



MITEL

# COMMUNICATIONS DIRECTOR AND 5000 COMMUNICATIONS PLATFORMS

**CONFIGURATION MANUAL  
MITEL 5603 WIRELESS HANDSET**



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Configuration Guide  
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## 1 Introduction

This document is a guide for installing, configuring and maintaining functionality of the Mitel® 5603 DECT handsets.

### 1.1 Prerequisites

- Make sure that the following documents are available:
  - *Mitel 5603 Wireless Handset User Guide*
  - *Portable Device Manager (PDM) Windows Version Installation and Operation Manual*
  - *IP-DECT Wireless Messaging Gateway (WSM3) Installation and Operation Manual.*
  - *Mitel 5603/5604/5607 Programmer Installation and Operation Manual*
  - *Mitel 5603/5604/5607/5624 Rack Charger Installation and Operation Manual*

- Install PDM or WSM3.

See the corresponding Installation and Operation Manual above. This enables customizing of the behaviour of the handset to suite each user profile and the specific PBX used in the system. Some functions can also be configured directly in the handset. The PDM is aimed for smaller sites where the handsets are within reach. The WSM3 makes it possible to administrate the handsets centrally via a web interface without the need to collect them.

- Install a 5603/5604/5607 Programmer or 5603/5604/5607/5624 Rack Charger.

See the corresponding Installation and Operational Manual above.

**Note:** In the case of IP-DECT and when WSM3 is used, the charger is not needed.

It is recommended that the reader has basic knowledge of the Ascom system and basic knowledge of subscribing handsets to the PBX.

### 1.2 Abbreviations and Glossary

DECT	Digital Enhanced Cordless Telecommunications: global standard for cordless telephony.
WSM3	Wireless Services and Message gateway An application running on an ELISE3 module, that enables wireless services to and from portable devices and chargers.
IPDI	International Portable DAM Identity DAM (DECT Authentication Module) 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 will be exchanged and IPEI and IPDI will no longer be the same. If the IPEI and the IPDI differ, the IPDI shall be used for network subscription.
OTA	Over The Air
PBX	Private Branch Exchange: Telephone system within an enterprise (Mitel 3300 ICP or Mitel 5000 CP) that switches calls between local lines and allows all users to share a certain number of external lines.
PDM	Portable Device Manager An application, running on a PC, for management of portable devices, charging racks, etc.

User ID      User ID identifies the set of user parameters possible to save and administrate via PDM. It can be moved together with user parameters between handsets. It is normally set automatically at DECT subscription to be equal to call number.

### **1.3    Functionality matrix**

The following matrix shows the features that require settings via PDM/Device Manager.

Company Phonebook  
Central Phonebook  
Voice mail access  
Upload language  
Call services  
Emergency number  
Base station encryption  
Upload Language

## 2 Getting started with Configuration of the Handset

It is possible to configure the handset by inserting it into a 5603/5604/5607 Programmer or 5603/5604/5607/5624 Rack Charger. The charger is connected via USB to PDM, or via Ethernet to WSM3.

In the case of IP-DECT, it is possible to configure the handset over the air.

This chapter describes how to configure handsets in different system setups:

- with PDM
- with WSM3 via chargers
- with WSM3 over-the air

### 2.1 PDM

The Windows Version is run on a PC. The handset is configured via PDM as follows:

- Connect a 5603/5604/5607 Programmer or 5603/5604/5607/5624 Rack Charger via USB to the computer running PDM.
- Start PDM.
- Place the handset in this charger which shall be connected to PDM. The handset can either be turned off or turned on when placing it in the charger. A handset that is turned off will start up automatically and the battery charging symbol will be displayed.

For instructions on how to use PDM, see the *Portable Device Manager (PDM), Windows Version Installation and Operation Manual*.

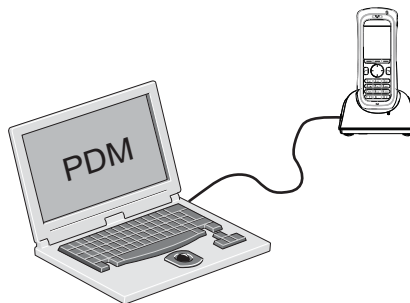


Figure 1. Configuration of handsets via PDM Windows Version

### 2.2 WSM3

The WSM3 runs on an ELISE3 module.

For instructions on how to use the WSM3, see the *IP-DECT Wireless Messaging Gateway (WSM3) Installation and Operation Manual*.

#### 2.2.1 Via Chargers

- Connect a 5603/5604/5607 Programmer or 5603/5604/5607/5624 Rack Charger via the Ethernet port to the network.

The charger is by default configured to connect to the network using DHCP. If DHCP is not used in the network, connect each charger via USB to a PDM Windows Version and configure a static IP address.

- Start the WSM3.

- Place the handset in a charger that is connected to the WSM3.

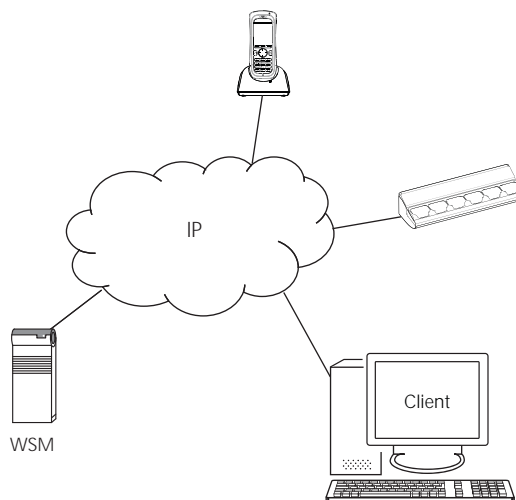


Figure 2. Configuration of handsets via WSM3 and chargers.

### 2.2.2 Over-the-air via IP-DECT

There is no external equipment needed besides WSM3 and IP-DECT. Please proceed with [3 Installation of Handsets](#) on page 4.

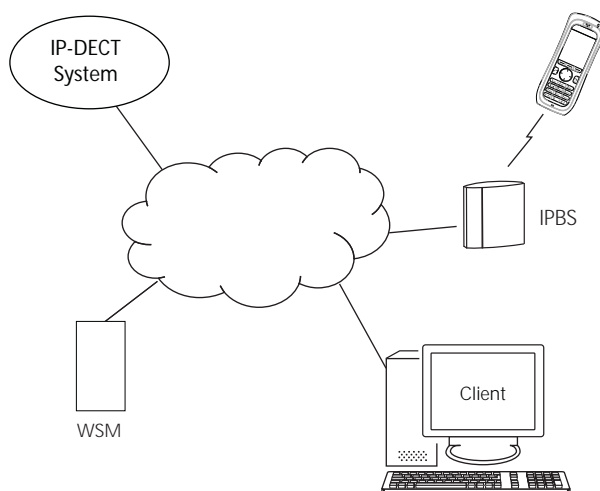


Figure 3. Configuration of handsets via WSM3 and over-the-air.



### 3 Installation of Handsets

This section describes the recommended procedure for installing and configuring handsets. There are several ways to install a handset but the procedures described here guarantees simple maintenance of the system.

It is recommended to use the WSM3 to install and maintain handsets in a large system. The reason is that it enables to install, upgrade and configure a large amount of handsets simultaneously. Another benefit is that the collection of the handsets from the user is not needed. They can be maintained while placed in network connected Advanced Desktop Chargers on the users desks. Network connected Charging Racks can also be used, or over the air in the case of IP-DECT.

The PDM enables administration of handsets inserted in a 5603/5604/5607 Programmer or 5603/5604/5607/5624 Rack Charger connected via USB to the administrator's computer.

#### 3.1 Preparing PDM or WSM3 for handling of the Handset

If the parameter definition file (.def file) for the handset is not present in the PDM Windows Version or WSM3, it can be added by following the procedure below. The parameter definition file and software files are delivered as a package file with the extension '.pkg'. Note that template files (.tpl) may also be included in a package file.

- 1 Open the PDM or the WSM3.
- 2 In the *File* menu, select Import > Packages.
- 3 Select the package and click "OK".

The package will imported and the files will be created; one definition file with the extension .def and one software file with the extension .bin. Template files may also be created.

File extensions are further explained in an appendix in *Portable Device Manager (PDM), Windows Version Installation and Operation Manual*.

#### 3.2 Installation of a new Handset

The installation basically contains three steps:

- Subscription towards the IP-DECT system – needed to be able to make calls and send messages (Mandatory).
- Create an identity for the handset in the PDM/WSM3 – needed to be able to configure the behaviour of the handset and take backups of the handset configuration (Recommended).
- Configure the handset using PDM/WSM3 – customize the behaviour of the handset to suite each user profile and the specific PBX used in the system (Recommended).

How to install the handset depends on the system to be used. Before starting, check which chapter that suits best.

##### 3.2.1 Installation of Handset in IP-DECT System using Easy Registration

A handset can subscribe to an IP-DECT system automatically if the following are fulfilled:

- The IP-DECT system is configured for Easy Registration, see the *IP-DECT Base Station V2 Installation and Operation Manual*.
- The handset's extension number and IPEI are registered in the IP-DECT system, see the *IP-DECT Base Station V2 Installation and Operation Manual*.
- The handset is not subscribed to any systems.
- The handset software is version 4.0.2 or higher.

### **Subscribe**

Subscribe the handset towards the IP-DECT system. The subscription procedure is described in the *Mitel 5603 Wireless Handset User Guide*. The User ID is used to identify the handset when it is connected to PDM/WSM3 and will be visible in the *Number* column.

**Note:** The User ID can be viewed by navigating to the menu:

Admin menu > Device info > User ID

To find the Admin menu, see [6.1 Admin Menu Tree](#) on page 18.

See also examples of handset configurations that can be made in chapter [5 Handset Configuration](#) on page 13.

### **3.2.2 Installation of Handset in IP-DECT System (Manually)**

#### **Subscribe the handset**

- 1 Assign the extension number for the handset in the IP-DECT system. See the *IP-DECT Base Station V2 Installation and Operation Manual*.
- 2 Subscribe the handset towards the IP-DECT system. The subscription procedure is described in *Mitel 5603 Wireless Handset User Guide*.

In order to easily identify the handset, both the IPDI and the User ID are shown in the handset when initiating the subscription procedure.

See also examples of handset configurations that can be made in chapter [5 Handset Configuration](#) on page 13.

## 4 Maintenance

### 4.1 Definitions

In the replacement descriptions, the handsets are defined as:

- "old handset" is the handset to be replaced, possibly damaged but still working
- "new handset" is the replacement handset that will get the settings used in the old handset

### 4.2 Upgrade handset software

It is possible to upgrade or reinstall the software on a handset. All data is left intact on the handset when upgrading the software.

See also *Installation and Operation Manual for PDM or WSM3*.

- 1 Open the PDM or the Device Manager in the WSM3.
- 2 In the *Devices* tab, right-click the handset you want to upgrade.
- 3 Select "Upgrade software...".
- 4 In the *Available software* drop-down list, select the desired software file (.bin). If needed, import the software file to be used by clicking "Import". Locate the software file (.bin or .pkg) and click "Open".

### 4.3 Perform a Factory reset

When a factory reset is done on a handset, all configuration settings will be restored to default values, PBX subscriptions will be removed and all data are removed. This includes contacts, call lists etc. The software will be left intact.

#### Factory Reset using PDM

- 1 In PDM, click the *Device* tab and mark the handset to be factory reset. Note that the handset must be online.
- 2 In the Device menu, select "Factory reset". Alternatively, right-click the handset and select "Factory reset".
- 3 A *Reset devices* dialog appears, click "Yes". The handset will be restarted.

#### Factory Reset using Handset

It is possible to factory reset a handset from its Admin menu.

- 1 To activate the Admin Menu, enter the Call time screen and press > \* < < \* <.
- 2 Select "Factory Reset".
- 3 A *Reset portable?* dialog appears, press "Yes". The handset will be restarted.

### 4.4 Replacement procedure choice guide

Depending on situation, two different replacement procedures can be chosen; replacement via PDM/WSM3 and Easy Replacement. Use the following list as a guide to choose which procedure to use.

- If a handset needs to be replaced due to for example a broken display, see the *Mitel 5603 Wireless Handset User Guide*.

- If the electrical connection is damaged, it might not be possible to follow the Easy Replacement procedure. Depending on fault, it might work to do a replacement via PDM/WSM3, see [4.6 Replacement of the handset with the PDM](#) on page 10 or [4.5 Replacement of handset with the WSM3](#)
- If two handsets and their settings shall be switched between two users, follow [4.6 Replacement of the handset with the PDM](#) or [4.5 Replacement of handset with the WSM3](#).

#### 4.4.1 Data included in a replacement transfer

The following data is replaced during a replacement:

- User parameters (including User ID)
- Contacts (entered by the user)

Note that the following data is *not* replaced:

- DECT registration
- Call list
- Company phonebook
- Downloaded Language

## 4.5 Replacement of handset with the WSM3

Both the old handset and the new handset must be of the same device type. The same extension number is assigned to the new handset. To see which data that is replaced during this process, see [4.4.1 Data included in a replacement transfer](#) on page 8

Make sure that the old handset is saved in the WSM3. Start the Device Manager in the WSM3 and navigate to the "Numbers" tab. There shall be a tick in the "Saved" column for the old handset.

If the handset is not saved, insert it into a desktop charger or rack charger connected to WSM3 and perform a save, see *Portable Device Manager (PDM), Windows Version Installation and Operation Manual*.

If it would be impossible to save the old handset settings, stop this replacement procedure. Instead unsubscribe the old handset from the PBX, register the new handset and follow the instructions for installing a handset, see [3.2 Installation of a new Handset](#) on page 4.

When the handset is saved, unsubscribe the old handset from the PBX.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

#### 4.5.1 Handset Replacement with WSM3 in IP-DECT System

**Note:** The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset.

- 1 Unsubscribe the old handset. If the unsubscription cannot be performed in the handset, unsubscribe the handset via the IP-DECT interface. See the corresponding IP-DECT documentation.
- 2 Subscribe the new handset with the same extension number as the old handset had. The subscription procedure is described in the *Mitel 5603 Wireless Handset User Guide*.
- 3 During the subscription procedure, the handset's User ID will automatically be set to be the same as the extension number.

**Note:** The User ID can be viewed in the handset by navigating to the menu Admin menu > Device info > User ID

- 4 Insert the handset into a desktop charger or rack charger connected to WSM3 (not needed if an over the air connection is used). Navigate to the Numbers tab in WSM3 Device Manager.

The new handset now has the same User ID as the old handset. It will automatically be synchronized and data and parameter settings from the old handset will be transferred to the new handset.

The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.

## 4.6 Replacement of the handset with the PDM

To see which data that is replaced during this process, see [4.4.1 Data included in a replacement transfer](#) on page 8.

Both the old handset and the new handset must be of the same device type. The same extension number is assigned to the new handset.

The new handset should not be subscribed towards the PBX yet.

- 1 Perform a factory reset, see [4.3 Perform a Factory reset](#) on page 7, if the new handset has been previously used.
- 2 Make sure that the handset is saved in the PDM. In the *Numbers* tab, a saved handset has the symbol ✓ in the *Saved* column. If not, right-click the handset and select "Save" in order to transfer the settings to the new handset later on.

**Note:** If it is impossible to save the old handset settings, stop this replacement procedure. Instead register the new handset and follow the instructions for installing a handset, see [3.2 Installation of a new Handset](#) on page 5.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

### 4.6.1 Handset Replacement with PDM in IP-DECT System

**Note:** The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset

- 1 Unsubscribe the old handset. If the unsubscription cannot be performed in the handset, unsubscribe the handset via the IP-DECT interface. See the corresponding IP-DECT documentation.
- 2 Subscribe the new handset with the same extension number as the old handset had. The subscription procedure is described in the *Mitel 5603 Wireless Handset User Guide*.  
  
During the subscription procedure, the handset's User ID will automatically be set to the same as the extension number. The User ID is used to identify the handset when it is connected to PDM and will be visible in the *Number* column.  
  
**Tip:** The User ID can be viewed by navigating to the menu: Admin menu > Device info > User ID.
- 3 Insert the new handset into a desktop charger or rack charger connected to the PDM.

- 4 A dialog window appears, asking the user to decide whether to use the Number settings in PDM or the Number settings in the device. Select "PDM".

The handset will automatically be synchronized and all data and parameter settings will be transferred to the new handset. The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.

#### 4.7 Brazil or other Latin America countries – DECT frequency configuration

**Note:** This chapter is only applicable if the handset is used in Brazil or other Latin American countries.

In order to change the operating frequency band, the following preconditions must be fulfilled:

- The frequency set to "Not initiated". This can be checked by entering the Admin menu, see [6 Administration](#) on page 20, follow the path:  
Admin menu > Device info > Hardware.  
Scroll down to "Frequency band".
- The handset must not have a DECT registration. If it already has, perform a Factory reset, see [4.3 Perform a Factory reset](#) on page 7.

- 1 Enter the Admin Menu, see [6 Administration](#) on page 20.
- 2 Select "Frequency band" and select the desired band.
  - LA (Latin America): 1910-1930 MHz
  - Brazil: 1910-1920 MHz
- 3 Restart the handset.
- 4 Register the handset.
- 5 The frequency band option will no longer be available.

**Note:** The selection is persistent and will stand a factory reset.

## 5 Handset Configuration

**Note:** This chapter describes settings in parameter definition files (.def). These files are regularly updated and settings may change slightly. For example "On" to "Enable" or a parameter can be moved to another directory.

### 5.1 Configure a Handset with a Template

A template contains one or more parameter settings. By using a template, the same configuration can easily be applied to many handsets simultaneously. Templates are also an efficient way to give good control over which changes that are applied to each handset.

Templates enables configuration of all aspects of a handset from sound volume to keypad short cuts.

Your supplier can provide example templates for different PBX's. The handset will have full functionality towards the PBX even without such a template. By using such a template, though, the handset will be customized for that PBX with menu options for PBX specific functions such as Callback.

A template can be created (see [5.1.1 Create a template](#)) and/or imported (see the *Portable Device Manager (PDM), Windows Version Installation and Operation Manual*).

**Note:** The 5603 Wireless Handset ships with default in-call and out-of-call menus tailored for operation with the MCD (3300 ICP). Templates for these same menus for use with the Mitel 5000 CP Release 6.0 and higher are available and can be applied using the Desktop PDM with the Desktop Programmer or WSM3.

#### To access the 5603 Feature Menu Template for 5000CP:

1. In your browser, go to [www.mitel.com](http://www.mitel.com), click Login, and log in to Mitel OnLine.
2. Move your cursor over Support, and select Software Downloads.
3. Click on IP-DECT.
4. Click on the **5603 Feature Menu Template for 5000 CP**.

#### 5.1.1 Create a template

1. Open the PDM or the Device Manager in the WSM3.
2. Select the *Templates* tab and open the menu "Template > New...". The *Create Template* window is opened.
3. Select the device and parameter version that matches the software version installed on the handset. Give the template a descriptive name.  

The parameters that are not part of the template will be left unchanged on the handset.  
The parameter version of an installed handset is visible under the *Numbers* tab or the *Devices* tab.
4. Select the checkbox of each parameter that you want to be part of this template and enter the proper value.
5. Click "OK" to save your template.

#### 5.1.2 Apply a template

1. Open the PDM or the Device Manager in the WSM3.

- 2 In the *Numbers* tab, right-click the handsets you want to apply the template to.
- 3 Select "Run template...".  
Only templates with a parameters version matching the selected handsets will be shown. Select the template you want to apply and click "OK".
- 4 The template is applied. The number of parameters in the template will affect the time it takes to apply the template to the selected handsets.  
When looking at a handset under the *Numbers* tab, the column *Last run template* will show the name of the most recently applied template.

### 5.1.3 Save a Handset Configuration as a Template

It is possible to save all settings of a handset as template. Please note that this does not include contacts and other personal data. The template will only contain configuration data.

This template can be used as a backup if you want to restore the configuration of the handset at a later stage or as a template that can be applied to a number of handsets.

- 1 Some parameters are user specific. If it is decided to apply this type of template to several handsets, the following parameters may be excluded:
  - Owner ID - A text string specified in standby mode. The parameter is located directly under "Settings".
  - Phone lock PIN code - The security code used to unlock the keypad. The parameter is located under Settings > Locks.
- 2 Open the PDM or the Device Manager in the WSM3.
- 3 In the *Numbers* tab, right-click the handset you want to save as a template.
- 4 Select "Use as a template...". Enter a descriptive name for the template.
- 5 The *Edit template* window is opened. By default, all parameters are selected and are saved when clicking on "OK".  
If one or more parameters should be excluded, remove them by de-selecting the checkbox next to the parameter.
- 6 Click "OK".

### 5.1.4 Synchronizing a Handset with PDM/WSM3

After installing and saving a handset, it will be synchronized each time it is connected to the PDM/WSM3. The synchronization transfers parameter changes between the handset and the PDM/WSM3 and vice versa as follows:

- If a parameter has been changed in the handset, it will be transferred to the PDM/WSM3.
- If a parameter has been changed in the PDM/WSM3 while the handset was disconnected, it will be transferred to the handset.
- If the same parameter has been changed in both the PDM/WSM3 and the handset, the value in PDM/WSM3 will be transferred to the handset.

## 5.2 Voice Mail

In some systems it is needed to assign the handset number of the Voice Mail service. The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.



### 5.2.1 Wildcard characters in voice mail phone numbers

When programming voice mail dial strings in PDM it is possible to use a wildcard character, N, to represent the phone's extension number.

For example, a PBX uses voice mail numbers that are a combination of a base voice mail number and the phone's extension number. If the base voice mail number is 2222 and the extension number is 4455, the voice mail number is 22224455. Using the N wildcard character this can be written as:

2222N

## 5.3 Central Phonebook

If the system is equipped with a messaging server with a phonebook service, the Central Phonebook on that server can be accessed from the handset. The number to be used is set to default 999999. It can be changed by editing parameters in a Number or a template.

If the system is not equipped with a Central Phonebook, this menu option can be removed from the handset by entering an empty value for the corresponding parameter.

The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

## 5.4 Company Phonebook

It is possible to create a phonebook that is administered centrally and uploaded to the handset from PDM/WSM3. If this feature is used, entries from Contacts and Company Phonebook are merged. The Company Phonebook entries are locked and cannot be edited in the handset.

### 5.4.1 Create a Phonebook File

The phonebook file (.cpb) is created from an Excel file using a script to extract the information and create to the phonebook file (.cpb). The Excel file is provided by your supplier.

The handset supports a maximum length of 24 characters in each field, additional characters are truncated when the phonebook file is created. The following characters are accepted in the handset number field in the phonebook file, but are ignored when the phonebook file is created: "(", ")", "-", and " (space).

### 5.4.2 Upload a Company Phonebook File

In PDM or Device Manager in WSM3, go to the *Devices* tab and select device(s). In the *Device* menu, select "Upload phonebook".

### 5.4.3 Remove Company Phonebook Entries

It is possible to delete all company phonebook entries in the handset by importing an empty company phonebook file. Create the empty file using the Excel tool provided by your supplier.

## 5.5 Call Services

Call services is a configurable menu in the handset. The purpose of the Call services menu is to provide a user friendly access to system dependent functionality such as absence handling and call diversion.

The menu is described in the *Mitel 5603 Wireless Handset User Guide*.

Besides the default Call services functions, it is possible to define 10 extra system specific call services by codes. The codes can be programmed with digits 0-9, #, \*, P – pause, H – hook (auto disconnection).

Using the PDM and the "Edit template" feature, the parameters can be found at

Systems > System X > PBX Settings > In call functionality

**Tip:** Ask your supplier for a template example that will configure the call services menu for the PBX.

## 5.6 In Call Menu

In Call Menu is a configurable menu in the handset. The purpose of the In Call Menu is to provide a user friendly access to system dependent functionality during a call such as:

- Start a new call during a conversation
- Switch between calls
- End a call
- Transfer a call
- Transfer to a new call
- Make a conference call
- Activate call back
- Sending call waiting
- Open Contacts
- Send DTMF
- Viewing DECT information
- Turning the microphone on/off

The menu is described in the *Mitel 5603 Wireless Handset User Guide*.

**Note:** It is also possible to configure own In call functions, see [5.6.1 Configure Own In Call Functions](#), or create a shortcut to a certain In call function, see [5.7 Customize Soft Keys](#).

Ask your supplier for example templates that will configure the in call menu for your PBX.

### 5.6.1 Configure Own In Call Functions

Besides the default In call functions, it is possible to define 10 extra system specific call services by codes. The codes can be programmed with digits 0-9, #, \*, P – pause, H – hook (auto disconnection).

- 1 Select Systems > System X > PBX Settings > In call functionality > General purpose X.
- 2 In the *Name* field, enter the name to be displayed in the In call menu.
- 3 In the *Data* field, enter the applicable code to be used for the function.
- 4 Click "OK" to save the settings.

**Tip:** Your supplier may have a template example that will configure the In call functions menu for the PBX.

## 5.7 Customize Soft Keys

It is possible to configure the right Soft key as a shortcut to a certain In call function, or hide the Soft key. By default, the right Soft key is configured as R-key.

### 5.7.1 Create a Soft Key to an In Call Function

- 1 If needed, configure the In Call functionality to be used. See [5.6 In Call Menu](#). This is not needed if the Loudspeaking function or R-key shall be used.
- 2 Select Systems > System X > PBX Settings > In call functionality > Soft key Right
- 3 In the *Name* field, enter a descriptive name of the Soft key. This is not needed if the functions Loudspeaking function or R-key shall be used.
- 4 In the *Function* drop-down list, select the function to be used.
- 5 Click "OK" to save the settings.

### 5.7.2 Hide a Soft Key to an In Call Function

- 1 Select Systems > System X > PBX Settings > In call functionality > Soft key Right
- 2 In the *Function* drop-down list, select "Not used".
- 3 Click "OK" to save the settings. The Soft key will not be visible during a call.

### 5.7.3 Configure Contact Soft Key

When the handset is in idle mode, the middle Soft key is by default configured to access the Contacts list. It is possible to configure the Soft key to access the Central phonebook or the Contacts menu instead.

- 1 Select Settings > Soft key Middle.
- 2 In the *Function* drop-down list, select which phonebook to be accessed when pressing the Soft key.

## 5.8 Own Line Settings

Use the own line settings when it is desired to use the same phonebook in different systems and in different countries.

The own line settings enables:

- Calling numbers stored with a "+" sign for the international access code. The same phonebook can be used in different countries.
- Recognizing incoming internal or external calls as numbers stored on international format in the phonebook. The same phonebook can be used in different systems.

In order for this feature to work, numbers must be stored in the phonebook in international format with a "+" sign for the international access code. Also, the Own Line parameters must be configured via PDM/WSM3.

## 5.9 Uploadable Language

It is possible to upload *one* additional language to the handset. The language file is generated via an Excel file. The Excel file used to generate language files is delivered from your supplier.

**Note:** If another language file is uploaded, the first additional language is overwritten.

Certain special characters are allowed when generating the language file, see information in the Excel file.

To upload an additional language, the PDM/WSM3 is used, go to the *Devices* tab and select device(s). In the *Device* menu, select "Upload language...".

A parameter can be altered to match the uploaded language. The parameter controls:

- The characters available for text input
- The sort order in the phonebook.

This parameter is only used when language is set. The parameter can be found in the *Settings* folder.

## 5.10 Personalizing the Menu

It is possible to customize the handset's menu by turning certain menus on/off. This is done in the PDM by editing a template (or a Number setting) for the corresponding handset (or Number).

The path to these settings in the template depends on the version of the parameter definition file (.def). In the current version the path is:

Customization > Visibility

The settings for the parameters may have two alternatives:

- Show
- Hide

### 5.10.1 Show/Hide Missed Call Window

A missed call is by default indicated by a Missed call window. It is possible to hide this window and is recommended if a user has, for example, both a handset and a mobile.

Example:

If configured in the PBX, an incoming call to the handset can either be answered using the handset or mobile. If the user answers the call using the mobile, the Missed call window will not be displayed in the handset.

- 1 Select Settings > Answering.
- 2 In the *Show missed calls popup* drop-down list, select "No" to hide the *Missed call* window.

## 5.11 Set Action when Handset Placed in Charger

### 5.11.1 Actions when not in Call

The handset can be configured to perform an action when it is placed in a charger. The selected action is only performed when no call is established. When the handset is removed from the charger, it returns to previous settings.

- 1 Select Connections > In Charger

- 2 In the *In charger action* drop-down list, select one of the following:
- No action - no action will be performed when handset is placed in charger
  - Switch off - the handset will be switched off when placed in charger
  - Redirect - the handset will redirect all calls when placed in charger. **Note:** The destination number must be programmed in the PBX to be able to redirect calls.
  - Sound off - the handset will be silenced when placed in charger

### 5.11.2 Clear Lists when inserted in Charger

The handset can be configured to clear lists when placed in a charger. The following call lists will then be cleared:

- Call list
- Missed calls

Using the PDM and the "Edit template" feature, the parameter can be found at Connections > In\_Charger > Clear\_Lists\_In\_Charger in a template or parameter definition file (.def).

The default setting for "Clear list in charger" is "Off". The feature is activated by changing the parameter value to "On". When the feature is enabled, the lists are cleared when the handset is placed in the charger.

### 5.12 Disable Homebase GAP Registration

When the feature is enabled, it is not possible to register to a home base.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Home\_Base\_Subscription.

The parameter shall be set to "Enable" for registration of a new base station. The default value is "Disable".

### 5.13 Require Encrypted Base Station

The handset can be configured to establish calls via encrypted base stations only. This is used to avoid snooping in the telephony network.

Requirements:

- The encryption is enabled in the base station. See *IP-DECT Base Station V2 Installation and Operation Manual*.
- The base station software version must be 3.1.x or greater.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Encryption required.

When the parameter is set to "Yes", it is only possible to establish calls via encrypted base stations. The default value is "No".

### 5.14 Protect registration from user deletion

It is possible to protect or not protect a registration from deletion via the handset menu by altering the parameter "Protected flag". In a template/Number in PDM/WSM3, the parameter is found at:

Systems > System X > Registration data.

### 5.15 Emergency Call Number

This is a phone number for emergency calls. It is always possible to call this number, regardless of whether phone-lock or key-lock are active or not. The Parameter is found in a template/Number in PDM/WSM3 in the "Settings" folder.

### 5.16 Audio adjustment

It is possible to configure microphone gain and side tone to achieve optimal audio quality for each working environment.

The following parameters can be found at:

Audio > Normal

- Normal side tone adjustment - Determines how much of the speakers voice that is fed back to the speaker.
- Normal mic adjustment - Determines the microphone sensitivity, that is, how much sound the microphone shall gain.

The parameter affects the "normal" mode, that is neither wired headset nor the handsfree/loudspeaking mode.

For configuration of headset audio see, [5.17 Headset configuration](#).

**Note:** Changing this parameter may result in lower sound quality and high sound level. Evaluate carefully before applying.

### 5.17 Headset configuration

A headset is recommended if you frequently use the handset and/or want to have both hands free. The headset comes in two versions; microphone integrated in the cable, and microphone on a boom.

In order to achieve optimal audio quality with the different headset types, it is recommended to set the corresponding headset profile.

The default setting is *Mic on a boom*, which means that the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed as follows:

- 1 Connections > Headset
- 2 In the *Headset type* drop-down list, select the corresponding headset to be used.  
If *User headset profile* is selected, continue with [User headset profile](#).

#### User headset profile

If the pre-configured headset profiles does not match the headset or the audio performance is bad, it is possible to configure a headset profile.

- 1 Select Connections > Headset > User headset profile.
- 2 In the *Name of user headset profile* field, enter an appropriate name. The name will be visible and selectable in the handset menu.
- 3 In the *Headset mic adjustment* drop-down list, select the microphone gain to be used.
- 4 In the *Headset speaker adjustment* drop-down list, select the speaker gain to be used.

**Note:** Changing these parameters may result in a very high sound level which can cause hearing damage. In addition, these parameters may result in lower sound quality such as noise and echo.

If the audio problems occur, it is noticeable for the person listening on the conversation. Evaluate carefully before applying.

### **5.18 Owner identification in the idle display.**

It is possible to add owner identification in standby mode of the handset. In a template or Number in PDM/WSM3, the parameter is found at:

Settings > Owner ID

**Note:** It is also possible to configure the Owner ID via the handset menu. See the *Mitel 5603 Wireless Handset User Guide*.

### **5.19 Import Contacts**

It is possible to create a local phonebook (that is Contacts) that is administered centrally and uploaded to the handset from PDM/WSM3.

#### **5.19.1 Create a Local Phonebook File**

The local phonebook file is created by using an Excel that is provided by your supplier.

#### **5.19.2 Upload a Local Phonebook File**

**Note:** When uploading a local phonebook file, the local phonebook entries (if any) in the handset will be replaced by the entries in the file.

- 1 In the PDM or Device Manager in WSM3, go to the *Numbers* tab and select handset(s).
- 2 In the *Number* menu, select Import contacts > From File.
- 3 Select the file to be imported and click "Open".

## 6 Administration

### 6.1 Admin Menu Tree

The handset has a hidden menu for system administrators. The Admin menu contains:

- Software and hardware information, IPEI and IPDI
- DECT link and system information
- Centralized Management status
- Fault logging
- Enhanced system menu with ability to alter protection
- Frequency band selection
- Factory reset option

To activate the Admin Menu, enter the Call time screen and press > \* << \* <.

The following figure shows the menu tree for the Admin menu in the handset.

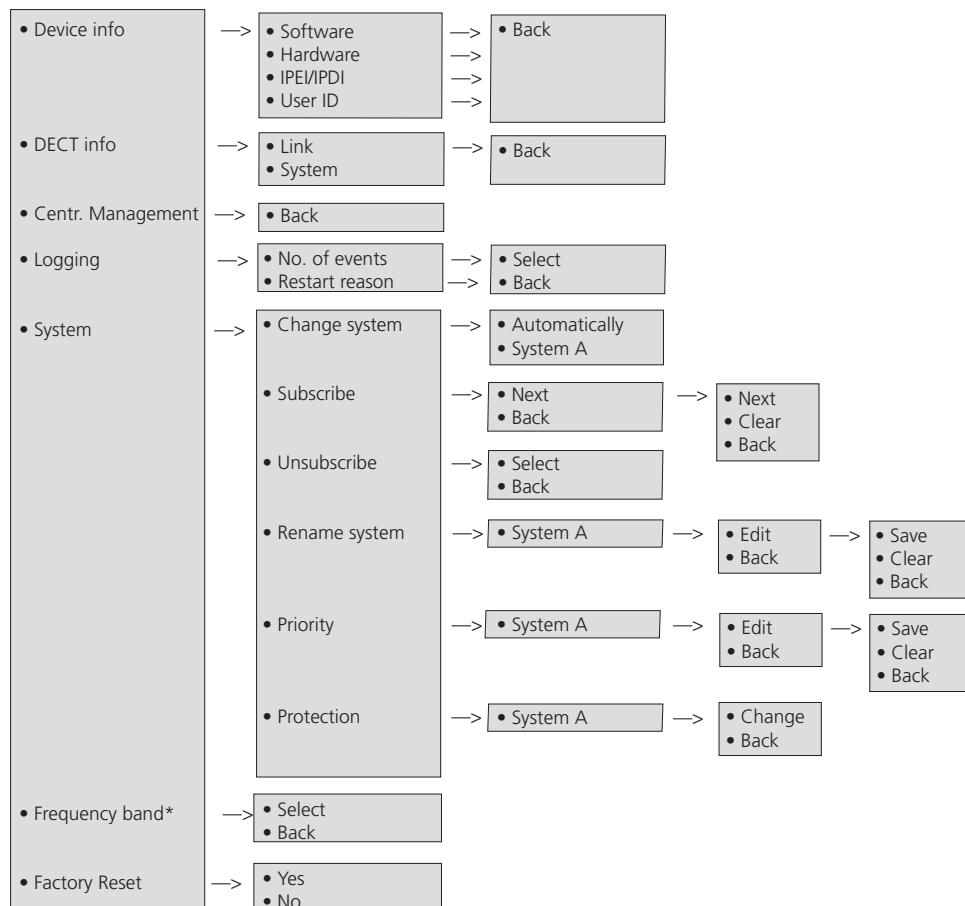


Figure 4. Admin Menu in Handset.

\*) This option will disappear when the frequency band has been set.

Other menus are described in the *Mitel 5603 Wireless Handset User Guide*.



## 6.2 Quick Access to the handset's Device Information

For quick access to device information, short codes can be used from the idle menu. To display this information, enter the following codes in the handset.

<b>Information</b>	<b>Code</b>
Software version	*#34#
Hardware version	*#34#
IPEI	*#34# or *#06#
IPDI	*#34# or *#06#
User ID	*#34#

## 6.3 LED indications

The following table shows the LED indications that are used for the handset.

<b>LED indication</b>	<b>Description</b>
None	Switched off.
Green, fixed	Handset fully charged and in charger.
Green, flashing	Switched on, but not in charger.
Orange, fixed	Charging.
Orange, flashing (1 000 ms on, 1 000 ms off)	Software download..
Red, fixed	Software error. Service needed.

## 7 Troubleshooting

This section contains information on how to solve common operational problems, and information on warnings you may receive.

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact the system administrator.

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

### 7.1 Fault Symptoms

If any of the following Fault Symptoms occur, follow the instructions below.

<b>Fault</b>	<b>Probable cause</b>	<b>Action or comment</b>
The display stays dark	Low battery level or faulty handset.	Charge the battery. If the handset does not work after charging, contact the system administrator.
There is no ring signal	The handset is muted, the ring volume is set to silent, or faulty handset.	Press and hold the Sound off key, or increase volume (Settings > Sound & Alerts > Volume) or contact the system administrator.

### 7.2 Display Information

The following error messages can be shown in the handset display:

<b>Display shows</b>	<b>Probable cause</b>	<b>Action or comment</b>
No access	The handset is in range, but has no access rights.	Switch off the handset and then switch it on again. If this does not work, contact the system administrator.
No System. The handset beeps once a minute with a low tone followed by a high tone (during max 30 minutes). If the vibrator is enabled, it vibrates after the last beep.	The handset is out of coverage, or faulty handset.	The beeps can be stopped with the mute button. Then go into range. Note: When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. If this does not work, contact the system administrator.
SERVICE NEEDED Parameters corrupt	Faulty handset.	Select the reset option on the middle soft key. If this is not available or the problem persists send the handset for service.
Note: This display message is only shown in English.		

<b>Display shows</b>	<b>Probable cause</b>	<b>Action or comment</b>
SERVICE NEEDED Invalid IPDI  Note: This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Enter PIN code	Phone lock is activated.	Enter the required PIN code. If the PIN code has been lost, enter a new PIN code via the PDM/WSM3 or do a factory reset via the PDM/WSM3.
Battery low, charge now	The battery level is low.	Charge the handset, or replace battery.
Phonebook is not available at the moment.	The phonebook is not activated or does not respond.	Try again later or if the fault persists do a factory reset via the admin menu or via the PDM/WSM3. Note that it may take several minutes for the phonebook to be available if there are many entries in Contacts and/or company phonebook.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via the PDM/WSM3.

## **8 Related Documents**

Mitel 5603 Wireless Handset User Guide

Mitel 5603 Wireless Quick Reference Guide

Portable Device Manager (PDM), Windows Version Installation and Operation Manual

IP-DECT Wireless Messaging Gateway (WSM3) Installation and Operation Manual

IP-DECT Base Station V2 Installation and Operation Manual





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**GLOBAL HEADQUARTERS**

Tel: +1(613) 592-2122  
Fax: +1(613) 592-4784

**U.S.**

Tel: +1(480) 961-9000  
Fax: +1(480) 961-1370

**EMEA**

Tel: +44(0)1291-430000  
Fax: +44(0)1291-430400

**CALA**

Tel: +1(613) 592-2122  
Fax: +1(613) 592-7825

**ASIA PACIFIC**

Tel: +61(0) 2 9023 9500  
Fax: +61(0) 2 9023 9501

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