Accept** soft key. The **Switch** text appears briefly on the screen, and the handset transfers to the second call. The first call is put on hold.
2. When finished speaking with the first caller, press the **More** soft key.
3. Select **End Call**.


The second call is closed and the first call is retrieved.



A second call can be rejected by pressing the **Decline** soft key. The second caller will hear an engaged tone, and the call will be logged as a missed call in the handset.

## 4.6 Call in Loudspeaking Mode

There are five ways to use the loudspeaker function on your handset:

- Press a Multifunction button, a navigation key, a hot key, or a soft key that is defined as a shortcut to a phone call loudspeaker function. When pressing a key/button, a predefined number is called in a loudspeaking mode. For the details on how to assign functions to a key/button, refer to [8 Shortcuts, page 50](#).
- When receiving a call or during an ongoing call, press the **Loudspeaker**  soft key.
- During an ongoing call, place the handset in a charger<sup>6</sup>
- Loudspeaker function can also be activated if **Loudspeaking** is used as an answering method, refer to [12.6 Answering, page 66](#).

## 4.7 Call Diversion

All incoming calls can be redirected to another handset number. The diversion is made via **Calls → Call services → Divert calls**. In addition, an absence reason (for example “Lunch”, “Meeting”, “Trip”, etc.) can also be set via the **Calls menu → Call services → Absence**. For additional details, refer to [4.10 Call Services, page 28](#).



The handset must be on and within the coverage area to be able to handle the diversion.



In order to see **Divert calls** and **Absence** menu on the handset, PBX settings for the call diversion must be first configured in the WinPDM/Device Manager. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



If both diversion and absence reasons are set, the absence reason is used.

It is also possible to program a soft key, a hot key, a navigation key, or a Multifunction button with a shortcut to the **Divert calls** menu. For the details, refer to [8 Shortcuts, page 50](#).

If the system is provided with an external service for communication there are alternative ways to handle call diversion, see [4.10.1 Call Services Supported by Microsoft Teams, page 29](#) and [4.10.2 Call Services Supported by Enreach Swyx and Cisco BroadWorks, page 31](#).

## 4.8 Push-to-Talk



Not applicable to Talker

The Push-to-talk (PTT) function can be described as a group call to a predefined group of members. If one of the group members wants to get in contact with the others, this person needs to press and hold the PTT button to start talking and release the button to let another person to talk.



Any of two Multifunction buttons may be configured to serve as the PTT button. When configured, the Multifunction button 2 makes it easier for users who may have to wear gloves or have to follow other requirements to participate in a push-to-talk group call. Because the Multifunction button 2 is larger than the Multifunction button 1 it is easier to locate and use compared to the smaller Multifunction button 1.

6. Requires **Connections → In charger** to be set to **Put on Loudspeaker** in WinPDM/Device Manager.



Some legacy systems/PBXs require that the handset sends a predefined DTMF tone when pressing/releasing the PTT button. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.


To participate in the conference, the group members must first accept an invitation received as an incoming call or as a text message, refer to [4.8.1 Accept Invitation Received as Incoming Call \(PTT Basic\)](#), page 25 or [4.8.2 Accept Invitation Received as Message \(PTT Advanced\)](#), page 26.

If a member declines an invitation, he or she can re-join the group or conference later on, refer to [4.8.4 Re-join a PTT Call Session](#), page 27.

A user can also invite a group of members to participate in a conference call by calling a PTT group, refer to [4.8.5 Call a PTT Group](#), page 27.

#### 4.8.1 Accept Invitation Received as Incoming Call (PTT Basic)



A PTT invitation received as an incoming call is indicated by the **Push-to-talk** icon . In the dialogue window, a message containing maximum 24 characters can also be shown.


1. Press the **Call** key  or the **Accept** soft key to accept an invitation.  
By default, the handset starts conversation in inverted mute and loudspeaking mode, but it can be configured differently in a PTT group.
2. Press and hold the **Multifunction button** configured to act as the PTT button to start talking. The microphone is muted again when the button is released.



Figure 4. Incoming invitation received as a call



#### Accept Invitation Received as Incoming Call during an Ongoing Call

If a user receives an invitation during an ongoing call, it is displayed as an ordinary invitation. The user can either accept or decline the invitation by pressing the **Accept** or **Decline** soft keys, respectively.



The invitation cannot be accepted/declined by pressing the **Call** key  or the **End call** key .

If the user presses **Accept**, the ongoing call is disconnected and the PTT call is connected. Alternatively, the ongoing call can also be disconnected and the PTT call connected if the following is fulfilled:

- The handset is configured to answer invitations automatically.
- The user does not respond to the invitation within 10 seconds.
- The invitation has higher priority than the ongoing call.

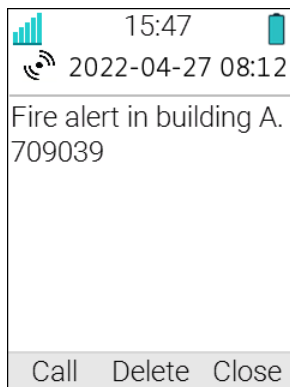
If the user declines the invitation, it is possible to re-join the PTT later, refer to [4.8.4 Re-join a PTT Call Session, page 27](#).

#### 4.8.2 Accept Invitation Received as Message (PTT Advanced)

A PTT invitation received as a message is viewed the same way as an ordinary message that can contain up to 1000 characters.

1. Press **Call** to accept an invitation and join the call.  
The handset may accept the invitation automatically, start in inverted mute and loudspeaking mode, depending on the configuration of the received invitation.
2. The handset is connected to the PTT session. The invitation can now be deleted or closed by pressing **Delete** or **Close**, respectively. The call is not disconnected by pressing these soft keys.
3. Press and hold the **Multifunction button** configured to act as the PTT button to start talking. Release the button to let another person to talk.

Figure 5. Accepted PTT Invitation



#### Invitation Received as Message during an Ongoing Call

If a user receives a PTT invitation during an ongoing call, the call is disconnected and the PTT call connected if the following conditions are fulfilled:

- The handset is configured to answer invitations automatically.
- The invitation is of higher priority than the call priority.
- The user does not reject the invitation within 10 seconds.

When the invitation is received, a warning signal notifies the user before disconnecting the current call in order to connect the PTT call.



Depending on the priority of the invitation, the ongoing call might be disconnected immediately or after 10 seconds.

If the user rejects the invitation, it is possible to re-join the PTT later, refer to [4.8.4 Re-join a PTT Call Session, page 27](#).

#### 4.8.3 Decline a PTT Invitation

Most incoming PTT session invitations can be declined, if not configured to be automatically accepted.

- Press **Decline** to reject the invitation if received as a call. The handset returns to the previously shown screen.



- Press **Close** to reject the invitation if received as a message. The handset returns to the previously shown screen.

Even if the PTT session invitation was rejected, it can be rejoined later, as long as the session remains active. For the details, refer to [4.8.4 Re-join a PTT Call Session, page 27](#).

#### 4.8.4 Re-join a PTT Call Session



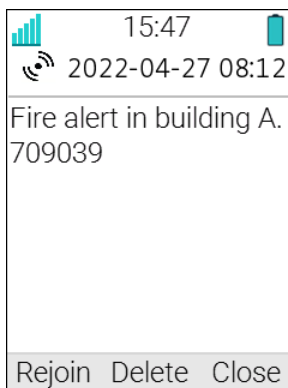
- If a PTT invitation was received as a call and the user rejected or missed it, the PTT group can be dialed from the Call list or Missed calls, respectively. The PTT invitation is indicated by the **Push-to-talk** icon  in the list. Press **Rejoin** to get back to the call session.
- If a PTT invitation was received as a text message and then rejected, the PTT group can be dialed by selecting the message indicated by the **New message**  icon in the Inbox. Press **Rejoin** to get back to the call session.


Figure 6. Re-join a PTT call session window




#### 4.8.5 Call a PTT Group



This option is only available if PTT groups have been defined in the WinPDM/Device Manager. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

1. Go to **Calls → PTT groups**.
2. Select a PTT group.
3. Press the **Call** key  or the **Call** soft key to dial.

Alternatively, when in Idle mode, press the **Multifunction button** configured to act as the PTT button quickly, select PTT group, and then press the **Call** key  or the **Call** soft key to dial.

### 4.9 Emergency Calls

If configured in the WinPDM/Device Manager, up to five different phone numbers can be reserved for emergency calls. These numbers can always be called even if the handset or keypad has been locked. For additional details on how to configure emergency call numbers, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 4.10 Call Services



This feature is system-dependent.

The **Call services** menu provides access to PBX dependent functionality when not in call, such as absence handling and call diversion. Along with the default call services functions, up to 10 additional system specific call services can be defined using the WinPDM/Device Manager. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

If an external call feature service is used, such as Microsoft Teams, Enreach Swyx, or Cisco BroadWorks, some additional menus are available for the handling of absence and call diversion.

### Absence Handling

It is possible to choose the reason why a call cannot be answered so the calling party is notified about your absence and get informed about the return time or date.


1. Go to **Calls → Call services**.
2. Select **Absence**.
3. Select the applicable absence reason in the list, for example “Lunch”, “Meeting”, “Trip”, and etc.
4. Press **Select**.
5. Enter time (HHMM) or date (MMDD) depending on the selected absence reason.
6. Press **OK**.

The handset sends an absence reason code to the system by establishing a call. The call is automatically disconnected within a few seconds.

To deactivate absence handling, go to **Calls → Call services** and select **Deactivate**. Confirm by pressing **OK**.

### Divert All Calls

To divert all calls to another number, do the following:

1. Go to **Calls → Call services**.
2. Select **Divert calls**.
3. Select **All calls**.
4. Select **Activate**.
5. Enter number (maximum 24 digits) or press the **Phonebook**  and select the contact you want to divert your calls to.
6. Press **OK**.

The handset sends an absence reason code<sup>7</sup> to the system by establishing a call. The call is automatically disconnected within a few seconds.

To stop diversion, go to **Calls → Call services → All calls** and select **Deactivate**. Confirm by pressing **OK**.

### Divert Internal and External Calls

To divert all internal and external calls to another number, do the following:

1. Go to **Calls → Call services**.
2. Select **Divert calls**.

---

7. The code is defined when configuring the absence/diversion reason in the WinPDM/Device Manager.


3. Select **Internal** and/or **External**.
4. Select **Activate**.
5. Enter number (maximum 24 digits) or press the **Phonebook**  and select the contact you want to divert your calls to.
6. Press **OK**.

The handset sends an absence reason code<sup>8</sup> to the system by establishing a call. The call is automatically disconnected within a few seconds.

To stop diversion, go to **Calls → Call services → Internal** or **External** and select **Deactivate**. Confirm by pressing **OK**.

#### Divert Calls if No Reply

To divert incoming calls to another number in case you do answer the call, do the following:


1. Go to **Calls → Call services**.
2. Select **Divert calls**.
3. Select **No reply**.
4. Select **Activate**.
5. Enter number (maximum 24 digits) or press the **Phonebook**  and select the contact you want to divert your calls to.
6. Press **OK**.

The handset sends an absence reason code<sup>8</sup> to the system by establishing a call. The call is automatically disconnected within a few seconds.

To stop diversion, select **Calls → Call services → No reply** and select **Deactivate**. Confirm by pressing **OK**.

#### Divert Calls When Busy

To divert incoming calls to another number in case you are talking on the phone, do the following:

1. Go to **Calls → Call services**.
2. Select **Divert calls**.
3. Select **When busy**.
4. Select **Activate**.
5. Enter number (maximum 24 digits) or press the **Phonebook**  and select the contact you want to divert your calls to.
6. Press **OK**.

The handset sends an absence reason code<sup>8</sup> to the system by establishing a call. The call is automatically disconnected within a few seconds.

To stop diversion, select **Calls → Call services → When busy** and select **Deactivate**. Confirm by pressing **OK**.

#### 4.10.1 Call Services Supported by Microsoft Teams

If Microsoft Teams is used for communication the following call features are available.

---

8. The code is defined when configuring the absence/diversion reason in the WinPDM/Device Manager.

## Call Forwarding

It is possible to set up forwarding of Teams calls to another phone number or to voice mail, or to add a second phone number in order to ring two numbers simultaneously.

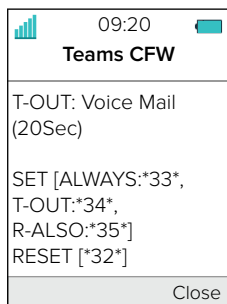
To manage the Microsoft Teams Call forwarding (CFW) feature:

1. Press the **Teams** soft key (alternatively go to **Calls → Call services**).
2. Select **Call forwarding info**.
3. Press **Select**.

Status information retrieved from Teams will be displayed in the handset, along with dialing feature codes that can be called to alter the status.

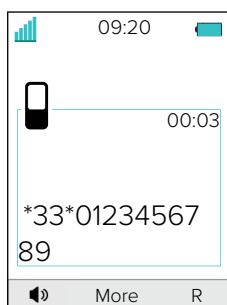


Additional menu items may be available for each status alternative, providing that this has been defined for the Call Services menu in the WinPDM/Device Manager template, see *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



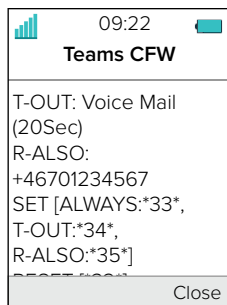
It may take a while to load the data.

To change call forwarding status, dial one of the codes listed below. The request will be confirmed by a positive indication tone (alternatively result in a negative indication tone if the request has failed). The call is automatically disconnected after a few seconds.



- **\*33\*** (ALWAYS) followed by the phone number to which calls should be forwarded, for example \*33\*0123456789. The call is always forwarded.
- **\*34\*** (T-OUT) for calls to be forwarded to another phone number if there is no answer within a certain time. The timeout can be set to 10–60 seconds in 10 second increments (default is 20 seconds).  
Example: \*34\*10\*0123456789 means that the call will be forwarded to the set phone number after 10 seconds. Setting \*34\*0123456789 will forward the call after 20 seconds (default setting).

- **\*35\*** (R-ALSO) to add yet another phone number that will be used for the forwarding. Calls will then be made to both numbers simultaneously.  
Example: \*35\*0701234567 adds a second phone number.



- **\*32\*** (RESET) to reset to the default setting.

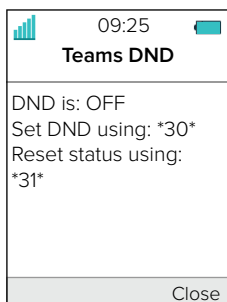
### Do Not Disturb

You can block incoming Teams calls if you prefer not to be disturbed.

To manage the Microsoft Teams Do not disturb (DND) feature:

1. Press the **Teams** soft key (alternatively go to **Calls → Call services**).
2. Select **Do not disturb info**.
3. Press **Select**.

Do not disturb (DND) can be set to **ON** or **OFF**.



To change the status, dial:

- **\*30\*** to set status to ON, stopping all notifications from Microsoft Teams.
- **\*31\*** to reset the DND status to OFF.

The request will be confirmed by a positive indication tone (alternatively result in a negative indication tone if the request has failed).



Additional menu items may be available for each status alternative, providing that this has been defined for the Call Services menu in the WinPDM/Device Manager template, see *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 4.10.2 Call Services Supported by Enreach Swyx and Cisco BroadWorks

If Enreach Swyx or Cisco BroadWorks is used for communication the following call features are supported.

## Call Forwarding

Three different types of call forwarding are available:

- **Always forward** — forwarding of all incoming calls under all circumstances
- **Forward on busy** — forwarding of incoming calls when in another call
- **Forward unanswered** — forwarding when the incoming call is not answered

To activate call forwarding:

1. Go to **Calls → Call services → Call feature status**.
2. Select one of the call forwarding options **Always forward**, **Forward on busy**, or **Forward unanswered**.
3. Select **On** to activate the function (default on only for Forward unanswered).
4. Click **Forward to** to view the current status of the call forwarding (default is voicemail).  
You can exit the menu by clicking **Back**.
5. To change the status, click **Select**.
6. In the field below **Forward to**, enter the phone number to which calls should be forwarded, then click **OK**.  
You will be returned to the menu for the forwarding option, where the setting can be viewed by clicking **Forward to**.
7. For **Forward unanswered** it is possible to adjust the number of rings before the call is diverted:
  - Go to **Timeout value**. Click **Select** to enter the number of seconds (default 60 s), then click **OK**.
8. To save the settings and exit the menu, click **Save** and confirm by clicking **Yes**.

When call forwarding is activated, this is indicated with a status icon on the main screen:



## Do Not Disturb

To block incoming calls in case you prefer not to be disturbed, do the following:

1. Go to **Calls → Call services → Call feature status → Do not disturb**.  
The current status of the function is displayed (default off).
2. Select **On** and click **Select** to activate the function.
3. Click **Back** to exit the menu.

When **Do not disturb** is activated, this is indicated with a status icon on the main screen:



## Private Caller ID



Only available for Swyx.

To not disclose your identity in outgoing calls, do the following:

1. Go to **Calls → Call services → Call feature status → Private caller ID**.  
The current status of the function is displayed (default off).
2. Select **On** and click **Select** to activate the function.
3. Click **Back** to exit the menu.

When **Private caller ID** is activated, this is indicated with a status icon on the main screen:



## 5 Messaging



All functions described in the current chapter (except for the [5.1 Mini Messaging, page 33](#) and [5.11 Voicemail, page 41](#)) are not applicable to Talker.

This chapter describes how to use messaging function on your Ascom d83 and d83 EX DECT handsets.

To get the detailed information about the whole **Messaging** menu structure, refer to [17.5 Messaging, page 88](#).

### 5.1 Mini Messaging



Applicable to Talker only.



The handset can receive text messages with a maximum of 12 characters. When a text message is received, the message alert signal sounds. The message is displayed in a dialog window.

If the received message contains more than 12 characters, the remaining characters are discarded. Only the last received message is displayed. For example, a first message is received and displayed in the dialog window. Another message is received and will be displayed instead of the prior message, which will be discarded.

If the phone is locked, the user must unlock the phone to access a received message.

Press **Close** when the message has been read. It is not possible to reply to a message or create and send a new message. The messages are not stored in the handset.

### 5.2 Incoming Messages

When a message is received, the **New message** icon  (sent by another handset) or  (sent by the system) and the content of the message are automatically shown on the display. The **New message** icon remains on the display until all new messages are read. If the handset is locked, you must first unlock it to read a message. The incoming message is normally accompanied with the message alert signal and/or vibration. If the message is received during a call a beep notifies the user.

If you want to open and read the received message later, press **Close**. The message will be automatically stored in **Messaging → Inbox**. All unread messages are indicated by the **New message** icon and bold text.

All handset models (except for Talker) can use multicolor LED beacon to inform about the incoming message. If no color is defined in the message, the LED beacon will flash white.

Prio 1 (crisis) messages always override any system indication and are accompanied with:

- Red frame around the alert, refer to [5.9 Colored Messaging, page 40](#).
- Flashing LED beacon alternating between the category color and the reinforcement color with the specified flashing frequency.  
This is done according to the following pattern as long as the message is not read: Category color – Pause – Red color – Pause (repeat)
- Icon.
- Siren.
- Vibration.

Prio 1 messages will be indicated with a red LED color even if no color is defined in the message. For Talker, all received messages will be indicated with a green LED color.





LED indication for non-crisis (2-9 priority) messages lasts 10 seconds.

The siren indicating priority 1 alerts will break-through **Vibrating alert On if silent** and **Silent** mode.

It is possible to configure how incoming messages are indicated and displayed on handset, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 5.2.1 Message with Request for Answer

Along with ordinary messages, you can receive messages that require the response from you.


In the Status bar, messages with request for answer are marked with the **New message** icon . In the Inbox, such messages are marked with the **New message** (sent by the system) icon .

#### Accept or Reject the Message

When the message with request for answer is received, press **Accept** or **Reject**.



The option **Delete** is not available for a message with request for answer. To delete the message from the Inbox, first you need to acknowledge the message, i.e either accept or reject it.

When a message has been acknowledged, the **New message** (sent by the system) icon  appears near the message in the Inbox. The **Accepted** or **Rejected** stamp as well as the time and date of acknowledgment are added to the message.

### 5.2.2 Message Indication Repetition



Message indication repetition is a system-dependent feature that cannot be activated from the handset.

The handset can be configured to repeat LED and the audio signal (alert) notifying the user about the received message. Message indication is repeated every seven seconds until the user reads the message or turns the sound off. For the appropriate message settings, please refer to *Ascom d83 DECT Handset, Configuration Manual, TD 93426EN*.

Certain system-defined properties can be assigned to a message to give it a high priority for example, an alarm priority message. Alert repetitions start automatically when a high-priority message is received. Such messages do not need to be explicitly configured to trigger alert repeats. A high-priority alert is repeated every 10 seconds for a maximum of 5 minutes and then the alert stops. Alerts continue to be repeated until the user presses the End call key, the Mute button, or a soft key for accessing the message.


### 5.2.3 Message Queuing and Message Priority


This section includes a general description about message queuing and prioritizing. For the details on configuration as well as on the examples of message handling, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



All incoming messages are placed in a message queue and first sorted according to the message priority and then according to the arrival time<sup>9</sup>. The handset can be configured to define how long messages keep their priority status (Time to prioritize) and if the message needs to be closed manually or automatically to move to the next one placed in the message queue (Time to Read).

Time to prioritize (TTP) starts when a message is displayed and continues to run when the message is placed in the messaging queue. Each message in the message queue is automatically displayed for the next 20 seconds, but you can extend the display time by pressing any button. If you receive a message that has higher priority than the currently displayed message, the message with lower priority is placed in queue and its TTP is paused.

Messages can be closed manually or automatically when the Time to Read (TTR) expires. Regardless of how a message is closed, it is removed from the message queue and stored in the Inbox. Closed messages are indicated by the **Read message** icon  in the Inbox.

The message that has not been closed is put last in the message queue and remains there until it has been read or closed. Such message is marked with the **New message** icon  in the Inbox.

#### 5.2.4 Call Priority



This feature requires configuration in the WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.





On incoming calls, the call information dialog is normally shown over the message. This default behavior can be changed so that messages with a certain priority are displayed without being interrupted by the call. By setting a call priority, the handset compares the call priority with the message priority to determine which information shall be displayed. If messages and calls have equal priorities, the priority will be given to the message as of higher importance.

### 5.3 Received Messages

All new and already read messages are stored in the **Messaging → Inbox** where they can be replied, deleted or forwarded to another party. You can also call the sender of the message or a number included in the message text, refer to [5.8.1 Call the Message Sender, page 39](#).

The Inbox can store up to the 30 received messages. If a message is received when the Inbox already contains 30 messages, the oldest message is automatically replaced by the new one.

Received messages normally include the number/name of the sender, time and date, and the message text, but can still be configured to display another information. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

All received but unread messages are indicated by the **New message** icon  (sent by another handset) or  (sent by the system) and bold font. If the message has been received and read it will be indicated by the **Read message** icon  (sent by another handset) or  (sent by the system) and regular font.

#### Read the Received Message

1. Go to **Messaging → Inbox**.
2. Select the message from the list.

---

<sup>9</sup>. The sorting order for the message queue depends on the system configuration.

3. Press **View** to read the message.

#### Open the Inbox While Reading a Message


To open the Inbox menu while reading a message, perform the following steps:

1. In the opened message window, press **More**.
2. From the pop-up menu, select **Inbox**. The whole Inbox menu is displayed.
3. To return to the previously opened message, press **Back**.


## 5.4 Sent Messages

All sent messages are stored under **Messaging → Sent** where they can be forwarded or deleted from. The sent messages are forwarded and deleted the same way as the received messages. For instructions, refer to [5.6.3 Delete the Message, page 37](#) and [5.6.4 Forward the Message, page 37](#).

## 5.5 Unsent Messages

Unsent menu includes the messages that have been written and saved as well as those that could not be sent, for example due to the lost DECT connection. Such messages are stored under **Messaging → Unsent** and indicated by the **Unsent message** icon . You can try to send these messages again or delete them. For the details, refer to [5.6.3 Delete the Message, page 37](#).

#### Send the Unsent Message

1. Go to **Messaging → Unsent**.
2. Select a message from the list and press **Edit**. Change the text if necessary.
3. Select **Send**.
4. Enter the number or press the **Phonebook**  soft key to select the contact from the list.
5. When done, press **Send**. Successfully sent messages disappear from the Unsent list.

## 5.6 Messaging Basics

This section describes how to write new messages as well as how to reply to, forward, and delete the received messages.

### 5.6.1 Write New Message

You can write a message from scratch or use a message template (refer to [5.7 Message Templates, page 38](#)) that can be edited or sent as it is. The maximum message length is normally 160 characters but may be less depending on the language and character set used.

To write and send a new message, do the following:

1. Go to **Messaging → Write new message**.
2. Write the message from scratch or press **More** to select a message template. If required, you can edit the text for the message template.



The **More** option is not displayed if no message templates have been defined.

3. Enter the number or press the **Phonebook**  soft key to select the contact from the list.

4. When the message is complete, press **Send**. The *Message sent* dialog window appears to inform that the message has been sent.  
If you want to save and send the message later, press **Back** and then press **Yes** (when the *Save message?* dialog window appears). The message will be stored under **Messaging → Unsent**, refer to [5.5 Unsent Messages, page 36](#).

### 5.6.2 Reply to the Message

To reply to a received message, do the following:

1. Go to **Messaging → Inbox**.
2. Select the message you want to reply to and press **View** to open it.
3. Press **Reply**.
4. Enter the message or use the predefined message text, refer to [5.7.1 Answering a Text Message with a Message Template, page 38](#).
5. Press **Send**. The *Message sent* dialog window appears to inform that the message has been sent.

### 5.6.3 Delete the Message


You can delete any received, unsent, and sent messages.

1. Go to **Messaging → Inbox** or **Unsent**, or **Sent**.
2. Select the message to delete.
3. Press **More**.
4. From the pop-up menu, select **Delete** or **Delete all**.
5. The *Delete message?* or *Delete ALL messages?* dialog window appears. Press **Yes** to confirm. The message(s) is/are deleted.

### 5.6.4 Forward the Message

You can forward any received or sent messages.

#### Forward the Received Message

1. Go to **Messaging → Inbox**.
2. Select the message and press **View**.
3. Press **More → Forward**.
4. If needed, write an additional text.
5. Press **Send**.
6. Enter the number or press the **Phonebook**  soft key to select the contact from the list.
7. Press **Send** to forward the message. The *Message sent* dialog window appears to inform that the message has been sent.

#### Forward the Sent Message

1. Go to **Messaging → Sent**.
2. Select the message and press **View**.
3. Press **Forw..**
4. If needed, write an additional text.

5. Press **Send**.
6. Enter the number or press the **Phonebook**  soft key to select the contact from the list.
7. Press **Send** to forward the message.

### 5.6.5 Open Inbox while Reading a Message

To open the Inbox menu while reading a message, perform the following steps:

1. In the opened message window, press **More**.
2. From the pop-up menu, select **Inbox**. The whole Inbox menu is displayed.
3. To return to the previously opened message, press **Back**.

## 5.7 Message Templates

Message templates can be used in a number of different situations, for example:

- When the same message needs to be sent out frequently as a new message, refer to [5.6.1 Write New Message, page 36](#).
- When the user wants to send a fast response to the received message instead of writing an answer from scratch, refer to [5.7.1 Answering a Text Message with a Message Template, page 38](#).
- When the user wants to decline a call, but still would like to acknowledge it with a message, refer to [5.7.2 Decline a Call with a Message Template, page 38](#).

Before a message is sent, the user may edit, add, or remove the text from the message.

Up to five message templates can be configured to be stored on the handset. For the details on how to create and store message templates, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 5.7.1 Answering a Text Message with a Message Template

To respond to a text message with a predefined message, perform the following steps:

1. In the opened message window, press **Reply**.
2. Press **More** and select **Templates**. A list of message templates is displayed.




The **More** soft key is not displayed if no message templates have been defined.

3. Select to the required message template in the list. If required, edit the message.
4. Press **Send**. The number of a person who sent the message is displayed.
5. Press **Send** again. The *Message sent* dialog window appears to inform that the message has been sent.

### 5.7.2 Decline a Call with a Message Template

If configured in the WinPDM/Device Manager you can decline an incoming call with a predefined message, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

1. When the call is received, press the **End call** key  or the **Decline** soft key to decline the call.
2. In response to the *Reply with a message template?* dialog window, press **Yes**. A list of predefined messages is displayed in the **Templates** menu.
3. Select a message and, if required, edit it.

4. Press **Send**. The number of a person who called is displayed.
5. Press **Send** again. The **Message sent** dialog window appears to inform that the message has been sent.

## 5.8 Calling from the Message

A user can make a call while reading a text message to review and discuss the message with the called party. The called party may be one of the following:

- The message sender, refer to [5.8.1 Call the Message Sender, page 39](#).
- A number included in the message, refer to [5.8.2 Call a Number Included in a Message, page 39](#).
- A different party, refer to [5.8.3 Calling a Different Party, page 39](#).

The user can activate the loudspeaker function during the call to make it easier to read the received text message while talking to the called party. For the details, refer to [4.6 Call in Loudspeaking Mode, page 24](#).

### 5.8.1 Call the Message Sender


In the opened message window, press the **Call** key  to start calling to the sender of the message.

Alternatively, in the opened message window, press **More** and then press **Call sender** to make a call.

### 5.8.2 Call a Number Included in a Message





This option is only visible if the number used in the body text message consists of minimum three digits.

1. In the opened message window, press **More** and then **Call no. in text** to open the list of numbers used in the message.
2. Select the number from the list and press the **Call** key  or the **Call** soft key to make a call.

### 5.8.3 Calling a Different Party

To call another party to discuss the content of a received text message, perform the following steps:

1. In the opened message window, press **More** and then **Call**.
2. Enter the number or press the **Phonebook**  soft key to select the contact from the list.
3. Press the **Call** key  or the **Call** soft key to make a call.

### 5.8.4 Navigate during the Call

When the call has been placed from the message, the user can either get back to that message or open any other message without disconnecting from an ongoing call.

To open the message while in a call, do the following:

1. During the call, press **More**.
2. From the pop-up menu, select **Messaging → Inbox**. The list of the received message is displayed.
3. Select the message from the list and press **View** to display the message in full.  
If required, use navigation keys to scroll up and down a long text message while discussing it with the called party.

### 5.8.5 Add Contact from a Message

To save the phone number of a person who sent a message, do the following:

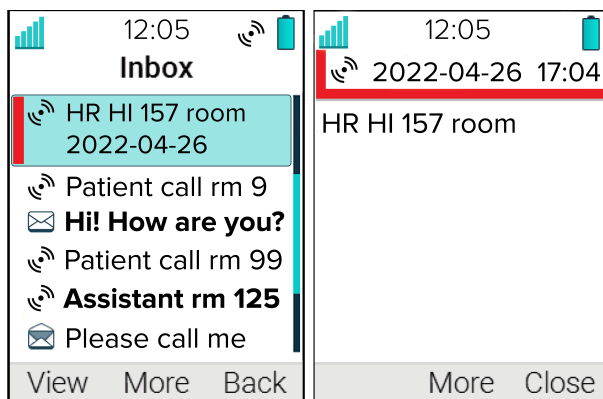
1. In the opened message window, press **More**.
2. From the pop-up menu, select **Save number**.
3. Select **Work number**, **Mobile number**, or **Other number**.
4. Add a name and press **OK**.
5. Press **Save**. The **Contact saved** notification appears to inform that the number has been saved in the contact list.

## 5.9 Colored Messaging

Colored messages can be sent to handsets. The sender of a message, that is, an application, determines the color of the message. Colored messaging can be useful for categorizing messages.

In the image below you can see that the color of a system message is shown by a color bar to the left of the message icon in the Inbox. When the message is opened, a colored horizontal bar also appears below the date stamp.

Figure 7. An example of a colored message in the Inbox (left) and as an opened message (right)

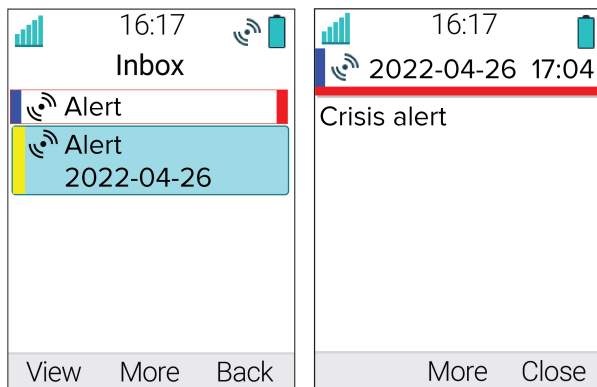


Messages of the highest priority (crisis alerts) can be automatically colored by red color elements.

In the image below, the first message is of the highest priority (crisis alert) and in the Inbox it is marked with a red frame and a red bar to the right of the subject. When the message is opened, the red horizontal bar appears below the date stamp to show that the message is of the highest priority.

A category color can be displayed to the left of the message icon both in the Inbox and when the message has been opened.

Figure 8. An example of a crisis alert in the Inbox (left) and as an opened message (right)



For the details on how to enable colored messaging, refer to *Unite Platform Server, Configuration Manual, TD 93280EN*.

## 5.10 Send Data


Data entered by the user can be sent from the handset by pressing a pre-programmed soft key, hot key, navigation key, Multifunction button or through the **Services** menu<sup>10</sup>. Such data can be used for opening a door, starting/stopping a machine, and etc. If prefix for the service user data is set, such data can be used to send information to an application in the system.

The data can be predefined when programming a soft key, a hot key, a navigation key, a Multifunction button, or a service, refer to [Define Soft Keys, page 50](#), [Define Hot Keys, page 50](#), [10.1 Add Services, page 57](#).

## 5.11 Voicemail



This feature is only available if configured in the system.

When receiving a voicemail, the voicemail notification is automatically displayed on the screen and the **Voicemail message** icon  appears in the Status bar.

If the **Voicemail message** icon is displayed in the Status bar, press and hold the digit key **1** in Idle mode to listen to the received voicemail message. If the extension number is not available, a dialog window `Voicemail number not defined` is displayed.


In some systems it is needed to assign the handset number of the voicemail service, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*

10. Not applicable to Talker.

## 6 Contacts

The handset has a phonebook with 250 entries where names and numbers can be added, deleted, and edited. The phonebook lists all names in alphabetical order, where several numbers can be added for each contact, for example, a work number, a mobile number, and another number.

In addition, a company phonebook with up to 1000 entries can be downloaded to the phone via the WinPDM/Device Manager. The company phonebook name and numbers cannot be edited or deleted by the user. The phonebook lists all names in alphabetical order.

The contacts list and company phonebook appear in the same list but company names are indicated by a **Locked entry** icon  in front of the name. The company phonebook includes work number only.

A central phonebook<sup>11</sup> can also be accessed through the **Contacts** menu.

To get the detailed information about the whole **Contacts** menu structure, refer to [17.3 Contacts, page 86](#).

### 6.1 Call Contact

Refer to [4.4.4 Call Using Contact List, page 18](#) or [4.4.5 Call Using the Company Phonebook, page 18](#) to get the details on how to call a contact from your contacts list or company phonebook.

### 6.2 Add New Contact

1. Go to **Contacts → Add contact → New**.
2. Select **Name** and press **Add** to enter the name of the contact.
3. When done, press **OK**.
4. Select **Work number**, **Mobile number**, or **Other number**.
5. Enter the number and when done, press **OK**.  
A tone T or pause P can be included in phone numbers by pressing the “0” key 5 times or 7 times, respectively.  
A variable or the character U can be added to the number to allow the user to enter additional numerical characters before calling the number, refer to [10.4 Procedure Call, page 57](#).
6. If you want, add a specific ring signal to the contact, refer to [6.4 Set Ring Signal for a Contact, page 43](#).
7. Press **Save**. The *Contact saved* dialog window appears to inform that the contact has been saved.

#### Add From Call List

1. Go to **Contacts → Add contact → From call list**.
2. Select the number from the list and press **Add**.
3. Select **Work number**, **Mobile number**, or **Other number**.
4. If required, add the contact's name by selecting **Name → Add** or change the name by selecting **Name → Edit**.
5. If you want, add a specific ring signal to the contact, refer to [6.4 Set Ring Signal for a Contact, page 43](#).
6. Press **Save**. The *Contact saved* dialog window appears to inform that the contact has been saved.


---

11. This feature is system-dependent.



## 6.3 Edit and Delete Contact



The company phonebook name and numbers cannot be edited or deleted by the user. Company contacts are indicated by a **Locked entry** icon  in front of the name.

### Edit Contact

1. Go to **Contacts → Edit contact**.
2. Select the contact from the list and press **Edit**.
3. Enter a new name or number, or both.  
A variable or the character `U` can be added to the number to allow the user to enter additional numerical characters before calling the number, refer to [10.4 Procedure Call, page 57](#).
4. If you want, change a ring signal for the contact, refer to [6.4 Set Ring Signal for a Contact, page 43](#).
5. Press **Save**. The *Contact saved* dialog window appears to inform that the made changes have been saved.

### Delete Contact

1. Go to **Contacts → Delete contact**.
2. Select the contact from the list and press **Delete**.
3. The *Delete contact?* dialog window appears. Press **Yes** to confirm.

## 6.4 Set Ring Signal for a Contact

A specific ring signal can be set for each contact.


1. Add/edit a contact according to [6.2 Add New Contact, page 42](#) or [6.3 Edit and Delete Contact, page 43](#).
2. Select **Ring signal**. To listen to the different sounds, press **Play**.
3. Select the ring signal to be used for the selected contact.
4. Press **Back → Save**.

## 6.5 Central Phonebook

In the **Central phonebook** contacts can be searched by name or number. For logged in users, the following directories of the central book are available:

- Enterprise
- Enterprise frequent
- User
- Group
- Group frequent

By default, the “User” directory is selected. When the directory is changed, it becomes the default directory. If a handset subscription is removed, the “User” directory is selected by default in case of subsequent subscription.

When the search result is returned, the contact information can be viewed. A number can be assigned to the new contact and a message can be sent by pressing the **More** soft key. The number can also be called by pressing the **Call** key  or the **Call** soft key.

If the number of matching entries is more than 25, it is possible to select the **More search results** item to display more contacts.

The last search result can be displayed. It contains most recent entries viewed by the user. For example, if the number of matching entries was 30 and the user selected the **More search results** item, five remaining entries are displayed in the last search result.

For the details, on how to make a call using the central phonebook, refer to [4.4.6 Call Using the Central Phonebook, page 18](#).

## 7 Alarm Operation



Applicable to Protector, Protector Lite, and Protector EX only.



If a shared phone is used, it must be logged in to the system to be able to send alarm, refer to [3.2 Use the Handset as Shared Phone, page 11](#).



### Caution

**Recognition of alerts, warnings, and messages can be hindered if the volume of the sounds used to indicate alerts, warnings, and conversation messages is lower than the ambient sound levels.**

The table below shows the sound pressure levels for the alarms, measured according to IEC 60601-1-8.

Table 3 Alarm sound pressure levels

	Medium priority alarm (1 beep)	High priority alarm (siren)
Minimum	44 dB	46 dB
Maximum	80 dB	81 dB

### 7.1 Push-button and Test Alarms

Two different alarm types can be set for the handset's Alarm button. An alarm can either be a push-button alarm with a personal alarm functionality or a test alarm that is used to test the personal alarm. Each of the alarms types is enabled by the user in one of the following ways: long press and multiple press. By default, long press is defined for test alarm and multiple press is defined for personal alarm, but the type of alarms and activation methods can be changed by the system administrator. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*



It is always possible to send an alarm, even when speaking or while the handset is locked.

Depending on configuration, a triggered alarm is indicated by the following:

- A beep is heard
- the white LED flashes twice
- The vibrator stirs
- A dialog window `Personal Alarm` (default text for multiple press) or `Test Alarm` (default text for long press) is shown on the display.
- The handset receives a notification that the alarm has been received by the system<sup>12</sup>.

12. This feature is system-dependent.

- If configured, the Acoustic Location Signal (ALS) is activated after the alarm has been sent, or a call is established to a predefined number. Refer to [7.6 Acoustic Location Signal, page 48](#) and [7.5 Automatic Call after Alarm, page 48](#).



The following shall be taken in consideration:

- If both **ALS** and **Silent alarm** settings are enabled, no ALS will be triggered.
- The ALS is not triggered if **Mode for automatic call after alarm** is set to other than **Off**.

For additional details on configuration, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 7.2 Silent Alarm

The silent alarm is intended for potentially hazardous environments and for situations where users do not want people nearby to know that an alarm has been triggered, in order to not escalate the situation. Silent alarms are accompanied neither by signals nor other indications, giving the possibility to send an alarm unnoticed.

If configured, the device will initiate a call giving the called party a possibility to listen in to get an understanding of a threatening situation. For the details, refer to [7.5 Automatic Call after Alarm, page 48](#).

Silent alarm is configured by the system administrator, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



If both **ALS** and **Silent alarm** settings are enabled, no ALS will be triggered.

## 7.3 Man-Down and No-Movement Alarm

The handset can also be programmed to send man-down and no-movement alarms to provide personal safety monitoring. These alarms are suitable for workplaces where maximum security and accessibility is required. If an accident occurs, colleagues and management are informed within seconds and the person in need can be located immediately.

Man-down alarm is triggered if the handset is tilted (default 45°) from the vertical plane for a predefined period of time (default 7 s). No-movement alarm is triggered if no movement is detected during a predefined period of time (default 30 s).



All the default values to trigger the alarms can be changed in the WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

When a man-down or a no-movement situation is detected, the handset enters a warning phase (usually seven seconds long). During the warning phase, the handset alerts with:

- Beep and vibrator signals.
- LED flashes.
- Message `Man-down warning. Cancel?` or `No-movement warning. Cancel?`.

Man-down and no-movement alarms are not activated under the following conditions:

- While the handset is placed in a charger.
- During calls to avoid false alarms if the user tilts the handset, or is motionless during a call<sup>13</sup>.



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13. Only if **Turn off NM-MD during call** is enabled in the WinPDM/Device Manager.

- For a predefined period of time (default 10 min) if the Mute button is pressed during the warning phase. Then the handset sends the alarm, unless the alarm is cancelled, refer to [Cancel Man-down and No-movement Alarm, page 47](#). Successfully sent alarm is indicated by and includes the following information:
- Beep or vibrator signals.
- LED flashes.
- Message **Man-down alarm sent** or **No-movement alarm sent**.
- The handset location is automatically sent along with the alarm, refer to [7.7 Alarm with Additional Information, page 49](#).

If configured, the Acoustic Location Signal (ALS) is activated after the alarm has been sent, or a call is established to a predefined number. Refer to [7.6 Acoustic Location Signal, page 48](#) and [7.5 Automatic Call after Alarm, page 48](#).

#### Enable/Disable Man-down and No-movement Alarm

1. Go to **Settings → Alarm**.
2. Select **Man-down** or **No-movement**, or both. Enabled functions are indicated by the **Man-down**  or/ and **No-movement**  icons.

Follow the same steps to disable the alarm.

#### Cancel Man-down and No-movement Alarm

A man-down or no-movement detection can be cancelled in one of the following ways:

- Press **OK**.
- Press any key including the wired headset button <sup>14</sup>.
- Move the handset to an upright position (for man-down). <sup>15</sup>
- Put the handset in a charger. The alarm is temporarily disabled. The alarm is enabled when removing the handset from the charger.

#### Delay Man-down and No-movement Alarm



This feature is only available if configured in the WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

You can delay man-down or no-movement alarm before it is sent. To do this, during the warning phase press the **Mute** button and when the *Delay MD/NM detection?* dialog window appears, press **Yes** to confirm. The corresponding display icon flashes until the alarm is active again (default 10 min).

## 7.4 Pull-Cord Alarm


If needed, remove the pull-cord cover from the handset using a flat screwdriver before attaching the cord. The cord must be attached more than five seconds before pulling it off the handset. If not, the alarm is not triggered.



Make sure that the clip of the pull-cord is safely attached to the clothes.

14. Except for the bluetooth headset button.

15. Only if **Reset the man-down warning automatically** is enabled in the WinPDM/Device Manager.

To enable the pull-cord, go to **Settings → Alarm** and select **Pull-cord** (follow the same steps to disable the alarm). When the alarm has been enabled but the cord is not attached to the handset, the **Pull-cord alarm** icon  flashes to indicate that the cord must be attached to the handset. Also, if set by an administrator, a sound signal is heard if the user does not react to the flashing icon.

When the pull-cord alarm is triggered by pulling out the cord, depending on set parameters, the following occurs:

- A beep is heard.
- The white LED flashes twice.
- The pull-cord icon flashes.
- The vibrator stirs.
- The handset receives a notification that the alarm has been received by the system<sup>16</sup>.
- The handset location is automatically sent along with the alarm, refer to [7.7 Alarm with Additional Information, page 49](#).
- A sound signal alerts to inform the user to re-attach the cord.

If configured, the Acoustic Location Signal (ALS) is activated after the alarm has been sent, or a call is established to a predefined number. Refer to [7.6 Acoustic Location Signal, page 48](#) and [7.5 Automatic Call after Alarm, page 48](#).

## 7.5 Automatic Call after Alarm

A handset can be set up to call a predefined number after an alarm has been sent, for example to “112” which is the common emergency call number inside the European Union.



Any ongoing call will be automatically terminated prior to establishing the automatic call.



The ALS is not triggered if **Mode for automatic call after alarm** is set to other than **Off**.

Depending on the settings, the call can be established in the following modes:

- **Normal** – the call is established as an ordinary call.
- **Loudspeaker** – the loudspeaker is turned on.
- **Monitoring** – the loudspeaker is muted and the microphone is on.

For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 7.6 Acoustic Location Signal

An alarm can be followed by an Acoustic Location Signal (ALS). The ALS is a ramped up signal from the handset that sounds for a predefined period of time. The signal is silenced by pressing the Mute button on the handset.

Depending on the WinPDM/Device Manager settings, it is possible to make the user enter a password when turning the ALS off. The password is the same as the phone lock password.

ALS is configurable for the man-down and no-movement, push-button, and pull-cord alarms. Refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

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<sup>16</sup> This feature is system-dependent.



The ALS is not triggered if automatic call after alarm is active. However, if a call, for example an automatic call after alarm, is already established during ALS, ALS will be silenced during this call.

## 7.7 Alarm with Additional Information

Information about the handset's location can be sent along with an alarm. Positioning information is obtained using different location services and includes the following:

- An approximate location given by the closest base station.
- A precise location given by DECT location beacons (not applicable to Talker).
- A precise location given by IR location beacons (not applicable to Talker).
- A precise location given by LF location beacons (not applicable to Talker).
- A precise location given by BLE location devices (not applicable to Talker).

For the details on location services, please refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### Alarm with Data

The data can be defined and stored manually by the user using the **Edit alarm data** function in the **Settings** menu, refer to [Edit Alarm Data, page 67](#). The stored data is added to all types of alarms at transmission.

## 8 Shortcuts

Predefined functions can be set as shortcuts for the soft keys, hot keys, navigation keys, and Multifunction buttons. For example, a soft key can be used as a shortcut to services, messaging Inbox, contact list, and etc.

If creating a shortcut to the phone call function, a variable or character  $\bar{u}$  can be added to the number to allow the user to enter additional numerical characters before calling the number, refer to [10.4 Procedure Call, page 57](#).

To get the detailed information about the whole **Shortcuts** menu structure, refer to [17.6 Shortcuts, page 89](#).

### 8.1 Define Keys

#### Define Soft Keys

1. Go to **Shortcuts → Soft keys**.
2. Select **Left**, **Middle**, or **Right**.
3. In the opened menu, select:
  - **Name**<sup>17</sup> to enter a new or change the existing name of the soft key.
  - **Function** to choose the function for the selected soft key. The whole list of functions can be found in [17.6 Shortcuts, page 89](#).
  - **Value** to enter or select a value, for example a handset number. This setting appears only to some functions.
  - **Control question** (off by default) to choose if you want the handset to ask you permission to perform an action associated with the soft key.
4. Press **Save**. The *Changes saved* dialog window appears to inform that the changes have been applied.

#### Define Hot Keys

1. Go to **Shortcuts → Hot keys**.
2. Select any of the keys **2 –9**.
3. Proceed with the steps 3–4 described in the [Define Soft Keys, page 50](#).

#### Define Navigation Key

1. Go to **Shortcuts → Navigation keys**.
2. Select **Up**, **Down**, **Left**, or **Right**.
3. Proceed with the steps 3–4 described in the [Define Soft Keys, page 50](#).

#### Define Multifunction Button

Multifunction button 1 can be defined with long press only. Multifunction button 2 can be defined with two different functions, a long press activates one function, and a double press activates another function.

1. Go to **Shortcuts → Multifunc. button 1** or **Multifunc. button 2**.
2. Select **Long press** or **Multi press**<sup>18</sup>.
3. Proceed with the steps 3–4 described in the [Define Soft Keys, page 50](#).

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17. Name option is available only when defining the soft keys functions.

18. Applicable to Multifunction button 2 only.



## 9 Connections

The following chapter describes how to use the Bluetooth<sup>19</sup> function, select the applicable headset type and behavior for the handset when it is placed in a charger.

To get the detailed information about the whole **Connections** menu structure, refer to [17.7 Connections, page 90](#).

### 9.1 Bluetooth



Not applicable to Protector Lite.

Bluetooth technology replaces the cord between the handset and the headset, which makes it possible to move more freely and eliminates the risk of a headset cord getting stuck.

The supported Bluetooth functions are the following:

- Pairing the handset with a Bluetooth headset.



#### Important

**Only Bluetooth headsets fulfilling the site requirements are allowed when using the Ascom d83 EX handset.**



The use of a Bluetooth headset in parallel with BLE location shall be restricted due to cross-impact on the BLE location scanning performance<sup>1</sup> and Bluetooth headset audio quality.


1. It will require to use longer scan period for reliable detection of the closest BLE beacon.

- Playing ring signal in the Bluetooth headset.
- Answering and connecting sound to the Bluetooth headset when answering with the headset's button.
- Ending and rejecting calls with the Bluetooth headset's button.
- Using the Bluetooth headset's button as a **Call** key or dialing the last called or predefined number<sup>20</sup>.
- Transferring audio to/from the Bluetooth headset during calls using the handset menu.



The handset can be configured to show the dialog window asking whether the user wants to transfer the audio for the outgoing call to the headset. For the details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

- Increasing/decreasing the volume in the Bluetooth headset with the Volume buttons on the handset.

To enable Bluetooth, go to **Connections → Bluetooth** and select **Enable**. When enabled, the **Bluetooth** icon  appears in the Header bar in Idle mode.


#### Pair Bluetooth Headset

In order to use a Bluetooth headset, it must be first paired with the handset. You need to pair the Bluetooth headset only once. Once paired, the Bluetooth headset will be automatically connected.

1. Set your Bluetooth headset in pairing mode, refer to the manual for the used Bluetooth headset.
2. Go to **Connections → Bluetooth** and select **Enable**.
3. From the **Bluetooth** menu, select **Headset**.

19. Not applicable to Protector Lite.

20. Configured in the WinPDM/Device Manager.

4. Select **Add new**. The `Put headset in Pairing mode` dialog window is displayed.
5. Press **OK**. The handset will start searching for a Bluetooth headset for connection.
6. When a headset is found, press **Pair**.
7. If needed, enter PIN code. Refer to the manual for the used Bluetooth headset.
8. Press **OK**. The `Pairing successful` dialog window appears if the pairing process was successful. The Bluetooth headset is also connected, which is indicated by a colored square  in front of the headset and by the **Bluetooth headset** icon



in the Header bar in Idle mode.

If the connection with a headset is lost the handset will try to reconnect. The pause between attempts starts from 1 second then it increases after each failed attempt by 1 second. Approximately after 10 minutes the pause between the attempts reaches 30 seconds and is no longer increased.

If a connection is not restored within two hours the handset will stop the reconnecting process.

### Select a Bluetooth Headset

Up to eight headsets can be paired to the handset, but only one at a time can be selected. If you want to use another headset, do as follows:

1. Go to **Connections → Bluetooth → Headset**.
2. Select a headset from the list and press **Select**. The `Connection successful` dialog window appears to inform that the headset is now selected and ready to be used.

When a new headset has been selected any previous headset is disconnected automatically.

### Change the Bluetooth Headset Name

The name, in the headset list, of the headset is the default name for the headset.

To change the name, do as follows:

1. Go to **Connections → Bluetooth → Headset**.
2. Select a headset you want to change a name for from the list and press **More**.
3. From the pop-up menu, select **Edit name**.
4. In the **Edit name** field, enter a new name for the headset.
5. When done, press **OK**. The `Changes saved` dialog window appears to inform that the made changes have been saved.

### Remove a Bluetooth Headset

To remove a Bluetooth headset, do as follows:

1. Go to **Connections → Bluetooth → Headset**.
2. Select a headset you want to remove from the list and press **More**.
3. From the pop-up menu, select **Delete**.
4. The `Delete?` dialog window appears. Press **Yes** to confirm.

For additional information about Bluetooth headset requirements, refer to [Appendix D Bluetooth Headset](#), page 99.

## 9.2 Wired Headset



Wired headset shall not be used with the Ascom d83 EX handset.

To achieve optimal audio quality with the different headset types, it is recommended to select the correct headset profile. To change the headset profile, perform as follows:

1. Go to **Connections → Headset**.
2. Select the applicable headset profile from the list. Choose among **Mic on boom**, **Mic on cable**, **Hearing protection**, or a customized headset profile<sup>21</sup>.



If the pre-configured headset profiles do not match the used headset or the audio performance is bad, a customized headset profile (**User headset profile**) can be configured. Once configured, a customized profile appears in the handset menu, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 9.3 System

The handset can subscribe up to eight different systems.

A handset can subscribe to an IP-DECT system automatically (using “Easy Registration”) if the following is fulfilled:

- The IP-DECT system is configured for “Easy Registration”. Refer to the corresponding Installation and Operation manual for the IP-DECT system.
- The handset’s IPEI is registered in the IP-DECT system. Refer to the corresponding Installation and Operation manual for the IP-DECT system.
- The handset is not subscribed to any system.

1. Switch on the handset.
2. Select the language to be used or press **Cancel**. If **Cancel** is pressed, the default language (English) will be used.
3. The handset starts searching for IP-DECT systems and will subscribe to the system when it is found.

If no system is found within 2 minutes or if **Cancel** is pressed, the handset returns to the **System** menu. In this case, continue with manual subscription as described in [Subscribe Handset in DECT System Manually, page 53](#).

### Subscribe Handset in DECT System Manually

To subscribe an DECT system manually, the “Park:” (Portable Access Right Key) and “Ac:” (Authentication code) related to the system are required. Contact the system administrator for more information. If the handset shall subscribe to an additional system, it must also be added manually.

The IPEI code is a unique code which has been assigned to the handset and can be viewed using the Admin menu, refer to [13.1 Admin Menu, page 68](#).

1. Go to **Connections → System**.
2. Select **Subscribe**.
3. Press **Next**.

---

21. Only visible if the headset profile has been configured in the WinPDM/Device Manager.

4. Enter the system name (optional). If no system name is entered, the default name will be used. That is System A, System B etc. depending on which system name that is free.
5. Press **Next**.
6. Enter the PARK code (max. 31 digits). The PARK code may not be needed if there is no alien DECT system within the coverage area.
7. Enter the AC code (max. 8 digits).
8. Press **Next**.
9. The *Protection on?* dialog window appears. Select **Yes** if the new system needs to be protected.



A protected subscription cannot be deleted from the **System** menu.

A protected system cannot be unsubscribed via the **System** menu. You can only unsubscribe via the Admin menu or the DECT system.

10. Press **OK**. The *Subscribing. Please wait* dialog window appears to inform that searching has started and the handset is in subscription mode. Once done, you will be informed if subscription has been successful or failed.

### Change the System

1. Go to **Connections → System → Change system**.
2. Select a specific system from the list or use the **Automatically** option. If the **Change system** is set to **Automatic**, the handset selects a system according to the priority list, refer to [Priority, page 54](#).

### Unsubscribe from the System



A protected system cannot be unsubscribed via the **System** menu. You can only unsubscribe via the Admin menu or the DECT system.

1. Go to **Connections → System → Unsubscribe**.
2. Select the system from the list you want to unsubscribe.
3. Press **Yes** to unsubscribe.

### Rename the System

1. Go to **Connections → System → Rename system**.
2. Select system from the list to rename and press **Edit**.
3. Enter a new name.
4. When done, press **Save**. The *Changes saved* dialog window appears to inform that the changes have been applied.

### Priority

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. A system priority can be modified by moving it up or down in the list.

1. Go to **Connections → System → Priority**.
2. Press **Up** or **Down** to change the priority of a system.
3. When done, press **Back** to save changes.

## 9.4 In Charger Action when in Call

The behavior of the handset placed in charger during a call can be set the following way:

1. Go to **Connections → In charger → Call behavior**.
2. Select one of the following:
  - **No action** - no action is performed when handset is placed in charger.
  - **Loudspeaking** - the loudspeaker is activated when handset is placed in charger.
  - **End call** - the call is disconnected when handset is placed in charger.

## 9.5 In Charger Action when Not in Call

The behavior of the handset placed in a charger when not in call can be set the following way:

1. Go to **Connections → In charger → Other actions**.
2. Select one of the following:
  - **No action** – no action is performed when the handset is placed in a charger.
  - **Change profile** – when the handset is placed in a charger it changes profile. When the handset is removed from the charger, the profile is changed back.  
Press **Edit** and select the required profile. By default, only the profile **Normal** is visible if no additional profiles are configured, refer to [11 Profiles, page 59](#).
  - **Switch off** – when the handset is placed in a charger it switches off. When the handset is switched off in the charger, the Owner ID of the handset is still displayed. This simplifies the identification of the handset when, for example, it is being charged with other handsets. When it is removed from the charger it automatically switches on again.



If handset restrictions are enabled, the handset might not be switched off when placed in the charger.

- **Sound off** – when the handset is placed in a charger it is muted. When it is removed from the charger it automatically turns the sound on again.



If handset restrictions are enabled, the handset might not be silenced when placed in the charger.

- **Logout** – when the handset is placed in a charger it is logged out from the system. Call list and message list are deleted when the handset is logged out. When it is removed from the charger, the user needs to log into the system again.



This feature is applicable in IP-DECT systems only, refer to [3.2 Use the Handset as Shared Phone, page 11](#).

- **Message absence<sup>22</sup>** – when an application or a system sends a message to a handset, it receives an indication that the handset is absent. If a handset is absent, the application or the system determines if the message shall be sent to the handset or not, or redirected to another handset.



If a message is sent from a handset, it does not receive an indication that the recipient is absent. This function must be programmed in the PBX to be able to redirect calls and messages.

---

22. Not applicable to Talker.

- **Services**— when the handset is placed in a charger a service can be executed, see [10 Services, page 57](#).



Additional **In charger** actions can also be configured, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 9.6 Clear Lists in Charger

**Clear lists in charger** setting defines if message<sup>23</sup> and call lists are deleted when the handset is placed in the charger. When enabled, this will protect personal data from an unauthorized access as well as prevent unauthorized persons from making calls or sending messages using the handset. The setting is configured using the WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 9.7 Sign Out from Microsoft Teams

If Microsoft Teams is used for communication in a shared handset, switching to another user requires sign-out from the current Microsoft user account.

1. Go to **Connections → Microsoft Teams → Sign out**.
2. Confirm by pressing **Yes**.

A message appears, confirming that the user is successfully signed out. The new user can now sign in to Teams as described in [3.6 Sign In to Microsoft Teams, page 13](#).

---

23. Not applicable to Talker.

## 10 Services



Not applicable to Talker.

The **Services** menu allows the user to create a submenu that includes up to ten frequently used functions, such as dialing a number, sending a message and data.

If used often, it is recommended to use services in combination with shortcuts, refer to [8 Shortcuts, page 50](#). Otherwise, a user needs to enter the **Services** menu and use a service there.

If creating a shortcut to the phone call function, a variable or character  $\bar{U}$  can be added to the number to allow the user to enter additional numerical characters before calling the number, refer to [10.4 Procedure Call, page 57](#).

To get the detailed information about the whole **Services** menu structure, refer to [17.1 Services, page 84](#).

### 10.1 Add Services

1. Go to **Services → Add new**.
2. Enter the name of a service in the **Name** field.
3. Press **OK**.
4. Select one of the following functions:
  - **Phone call**
  - **Send data**
  - **Send message**
5. If necessary, enter values in the fields (only applicable for some of the functions).
6. Press **Save**.

### 10.2 Edit Services

1. From the **Services** menu, select a service you want to change.
2. Press **More → Edit**.
3. Edit the service parameters.
4. When done, press **Back** to apply changes.

### 10.3 Delete Services

1. From the **Services** menu, select a service you want to delete.
2. Select **More → Delete**.
3. The **Delete?** dialog window appears. Press **Yes** to confirm.

### 10.4 Procedure Call

When configuring call services, contacts, shortcuts or services to use the **Phone call** function, you can enter the character  $\bar{U}$  that allows you to enter additional numerical characters before calling the number or sending the data to a system.



The **Call services** and **In call** menu features require configuration in WinPDM/Device Manager.

### Example of Configuration

A user wants to create a service with the **Phone call** function so the dialog window appears asking the user to enter the phone number to be dialed.

1. Go to **Services → Add new**.
2. In the **Name** field, enter the name for the service, for example **Call no.**, and then press **OK**.
3. Select the **Phone call** function.
4. In the **Enter number** field, enter the character U. This character calls for the `Enter number` dialog window where the user shall enter the phone number to be dialed, refer to [Figure 9. Enter number dialog, page 58](#). The dialog window will appear each time the configured service is used.
5. Press **Save**.

When executing the service, the `Enter number` dialog window appears. If the user enters the phone number, for example **6544**, or selects a contact from the phonebook, and then presses **OK**, the phone number **6544** is dialed.



No call is established before the user presses OK, that is, post-dial.

Figure 9. Enter number dialog

15:47

**Services**

Call no.

Add new

Enter number:

123

6544

OK Back



## 11 Profiles

There are two types of profiles that can be configured for the handset: user profiles and system profiles<sup>24</sup>.

An own profile is configured directly on the handset in the **Profiles** menu and can be set up for incoming calls, message alerts, message volume, vibrating alerts, key sound, and so on. This can be useful when there are many users on the same handset who require different sound profiles. It can also be used for temporarily settings, for example when incoming calls should be silent in a meeting. A user can then switch to his or her own particular profile when using the handset.



The settings in a user profile can be superseded if the corresponding settings are enabled in a system profile. When the system profile is enabled, its settings are not displayed in the handset menu. For the details, refer to [11.2 System Profiles, page 60](#).

To get the detailed information about the whole **Profiles** menu structure, refer to [17.4 Profiles, page 87](#).

### 11.1 User Profiles

#### Add New Profile


1. Go to **Profiles → Add new**.
2. In the **Name** field, enter a name for the profile.
3. When done, press **Save**.
4. Press **More → Add setting**.
5. Select the setting from the list to add to the profile.
6. If needed, repeat the steps 4–5 to add additional settings or select the added setting and press **Edit** to make changes.
7. Press **Back** to save changes.

#### Add New Profile Based on Another Profile

A new profile based on another already existing profile can also be created in the following way:

1. Go to **Profiles → Add new**.
2. In the **Name** field, enter a name for the profile.
3. When done, press **Save**.
4. Press **More → Import from**.
5. Select the profile which settings to be used for the new profile.
6. If needed, press **More** to add or import additional settings, or remove the existing settings.

#### Activate Profile

In the **Profiles** menu, select a profile from the list. When a profile is activated, the **Profiles** icon  and the name of the profile is displayed in Idle mode.

#### Edit Profile

1. In the **Profiles** menu, select a profile from the list that you want to edit.
2. Press **More → Edit**.

---

24. Not applicable to Talker.

3. Following options can be performed:  
The following options are available:
  - Select the setting from the list and press **Edit** to change it.
  - Press **More → Add setting** or **Import from** to add additional settings to the profile.
  - Select the setting from the list and press **More → Remove setting** to delete it.
4. Press **Back** to save changes.

### Delete Profile

1. In the opened **Profiles** menu, select a profile from the list that you want to delete.
2. Press **More → Delete**.
3. The *Delete profile?* dialog window appears. Press **Yes** to confirm.

## 11.2 System Profiles



Not applicable to Talker.

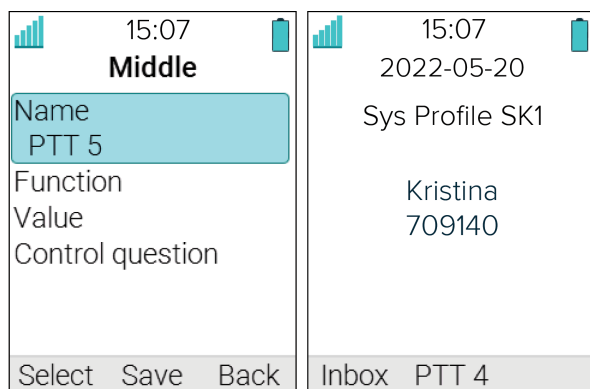
A system profile can be used when certain settings are required to be set on a handset but are not allowed to be changed by the user. When the system profile is activated, the settings are not displayed in the handset's menu. It can be shown that a system profile is active in the handset by showing its profile name in idle mode. System profiles are configured in the WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

System profiles can be used in combination with user profiles, refer to [11.1 User Profiles, page 59](#)). If there is conflict between the settings in the system profile and the settings in the user profile, the settings in the system profile are used.

If a user changes a setting in the handset menu that is determined by a system profile, the changes will be not applied. Changes will be applied only in case if the system profile is deactivated.

For example, the image below shows that a system profile has been activated under the name *Sys Profile SK1*. In this case, **Inbox** and **PTT 4** soft key functions are determined by the system profile settings (right image). If a user attempts to change, for example, the name of the middle soft key to **PTT 5** using the handset menu (left image), the changes will not be applied.

Figure 10. System profile overrides settings changed by the user



### **System Profile Status Indications**

The system administrator can configure the handset to play a sound if the system profile is activated or deactivated. This provides the user with an audible alert when the system profile changes from inactive to active or vice versa.

The feature can be triggered by several kinds of events, such as moving between different parts of a buildings where a system profile might be appropriate in one location but not required in another. The user should be aware that the characteristics and behavior of the handset change when the system profile changes.

## 12 Settings

The following chapter describes how to change different settings on the handset, for example how to change the date and time, the language of the handset's interface, the display settings, ring signals, and etc.

To get the detailed information about the whole **Settings** menu structure, refer to [17.8 Settings, page 91](#).

### 12.1 Sound and Alert Settings

#### Adjust the Ringer Volume

1. Go to **Settings → Sound & Alerts**.
2. Select **Volume**.
3. To increase the volume, press the right or up navigation key. To decrease the volume, press the left or down navigation key. Press **OK** to save changes.



If a handset restriction is enabled, it might not be possible to set the ring volume to **Silent** or decrease the ring volume lower than the allowed level. When attempting to do so, the **Volume reset to the lowest level allowed** dialog window appears. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

#### Select Ring Signals

1. Go to **Settings → Sound & Alerts → Ring signals**.
2. Select **Internal call**, **External call**, **PTT**, or **Callback**.
3. Select a sound from the list. The handset has a number of different ring signals that can be used. To listen to a sound, press **Play**. The ring signal is repeated until you press **Stop**.
4. When done, press **Back** to save changes.



Additional ring signals might be selectable if they are configured via WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

#### Set Alerts for Messages



Not applicable to Talker.

1. Go to **Settings → Sound & Alerts → Ring signals → Message alert**.
2. Select a sound from the list. The handset has a number of different ring signals that can be used. To listen to a sound, press **Play**. The ring signal is repeated until you press **Stop**.



The option **Custom sounds** should be selected to use a customized message alert. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



The **Play** soft key is not available for **Enhanced beep** and **Custom sound**. Instead, send a message to the handset to listen to the sound.

3. When done, press **Back** to save changes.

By default, the message volume follows the ring volume setting. However, a different message volume can be set if required. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### Turn the Vibrator On or Off

If the vibrator is activated, it vibrates on incoming calls and messages<sup>25</sup> In addition, the vibrator can also be activated when receiving a message during a call. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

1. Go to **Settings → Sound & Alerts → Ring signals → Vibrating alert**.
2. Select one of the following:
  - **On** to have the vibrator function active at an incoming calls and messages, even if the handset is muted (the volume is set to **Silent**).
  - **On if silent** to have the vibrator function active at an incoming calls and messages but only when the handset is muted (the volume is set to **Silent**).
  - **Off**
3. When done, press **Back** to save changes.

### Set the Key Sound

1. Go to **Settings → Sound & Alerts → Ring signals → Key sound**.
2. Select **Click**, **Tone**, or **Silent**. To listen to a sound, press **Play**.
3. When done, press **Back** to save changes.

## 12.2 Keypad Lock Settings

The handset keypad can be locked automatically to minimize the risk of accidentally pressing keys or buttons while the handset is not in use.



If configured in the WinPDM/Device Manager, it is possible to dial any of up to five predefined emergency numbers or press the Alarm button<sup>1</sup> when the keypad is locked, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

1. Applicable to Protector, Protector Lite, Protector EX only.

To enable the automatic key lock, do the following:

1. Go to **Settings → Locks → Automatic key lock**.
2. Choose between:
  - **On** to automatically lock the keypad if it is not used before the specified lock time expires (default 20 seconds).
  - **On, except calls** to automatically lock the keypad if it is not used before the specified lock time expires (default 20 seconds). If the user is in a call when the lock time expires, the keypad remains unlocked until the user has completed the call.
3. Press **Back** to return to the **Locks** menu.
4. Select **Auto lock time**.
5. Select the lock time. The shortest time that may be selected before the keypad is automatically locked is 5 seconds and the longest time is 3 minutes.
6. Press **Back** to save changes.

To disable the functionality, go to **Settings → Locks → Automatic key lock** and select **Off**.

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25. Not applicable to Talker.

### Automatic Key Unlock

It is possible to configure the handset so the locked keypad will be automatically unlocked when a call or message is received. Go to **Settings → Locks → Automatic key unlock** and select **On**.

## 12.3 Phone Lock Settings



If configured in the WinPDM/Device Manager, any one of up to five emergency numbers can be called while the handset is locked. Refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



When the handset is locked, the Mute, the Alarm (applicable to Protector, Protector Lite, Protector EX only), and the Volume buttons can be pressed during the call.

### Enable the Phone Lock

1. Go to **Settings → Locks → Phone lock → Auto phone lock**.
2. Choose between:
  - **On** to automatically lock the handset if it is not used before the specified lock time expires (default 20 seconds).
  - **On in charger** to lock the handset immediately when placed in the charger. When removed from the charger and unlocked by the PIN, the handset remains unlocked.
3. Enter PIN code (default PIN is 0000).



The default PIN can be changed to any 4–8 digit personalized code. If a user has forgotten the PIN code, it can be reset by the system administrator.

4. When done, press **OK**.
5. Press **Back** twice to return to the **Locks** menu.
6. Select **Auto lock time**.
7. Select the required lock time.

### Disable the Phone Lock

1. Go to **Settings → Locks → Phone lock → Auto phone lock** and select **Off**.
2. Enter the PIN code.
3. When done, press **OK**.

### Change the PIN Code

1. Go to **Settings → Locks → Phone lock → Change PIN code**.
2. In the **Old PIN code** field, enter the PIN code you used before.
3. When done, press **OK**.
4. In the **New PIN code**, enter the new PIN code and then enter it again in the **Confirm PIN code** field.
5. Press **Save**. The New PIN code saved dialog window appears to inform that the made changes have been saved.

## 12.4 Display Settings

This section describes how to configure or change the display setting on the handset.

### Screen Saver

The handset can be configured to display some or no information when it is not in use and when it is placed in a charger.

1. Go to **Settings → Display → Screen saver**.
2. Choose one of the following:
  - **Information** to display battery status and identification information while the handset is not in use.
  - **Black** to have a black screen when the handset is not in use.
  - **Black also in call** to have a black screen when the handset is not in use and during the ongoing call.



When the handset with the screen saver set to **Information** is in a charger, the Owner ID is displayed even if the handset switched off. This simplifies identification when many handsets are in a charging rack.

### Brightness

1. Go to **Settings → Display → Brightness**.
2. Select **High**, **Normal**, or **Low**.

### Rotate Display Text

The handset can be configured to show the contents of the display (except for the Soft key bar) upside down at incoming calls and messages<sup>26</sup>. This feature can be also configured using the WinPDM/Device Manager. For more details, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

1. Go to **Settings → Display → Rotate display text**.
2. Select **Normal** or **Inverted**.

### Font Style

1. Go to **Settings → Display → Font style**.
2. Select **Normal** or **Bold**.

## 12.5 Time and Date Settings



The time and date displayed in the handset cannot be changed by the user. The DECT system is solely responsible for keeping the time. The handset also synchronizes with the DECT system time when:

- The handset is turned on after having been turned off. The handset requests the current DECT system date and time.
- The handset remains on for longer than 24 hours. The handset requests the DECT system time every 24 hours from the time it was last turned on.
- If the DECT system has been configured to synchronize with an NTP server, the handset will be updated according to the specified time zones and daylight saving times. The handset is updated within 3 minutes after a change in time.

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26. Not applicable to Talker.

### Set Time Format

1. Go to **Settings → Time & Date → Time format**.
2. Select the required time format. 24-hour and 12-hour time formats are available:
  - **hh:mm (am/pm)**, for example 1:00am
  - **hh:mm**, for example 01:00


### Set Date Format

1. Go to **Settings → Time & Date → Date format**.
2. Select the required date format:
  - **DD MMM YY**, for example: 25 May 22
  - **MMM DD YYYY**, for example: May 25 2022
  - **YYYY-MM-DD**, for example 2022-05-25 (ISO 8601)
  - **MM/DD/YYYY**, for example 05/25/2022 (used in US)
  - **DD/MM/YYYY**, for example 25/05/2022 (used in Europe)
  - **DD-MM-YYYY**, for example 25-05-2022
  - **DD.MM.YYYY**, for example 25.05.2022

## 12.6 Answering



This section describes how to change the answering behaviors on your handset.

### Answering Key

The default setting for the handset is to use the **Call** key  when answering a call.

1. Go to **Settings → Answering → Answering key**.
2. Select **Call key** or **Any key**.



If **Any key** is selected, any key except for the **End call** key , the **Sound off** key # , and the Mute or any of two Multifunction buttons configured to act as the PTT button can be used to answer the call.

### Answering Behavior

Go to **Settings → Answering → Answering behavior**.

1. Select one or several of the following options:
  - **Automatically** if you want the call to be answered automatically.
  - **Loudspeaking** if you want the call to be answered in loudspeaking mode.

Press **Change** to select an option. The check box is marked. To remove the selection, press **Change** again.



By default, all incoming calls are answered with normal speaker and microphone enabled. However, a system administrator can configure the handset so that all incoming calls are answered in a Push-to-talk mode, where the loudspeaker function is enabled and the microphone is switched off, and the Mute or a Multifunction button configured to act as the PTT button needs to be pressed to speak. For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.



## 12.7 Change Text size for Messages



Not applicable to Talker.

1. Go to **Settings → Messages → Text size**.
2. Select **Normal** or **Large**.

## 12.8 Change the Menu Language

1. Go to **Settings → \* Language**. The language setting is marked with the **asterisk** symbol \* so that it can be easily distinguished from other settings.
2. Select a language from the list.



An additional language can be downloaded to the handset via the WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## 12.9 Change Owner ID

An Owner ID can be set to identify the handset.

1. Go to **Settings → Owner ID**.
2. In the **Name** field, enter the name that shall be displayed when the handset is in Idle mode.
3. Press **Save**.

## 12.10 Alarm Settings



Applicable to Protector, Protector Lite, and Protector EX only.

### Activate Alarm

Refer to the instructions described in [7.4 Pull-Cord Alarm, page 47](#) and/or [7.3 Man-Down and No-Movement Alarm, page 46](#).

### Edit Alarm Data

Data can be added to all types of alarms at transmission Information. If used often, it is recommended to create a shortcut to a **Edit alarm data** function, refer to [8 Shortcuts, page 50](#).

To configure the alarm data, do the following:

1. Go to **Settings → Alarm → Edit alarm data**.
2. Enter information that will be added to alarms.
3. Press **Save**.

## 13 System Handling

### 13.1 Admin Menu

The handset has a hidden **Admin menu** for system administrators that can be used to perform quick changes directly on the handset, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 13.2 Software Upgrade and Additional Features


Software and parameters in the handset can be upgraded by using the WinPDM/Device Manager. Examples of additional features that can be downloaded/configured via the WinPDM/Device Manager:

- Company phonebook
- Downloadable languages
- Customizing the **Main menu** tree

For more information, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 13.3 Handset Updates via Charging Rack

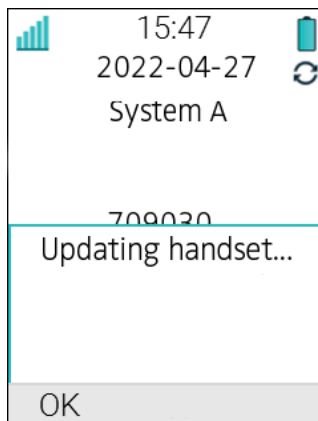
From time to time, users are instructed to leave their handsets in a central charging rack to allow the handset to be updated with new features and functions.

An ongoing update is indicated by the **Synchronization** icon  in the Header bar and by the Updating handset notification. You can press **OK** to close the notification.



If the handset has been removed from the charger and used, the update is suspended and resumed when it is placed back to the charger.

Figure 11. Handset update while in charger



When the update is complete, the Handset is updated notification appears on the screen to indicate that the handset is available for use. Press **OK** to close the notification.

## 14 Troubleshooting

This chapter contains information on how to solve common operational problems and is mainly targeted towards the handset end users. If this checklist does not solve the existing problem, it is recommended to contact the system administrator for support.





If others users have similar problems, there may be a system error.

### 14.1 DECT Info

DECT info is an advanced function intended for an administrator using the handset to measure RF link and system parameters as part of a troubleshooting or site survey procedure. This option is only visible if the **Admin menu** is activated as described in *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 14.2 Operational Problems

Fault	Probable cause	Action or comment
Not possible to switch off the handset.	The handset is most likely configured to restrict the user from switching the handset off.	Contact the system administrator for support and ask to remove all the restrictions.
The handset, with <b>Connections → In Charger action</b> set to <b>Switch off</b> in WinPDM/Device Manager, is not switched off when placed in a charger.	System administrator has set <b>Customization → Phone Restrictions → Switch off handset</b> to <b>No</b> in WinPDM/Device Manager.	
Cannot use the handset. The dialog window appears saying that the handset is locked.	Phone lock is activated.	<ul style="list-style-type: none"> <li>– Enter the required PIN code.</li> <li>– If the PIN code has been lost, contact the system administrator for support.</li> </ul>
The display stays dark.	The battery level is empty.	Charge the battery or replace it with a charged one.
	The screen saver is set to <b>Black also in call</b> .	Change the screen saver setting as described in <a href="#">Screen Saver, page 65</a> .
	The handset is defective.	Contact system administrator.

There is no ring signal	The handset is muted.	The <b>Sound off</b> icon  in the Status bar indicates that the handset has been muted. Press and hold the <b>Sound off</b> key # 4 or the <b>Mute</b> button again to turn the signals on.
	The ring volume is set to <b>Silent</b> .	The <b>Silent volume</b> icon  in the Status bar indicates that all ring signals have been silenced. Press the <b>Volume up</b> button one time to unmute the handset.
	The handset is defective.	Contact system administrator.
Not possible to mute the handset or set the ring volume to <b>Silent</b> .	The handset is most likely configured to restrict the user from muting or setting the volume to <b>Silent</b> . System administrator has set <b>Customization → Phone Restrictions → Turn off sound</b> to <b>No</b> in WinPDM/Device Manager.	Contact the system administrator for support and ask to remove all the restrictions.
Handset, with <b>Connections → In Charger action</b> set to <b>Switch off</b> in WinPDM/Device Manager, is not muted when placed in charger.		
Wrong time & date setting.	PBX dependent. The handset has not received the right time and date after a change in the system.	<ul style="list-style-type: none"> <li>– Switch the handset off and on again.</li> <li>– Wait maximum 24 hours for the changes to appear.</li> <li>– If still wrong, contact the system administrator for support.</li> </ul>
One of the following messages appeared on the screen: <ul style="list-style-type: none"> <li>• Remotely updated</li> <li>• Updating handset...</li> <li>• Handset is updated</li> </ul>	New software has been installed or some parameters have been remotely changed on the handset.	No action needed. Wait for the handset to restart or start up.

Not possible to subscribe handset using easy registration.	The handset is subscribed to a system.	Unsubscribe the handset and then subscribe it by following the instructions in <a href="#">9.3 System, page 53</a> .
	The IP-DECT system is not configured for easy registration.	Subscribe the handset manually, refer to <a href="#">Subscribe Handset in DECT System Manually, page 53</a> or configure the system to support easy registration. Refer to the applicable to your IP-DECT system documentation.
	There is ambient equipment disturbing your IP-DECT system.	<ul style="list-style-type: none"> <li>– Try to subscribe the handset in other area of the building.</li> <li>– If the problem still exists, restart the handset and try to subscribe again.</li> </ul>

### 14.3 Error or Warning Messages

Fault	Probable cause	Action or comment
No access	The handset is in range, but has no access rights.	<ul style="list-style-type: none"> <li>– Switch off the handset and then switch it on again.</li> <li>– If the problem persists, contact the system administrator for support.</li> </ul>
<p>No System</p> <p>The handset beeps once every 3.5 seconds with a low tone followed by a high tone (during max 30 minutes). If the vibrator is enabled, it vibrates after the last beep.</p>	The handset is out of coverage or it is defective.	<ul style="list-style-type: none"> <li>– Try to move to another part of the room/building or wait until the connection is restored.</li> </ul> <p><b>NOTE:</b> When re-entering the coverage area it can take a couple of minutes before the handset has automatically registered with the system.</p> <ul style="list-style-type: none"> <li>– If the problem persists, contact the system administrator for support.</li> </ul>
The message Failed is displayed when the handset tries to download an ECG waveform image.	The IP-DECT wireless connection point is overloaded with too many calls.	Go refer to the patient. The ECG Monitoring functionality starts working when the IP-DECT connection point is no longer overloaded.
<p>SERVICE NEEDED</p> <p>Parameters corrupt</p> <p><b>NOTE:</b> This display message is only shown in English.</p>	The handset is defective.	Contact the system administrator.

SERVICE NEEDED Invalid IPDI <b>NOTE:</b> This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Contact the system administrator.
Enter PIN code	Phone lock is activated.	Enter the required PIN code. If the PIN code has been lost, contact the system administrator for support.
Battery low, charge now	The battery level is low.	Charge the handset or replace the battery.
Battery very low, charge now	The battery level is very low.	Charge the handset or replace the battery.
Battery empty, shutting down	The battery is empty.	Charge the handset or replace the battery.
Battery temp critical, charging disabled	The battery temperature is critically low or high.	Make sure that the ambient temperature is within the permitted bounds (5 °C to 40 °C / 41 °F to 104 °F).
Battery temp too high, charging disabled	The battery is too hot.	Make sure that the ambient temperature is within the permitted bounds (5 °C to 40 °C / 41 °F to 104 °F).
Battery temp too low, charging disabled	The battery is too cold.	Make sure that the ambient temperature is within the permitted bounds (5 °C to 40 °C / 41 °F to 104 °F).
Charging timer expired, charging disabled	The battery is defective.	Replace the battery.
Phonebook is not available at the moment	The phonebook is not activated or does not respond.	<p>– Try again later.</p> <p><b>NOTE:</b> it may take several minutes for the phonebook to be available if there are many entries in contacts and/or company phonebook.</p> <p>– If the problem persists, contact the system administrator for support.</p>
Voicemail number not defined	There is no voicemail number defined in the handset.	Contact the system administrator.

Could not encrypt connection	Encryption is enabled for the handset in combination with: 1) Unencrypted base station(s); and/or, 2) Unsupported base station(s).	Contact the system administrator.
Not allowed	The user cannot logout from the handset.	Contact the system administrator.
	The extension (user) does not exist.	– Make sure that you entered correct extension. – If the problem persists, contact the system administrator for support.
	The password is not correct.	– Make sure that you have entered correct password. – If the problem persists, contact the system administrator for support.
Service unavailable	The user cannot login to the handset.	– Make sure that you entered correct extension and password. – If the problem persists, contact the system administrator for support.

## 14.4 Bluetooth Headset Problems



Not applicable to Protector Lite.

Fault	Probable cause	Action or comment
No Bluetooth headset found.	Headset is turned off.	Turn on the headset.
	Headset is out of battery.	Charge the headset
	Headset is out of range.	Move headset closer to handset < 10 metre.
	Headset is not in pairing mode.	Put the headset into pairing mode.
Pairing fails.	Headset is not in pairing mode.	Put the headset into pairing mode.
	Incorrect PIN entered.	Try again and enter correct PIN.

Handset fails to connect with the headset.	Headset is turned off.	Turn on the headset.
	Headset is out of range.	Move headset closer to handset < 10 metre.
	Bluetooth module is disabled	Enable Bluetooth in Bluetooth menu
	Link key in the headset has been deleted.	Repeat pairing procedure.
	Headset is already connected to another handset.	Disconnect the headset from the other handset.
	Too close to disturbing devices.	Move to another room or part of the building with no disturbing devices (WLAN equipment, microwave, and etc.) and try to connect once again.

For any additional information, refer to the manual for the used Bluetooth headset.



## 15 Operation Notice


### 15.1 Accessibility and Voice Quality

The base network is not always available. If you do not get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

#### Operating Area

You can only use your handset in the area that is covered by the system. Outside this area contact with the system is lost. The low signal strength icon and the *Searching* text are displayed on the screen.

#### Out of Range




When you leave the system's coverage area a short beep will sound and the *Searching* text will appear on the screen. The out of range beep is repeated every 3.5 seconds for 30 minutes. The sound can be turned off by long pressing the **Sound off** key # .

When re-entering the coverage area it can take a couple of minutes before the handset automatically registers with the system.

## 16 Maintenance

### 16.1 Maintenance of Batteries

#### 16.1.1 Battery Warnings

	The <b>Low battery</b> icon is displayed when the battery has 25% or less remaining capacity left. In addition, a warning signal sounds every minute and the <b>Battery low. Charge now.</b> dialog window appears.
	The <b>Very low battery</b> icon is displayed when the battery has 10% or less remaining capacity left. In addition, a warning signal sounds every second and the <b>Battery very low. Charge now.</b> dialog window appears.
	The <b>Empty battery</b> icon is flashing when the battery has 7% or less remaining capacity left. In addition, a warning signal sounds every second and the <b>Battery empty, shutting down.</b> dialog window appears.

During a call, only the corresponding battery warning signal will notify the user. The warning signal cannot be silenced during a call. When not in call, press the **Sound off** key # 4 or the **Mute** button, to silence the warning signal.

#### 16.1.2 Replace the Battery



##### Important

##### Special conditions when using Ascom d83 EX handset.

Removing the battery pack is NOT allowed in a hazardous area.

The battery of the handset is exchanged easily. This is useful when there is limited time for charging, or if additional battery time is needed. If the battery capacity and performance drops significantly, replace it with a new one. Please contact the system administrator or handset supplier for a new battery.

To replace the battery follow the instruction below:

1. Switch off the handset to prevent data loss or damage to the handset.
2. For Ascom d83 handset, slide the battery cover lock to the right to release the battery. For Ascom d83 EX handset, untighten the screws using a special battery pack opener.
3. While pressing and holding the upper part of the clip, remove the battery from the handset.
4. Insert a fully charged / new battery while pressing and holding the upper part of the clip.
5. For Ascom d83 handset, slide the battery cover lock to the left to lock it. For Ascom d83 EX handset, tighten the screw using the opener to fasten the battery pack.  
The handset starts automatically after the battery has been inserted.

Figure 12. Replace the battery for Ascom d83

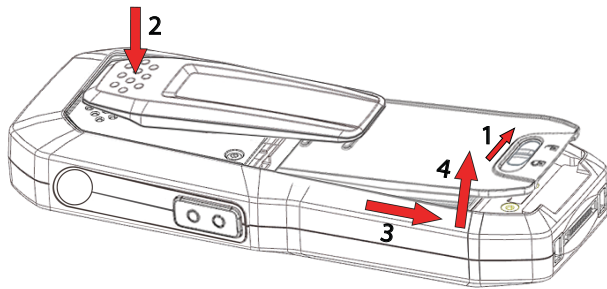
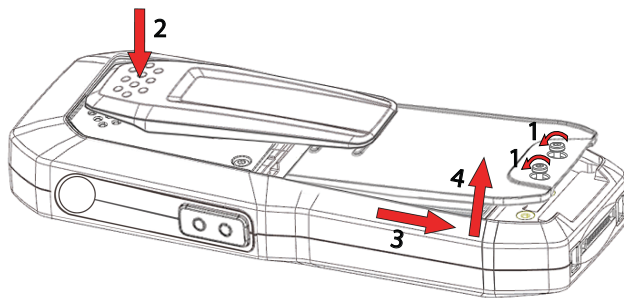


Figure 13. Replace the battery for Ascom d83 EX



### 16.1.3 Charging Methods

The handset has a rechargeable battery that can be charged separately from the handset. To charge it, use a battery pack charger<sup>27</sup>. If you want to charge the handset together with battery, do it either with a desktop charger, a charging rack, or using the 3.5 mm cord charger<sup>28</sup>.



#### Important

##### Special conditions when using Ascom d83 EX handset.

CR3 charging rack, DC3 desktop charger, and DP1 desktop programmer are not allowed to be used in a hazardous area.



When charging the Ex classified handset, it is only allowed to use the chargers specified in the *Ascom d83 EX DECT Handset, Safety and Regulatory Instructions, PM000347*.

#### 16.1.3.1 Charge the Handset



#### Caution

##### Special conditions when using Ascom d83 EX handset.

Battery charging or replacement is not allowed in a hazardous area. It is not allowed to charge the Ex battery pack alone. When charging the Ex classified handset, it is only allowed to use the chargers specified in the *Ascom d83 EX DECT Handset, Safety and Regulatory Instructions, PM000347*.

27. It is not allowed to charge Ex classified batteries using the battery pack charger.


28. It is not allowed to charge Ex classified batteries using the 3.5-mm charger.



Take into consideration the following:

- Do not charge the handset's battery when the ambient room temperature is above 40 °C or below 5 °C (above 104 °F or below 41 °F).



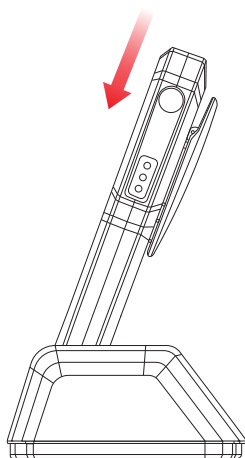
If you try to charge the handset's battery in ambient temperatures that are out of permitted bounds, you will see the **Charging stopped** icon  informing you that the charging process has been terminated. The icon is displayed only when the handset is switched off while charging in a desktop charger, a charging rack, or using the 3.5 mm cord charger<sup>1</sup>.

1. It is not allowed to charge Ex classified batteries using the 3.5-mm charger.
  - The 3.5 mm cord charger is only available with an EU power plug.
  - In a desktop charger or charging rack, the handset operates with exceptions. For example, the handset does not vibrate when placed in charger.
1. It is not allowed to charge Ex classified batteries using the 3.5-mm charger.

To charge the handset together with battery in a desktop charger or a charging rack, do the following:

1. Place the handset in a charger and gently push the handset down to fully insert it (see the image below).
2. If the handset has been correctly inserted, the *In charger* message appears on the display, the LED turns orange, and an animated battery icon is shown in the Status bar to indicate that the charging has been started.

Figure 14. Example of how to place the handset into the desktop charger



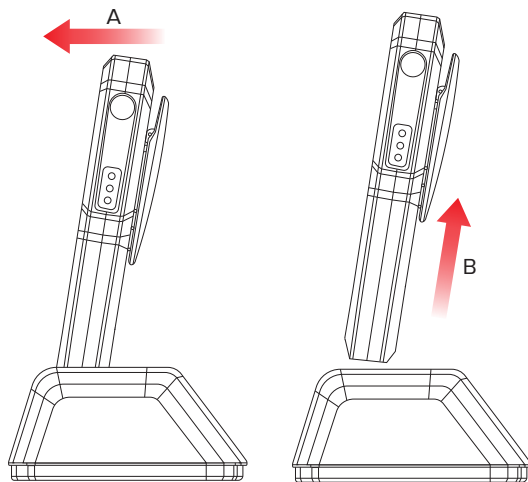
When the LED turns green and the **Full battery** icon  is displayed in the Status bar, the battery is fully charged. To remove the handset from the desktop charger or the charging rack, do the following:

1. Tilt the handset towards (see A in the image below).
2. Lift the handset upwards (see B in the image below).



It is not recommended to lift the handset upwards before tilting it towards you.

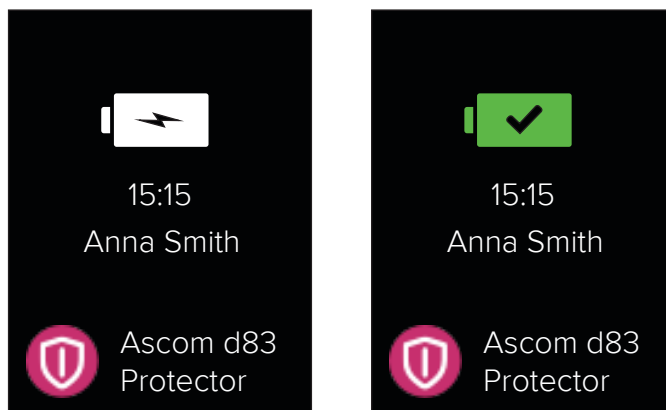
Figure 15. Example of how to remove the handset from the desktop charger



### Charging Screen Saver

When the handset is placed in a desktop charger or a charging rack, or charged using the 3.5 mm cord charger and is not used for some time, it automatically goes into a sleep mode. When the handset's screen saver has been set to **Information**, the battery charging status, current time, Owner ID, and the handset's model are shown on the screen.

Figure 16. Example of the screen saver when a battery is being charged (left) and is fully charged (right)



When the handset has the screen saver set to **Information**, the battery charging status together with Owner ID are always displayed even if the handset is switched off. However, the current time and the handset's model are not shown when the handset is switched off while charging.

#### 16.1.3.2 Charge the Battery

Spare batteries can be charged with a separate battery pack charger. It can charge six batteries at the same time.



It is not allowed to charge Ex classified batteries using the battery pack charger. Do not place the EX classified battery pack in the charging slot.

To charge the handset's battery, do the following:

1. Follow the steps 1–3 described in [16.1.2 Replace the Battery, page 76](#).
2. Place the battery in the charging slot. Slide the battery lock to the left. If the battery has been correctly inserted, the LED indicator on the battery charger turns amber to show that the battery is charging.
3. The battery is fully charged when the LED indicator turns green.

### 16.1.4 Energy Efficiency

Recommendations on how to save energy:

- Do not charge a battery when the ambient room temperature is above +40°C or below +5°C (above 104°F or below 41°F). Charging below +5°C will harm the battery and shorten the lifetime.
- Note that storing Li-Ion batteries at high temperature dramatically reduces its capacity. For example storage around +60°C reduces capacity with 20% in less than a month, permanently.
- Set the handset screen saver to the **Black also in call** option. The screen goes black and the backlight is turned off. In addition, the backlight is turned off when the handset is in call. This helps extend battery life especially when the user is on an extended call, refer to [Screen Saver, page 65](#).
- The handset can be configured to switch off when placed in the charger. When removed from the charger the handset switches on automatically, refer to [9.5 In Charger Action when Not in Call, page 55](#).
- If the charger will not be used for a longer period of time, remove the power adapter to the charger.
- Do not put the handset in charger if no charging is needed.

## 16.2 Easy Replacement

“Easy replacement” can be used if an old/broken handset needs to be replaced with a new or spare handset. The replacement is done using the handset and the CR3 charging rack.



“Easy replacement” is not supported when using DP1 desktop programmer.



The replacement procedure require intact electrical connection on handset. If the electrical connection is damaged, it is not possible to follow the easy replacement procedure and the handset shall be replaced via the WinPDM/Device Manager. Refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

The table below show what type of data can/cannot be replaced during the procedure:

Data replaced	Data not replaced
<ul style="list-style-type: none"> <li>• DECT registration</li> <li>• User parameters (including User ID)</li> <li>• Contacts</li> <li>• The extension number is assigned to the new handset</li> </ul>	<ul style="list-style-type: none"> <li>• Call list</li> <li>• <sup>1</sup> Messages</li> <li>• Bluetooth pairing list<sup>2</sup></li> </ul>

1. Not applicable to Talker.
2. Not applicable to Protector Lite.

### 16.2.1 Easy Replacement Procedure Prerequisites

1. Check that both the old handset (the handset to be replaced) and the new handset (the replacement handset) are of the same device type.

2. Check that the software of the CR3 charging rack is of version 1.3.x or greater by using the WinPDM/ Device Manager.
3. Make sure that the handset batteries are charged before starting the replacement.
4. Switch off the new handset.

### 16.2.2 Easy Replacement Procedure

During the “Easy replacement”, the LED indications on the charger and on the handset can be used to follow the replacement procedure, refer to [LED Indications during Easy Replacement, page 82](#).

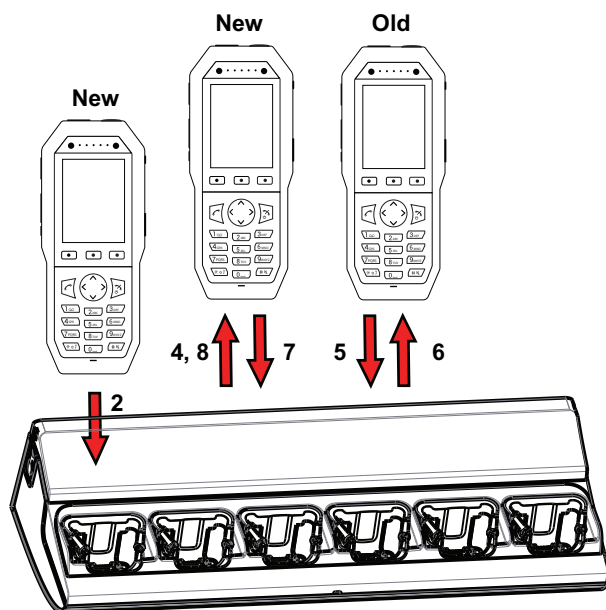


Never remove a handset from the charger until the instructions in the display tells you to do so or there is an error indication. Refer to [14 Troubleshooting, page 69](#) for further instructions.



After the old handset has been in the charger, the new handset needs to be placed in the charger regardless if the replacement was successful or not. Failing to do so may result in malfunction and the new handset will need to be sent for service.

Figure 17. Easy replacement procedure order



- 1 On the new handset, press and hold the **Call** key .  
**NOTE:** Do not release the **Call** key until you are instructed to do so.
- 2 Put the new handset in the charger.  
**NOTE:** The left charging slot in the CR3 charging rack has to be used.
- 3
  - When the *Start phone replacement?* text is displayed, release the **Call** key .
  - Press **Yes**.
  - When *The Follow the instructions. Each step can take several minutes.,* press **OK**.

- 4, 5 – When the `Please insert old phone in charger` text is displayed, replace the new handset with the old handset. The handset can either be switched on or off.
- NOTE:** The left charging slot in the CR3 Charging Rack has to be used for both handsets.
- The handset will restart and after a few seconds and the `Saving settings . Do not remove phone from charger` text appears. The charger LED starts to slowly flash amber. It might take several minutes.
- IMPORTANT:** If the old handset cannot communicate with the charger, put the new handset in the charger to restore its settings (the handset's IPDI). If this step is not performed, the new handset must be sent for service. The old handset's settings might be transferred to the new handset by using WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.
- 6, 7 When the `Please insert new phone in charger` text is displayed, replace the old handset with the new handset. The text `Restoring settings` is displayed.
- IMPORTANT:** Do not remove the handset while the text `Restoring settings` is displayed.
- 8 When the `Phone successfully replaced . Please remove phone to restart .` text appears, remove the handset from charger. The handset is automatically restarted.

### LED Indications during Easy Replacement

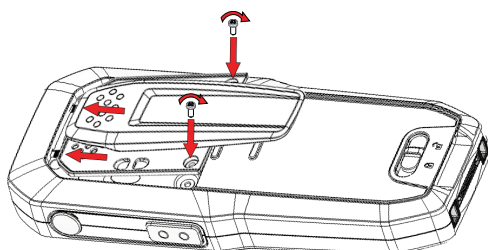
The following table shows the LED indications that is used by the charger during the replacement.

LED indication	Description
Amber, flashing (1 000 ms on, 1 000 ms off)	File transfer.
Amber, flashing (100 ms on, 800 ms off)	Change phone indication.
Red, flashing (100 ms on, 800 ms off)	Error indication. Put back a new handset in charger.
Red, flashing (900 ms on, 100 ms off)	Error indication. Service needed for both handsets.

### 16.3 Attach the Hinge-type Clip

Attach the hinge-type belt clip as shown in the image below.

Figure 18. Attach the hinge-type clip into position

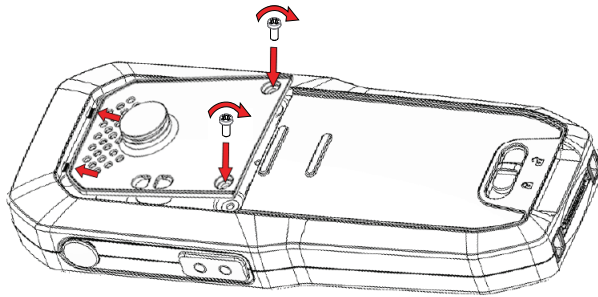


### 16.4 Attach the Swivel-type Clip

Attach the swivel-type belt clip as shown in the image below.

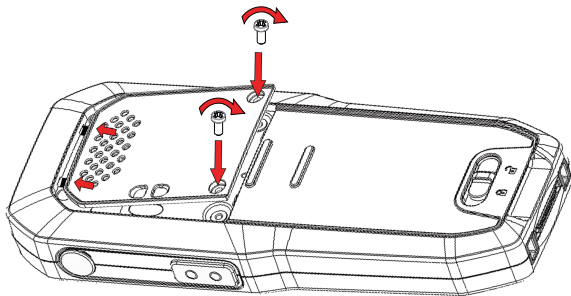


Figure 19. Attach the swivel-type clip into position



### 16.5 Attach Cover for No Clip

Attach the enclosed cover as shown in the image below.



## 17 Menu Tree

This chapter gives the detailed information about the whole **Main menu** structure.

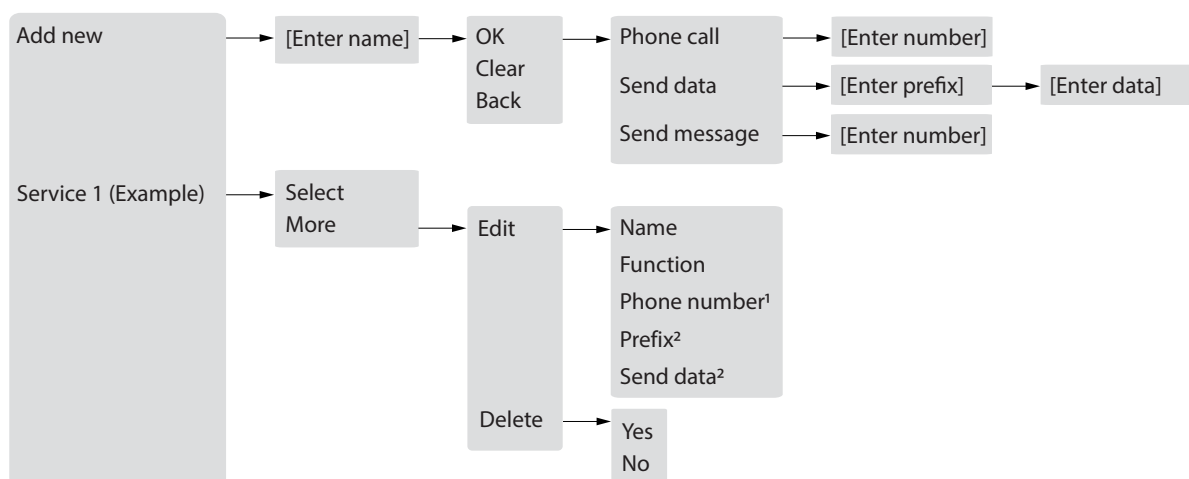
### Customize the Menu Tree

The menu tree can be customized by hiding some of the functions or making them read-only. The functions that should be hidden are defined in the WinPDM/Device Manager, refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

### 17.1 Services



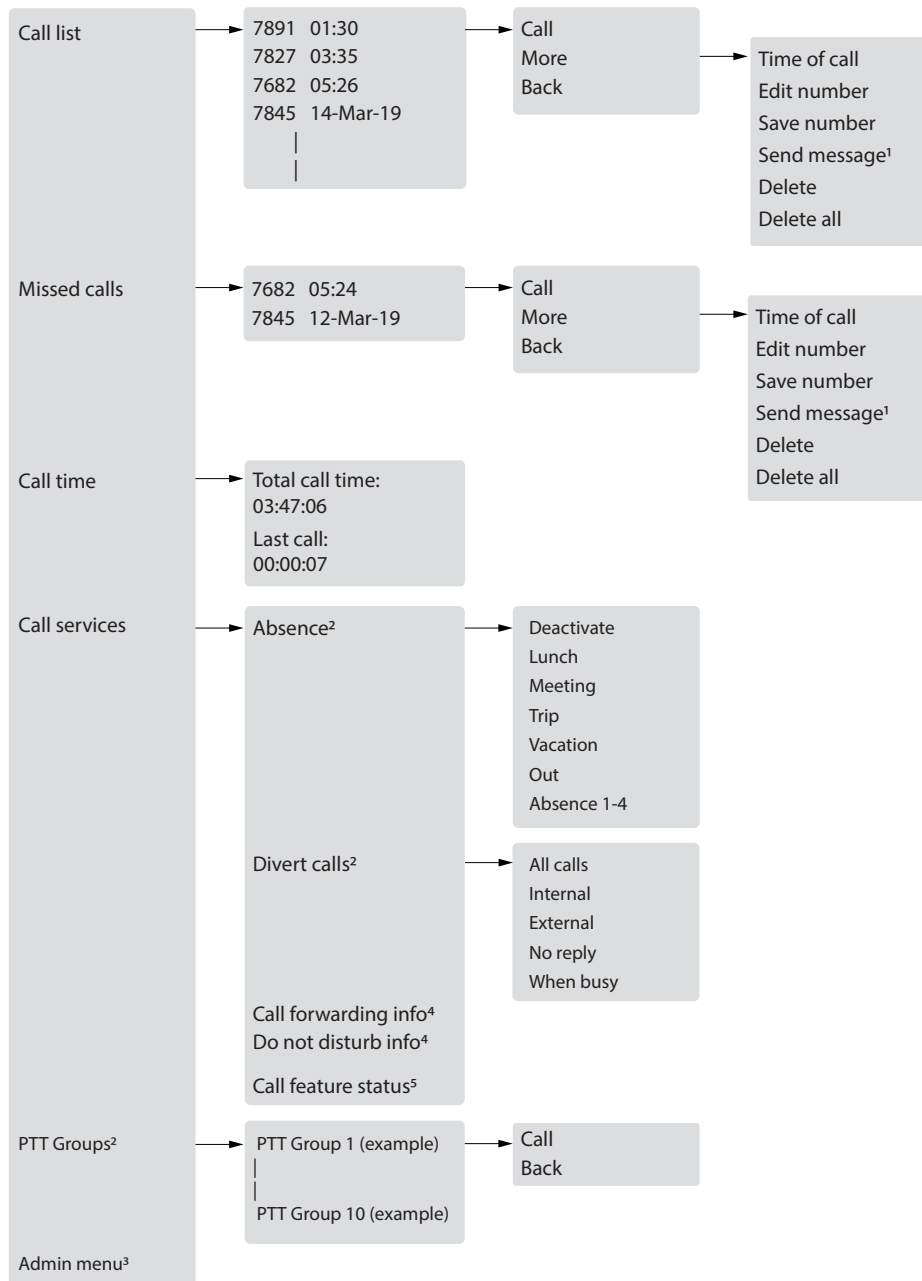
Services are not applicable to Talker.



1. Visible only if either "Phone call" or "Send message" has been selected as a function.

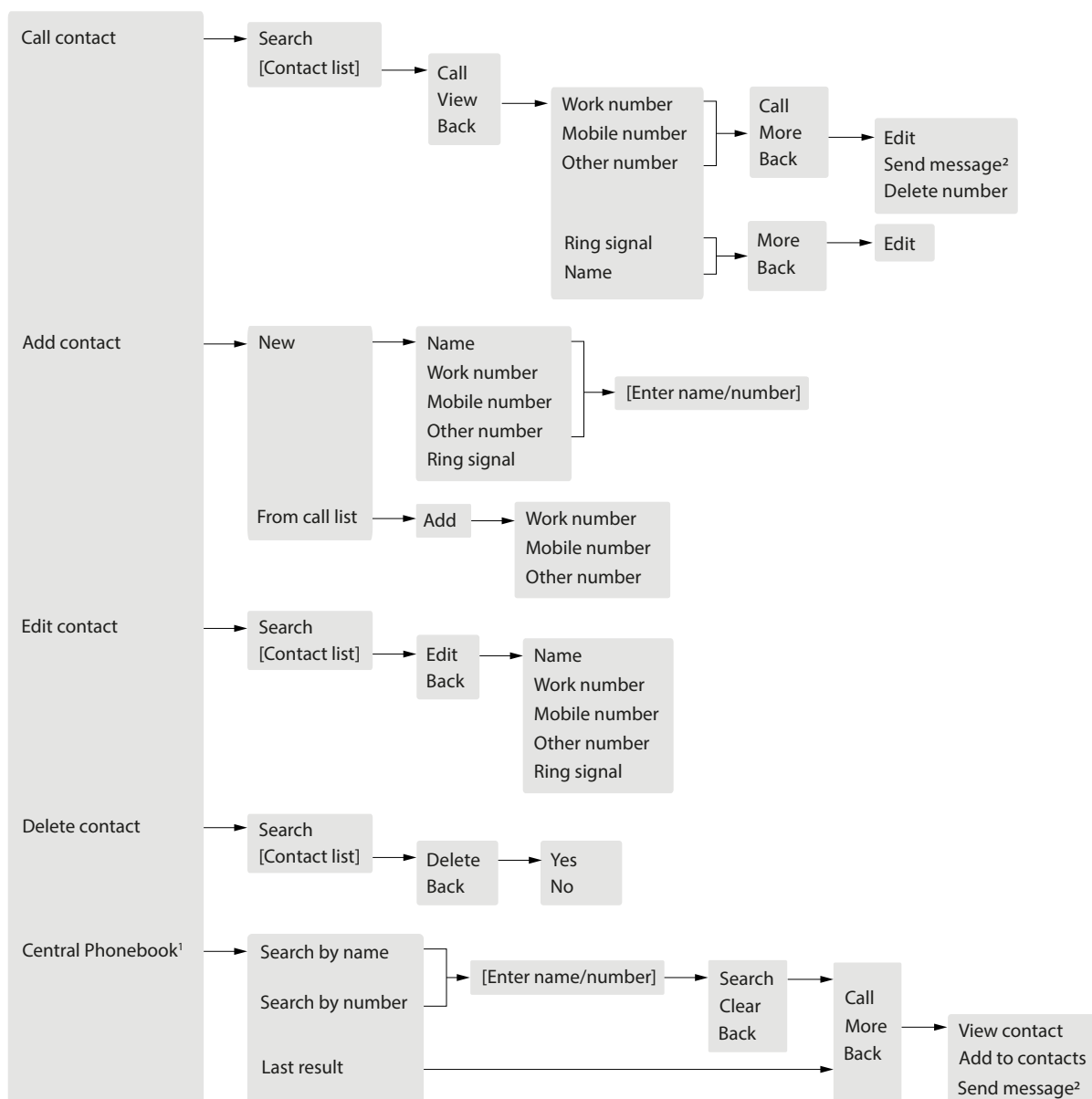
2. Visible only if "Send data" has been selected as a function.

## 17.2 Calls



1. Not applicable to Talker.
2. Visible only if defined in the WinPDM/Device Manager.
3. Visible only if the Admin menu is activated.
4. Visible only when signed in to Microsoft Teams.
5. Visible only if an external PBX service is applied.

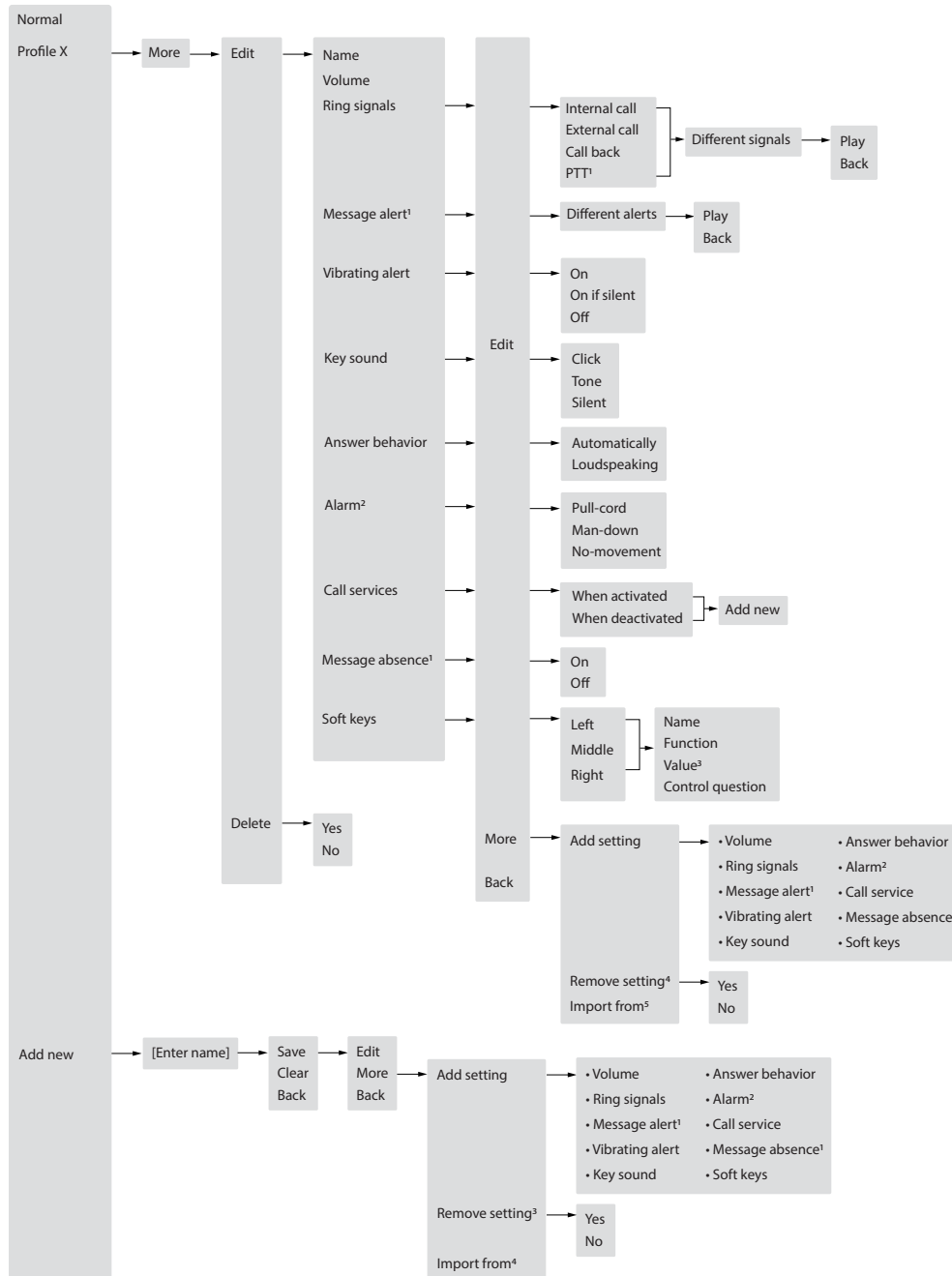
## 17.3 Contacts



1. This function is system-dependent.

2. Not applicable to Talker.

## 17.4 Profiles



1. Not applicable to Talker.

2. Not applicable to Talker and Messenger.

3. This setting appears only to some functions.

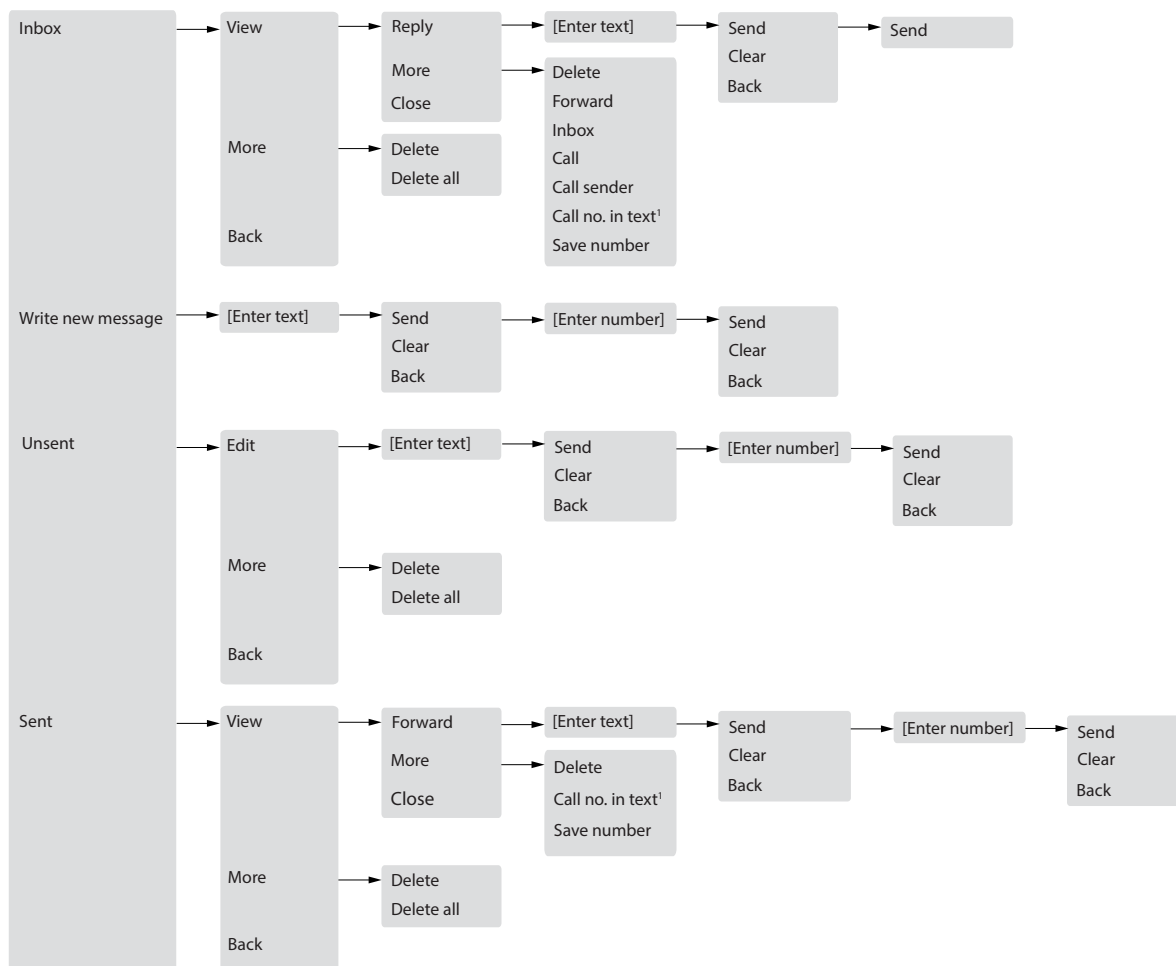
4. Not visible if no settings have been added to the profile except for the "Name".

5. Not visible if there is no other Profile X created.

## 17.5 Messaging

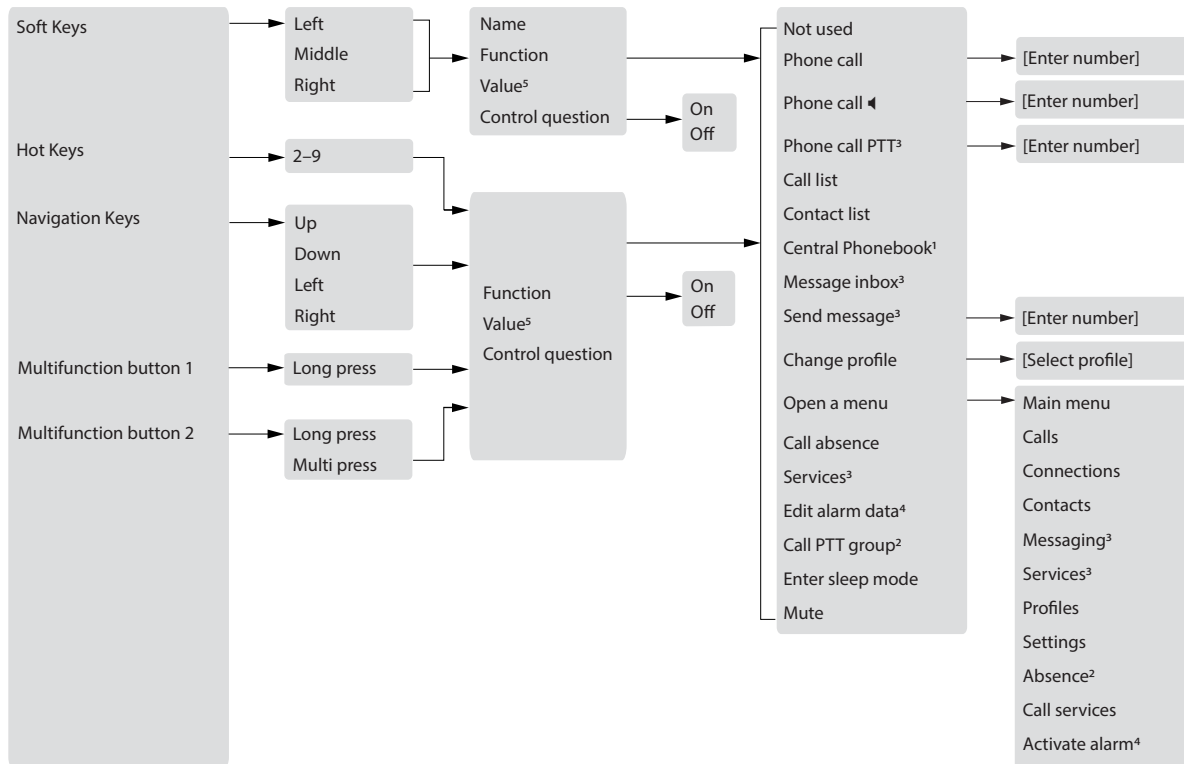


Messaging is not applicable to Talker.



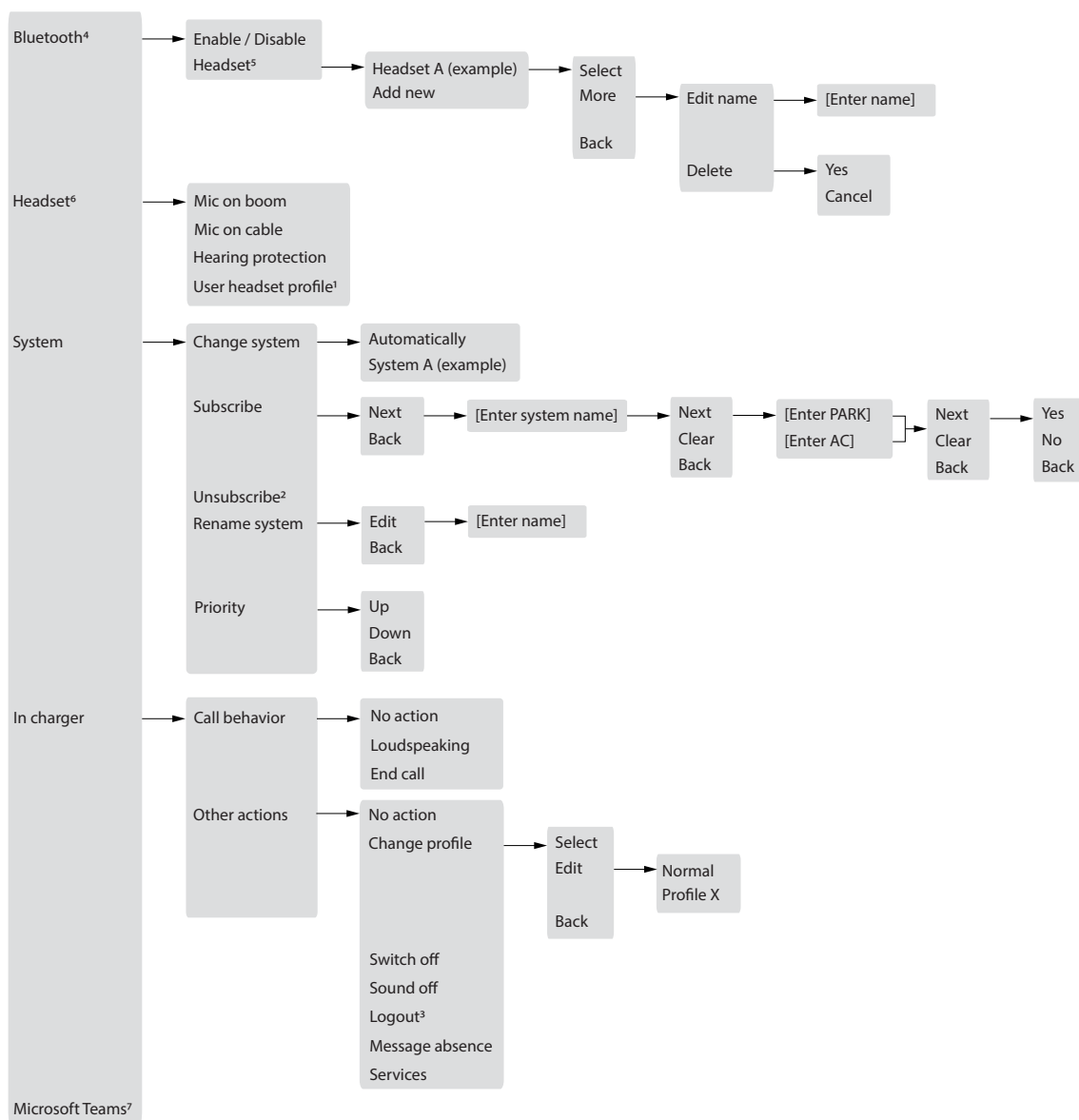
1. Visible if the number included in the text consists of minimum 3 digits.

## 17.6 Shortcuts



1. This function is system-dependent.
2. Visible only if configured in WinPDM/Device Manager.
3. Not applicable to Talker.
4. Not applicable to Messenger and Talker.
5. This setting appears only to some functions.

## 17.7 Connections



1. Only visible if the headset profile has been configured in the WinPDM/Device Manager.

2. It is not possible to unsubscribe a protected system via the System menu.

Unsubscription of the system must be made via the Admin menu or the DECT system.

3. Logout is only available if a phone is used as a shared phone.

4. Not applicable to Protector Lite.

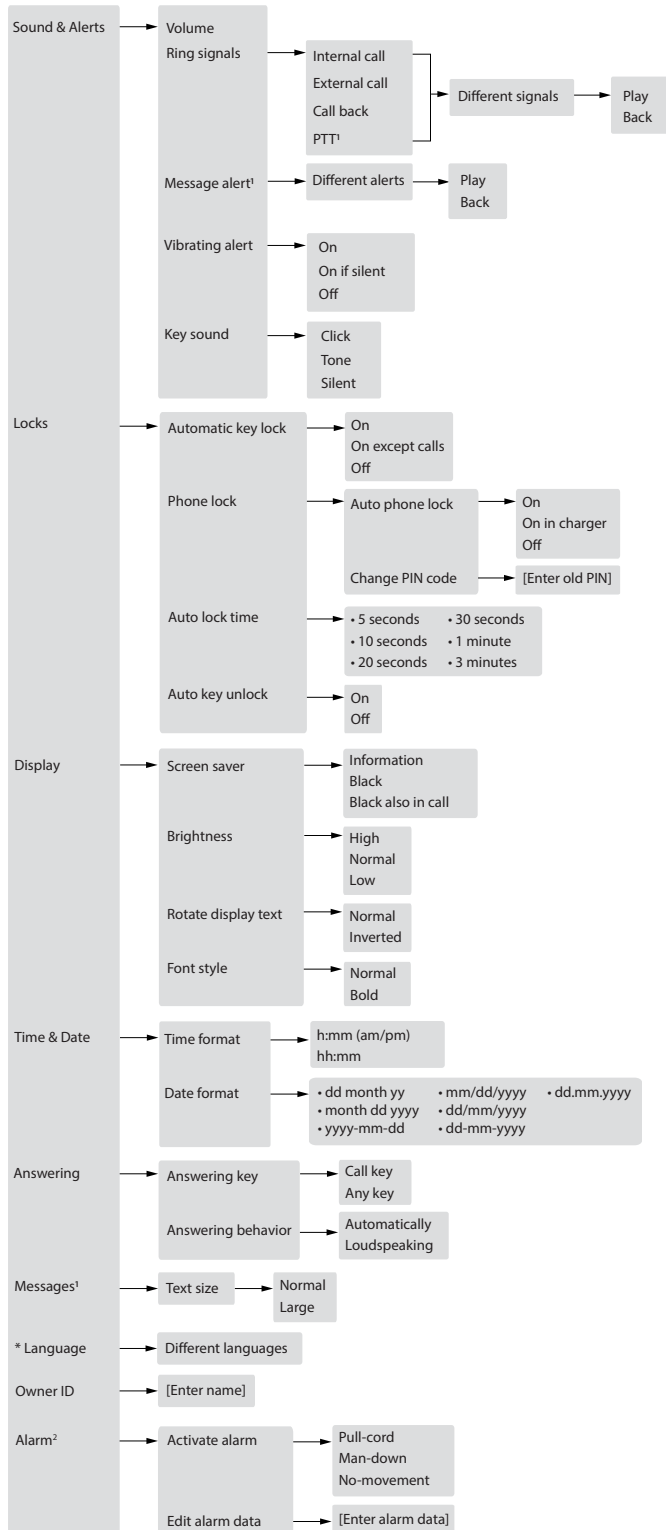
5. Only Bluetooth headsets fulfilling the site requirements are allowed when using the Ascom d83 EX handset.

6. Wired headset shall not be used on the Ascom d83 EX handset.

7. Only visible when signed in to Microsoft Teams.



## 17.8 Settings



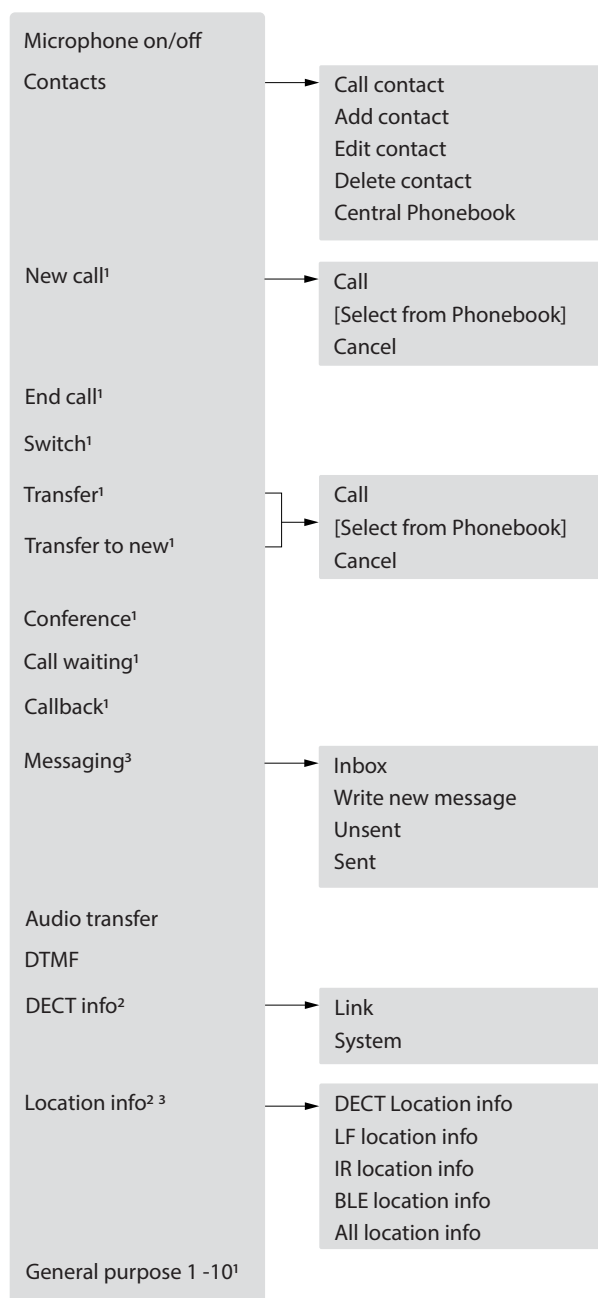
1. Not applicable to Talker.

2. Not applicable to Messenger and Talker.

## 17.9 In Call

The **In Call** menu displays a list of functions that can be accessed during a call. To see the available functions, press the **More** soft key. Some functions are always provided and others may become available if configured by an administrator via the WinPDM/Device Manager.

The **In call** function can be used in combination with a procedure call, refer to [10.4 Procedure Call, page 57](#).



1. Visible if defined in WinPDM/Device Manager.

2. Visible if the Admin menu is activated.

3. Not applicable to Talker.

### **Additional In Call Functions**

Besides the default **In Call** functions, up to 10 extra system specific codes or general purposes can be defined. Refer to *Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*.

## Appendix A            Related Documents

*Ascom d83 DECT Handset, Data Sheet, TD 93418EN, TD 93419EN, TD 93420EN*

*Ascom d83 EX DECT Handset, Data Sheet, TD 93425EN*

*Ascom d83 and d83 EX DECT Handset, Configuration Manual, TD 93426EN*

*Ascom d83 DECT Handset, Quick Reference Guide, TD 93447EN*

*Ascom d83 DECT Handset, Safety and Regulatory Instructions, PM000344*

*Ascom d83 EX DECT Handset, Safety and Regulatory Instructions, PM000347*

*Ascom IP-DECT/VoWiFi and Microsoft Teams, Integration Guide, TD 93549EN*

*Portable Device Manager (WinPDM), Installation and Operation Manual, Windows Version, TD 92325EN*

*Unite Platform Server, Configuration Manual, TD 93280EN*

*Unite Connectivity Manager, Configuration Manual, TD 92735EN*

*Ascom IP-DECT and Microsoft Teams, Integration Guide, TD 93549EN*

## Appendix B Document History

Version	Date	Description
E	06 February 2024	<p><a href="#">2.2.1 Idle Mode, page 4</a>: Added status icons for Swyx and BroadWorks based call features.</p> <p><a href="#">4.10 Call Services, page 28</a> and <a href="#">4.7 Call Diversion, page 24</a>: Added information about external applications with call features.</p> <p><a href="#">4.10.2 Call Services Supported by Enreach Swyx and Cisco BroadWorks, page 31</a>: Added information about Swyx and BroadWorks based call features.</p> <p><a href="#">3.6 Sign In to Microsoft Teams, page 13</a>, <a href="#">9.7 Sign Out from Microsoft Teams, page 56</a>, <a href="#">4.10.1 Call Services Supported by Microsoft Teams, page 29</a>, and <a href="#">17.7 Connections, page 90</a>: Updated menus for Microsoft Teams call services.</p> <p><a href="#">12.5 Time and Date Settings, page 65</a>: Added information about NTP time update.</p> <p><a href="#">14.3 Error or Warning Messages, page 71</a>: Added information about battery related warning messages.</p> <p><a href="#">16.1.1 Battery Warnings, page 76</a>: Added information about indications for very low battery level.</p> <p><a href="#">17.2 Calls, page 85</a>: Added “Call feature status” menu.</p>
D	12 June 2023	<p><a href="#">3.6 Sign In to Microsoft Teams, page 13</a> and <a href="#">9.7 Sign Out from Microsoft Teams, page 56</a>: Added information about accessing Microsoft Teams.</p> <p><a href="#">4.2 Incoming Calls, page 16</a>: Added information about incoming Microsoft Teams calls.</p> <p><a href="#">4.10 Call Services, page 28</a> and <a href="#">17.2 Calls, page 85</a>: Added information about Microsoft Teams “Call forwarding” and “Do not disturb” features.</p> <p><a href="#">9.5 In Charger Action when Not in Call, page 55</a> and <a href="#">17.7 Connections, page 90</a>: Added information about “Services” as an “In charger” functionality.</p> <p>Described how read and unread messages are indicated on the handset in <a href="#">5.2 Incoming Messages, page 33</a>, <a href="#">5.3 Received Messages, page 35</a>, and <a href="#">5.9 Colored Messaging, page 40</a>.</p> <p><b>General:</b> Editorial changes in the whole document. Added information about Ascom d83 EX handset to the whole document</p>
C	24 January 2022	Added information about call forward status in handset idle display in <a href="#">4.10 Call Services, page 28</a> .
B	01 December 2021	Added information related to d83 Protector Lite.
A	12 October 2021	First released version.

## Appendix C Functions and Accessories



Some functions are system dependent or require configuration via WinPDM/Device Manager.

Functions	d83 Talker	d83 Messenger	d83 Protector	d83 Protector Lite	d83 Messenger EX	d83 Protector EX
Easy registration	x	x	x	x	x	x
Enhanced DECT Security	x	x	x	x	x	x
Shared phone	x	x	x	x	x	x
Centralized management	x	x	x	x	x	x
Easy replacement of handset	x	x	x	x	x	x
Handset restrictions	x	x	x	x	x	x
Downloadable languages	x	x	x	x	x	x
Personalized menus	x	x	x	x	x	x
Contacts (250 contacts)	x	x	x	x	x	x
Central phonebook	x	x	x	x	x	x
Company phonebook (1000 contacts)	x	x	x	x	x	x
Multifunction buttons	x	x	x	x	x	x
Programmable keys	x	x	x	x	x	x
User profiles	x	x	x	x	x	x
System profiles	-	x	x	x	x	x
Headset connector <sup>1</sup>	x	x	x	x	x	x
Vibrator	x	x	x	x	x	x
Loudspeaking function	x	x	x	x	x	x
Easy replaceable battery	x	x	x	x	x	x
Bluetooth	x	x	x	-	x	x
Bluetooth headset support <sup>2</sup>	x	x	x	-	x	x
Push-to-Talk (PTT)	-	x	x	x	x	x
Procedure call	x	x	x	x	x	x
Voicemail	x	x	x	x	x	x

Five predefined emergency numbers	x	x	x	x	x	x
Mini messaging (12 characters)	x	-	-	-	-	-
Message template	-	x	x	x	x	x
Colored messaging	-	x	x	x	x	x
Interactive messaging	-	x	x	x	x	x
Patient ECG Waveform Monitoring	-	x	x	x	x	x
Send data	-	x	x	x	x	x
Push-button alarm	-	-	x	x	-	x
Pull-cord alarm	-	-	x	x	-	x
Man-down and no-movement alarm	-	-	x	x	-	x
Acoustic Location Signal (ALS)	-	-	x	x	-	x
Alarm with data	-	-	x	x	-	x
Automatic call after alarm	-	-	x	x	-	x
Base station location <sup>3</sup>	x	x	x	x	x	x
DECT Location	-	x	x	x	x	x
IR Location	-	x	x	x	x	x
LF Location	-	x	x	x	x	x
BLE location	-	x	x	-	x	x
Basic LED (Red/Green/Orange)	x	-	-	-	-	-
Multicolor LED	-	x	x	x	x	x

1. Shall not be used on Ascom d83 EX handset.
2. Only Bluetooth headsets fulfilling the site requirements are allowed.
3. For Talker, it can deliver a rough location of the handset in response to a 'Poll location' request from an external system.

<b>Accessories</b>	<b>d83 Talker</b>	<b>d83 Messenger</b>	<b>d83 Protector</b>	<b>d83 Protector Lite</b>	<b>d83 Messenger EX</b>	<b>d83 Protector EX</b>
Desktop charger	x	x	x	x	x	x
Desktop programmer	x	x	x	x	x	x
Charging rack	x	x	x	x	x	x

Battery pack charger	×	×	×	×		
3.5-mm charger	×	×	×	×		
Battery pack	×	×	×	×		
Carrying case	×	×	×	×	×	×
Hinge-type clip	×	×	×	×	×	×
Swivel-type clip	×	×	×	×	×	×
Security string	×	×	×	×	×	×
Pull cord (35 cm)			×	×		
Pull cord (80 cm)			×	×		×
Front plates (5 colors)	×	×	×	×	×	×
Headset with microphone on boom	×	×	×	×		
Headset adapter for microphone on boom <sup>1</sup>	×	×	×	×		
Peltor hearing protection headset	×	×	×	×		
3.5mm Peltor headset cable <sup>2</sup>	×	×	×	×		

1. Shall not be used on Ascom d83 EX handset.

2. Shall not be used on Ascom d83 EX handset.



## Appendix D Bluetooth Headset



Not applicable to Protector Lite.

A number of Bluetooth headsets for different work situations have been tested together with the handset.

Since the handset supports the Bluetooth standard, other headsets may also work although not verified by Ascom (Sweden) AB.



Only Bluetooth headsets fulfilling the site requirements are allowed when using the Ascom d83 EX handset.

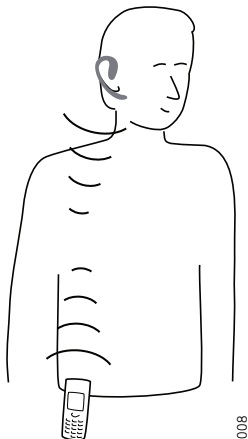


The Bluetooth headset may have more or less functions than described here, refer to the manual for the used Bluetooth headset.

### Wear

For optimal performance wear the Bluetooth headset and the handset on the same side of your body. The best audio quality in the headset is achieved when no obstructions, including your body, are between the headset and the handset.

*Figure 20. Wear the headset and the handset on the same side of your body*



### Bluetooth Headset Battery

Refer to the manual for the used Bluetooth headset.

### Accessibility and Voice Quality

BLE technology operates on the same 2.4 GHz frequency band as the Wi-Fi system that can cause disturbances, errors in positioning as well as affect the voice quality.



The use of a Bluetooth headset in parallel with BLE location shall be restricted due to cross-impact on the BLE location scanning performance<sup>1</sup> and Bluetooth headset audio quality.

1. It will require to use longer scan period for reliable detection of the closest BLE beacon

**Operation Area**

Maximum distance between the headset and the handset is 10 metres. The communication distance between the handset and headset may vary considerably due to the environment and disturbances from other 2.4 GHz equipment. Different headsets can also give different communication distances.

**Out of Range**

If a connection cannot be made with the selected Bluetooth headset the call is transferred automatically to the handset.

If the Bluetooth headset and the handset get out of range from each other the connection is temporarily lost. Since the last connected headset is always considered "selected", the connection is automatically established again when a call is made or received.

## Appendix E Safety Precautions

Read this chapter before using the handset.



Product designator for regulatory purposes of the DECT handset is DH8.

### Safe operation

For safe and efficient operation of the handset, observe the guidelines given in this manual and all necessary safety precautions when using the handset. Follow the operating instructions and adhere to all warnings and safety precautions located on the product, the Regulatory Information delivered with the handset, and this User Manual.

Do not disassemble the handset. Disassembling the handset voids the warranty. The handset consists of no consumer serviceable components. Service should be performed by an Authorized Service Center only.

Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Frequency Range

The handset is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The handset operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU (ETSI):	1880–1900 MHz/250mW
USA/Canada (FCC):	1920–1930 MHz/100mW

## E.1 Regulatory Information (EU/EFTA and UK)

### Compliance to European Regulations and Standards

Hereby, Ascom (Sweden) AB, declares that DH8 is in compliance with the essential requirements and other relevant provisions of 2014/53/EU (RED) and RoHS 2015/863 (RoHS3) amending Directive 2011/65/EU (RoHS).

The complete Declaration of Conformity is available at the following website: [www.ascom-ws.com/doc/](http://www.ascom-ws.com/doc/).

The product is marked with  

### Compliance to UK Regulations and Standards

Hereby, Ascom (Sweden) AB, declares that DH8 is in compliance with the essential requirements and other relevant provisions of Radio Equipment Regulations 2017 and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

The complete Declaration of Conformity is available at the following website: [www.ascom-ws.com/doc/](http://www.ascom-ws.com/doc/).

The product is marked with  

**Exposure to Radio Frequency Signals**

	<b>Close to ear</b>	<b>Handheld/body mounted</b>
DH8-xxxx	0.074 W/kg (10 g)	0.084 W/kg (10 g)

**E.2 Regulatory Information (USA/Canada)**

<b>FCC ID:</b>	<b>IC:</b>
DH8-xxxx:BXZDH8	DH8-xxxx:3724B-DH8

**FCC and IC Compliance Statements**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**CAN ICES-3 (B)/NMB-3(B)**

This device complies with Part 15 of the FCC rules and with Industry Canada licence-exempt RSS standard (s). Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Exposure to Radio Frequency Signals**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured and shown below:

	<b>Head</b>	<b>Body</b>
DH8-xxxx	0.178 W/kg (DECT + BT + BLE)	0.191 W/kg (DECT + BT + BLE)

The handset is designed to be worn with the display towards the body for best radio performance. SAR testing is made with no separation, to approve the device to be carried close to the body.

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Use of non-Ascom approved accessories may violate the FCC and IC guidelines for RF exposure and should be avoided.

### E.3 Handset

- Avoid volume levels that may be harmful to your hearing. Exposure to excessive sound pressure from a handset's earpiece, or headset, may cause permanent hearing loss.
- Low volume levels might result in missed alerts.
- Only use the handset in temperatures between: -5 °C and +45 °C (23 °F and 113 °F).
- Avoid exposing the handset to direct sunlight, heat sources, or moisture.
- Do not place a cold handset in a charger.
- Avoid sudden temperature changes to prevent condensation in the handset.
- It's recommended to put the handset in an air tight plastic bag until the temperature is adjusted, for example, when entering, or leaving, a cold/heated building on a warm/cold day.
- If the handset has been exposed to water, or condense, remove the battery immediately and let it dry completely before reinserting the battery.
- Do not expose the handset to an open flame.
- Protect your handset from aggressive liquids and vapors.
- Remove the handset from the charger before cleaning the handset to reduce risk of an electric shock.
- Keep the handset away from strong electromagnetic fields.
- The handset may retain small metal objects around the earpiece region.
- Do not place heavy objects on the handset.
- Do not allow children to play with the product packaging material. This could cause choking and/or suffocation.
- Do not allow children to play with the handset. It's not a toy.

### E.4 Battery

- Do not immerse the battery into water. This could short-circuit and damage the battery.
- Do not expose the battery to an open flame. This could cause the battery to explode.
- Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
- Do not leave the battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
- Use the Micro-USB cable (together with the USB power supply), the charging rack, or the battery pack charger<sup>29</sup> for charging. Charge the battery for at least one hour the first time you use the battery.
- Do not charge the battery when the ambient room temperature is above 40 °C, or below 5 °C (above 104 °F, or below 41 °F).
- Do not attempt to take the battery apart.
- Do not remove the battery unless it needs to be replaced.
- Turn off the handset before removing the battery (recommendation).

#### Battery Disposal

Defective batteries must be returned to a collection point for chemical waste disposal.

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29. It is not allowed to charge Ex classified batteries using the battery pack charger.

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