



IP Phone 4104

User Guide



Contents

Introduction	3	Setting the Time and Date	20
Using This Manual.....	3	Setting Up Speed Dial Keys.....	20
Controls and Indicators	4	Setting Up the Voice Mail Key	22
Display.....	5	Setting Up the Call Directory	22
Operation	6	Personal Ringing Options	24
Placing Calls	6	Handset/Headset Configuration.....	26
Answering Calls	8	Adjusting the Display Contrast	27
Holding Calls	9	Setting a Call Log PIN.....	28
Transferring Calls.....	9	User Options Menu Tree	29
Conferencing Calls.....	9	Warranty	30
Call Forwarding.....	10	Regulatory Statements	31
Do Not Disturb	11		
Presence Status.....	11		
Using Network Features	12		
Using the Call Log.....	13		
Using the Call Directory.....	14		
Using the Speakerphone	16		
Using Call Monitoring.....	16		
Muting the Handset or Headset Microphone	16		
Using a Headset.....	17		
Adjusting the Receive Volume	17		
Adjusting the Ringer Volume	17		
Using Voice Mail.....	17		
Displaying Telephone Information	18		
Customizing Your Phone	19		
Adjusting the Telephone Angle	19		
Labeling Keys.....	19		
User Options Menu.....	19		

Introduction

The **Teo IP Phone 4104** is an easy to use multiline terminal that provides sophisticated services over managed IP networks running Session Initiation Protocol (SIP). The telephone includes a built-in 10/100BaseT Ethernet switch to allow daisy-chain connection of a PC workstation without additional equipment.

Features of the 4104 include:

- 100-entry Call Log for Unanswered, Answered, and Outgoing Calls
- Call Timer
- Last Number Redial
- Speed Dial
- Pre-Dialing
- Direct Station Select
- 36-entry Call Directory
- Voice Mail Access Key
- Message Waiting Indication
- Backlit Graphic LCD Display
- Presence Status
- Ringing Control for Shared Lines
- Flexible Ringing Options
- Desktop or Wall Mounting
- Integrated Speakerphone
- Call Monitoring
- Handset or Headset Operation
- Headset Activation Key
- Dedicated Headset Jack
- Integrated 10/100BaseT Ethernet Switch
- 802.3af Power over Ethernet or Local Power

Various features may not be available with some SIP services.

Using This Manual

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

Instructions for using your telephone are in the **Operation** chapter (*page 6*).

Many telephone features can be customized – see the **Customizing Your Phone** chapter (*page 19*).

Controls and Indicators



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

The viewing angle is primarily set by changing the base/mounting bracket angle (page 19). Display contrast can be adjusted by a menu selection (page 27).

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

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

Red/Green DSS/BLF presence status is only available if your phone is connected to a Teo UC System (page 11).

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

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

* Note: If your phone is connected to a Teo UC System, steady red/green is used to indicate *Busy, Away, Not Available, Do Not Disturb, On Holiday, On Vacation, After Hours, or Call Forward presence states* (page 11).

Feature Key Indicator	Feature State
OFF	Deactivated
Steady Red	Activated

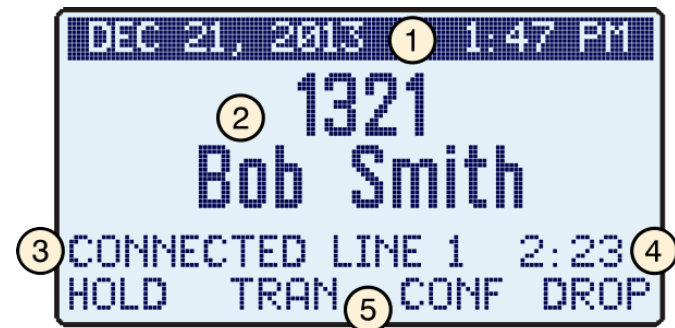
- 3) **Softkeys** – select the function displayed above the key on the bottom line of the display.
- 4) **Navigation (Arrow) Keys** – navigate within menus. In editing modes, the ► key moves the cursor one position to the right and the ◀ key moves the cursor one position to the left. The ▲ and ▼ keys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

- 5) **Message Waiting Indicator** – a bright red indicator is lit when messages are waiting, controlled by the network.
- 6) **VOICE MAIL Key** – accesses network voice mail services (page 17).
- 7) **MENU Key** – enters and exits Setup Mode (page 19).
- 8) **LOG Key** – displays Call Log options (page 13).
- 9) **DIRECTORY Key** – displays the Call Directory (page 14).
- 10) **INFO Key** – displays version and configuration information about the 4104 (page 18).
- 11) **MUTE Key** – mutes the microphone when using the speakerphone or handset/headset. A red indicator on the key is lit when mute is active (page 16).
- 12) **SPEAKER Key** – activates the speakerphone or Call Monitoring (if enabled by your installer). A red indicator on the key is lit when the speakerphone or Call Monitoring is in use (page 16).
- 13) **HEADSET Key** – activates the headset. A red indicator is lit when the headset is in use (page 17).
- 14) **VOLUME Key** – adjusts the receiver/speaker volume when on a call; adjusts the ringer volume when on-hook (page 17).
- 15) **Dial Pad** – dials telephone numbers, and sends DTMF tones to external equipment such as voice mail systems. The dial pad is also used for text and number entry during setup.
- 16) **Microphone** – used for hands-free (speakerphone) calling; located under the right front corner of the telephone.
- 17) **Handset Jack** – a jack on the underside of the telephone connects to the included handset.
- 18) **Headset Jack** – a jack on the underside of the telephone connects to an optional standard headset.

Display

Call information, date and time, and other information are shown on the 4104 display. The example below is a typical display of call activity. Other information, shown throughout this manual, is displayed when using the Call Directory, the Call Log, the Info display, and when viewing or changing various setup options.

The display backlight is activated by pressing a key or lifting the handset. It will automatically turn off after two minutes.



- 1) **Current Date and Time** – are always at the top of the display.
- 2) **Call Information** – the calling or called number, with caller ID when available.
- 3) **Call State** – the current state of the active line appearance, such as "CONNECTED", "DIALING...", or "CALL HELD".
- 4) **Call Timer** – the total connected time for the active call.
- 5) **Soft Key Labels** – the context-sensitive functions that are available on the four softkeys below.

Operation

Placing Calls

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

Pre-dialing

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

To clear the number you entered without dialing, select CANCEL.

Automatic Line Appearance Selection


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

Unless you go off-hook by lifting the handset, either the speakerphone or the headset will be automatically activated, depending on your handset/headset mode selection (page 26).

Manual Line Appearance Selection

 Press an idle (unlit) line appearance key.

Dialing

 Enter the number to dial with the dial pad. The cursor will immediately advance to the next character position after each keypress.



When all characters have been entered, select SEND or press the OK key to complete the call. If you pre-dialed before going off-hook, you can also lift the handset, press the **SPEAKER** key, or press the **HEADSET** key to complete the call.

Note: If you dialed a number after going off-hook, the call will be automatically completed after a preset timeout (typically 10 seconds) without selecting SEND. If you pre-dialed while on-hook without selecting SEND or going off-hook, the number you entered will be automatically cleared after 30 seconds.

Character Entry Mode



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



Numeric Characters

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



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

Upper or Lower Case Characters

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

Punctuation and Special Characters



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



To enter a space or #, press the # key repeatedly until the desired character appears.

Editing Dial Strings



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

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

Last Number Redial

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



Select REDIAL to redial the last number dialed.

Dialing from the Call Log – refer to page 14.

Dialing from the Call Directory – refer to page 15.

Using Speed Dial Keys

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

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

Any unused multifunction key can be configured as a Speed Dial key (page 20).



Press a Speed Dial key to dial a number.

The dialed digits will be shown in the display.



Using DSS/BLF Keys

(Not available with some SIP services)

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

When the DSS/BLF line status indicator shows on-hook or on-the-phone, pressing the DSS/BLF key speed dials the monitored station. When the DSS/BLF line status indicator shows ringing



(flashing green), pressing the DSS/BLF key will answer the call, using directed call pickup.

-  Press an on-hook or on-the-phone DSS/BLF key to dial the selected station number.
-  Press a ringing DSS/BLF key to answer (pick up) the selected ringing call.

If your phone is connected to a Teo UC System, the DSS/BLF status will also indicate presence. To display the presence status of a monitored station, press the Presence feature key, then press the DSS/BLF key for that station (page 12).

Answering Calls

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

-  Lift the handset, press the **SPEAKER** key, or press the **HEADSET** key to answer the ringing call shown in the display.
-  To answer a different ringing call, press the Line Appearance key for the call.

Ringing Control

The Ringing Control option (page 25) determines how calls ring at your telephone. Individual line appearances can be set to always ring, never ring, or ring after a delay.

Auto Answer

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



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

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



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

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



-  Press the AA softkey to enable or disable Auto Answer.
-  If the microphone is muted and you want to speak to the caller, press the **MUTE** key to enable the microphone. You can also switch to the handset or headset.




Holding Calls

-  Select HOLD or press another Line Appearance or DSS/BLF key to place the currently connected call on hold.
The held Line Appearance indicator will wink with a green light.
-  Press the held Line Appearance key or select UNHOLD to return to the call.




Transferring Calls

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

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

-  Select TRAN while on an active call.
The current call is placed on hold, and an idle line appearance is automatically selected.
If no idle line appearance is available, the display will show "SELECT AN IDLE LINE".
-  Dial the party you want to transfer the call to with the dial pad (page 6) or a Speed Dial key, and then select SEND or press the **OK** key.
Wait until the called party answers to announce the call, or transfer it immediately.
-  Select TRAN again to complete the transfer.




DSS or Speed Dial Transfer

-  While on an active call, select TRAN.
-  Press the DSS/BLF key or Speed Dial key for the destination party.
Wait until the called party answers to announce the call, or transfer it immediately.
-  Select TRAN again to complete the transfer.




Conferencing Calls

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

Conferencing a New Call

-  Select CONF while on an active call.
The current call is placed on hold and an idle line appearance is automatically selected.
-  Dial the party you wish to add to the conference (page 6), and then select SEND or press the **OK** key.
-  After the added party answers, select CONF to conference all parties together.


Conferencing a Held Call

-  Select CONF while you are on an active call with another call on hold.
The current call is placed on hold and an idle line appearance is automatically selected.
-  Press the Line Appearance key for the held call you wish to add to the conference.
-  Select CONF to conference all parties together.

Dropping the Last Party

-  Select DROP to remove the last party added.

Disconnecting from a Conference

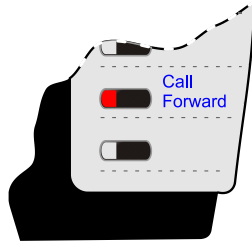
-  Replace the handset, press the **SPEAKER** key when using the speakerphone, or press the **HEADSET** key when using a headset to remove yourself from a conference.
Other parties in the conference may or may not remain connected, depending on system configuration.

Call Forwarding

Call Forwarding forwards ringing calls to another number.

Notes: Call Forward and Presence keys are mutually exclusive; your phone can be configured with only one of these keys. If your phone is connected to a Teo UC System, it will have a Presence key. Call forwarding will be based on your presence status.

Ringling must be enabled when using Call Forwarding.



Press the **Call Forward** key (the default is key 15, as shown above).

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



Select which calls will be forwarded.

- ALL forwards all calls
- BUSY forwards calls that ring while your phone is busy (you are on a call)
- NOANS forwards calls that are not answered within a preset time, set by the Local Call Forwarding – No Answer Delay option (page 25). The default delay value is 12 seconds.

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

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



Press the **OK** key.



Enter the number that calls will be forwarded to (page 6).

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



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



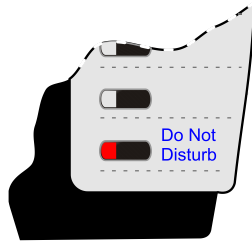
To disable Call Forwarding, press the lit **Call Forward** key, and then select OFF. The key's indicator will turn off.

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

Do Not Disturb

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


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



 Press the **Do Not Disturb** key (the default is key 16, as shown above).

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



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


Presence Status

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


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

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

Setting Your Presence Status

 Press the **PRESENCE** key.
Your current presence status will be shown in the display.

A phone display showing the text 'USE DIAL PAD KEYS TO SET PRESENCE=AVAILABLE'.

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

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

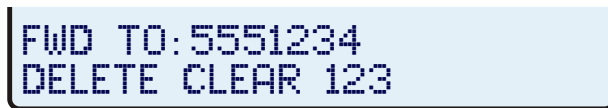


Press the **OK** key or the **PRESENCE** key to save the selected presence status.

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



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



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

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

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

Viewing the Presence Status of Other Users

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

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



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



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



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

Using Network Features

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

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

Using the Call Log

What does the Call Log Do?

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

Types of Calls in the Call Log

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

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

Outgoing Calls – calls originating from your telephone.

Viewing the Call Log

LOG

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

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

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

To change or remove the PIN, please refer to page 28.

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

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

The time and date of the call, and up to 12 digits of the calling number (incoming) or called number (outgoing) number are shown.

```
09:42a04/15 5551234
DELETE CALL DETAIL
```



To view a previous (older) call in the log, press the Down Arrow key.



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

Shortcut to the Unanswered Call Log



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

Viewing Call Details

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



Select **DETAIL** to view the elapsed time of the call.

```
DURATION=00:03:42
DATE
```



Press the Right Arrow key repeatedly to view IP packet statistics.

The Left Arrow key returns to the previously-shown display, or to the last IP packet statistics display when the duration display is shown.

```
G. 711/20mS JTR=10/100mS▶
DATE
```

```
CONCEALED=12 <1%▶
DATE
```

Refer to the [IP Telephone Network Administration Guide](#) for a detailed description of packet statistics.

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

Dialing a Call Log Entry

```
09:42a04/15 5551234
DELETE CALL DETAIL
```

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

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

The cursor will be positioned on the first digit in the dialed number to allow additional digits such as an area code to be added.

```
DEC 21, 2013 10:12 AM
5554321
DIALING...
BKSP SEND 123
```

9WXYZ

The cursor will be positioned on the first digit in the dialed number. Add any required additional characters, such as outside line or long distance access codes, with the dial pad ([page 6](#)).

```
DEC 21, 2013 10:12 AM
95554321
DIALING...
BKSP SEND 123
```

OK

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

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

Deleting a Call Log Entry

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

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

Using the Call Directory

What is the Call Directory?

The Call Directory is a softkey-based speed dialing system that can store up to 36 entries. A name display identifies each entry. Use the directory to store frequently-dialed numbers when additional Speed Dial keys are not available.

Directory entries are displayed on nine screen pages, with four entries per page. The current directory page number (1-9) will be shown at the upper right of the display.

Dialing from the Call Directory

DIRECTORY Press the **DIRECTORY** key to view the Call Directory.



SELECT A SOFTKEY PAGE1
JIM G HOME

5^{JKL}

To see a different directory page, select a page by pressing a dial pad key (1-9), or press the Right or Left Arrow key to cycle through the nine pages until the desired page is displayed.

Go off-hook with the handset or headset first if Call Monitoring has not been enabled by your installer (page 16).

Press the softkey that is under the number that you want to dial.



DEC 21, 2013 10:12 AM
10251
DIALING...
BKSP SEND 123

5^{JKL}

If the entry is not set up for immediate dialing, you can add additional characters, such as extension numbers or PIN codes, with the dial pad (page 6).



DEC 21, 2013 10:12 AM
910251
DIALING...
BKSP SEND 123

OK

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

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

DIRECTORY

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

To add or change directory entries, see page 22.

Using the Speakerphone

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

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


Placing and Answering Calls

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


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

Muting the Microphone

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

 Press the **MUTE** key to disable or enable the microphone.
*The indicator light on the **MUTE** key will be on when the microphone is muted.*

Switching Between the Handset and Speakerphone


 Press the **SPEAKER** key to switch between the handset and speakerphone during a call.
Lift the handset to switch from the speakerphone to the handset.


Using Call Monitoring

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

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

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

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


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

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

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

Muting the Handset or Headset Microphone

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

 Press the **MUTE** key to disable or enable the handset or headset microphone.
*The indicator light on the **MUTE** key is on when the microphone is muted.*

Using a Headset

Headset Mode Operation

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


Your telephone can be set to use the handset/speakerphone or headset by default (*page 26*). All dialing that automatically selects a line will connect to the default device.

Optimizing the Phone to Match Your Headset

Headset models may vary in their microphone sensitivities and receive levels. Your telephone provides adjustments for transmit and receive levels to accommodate most headsets (*page 26*).

Adjusting the Receive Volume


The **VOLUME** key adjusts the receive volume level for the handset, headset, or speakerphone while you are on a call.

 Press the left side of the **VOLUME** key repeatedly to reduce the volume, or press the right side to increase the volume.

The telephone stores individual preset volume settings for the handset and headset. Handset and headset volume settings return to the programmed preset levels after a call is completed; the speakerphone volume setting is retained between calls. See page 26 to change the preset values.

Adjusting the Ringer Volume

The **VOLUME** key adjusts the ringer volume when you are not on a call.


 Press the left side of the **VOLUME** key repeatedly to reduce the ringer volume, or press the right side to increase the ringer volume.

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

When the volume is at the lowest setting, the phone will display "RINGER OFF" when idle.



RINGER OFF (VOL ^ = ON)
REDIAL

 Press the **VOLUME** Up key while you are not on a call to enable the ringer.

Using Voice Mail

Voice mail services are provided by your telephone system.

Note: You must first program your voice mail access number before this feature will work (page 22).

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

 Press the **VOICE MAIL** key to connect to your voice mail system.

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

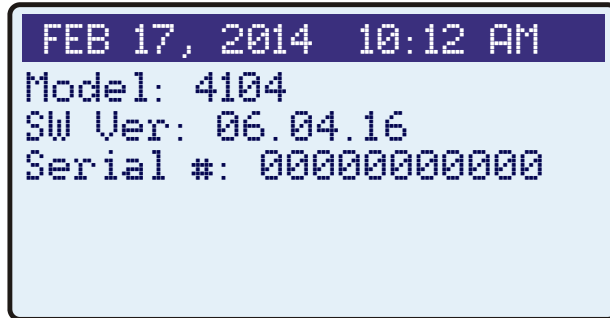
Displaying Telephone Information ---

INFO

Press the **INFO** key to display information about your telephone.

The display will show:

- Telephone model number
- Software version
- Serial number



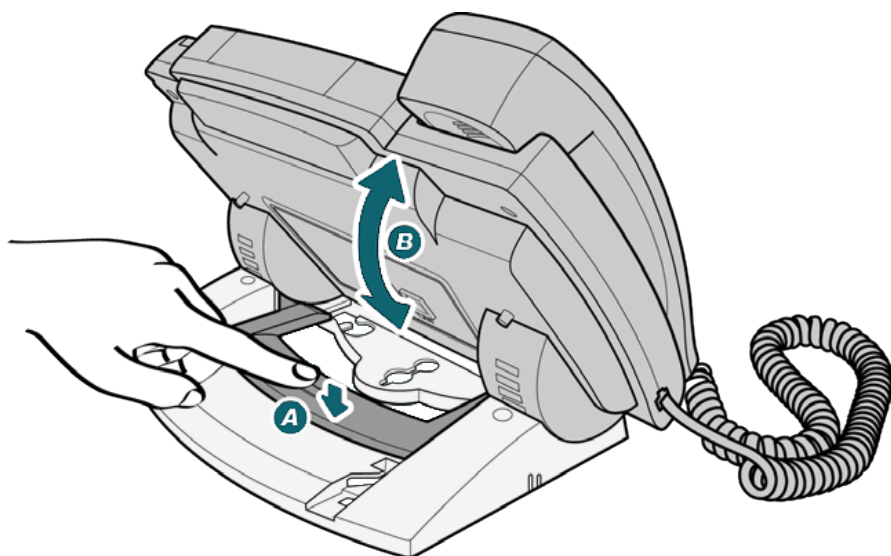
INFO

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

Customizing Your Phone

Adjusting the Telephone Angle

1. Press down the tab **(A)** to loosen the bracket lock.
2. As you press the tab, rotate the phone body **(B)** up or down to adjust tilt.
3. Release the tab **(A)** to lock the bracket to a slot.



Labeling Keys

The 12 multifunction keys on the right side of the phone can be labeled with the telephone number, feature name, speed dial party name, or other appropriate designation.

Remove the clear label cover by lifting the right side, and then write or type on the provided paper label. Replace the paper label and snap the cover into place.

User Options Menu

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

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

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

MENU

Press the **MENU** key.

```
SETUP MENU
INSTL ADMIN USER
```

Select **USER**.

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

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

```
USER OPTIONS
VOICE DISPLY PIN
```


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

For a list of all selections available from the User Options menu, see the **User Options Menu Tree** (page 29).

Setting the Time and Date

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

- From the User Options menu, select **CLOCK**.
(**MENU** → **USER** → **CLOCK**)
The current time and date will be displayed, with the cursor on the first digit.



```
04-29-14 10:16AM
                        AM/PM
```

- 5** **JKL** Enter new digits for the date and time with the dial pad. The cursor will advance automatically as each digit is entered.
Time must be entered in 12-hour format. AM/PM is changed with a softkey.
If you need to make corrections, use the Left or Right Arrow key to move the cursor.
- OK** When all changes have been made, press the **OK** key to return to the User Options menu or press the **MENU** key to exit Setup Mode.

Setting Up Speed Dial Keys

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

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

- From the User Options menu, select **KEYS**.
(**MENU** → **USER** → **KEYS**)
The status indicator for each key will indicate the current setting:
 - Green** – Line Appearance or DSS/BLF
 - Red** – Feature Activator
 - Off** – Unused or Speed Dial
- Press an unlit multifunction key.
The selected key's indicator will alternately flash red and green. Any existing speed dial number will be shown in the display.




```
SPDIAL=
DELETE PAUSE 123
```

- 5** **JKL** Enter the speed dial string with the dial pad.
*Character entry is described in the **Dialing** section on page 6.*



```
SPDIAL=5553491000
DELETE PAUSE 123
```


“Smart” Pauses

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


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

```
SPDIAL=5553491000P1234#  
DELETE PAUSE 123
```

Immediate or Editable Dialing

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

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

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

Unused Keys

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



Press a Speed Dial key.

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

```
SPDIAL=9553491000#  
DELETE PAUSE 123
```



Press the Left Arrow key repeatedly to move the cursor to the beginning of the speed dial string.



Select DELETE repeatedly to delete all characters.

```
SPDIAL=  
DELETE PAUSE 123
```





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

Setting Up the Voice Mail Key

The **VOICE MAIL** key is used to speed dial your voice mail system.


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

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

 Press the **VOICE MAIL** key.
The key's indicator will flash.




```
VOICE MAIL ACCESS  
NUMBER
```

 Select **NUMBER** to view or change the **VOICE MAIL** key speed dial number. This is the number that is dialed to access your voice mail system.
The currently programmed dial string, if any, will be shown in the display.



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

  Enter the dialing string with the dial pad (page 6).

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

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

*If you need to make corrections while entering numbers, select **DELETE** to delete the digit under the*

*cursor. **CLEAR** removes all digits, allowing you to start over.*


 **OK**


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


Setting Up the Call Directory

Up to 36 telephone numbers and/or IP addresses can be stored in the Call Directory. Directory entries are similar to Speed Dial keys, but are accessed from a display menu. Place your most frequently-dialed numbers on Speed Dial keys, if available, and put other numbers in the directory.

Directory entries are displayed on nine screen pages, with four entries per page. The current directory page number (1-9) will be shown in the display.

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

 Select a directory page by pressing a dial pad key (1-9), or press the Left or Right Arrow key to cycle through the nine pages until the desired page is displayed.

 Select a directory entry by pressing the softkey below the name display.
You can edit an existing entry or add a new one by pressing the softkey below an unlabeled entry position.



```
SELECT A SOFTKEY PAGE1  
JIM G HOME
```



Using the dial pad, enter a name (5 characters max.) to identify the directory entry. Press the dial pad key repeatedly until the desired upper case letter appears in the display. For example, to enter the

letter 'L', press the **5** key 3 times. Spaces and punctuation can be entered with the **#** and ***** keys. After a short delay, the cursor will advance to the next character. Press the Right Arrow key if you want to manually move to the next character.

If you need to make corrections while entering the name, select ◀BKSP (backspace) to delete the current character and move back to the previous one.

```
DIRECTORY NAME: STEVE
◀BKSP CLEAR MOVE NUMBER
```

■ Select NUMBER.

5^{JKL} Enter the dialing string with the dial pad as explained in the **Speed Dial** section on page 20. Enter a **#** character at the end of the dial string to allow immediate dialing when the directory entry is selected.

If you want to return to name entry, select NAME.

```
DIAL=5551212#
DELETE NAME 123 PAUSE
```

OK When all digits have been entered, press the **OK** key to return to softkey selection or press the **MENU** key to exit Setup Mode.

```
SELECT A SOFTKEY PAGE1▶
JIM G HOME STEVE
```

Moving a Directory Entry

■ Select MOVE from the Name screen if you want to move a directory entry to a new location.

```
PICK NEW SOFTKEY PAGE1▶
JIM G HOME STEVE
```

■ Press the softkey for the new location; select a new page first with the dial pad or the Left or Right Arrow key if moving to a different directory page.

Any existing entry at the new location will be overwritten by the entry being moved.

Deleting a Directory Entry

■ Select CLEAR from the Name screen to delete a directory entry. The entry's name and number will be deleted immediately.

Personal Ringing Options

Ringing Tone

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

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

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

- Select the TONE option.

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

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

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

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

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

5 JKL

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

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



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

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

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

OK

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

Off-Hook Ringing Options

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



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

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



- Select the OFFHK option.

The current off-hook ringing setting will be displayed.


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

- Select NORMAL or SINGLE to change the setting.
- Press the **OK** key to return to the Personal Ringing menu or press the **MENU** key to exit Setup Mode.

Ringing Control for Individual Line Appearances

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

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

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

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

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

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

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

- Select CONTRL.
All multifunction keys that are programmed for call appearances will have a steady green indication.
- Press a lit key to view its current ring control setting.

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

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

- If you want to change the setting for the selected key, select ALWAYS, NEVER, or WAIT2-WAIT7.
Consecutive line appearances that share a single phone number will use the same ringing control setting.
- Press the **OK** key to return to the Personal Ringing menu or press the **MENU** key to exit Setup Mode.

Local Call Forwarding – No Answer Delay

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

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

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

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

- Select LCFWD.

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

5 JKL

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

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

OK

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

Handset/Headset Configuration

Voice Mode

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

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

■

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

```
VOICE OPTIONS
MODE  VOLUME
```

■

Select MODE.

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

■

Select HAND or HEAD to select handset or headset mode.

OK

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

Preset Volume Levels

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

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

■

Select VOICE.

```
VOICE OPTIONS
MODE  VOLUME
```

■

Select VOLUME.

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

■


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

The display will show the current preset volume settings.


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

Receive Volume



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

-  Select RCV- or RCV+ to adjust the receive volume level.
The new setting will be shown in the display.

Transmit Volume



-  Select XMT- or XMT+ to adjust the transmit volume level.
The new setting will be shown in the display.

Reset to Defaults

-  To set all receive and transmit preset volume levels to the factory defaults, select RESET, and then select YES to confirm.
-  When finished, press the **OK** key to return to the Default Volume Levels menu or press the **MENU** key to exit Setup Mode.


Adjusting the Display Contrast

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

-  From the User Options menu, select DISPLY.
(**MENU** → **USER** → **▶** → **DISPLY**)
-  Select (-) to lighten the display (less contrast), or (+) to darken the display (more contrast).
The display contrast will change, and a bar graph will show the new contrast setting.



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

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

Setting a Call Log PIN

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

- From the User Options menu, select PIN.
(MENU → USER → ► → PIN)
If a PIN is currently set, the display will prompt you to enter your PIN prior to making changes.



```
CALL LOG PIN
SET  CLEAR
```

Creating/Changing Your PIN

- Select SET.



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

- 5 ^{JKL} Enter a new 4 to 20 digit PIN with the dial pad.
If you need to make corrections, select BKSP (backspace) to delete the previous digit, or select CLEAR to clear all digits.

- OK Press the OK key.



```
VERIFY: *****
BKSP  CLEAR
```

- 5 ^{JKL} Repeat the PIN when prompted to verify the new entry.

- OK Press the OK key.

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



```
PIN SET
```

Record your PIN for future reference.

- OK Press the OK key to return to the User Options menu or press the MENU key to exit Setup Mode.

Removing the PIN

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



```
PIN CLEARED
```

- OK Press the OK key to return to User Options menu or press the MENU key to exit Setup Mode.

What to do if you lose your PIN

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

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

User Options Menu Tree

USER (User Options)

CLOCK (Set Time and Date)	page 20
KEYS (Speed Dial Keys)	page 20
NUMBER (Dial String)	
DELETE (Delete Character)	
PAUSE (Dialing Pause)	
123/ABC/abc (Character Entry Mode)	
DIR (Call Directory)	page 22
BKSP (Delete Character)	
CLEAR (Clear Entry)	
MOVE (Move Entry to New Location)	
NUMBER (Edit Dial String)	
DELETE (Delete Character)	
NAME (Directory Name Entry)	
123/ABC/abc (Character Entry Mode)	
RING (Personal Ringing)	
TONE (Ring Tone)	page 24
ALL (All Keys use the same Ringing Tone)	
OFFHK (Off-Hook Ringing)	page 24
NORMAL	
SINGLE (Single Burst)	
CONTRL (Ringing Control)	page 25
ALWAYS (Ring Immediately)	
NEVER (Never Ring)	
WAIT2 (Wait 2 Ring Cycles / 12 seconds)	
WAIT3 (Wait 3 Ring Cycles / 18 seconds)	
WAIT4 (Wait 4 Ring Cycles / 24 seconds)	
WAIT5 (Wait 5 Ring Cycles / 30 seconds)	
WAIT6 (Wait 6 Ring Cycles / 36 seconds)	
WAIT7 (Wait 7 Ring Cycles / 42 seconds)	

LCFWD (Local Call Forward No Answer Delay)	page 25
DELETE (Delete Character)	
CLEAR (Clear Label)	
VOICE (Handset/Headset Options)	
MODE (Voice Mode)	page 26
HAND (Handset)	
HEAD (Headset)	
VOLUME	page 26
HAND (Handset)	
RCV+ (Receive Volume Up)	
RCV- (Receive Volume Down)	
XMT+ (Transmit Volume Up)	
XMT- (Transmit Volume Down)	
HEAD (Headset)	
RCV+ (Receive Volume Up)	
RCV- (Receive Volume Down)	
XMT+ (Transmit Volume Up)	
XMT- (Transmit Volume Down)	
SPKR (Speakerphone)	
XMT+ (Transmit Volume Up)	
XMT- (Transmit Volume Down)	
RESET (Reset to Default Volume Levels)	
DISPLY (Display Contrast)	page 27
+ (Increase Contrast)	
- (Decrease Contrast)	
PIN (Call Log PIN)	page 28
SET (Set New PIN)	
CLEAR (Remove PIN)	

Warranty

Teo Product Warranty

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

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

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

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

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

Regulatory Statements

Important Safety Instructions

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.

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

5. Read and understand all instructions.
6. Follow all warnings and instructions marked on the product.
7. Unplug the line cord before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
8. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.
9. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
10. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
11. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
12. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
13. Never push objects of any kind into this product through any openings as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on this product.

14. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
15. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled into the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, because improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - E. If the product has been dropped or the case has been damaged.
 - F. If the product exhibits a distinct change in performance.
16. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
17. Do not use the telephone to report a gas leak in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

FCC Requirements

The Teo 4104 is hearing-aid compatible (HAC) per Section 68.316, FCC Rules and Regulations.

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



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