

# User Manual

v1.02

## Handset M65/M85/M25

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## Important information

Please read the instructions on safety and disposal and on how to set up and use the device before using it and also give them to other users to read or inform those users of their contents. Save this manual and do not give the device to third parties without it.

## Intended use

This telephone is designed for use with a snom M-series base. Any other use is considered unintended use. Any modification or reconstruction not described in the user manual is considered unintended use.

## Safety instructions

Follow the instructions in this manual and other applicable documentation of the device.

- Use only the power converter (AC/DC adapter) delivered with the phone or a power supply expressly recommended by snom. Other power power supplies may damage or even destroy the device, affect its behavior, or induce noise.
- Use only the rechargeable battery delivered with the handset or a rechargeable battery expressly recommended by snom.
- Avoid placing the device's cord where people may trip over them. Avoid placing the cord where it may be exposed to mechanical pressure as this may damage it. If the power supply cord or the plug is damaged, disconnect the device and contact qualified service personnel.
- Charger, power adapter, and cord are for indoor installation only. Not for outdoor installation!
- This device is for indoor use only! NOT FOR OUTDOOR USE!
- Do not install the device in rooms with high humidity (for example, in bathrooms, laundry rooms, damp basements). Do not immerse the device in water and do not spill or pour liquids of any kind onto or into the device.
- Do not install the device in surroundings at risk for explosions (paint shops, for example). Do not use the device if you smell gas or other potentially explosive fumes.
- Do not use the device during thunderstorms. Lightning striking the power grid may cause electric shocks and damage or destroy the device. We recommend using overvoltage and surge protection.
- **Warning:** The handset contains a magnet, and its earpiece may attract small dangerous objects such as needles or pins. Please ensure before each use that no such objects are present.
- The operational temperature for the M65 and M25 handset is between -10°C and + 50°C (14°F and 122°F), for the M85 between - 15°C and + 55°C (14°F and 131°F).
- The charging temperature is between +5°C and +40°C (41°F and 104°F).
- Medical devices might be adversely affected. Please consider the technical ramifications when installing the devices in a doctor's office, for example.
- FOR THE USA: Do not use near medical equipment or if you have a pacemaker.

- **If you have an implanted pacemaker:**

- Do not use if you have an implanted pacemaker unless the pacemaker manufacturer's directions expressly permit the use of devices emitting pulsating radio frequency signals. Always follow the manufacturer's directions!
- Recommended MINIMUM distance to the handset: 20 cm (7").
- Do not carry the handset in a breast pocket.
- Hold the handset to the ear opposite the medical device to minimize the potential for interference. Turn the handset off immediately if there is any reason to suspect that interference is taking place.
- FOR THE USA: Do not use if you have a pacemaker.

- **Other health risks**

Do not hold the loudspeaker at the back of the handset against your ear when the phone is ringing or when speakerphone is switched on. Danger of serious, irreversible damage to your hearing!

- **If you are wearing a hearing aid**

Please note that the handset may cause an annoying background noise.

## Additional safety information

- **Small children**

Your device and its enhancements may contain small parts. Keep them out of the reach of small children.

- **Operating environment**

Remember to follow any special regulations in force in any area, and always switch off your device when its use is prohibited or when it may cause interference or danger. Use the device only in its normal operating positions. Do not place credit cards or other magnetic storage media near the device, because information stored on them may be erased.

- **Medical devices**

Operation of any equipment emitting radio frequency signals may interfere with the functionality of inadequately shielded medical devices. Consult a physician or the manufacturer of the medical device to determine if they are adequately shielded from external radio frequency (RF) energy or if you have any other questions concerning this topic. Switch off your device in health care facilities when signs posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

- **Implanted medical devices**

Manufacturers of medical devices recommend that a minimum distance should be maintained between a wireless device and an implanted medical device, such as pacemakers or cardioverter defibrillators, to avoid potential interference with the medical device. Persons who have such devices should:

- Always keep the wireless device more than 20 centimeters (7.8 inches) from the medical device when the wireless device is turned on.
- Not carry the wireless device in a breast pocket.
- Hold the wireless device to the ear opposite the medical device to minimize the potential for interference.
- Turn the wireless device off immediately if there is any reason to suspect that interference is taking place.



- Read and follow the directions of the medical device's manufacturer.

If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

## SELV (Safety Extra Low Voltage) compliance

Safety status of Input/Output connections comply with SELV requirements.

## Potentially explosive environments

Switch off your device when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off the device at refuelling points such as near gas pumps at service stations. Observe restrictions on the use of radio equipment in fuel depots, storage, and distribution areas; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often but not always clearly marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas, and areas where the air contains chemicals or particles such as grain dust or metal powders.

## Sensitive Electronic Equipment

The current state of research concludes that operational DECT phones normally do not adversely affect electronic equipment. Nevertheless, you should take some precautions if you want to operate DECT phones in the immediate vicinity of such equipment like sensitive laboratory equipment. Always keep a minimum distance of 10 cm (3.94") to the equipment even when the phone is in standby.

## Electrical Surges

We recommend the installment of an AC surge arrester in the AC outlet to which this device is connected to avoid damage to the equipment caused by local strikes of lightning or other electrical surges.

## Important Battery Information

M65/M85      This product uses a rechargeable Lithium-Ion battery 3.7V, 1100 mAh. Only use the battery that came with the handset or the replacement battery, snom PN 00003932.

M25            This product uses two rechargeable NiMH batteries AAA 1.2V 600 mAh. Only use the batteries that came with the handset or replacement batteries expressly recommended by snom.

Do not use any other type of battery since this may lead to leakage, fire, explosion, or other dangerous situations. Never disassemble, alter, or short-circuit batteries or use them for purposes other than the intended one. Charge battery only within the handset placed in the charger that came with the product.

## Charging and Discharging, Storage

- The full performance of a new battery is achieved only after two or three complete charge and discharge cycles.
- The battery can be charged and discharged hundreds of times, but it will eventually wear out. Use only snom technology AG approved batteries.
- If left unused, a fully charged battery will lose its charge over time. If the battery is completely discharged, it may take a few minutes before the charging indicator appears on the display.
- Use the battery only for its intended purpose. Do not short-circuit the battery. Short-circuiting the terminals may damage the battery or the connecting object. Do not use a damaged charger or battery. Using a damaged battery may cause it to explode.
- Do not place or store the battery, inside or outside the handset, in the immediate vicinity of open fire or other heat sources.
- Leaving the battery in hot or cold places will reduce its capacity and lifetime. Charge batteries within an ambient temperature range of 5° C to 40° C (41° F to 104° F). A device with a hot or cold battery may not work temporarily, even when the battery is fully charged.
- Avoid overcharging. Repeated overcharging can lead to deterioration in battery performance. Never attempt charging the battery with reversed polarity as this may cause the gas pressure inside the battery to rise and lead to leakages.
- Remove battery if storing phone for more than 1 month.
- Store battery/batteries in a cool, dry place without corrosive gases. Temperature range for storage up to 3 months: -20° C to 35° C (-4° F to 95° F). Storage up to 6 months: Charge battery/batteries to 30% to 70% of capacity and store at +5° C and +25° C (41° F to 77° F), relative humidity 50%.
- Battery Disposal. Defective or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

## Disposal of the device

### Handset, Charger, and Power Supply



This product is subject to European Directive 2002/96/EC and may not be disposed of with general household garbage. If you do not know where you may dispose of the device at the end of its lifespan, contact your municipality, your local waste management provider, or your seller..

If you do not know where you may dispose of the device at the end of its lifespan, contact your municipality, your local waste management provider, or your seller.

### For countries outside the European Union

Disposal of electrical and electronic products in countries outside the European Union should be done in line with local regulations. Please contact local authorities for further information.

## Battery



The battery/batteries provided with this product is/are subject to European Directive 2006/66/EC and may not be disposed of with general household garbage.

If you do not know where you may dispose of the battery/batteries at the end of its/their lifespan, contact your municipality, your local waste management provider, or your seller.

## For countries outside the European Union

Disposal of batteries in countries outside the European Union should be done in line with local regulations. Please contact local authorities for further information. In the US and Canada, you can contact the consumer helpline 1-800-8-BATTERY.

## Cleaning

To clean the device, use an anti-static cloth. Please avoid cleaning liquids as they might damage the surface or internal electronics of the device.

## Additional Important Information USA

**M65 FCC ID: T7HRTX8630**

**M25 FCC ID: T7HCT4088**

**M85 FCC ID: T7HCT8830**

### Intended Use

This telephone is designed for use with a snom M-series base. Any other use, modification or reconstruction of the product is considered unintended use.

### Important Safety Information

Follow all instructions and warnings in the user manual, and on the equipment to prevent accidents.

#### WARNING

Fire, electric shock, or other injury may result if you do not observe the following safety precautions:

- Do not use in or near a bathtub, sink, swimming pool, wet basement, or other water.
- Do not use this or any cordless telephone in the vicinity of a gas leak.
- Do not use in environments subject to explosion hazards, such as auto paint shops.
- Do not use near medical equipment or if you have a pacemaker.
- Unplug from wall outlet before cleaning.
- To prevent overheating, do not block slots and openings in the cabinet or the back or bottom of equipment. Do not place equipment on beds, sofas, rugs, or other surfaces that generate fibers.
- To prevent overheating, do not place near or over a radiator or in a cabinet without proper ventilation.
- To reduce the risk of fire, use only 26 AWG or larger UL-listed or CSA-certified telecommunication line cord.
- Operate using the power source indicated on the marking label. If you are unsure about the type of power supply to your home or business, consult your power company.
- Do not place objects on the power cord. Do not step on the power cord.
- To prevent exposure to dangerous voltage, do not push objects through cabinet slots.
- To reduce the risk of electric shock, do not disassemble equipment or open parts other than specified access doors. Opening or removing parts may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when equipment is subsequently used.
- Do not overload wall outlets and extension cords.
- Unplug equipment and contact qualified service if any of the following has occurred:
  - Power supply cord or plug has been damaged or frayed.
  - Liquid has been spilled on or in the equipment.
  - Equipment has been exposed to rain or water.

- Equipment does not work normally even when the operating instructions are followed. Adjust only those controls referred to in the operating instructions. Improper adjustment of other controls may result in damage and may require extensive work by an authorized service center.
- Equipment has been dropped and damaged.
- Equipment has exhibited a distinct change in performance.
- Do not put the handset of the telephone next to your ear when the handset is not in normal talk mode.
- Radio signals transmitted between the handset and base may cause interference with hearing aids.
- **WARNING:** The handset contains magnets and the earpiece or mouthpiece may attract and hold small dangerous objects such as pins. Please ensure no such objects are present before each use.
- The cords contain lead, a chemical known to the State of California to cause birth defects or other reproductive harm. Wash hands after handling.

## Installation Guidelines

- Follow all warnings and instructions.
- Do not install equipment near a bath tub, sink, or shower.
- Operate the equipment using only the power source indicated on the marking label. If you are unsure of the power supply to your home or business, consult with your power company.
- To avoid interference to nearby appliances, do not place base of the phone on or near a television, VCR, or microwave oven.
- Do not expose the equipment to direct sunlight.
- Do not place equipment on an unstable cart, stand, or table.
- Adjust only those controls referred to in the operating instructions. Improper adjustment of other controls may result in damage and may require extensive work to restore equipment to normal operation.
- The equipment may get warm when batteries are being charged. To avoid damage, it is recommended that the product not be placed on antique or veneered wood.
- The location of the base unit of the phone should be close to a phone jack, a personal computer, and a continuous power outlet (an AC outlet that does not have a switch to interrupt power).
- Keep base and handset away from sources of electrical noise such as motors or fluorescent lighting.

## Cleaning

Do not clean with liquid or aerosol cleaners, household polish, chemicals, or cleaning agents. To avoid static shock, do not clean with a dry cloth. Clean with only a damp (not wet) cloth.

## NOTICE

To avoid damage to the equipment, observe the following precautions:

- Do not expose to water, rain, or moisture.

- Place securely on a stable surface.
- To avoid damage during an electrical storm, equipment should be plugged into a surge protector.

## Battery Safety Precautions

The M65/M85 handsets contain a rechargeable Li-ion battery. The M25 handset contains two rechargeable NiMH AAA batteries.

### WARNING

Fire or injury may result if you do not observe the following safety precautions:

- Use only the rechargeable battery or batteries specified in the manual.
- Do not use other batteries or conventional alkaline batteries.
- To avoid explosion, do not dispose of battery in a fire.
- Review battery package insert for disposal instructions. Batteries must be disposed of properly and may need to be recycled. Contact your local recycling center for proper disposal methods.
- Do not open or mutilate battery. Released electrolyte is corrosive and may damage eyes and skin and may be toxic if swallowed.
- Battery may overheat and cause burns if placed into contact with conducting materials such as rings, bracelets, and keys.

### CAUTION

- Charge battery only in accordance with the instructions and limitations specified in the user manual.
- Observe proper polarity orientation between battery and battery charger.
- Remove battery if storing phone for more than 30 days.
- Disconnect and remove batteries before shipment. Any batteries transported with the equipment must be separately secured and cushioned with any exposed terminals covered to prevent breakage, leakage, movement within packaging, or short circuits. Failure to follow recommendations may be against U.S. Department of Transportation (DOT), International Civil Aviation Administration (ICAO), International Air Transport Association (IATA), or International Maritime Organization (IMO) regulations.
- Rechargeable battery must be recycled or disposed of properly. At the end of its useful life, under various state and local laws it may be illegal to dispose of a battery into the municipal waste stream. Check with your local solid waste officials for details in your area for recycling options or proper disposal.
- Please call 1-800-8-BATTERY for information on how to recycle the battery.

## Cordless telephone privacy

Cordless telephones are radio devices. Communications between the handset and base of your cordless telephone are accomplished by means of radio waves which are broadcast over the open airways. Because of the inherent physical properties of radio waves, your communications can be received by radio receiving devices other than your own cordless telephone unit. Consequently, any communications using your cordless telephone may not be private.

## Emergency calling service

(i.e., 911, 999, etc.) with VoIP typically functions the same as that of traditional phone service companies. However, you are strongly advised to consult your VoIP provider to ensure that emergency service via VoIP is available in your area. In addition, you will likely be asked to register your physical address with your VoIP service provider to ensure that an emergency response team is able to locate the origin of the emergency call. Also note that it may take several days for the registration of your address to take effect.

In order to better ensure your safety, please be aware of certain circumstances in which emergency calling service may be either unavailable or limited in comparison to traditional emergency calling services.

- During an electrical power outage, an internet service outage, or a service disruption due to non-payment, your emergency calling service may not function properly.
- If at any point in time your broadband phone or adapter fails, emergency calling service may not function properly.
- The relocation of your base station to a physical address other than that provided upon signup, or the use of a number outside your normal area code or exchange may cause incorrect emergency calling information to be provided to your local emergency response center.

Please contact your VoIP service provider for more information.

Please be advised that emergency calling services generally do not recommend programming emergency numbers into the phone's speed dial as this may lead to accidental dialing. If you dialed an emergency number in error, do not terminate the call. Stay on the phone and explain to the dispatcher that you dialed by accident and that you do not have an emergency.

## FCC and other information

This equipment complies with Parts 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA).

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this phone.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular

installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

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

## FCC RF exposure warning

To insure the safety of users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended usage. This product has been tested and found to comply with the FCC's exposure criteria. For body worn operation, the FCC RF exposure guidelines were also met when used with the accessories supplied or designed for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines and should be avoided.

**Caution:** To maintain compliance with the FCC's RF exposure guidelines, the internal antennas used for this mobile transmitter (Base unit) must provide a separation distance of at least 20 cm from all persons. Base and Handset must not be co-located or operating in conjunction with any other antenna or transmitter.

**Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

## Hearing aid compatibility

This equipment is hearing aid compatible as defined by the FCC in 47 CFR Section 68.316.

## Health and safety information FCC

### Exposure to Radio Frequency (RF) Signals

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S.

Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies:

This product has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and has been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE Std. 1528-2003 (December 2003).



## RF exposure FCC

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operation can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. Body-worn measurements may differ among phone models, depending upon available accessories and FCC requirements. The highest SAR value for this phone when tested for use at the ear is 0.41 W/kg. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

For body worn operation, to maintain compliance with FCC RF exposure guidelines, use only accessories that contain no metallic components and provide a separation distance of 15mm (0.6 inches) to the body. Use of other accessories may violate FCC RF exposure guidelines and should be avoided.

## Regulatory Information Canada

### Interference information

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Privacy of communications may not be ensured when using this equipment. La confidentialité des communications ne peut pas être garantie avec cet équipement.

### Exposure to Radio Frequency (RF) Signals

This product is a radio transmitter and receiver. It is designed and manufactured not to exceed this emission limit for exposure to radio frequency (RF) energy set by the Ministry of Health (Canada), Safety Code 6. These limits are part of comprehensive guidelines and established permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by international standard bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

This device and its antenna must not be colocated or operating in conjunction with any other antenna or transmitter.

This device has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environmental / general public exposure limits specific in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement procedures specified in IEEE 1528-2003.

This Class B digital apparatus complies with Canadian ICES-003. / CET appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This product meets the applicable Industry Canada technical specifications. / Le présent matériel est conforme aux spécifications techniques applicables d'Industrie Canada.

## Standards conformance

**CE** This device complies with the essential health, safety, and environmental requirements of all relevant European directives. This phone is FCC certified and meets US health, safety, and environmental standards. The declaration of conformity can be requested from

**FCC** snom technology AG  
Wittestr. 30G  
13509 Berlin  
Germany

Unauthorized opening, changing, or modifying the device will cause the warranty to lapse and may also result in the loss of CE conformity and the FCC certification. In case of malfunction contact authorized service personnel, your seller, or snom.

- **Safety:** IEC 60950-1:2005
- **Certification:** FCC Class D
- **CE Marking**
- **Bluetooth:** M85 only. Bluetooth 4.0, headset profile

## Technical specifications

|                       | M65  | M85                              | M25   |
|-----------------------|--|----------------------------------|---|
| <b>Frequency band</b> | 1880-1900 MHz (EU), 1910-1930 MHz (LATAM), 1920-1930 MHz (US)  |                                  |   |
| <b>Battery type</b>   | Lithium-Ion 1100mAh, 3.7 V, 4.1 W (included in delivery)   |                                  | Two rechargeable NiMH AAA batteries, 1.2V, 600 mAh (included in delivery) |
| <b>Charger</b>        | 5.5 mm DC jack; input 5.5VDC 600mA   |                                  | 5V DC with non-detachable power adapter <sup>(1)</sup>                    |
| <b>Power</b>          | SMPS power adapter Ten Pao S008CM0550060, input 100-240 VAC, output 5V DC 600 mA, interchangeable EU and US clips (included in delivery) |                                  | See footnote <sup>(1)</sup> , below                                       |
| <b>Talk time WB</b>   | Approx. 16 hours   | Approx. 12 hours                 | Approx. 7 hours   |
| <b>Talk time NB</b>   | Approx. 18 hours   | Approx. 17 hours                 | Approx. 7 hours   |
| <b>Standby time</b>   | Approx. 250 hours  | Approx. 200 hours                | Approx. 75 hours  |
| <b>Charging time</b>  | From empty to full up to 8 hours   | From empty to full up to 8 hours | From empty to full up to 8 hours  |
| <b>Connector</b>      | 3.5 mm standard phone jack for wired headsets  |                                  |   |

<sup>(1)</sup> Power adapter for M25 is affixed to charger (included in delivery).

EU: Ten Pao SMPS adapter, model no. S004LV050050, input 100-240 VAC, output 5V DC 500 mA

US: Ten Pao SMPS adapter, model no. S004LU050050, input 100-240 VAC, output 5V DC 500 mA

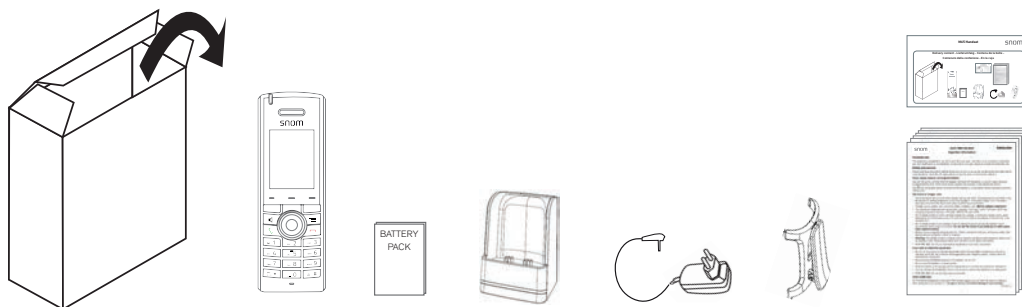
AUS: Ten Pao SMPS adapter, model no. S004LS050050, input 100-240 VAC, output 5V DC 500 mA

# Setting up the phone

## Setting up the hardware

### M65 Handset

#### Delivery Content



- Handset
- 3.7 V 1100mAH Li-ion battery
- Charger
- Power adapter 5.5 V with exchangeable plug clips for EU and US
- Belt clip
- Quick Start Guide
- 6 information sheets (security, standards) in English, German, French, Italian, Spanish

#### Inserting and charging the battery

Before first use, the handset battery should be charged fully. Depending on the charge status of the battery, charging up to maximum capacity can take up to 8 hours. Charging the handset:

1. Lift off the battery cover on the back of the handset (Fig. 1 and 2, below).
2. Insert the battery pack with the electrodes in the top left corner (Fig. 3).
3. Replace the cover.

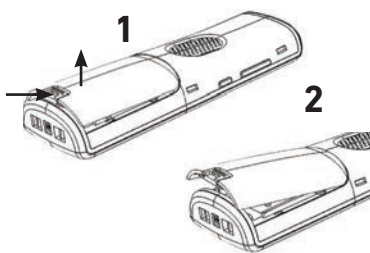


Fig. 1

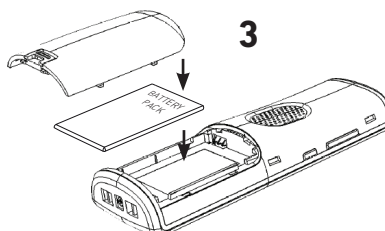


Fig. 2

- Slide the appropriate plug clip onto the power adapter until it clicks into place.
- Connect the power adapter to the jack on the bottom of the charger, then to a wall outlet.

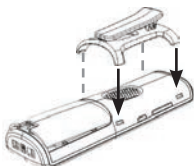


- Place the handset in the charger. The LEDs on the charger light up, indicating that the handset is charging.



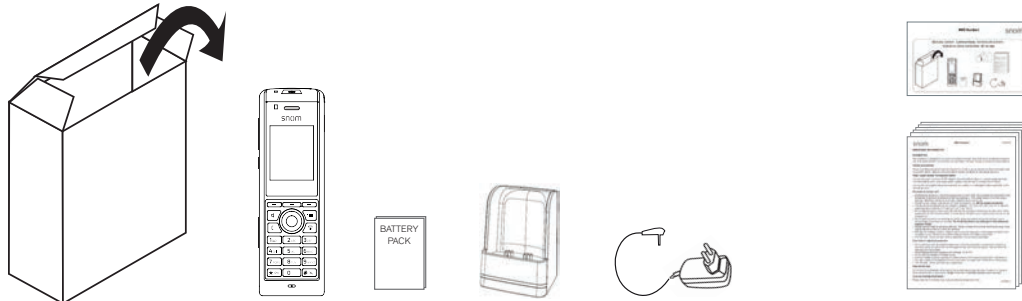
### Attaching the belt clip

If you want to wear the handset on your belt, clip the belt clip into the two slots each on the sides of the handset until they audibly click into place.



## M85 Handset

### Delivery Content



- Handset
- 3.7 V 1100mAH Li-ion battery
- Charger
- Power adapter 5.5 V with exchangeable plug clips for EU and US
- Quick Start Guide
- 6 information sheets (security, standards) in English, German, French, Italian, Spanish

### Inserting and charging the battery

Before first use, the handset battery should be charged fully. Depending on the charge status of the battery, charging up to maximum capacity can take up to 8 hours. Charging the handset:

1. Unlock the battery cover on the back of the handset (Fig. 1 and 2, below).

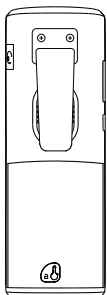


Fig. 1

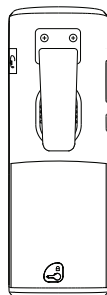


Fig. 2

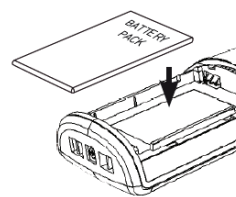


Fig. 3

2. Insert the battery pack with the electrodes in the top left corner (Fig. 3).
3. Replace the cover and lock it.
4. Slide the appropriate plug clip onto the power adapter until it clicks into place.
5. Connect the power adapter to the jack on the bottom of the charger (Fig 4), then to a wall outlet.



Fig. 4

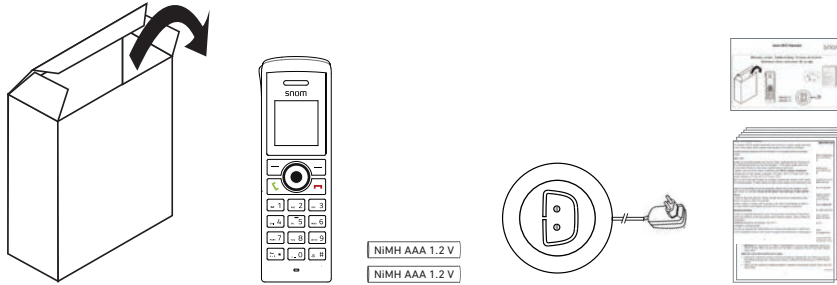
6. Place the handset in the charger. The LEDs on the charger light up, indicating that the handset is charging.



Fig. 5

## M25 Hardware

### Delivery Content



- Handset
- 2 rechargeable NiMH AAA batteries, 1.2 V, 600 mAh
- Charger with affixed power adapter 5.5 V
- Quick Start Guide
- 6 information sheets (security, standards) in English, German, French, Italian, Spanish

### Inserting and charging the batteries

Before first use, the batteries should be charged fully. Depending on the charge status of the battery, charging up to maximum capacity can take up to 8 hours. Charging the handset:

1. Slide the battery cover on the back of the handset downwards (Fig. 1) and lift it off (Fig. 2).

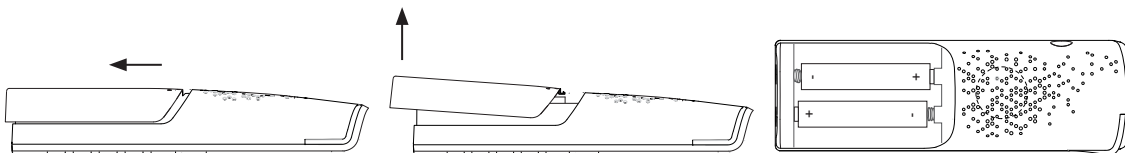
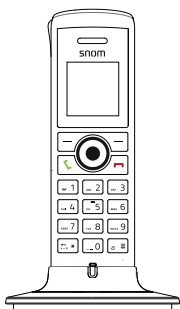


Fig. 1

Fig. 2

Fig. 3

2. Insert the batteries (Fig. 3). Please, pay attention to the correct polarity when inserting the batteries. The positive and the negative pole are marked on the type label inside the battery compartment with  $\oplus$  and  $\ominus$ , respectively.
3. Replace the cover.
4. Connect the charger's power adapter to a wall outlet.
5. Place the handset in the charger.







## Registering the handset at the base station

To be able to register the handset at a base station, an extension must have been set up for it on that base. Please refer to the manual of the base station on how to set up the extension.

**Note:** All display screenshots are from the M65 handset. The same symbols are used on the M85 and M25 displays, but their location may differ slightly.

1. On the M65/M85, press the menu key  on the handset; on the M25, press the OK key in the center of the navigation key . The top menu opens; the symbol highlighted in blue is the one currently selected (Fig. 1).

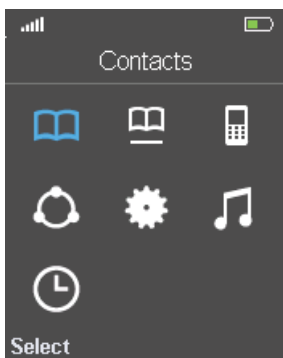


Fig. 1

2. Press the lower rim of the navigation key  once to select  Connectivity (Fig. 2).

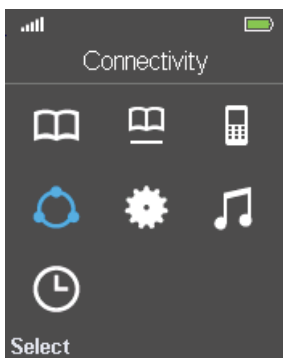



Fig. 2

3. Press the OK key in the center of the navigation key . The Connectivity menu opens (Fig. 3). The blue bar highlighting one of the the options indicates that this is the currently selected one. To register the handset at the base, "Register" must be selected.

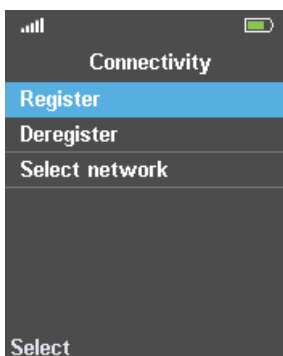



Fig. 3

4. Press .

- On the M65 and M85, the next screen (Fig. 4 in step 5) allows you to register the handset for up to 10 extensions; continue with step 5.

**NOTE:** The extensions must be on different SIP servers, and each extension can only be registered for and by one handset in the system, whether single-cell or multicell.

- The M25 can only be registered for one extension at a time; skip step 5 and continue with step 6.

5. M65 and M85 only: Select the first line with the word "Empty" line (Fig. 4) and press .

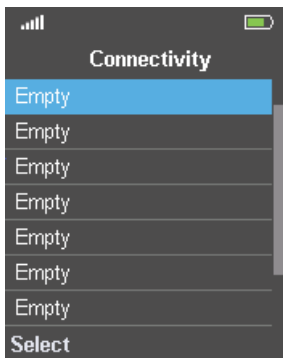



Fig. 4

6. Enter the access code (Fig. 5) and press . The default code is 0000. The display will indicate that the handset is registering (Fig. 6). Once registration has been completed, the account/extension will be shown on the display (Fig. 7). Your handset is now ready to be used.

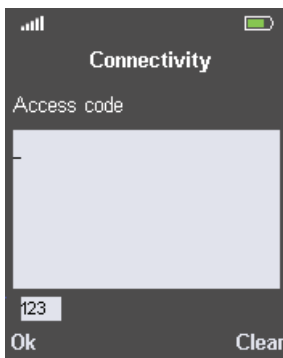


Fig. 5

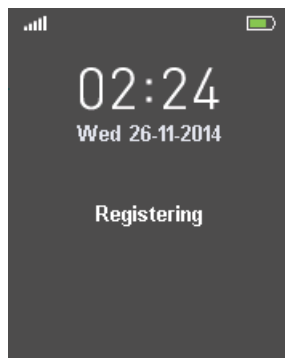


Fig. 6

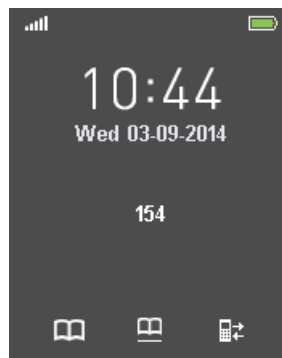


Fig. 7

**NOTE:** The access code for registering the handset at the base station is set on the base station. The PIN that is needed to deregister the handset from the base station and to reset the handset to factory values is set on the handset itself. The default code for the PIN is also 0000.

# Getting to know your phone

## M65 at a glance

LED indicator (MWI, missed call, low battery)

Signal strength

Function key line for context-sensitive keys

Speakerphone (on/off) with LED  
Red LED: Speakerphone is on

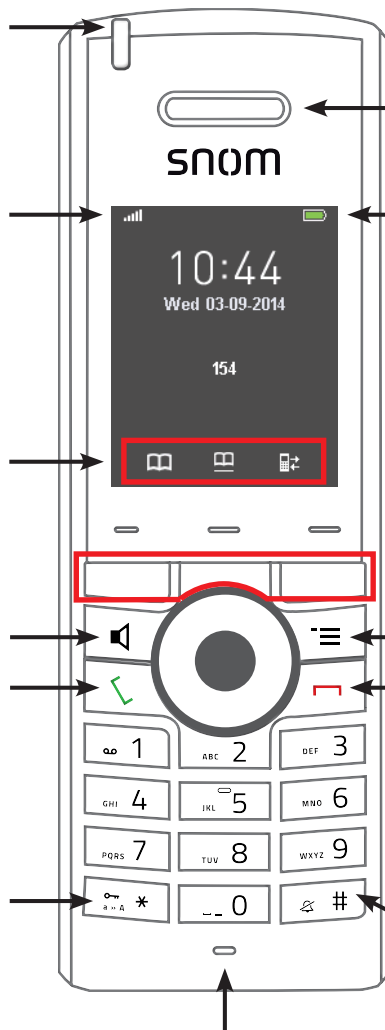
Call key (green key):

- Accepting incoming calls
- Starting to dial numbers
- From idle screen: Call lists, redialing call from call lists

Star key:

- In editing modes:
  - Letter mode: Press for one second to change input mode (lower case > upper case > v.v.)
  - Numeral mode: Press briefly to type \*
- On idle screen: Press for 3 seconds to lock/unlock the keypad

Navigation keys: Press top, bottom, left, or right of outer rim to navigate in the respective direction on the display



Loudspeaker

Battery charging status

Context-sensitive function keys

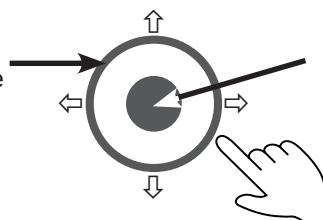
Settings menu

Cancel key (red key):

- Ending calls
- Canceling actions & input, returning to previous screen
- Press for at least 3 seconds to turn handset off; press briefly to turn handset on

Pound/hash key

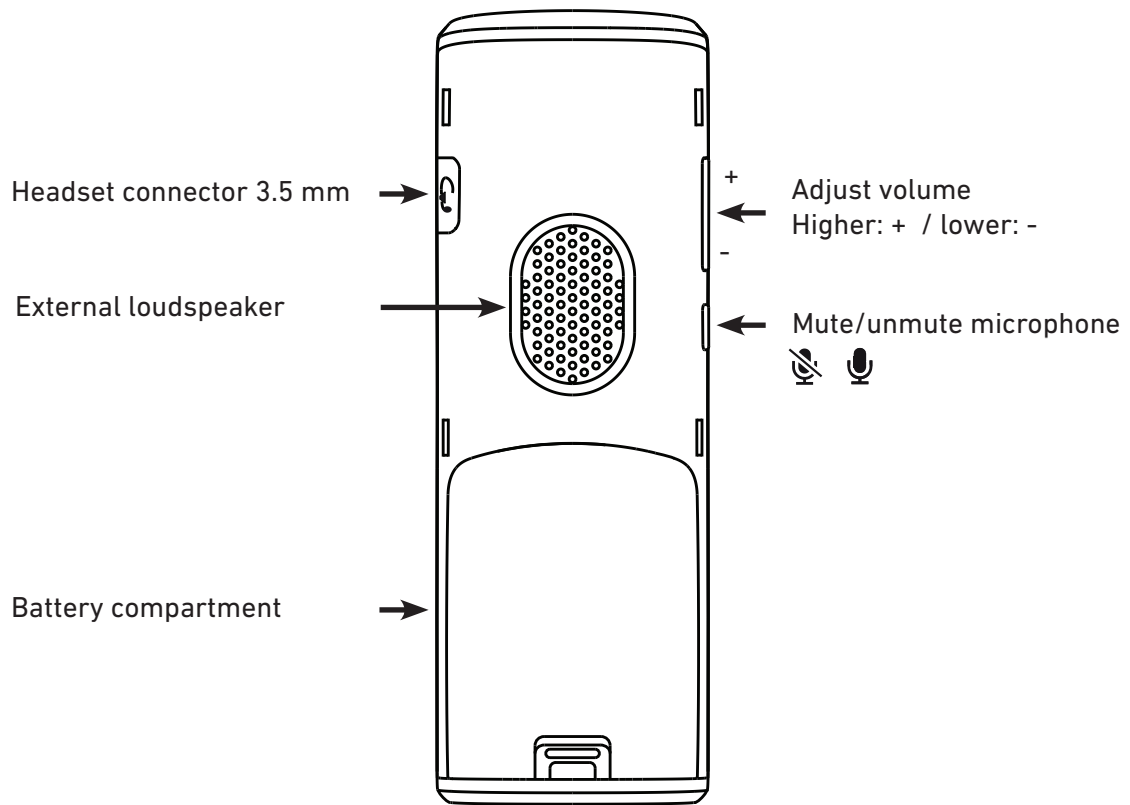
Microphone



OK key: Press center

- Short: Confirming actions and settings
- Long (3 sec): Emergency alarm (as of FW v0324)

**Note:** The settings for the **emergency alarm** are configured on the base station where the handset is registered. They cannot be set or changed on the handset. Please, ask your administrator for more information on which type of emergency alarm, if any, pressing the alarm button will initiate.



# M85 at a glance

LED indicators (MWI, missed call, low battery)

Signal strength

Function key line for context-sensitive keys

Context-sensitive function keys

Speakerphone (on/off) with LED

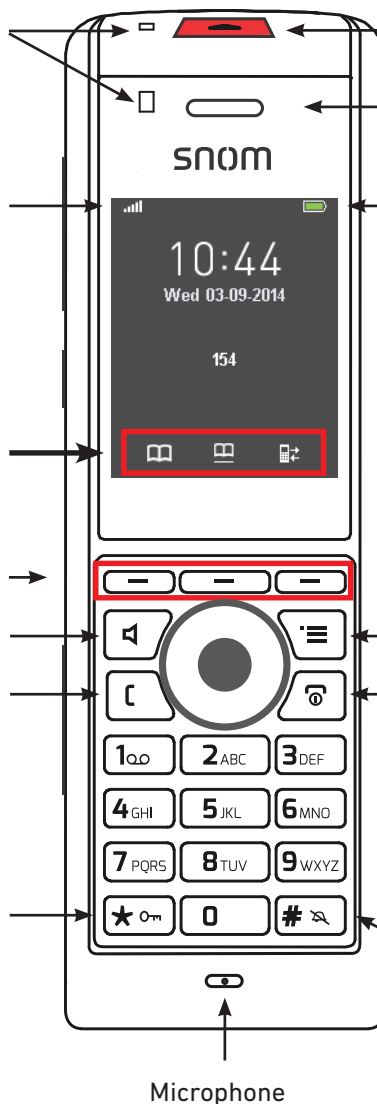
Call key (green key):

- Accepting incoming calls
- Starting to dial numbers
- From idle screen: Call lists, redialing call from call lists

Star key:

- In editing modes:
  - Letter mode: Press for one second to change input mode (lower case > upper case > v.v.)
  - Numeral mode: Press briefly to type \*
- On idle screen: Press for 3 seconds to lock/unlock the keypad

Navigation keys: Press top, bottom, left, or right of outer rim to navigate in the respective direction on the display



Emergency alarm button

Loudspeaker

Battery charging status

Settings menu

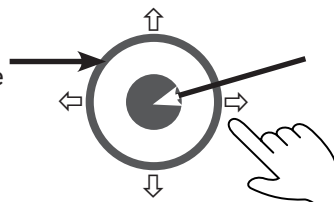
Cancel key (red key):

- Ending calls
- Canceling actions & input, returning to previous screen
- Press for at least 3 seconds to turn handset off; press briefly to turn handset on

Pound/hash key

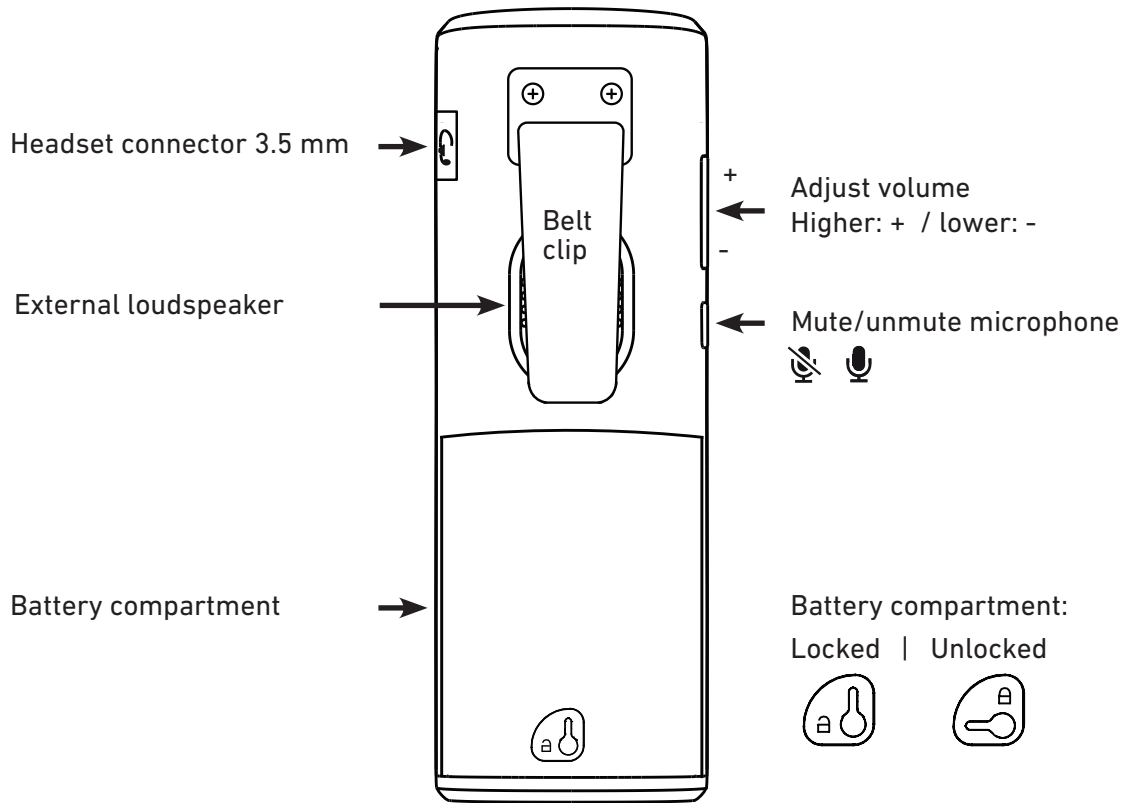
Microphone

OK key (confirming actions and settings): Press center

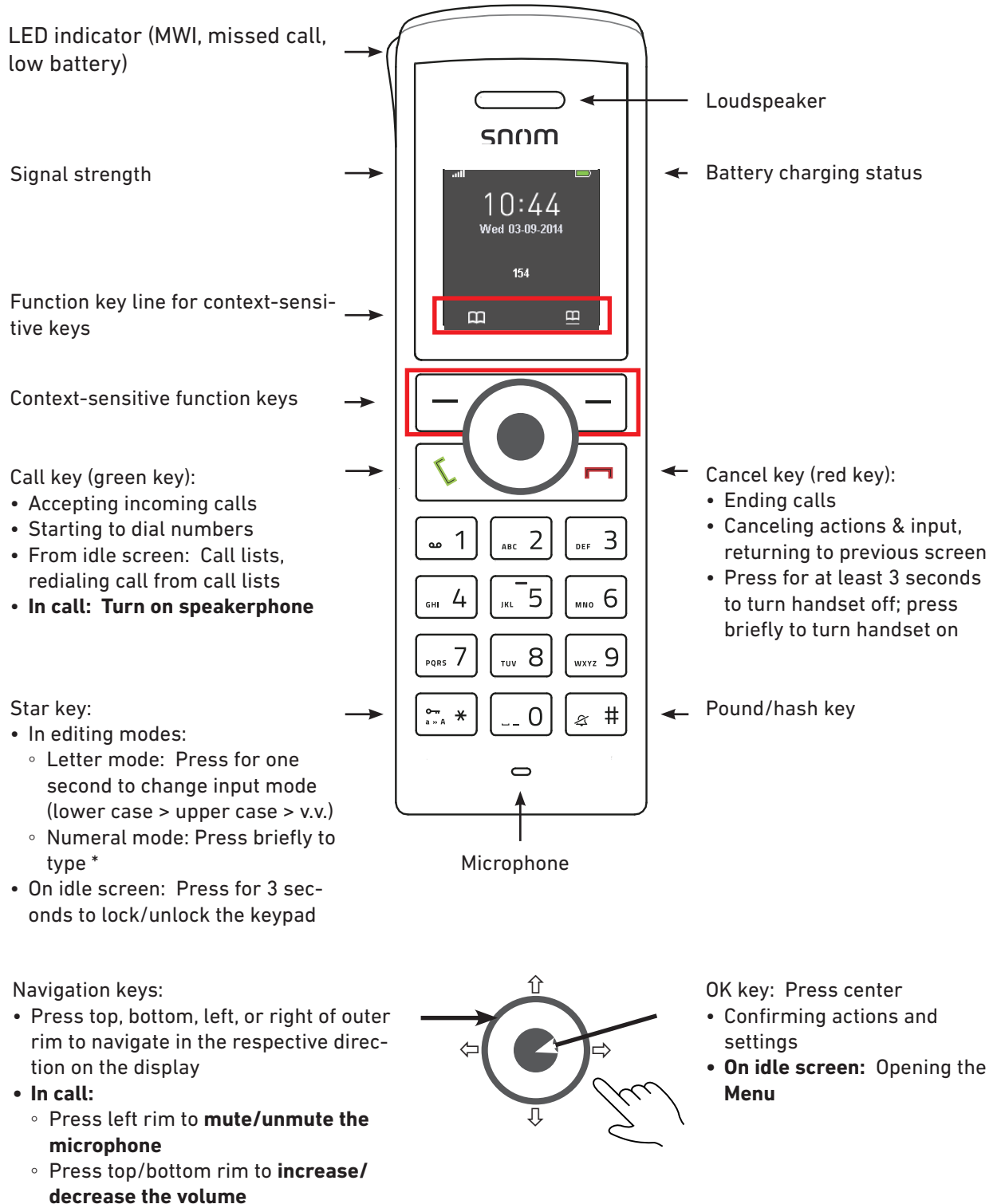


**NOTE:** The screenshots in this user manual were made using the M65 handset. The illustrations may vary from what you see on the display of the M85.

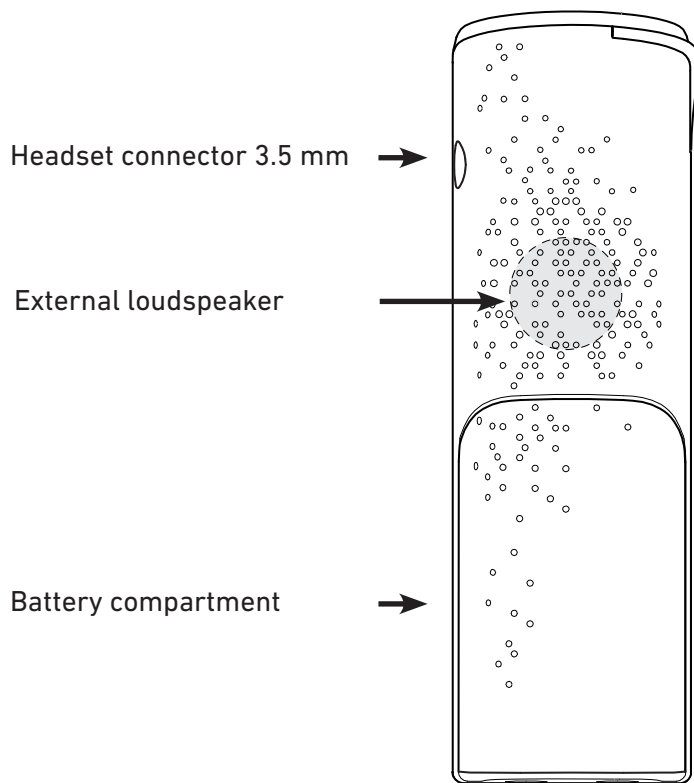
The settings for the **emergency alarm** button are configured on the base station where the handset is registered. They cannot be set or changed on the handset. Please, ask your administrator for more information on which type of emergency alarm pressing the alarm button will initiate.



# M25 at a glance



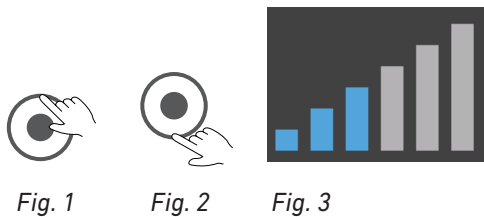
**NOTE:** The M25 has two context-sensitive function keys (softkeys) underneath the display. The screenshots in this user manual were made using the M65 handset which has three. In the few cases where a context-sensitive function key is not available on the M25, the alternative method of executing the function is explained in the manual.



**Note:** The M25 does not have dedicated keys for adjusting the call volume or muting the microphone.

### Adjusting the volume

When in a call, press the top rim of the navigation key (Fig. 1) to increase the volume and the bottom rim (Fig. 2) to lower the volume. In both cases, the volume bar scale (Fig. 3) will appear on the display. For more information, see "M25" on page 40.



### Muting/unmuting the microphone


When in a call, press the left rim of the navigation key (Fig. 4) to mute the microphone, as indicated by the  symbol on the display (Fig. 5). Press the left rim again to unmute the microphone.

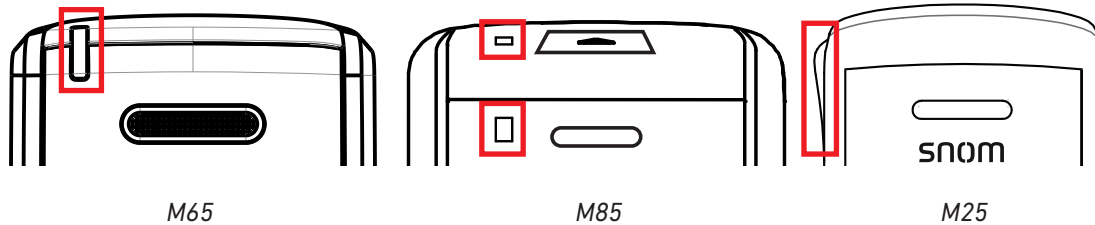


Fig. 4 Fig. 5



## LED indications

### Missed calls, message waiting (MWI), low battery






### M65/M85

On the M65 and M85, the LED indicator(s) for MWI, missed calls, and low battery can signal information in three colors. The default settings are:

- Missed call: 2 quick red flashes.

**Note:** Opening the **All calls** menu and viewing the missed call(s) will turn off the missed call indicator. For more information, see "Call history (call lists)" on page 50 .

1. Press the function key underneath the "Calls" symbol .
2. Select the list of missed calls .
3. Press the cancel key  to return to the idle screen.

- Voice message: Green LED.
- Low battery: Yellow LED on M65, purple LED on M85.
- Changing the settings:

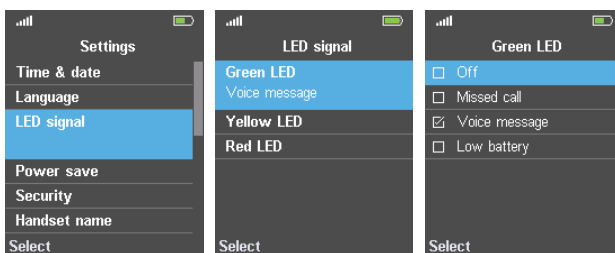




Fig. 1

Fig. 2

Fig. 3





1. Press the menu key  to open the top menu.
2. Navigate to the Settings menu  and press the OK key (see "Navigation and "OK" keys" on page 35).
3. Select "LED signal" (Fig. 1).
4. Select a color (Fig. 2).
5. Select one of the three options "Voice message", "Missed call", or "Low battery" for each color. Select "Off" to turn off the LED for the selected color.

## M25



On the M25, the LED indicator for MWI, missed calls, and low battery can signal information in red only. The default setting is missed call(s).

- Missed call: 2 quick red flashes.

**Note:** Opening the **All calls** menu and viewing the missed call(s) will turn off the missed call indicator. For more information, see "Call history (call lists)" on page 50.

- Press the center of the navigation key  to open the menu.
- Press the right rim of the navigation key twice  to select the "Calls" symbol .
- Press the center of the navigation key to open the call list.
- Press the cancel key  to return to the idle screen.

- Changing the setting:

- Press the center of the navigation key  to open the menu.
- Navigate to the Settings menu  and press the OK key (see "Navigation and "OK" keys" on page 35).
- Select "LED signal" (Fig. 1).
- Select one of the three options missed call, voice message, or low battery or turn the LED off entirely by selecting "off" (Fig. 3).

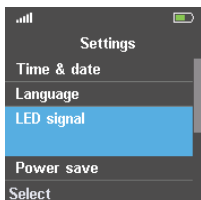


Fig. 1

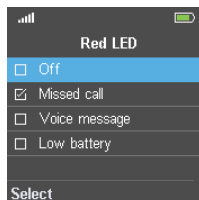


Fig. 2

## Speakerphone key LED

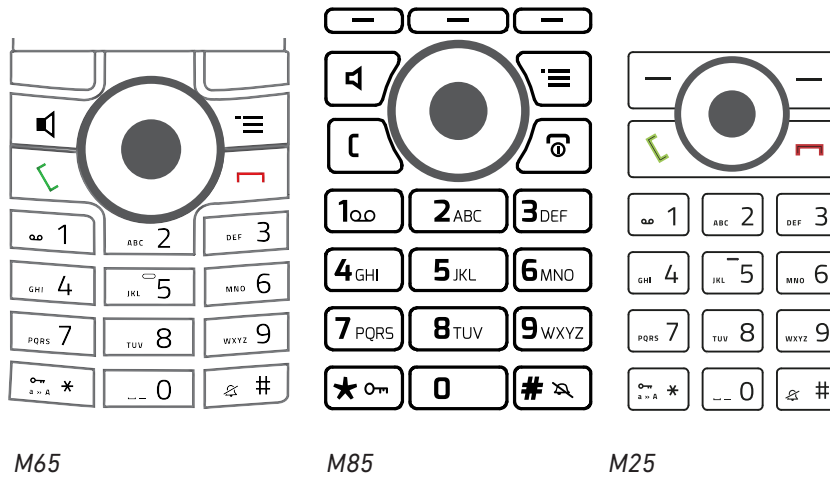
### M65

The speakerphone key has a red LED which lights up  when speakerphone is turned on during a call. Press the speakerphone key again to turn off speakerphone and the red LED.

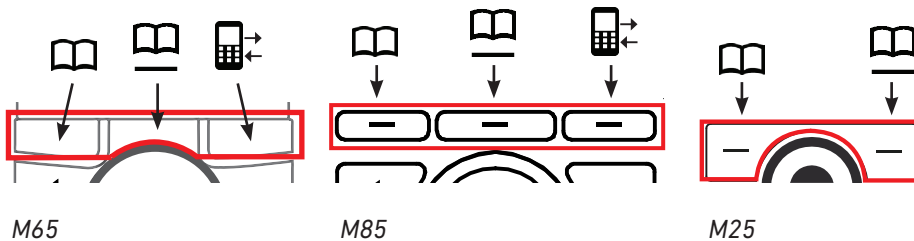
## Hard keys

### Keypad illumination




The M65 and the M85 have illuminated keypads, the M25 does not. The LEDs will light up when any key on the keypad is touched. When the keypad is not touched for the number of seconds specified in the **Power save** setting, the LEDs will be turned off; the default setting is 60 seconds.



### Context-sensitive function keys



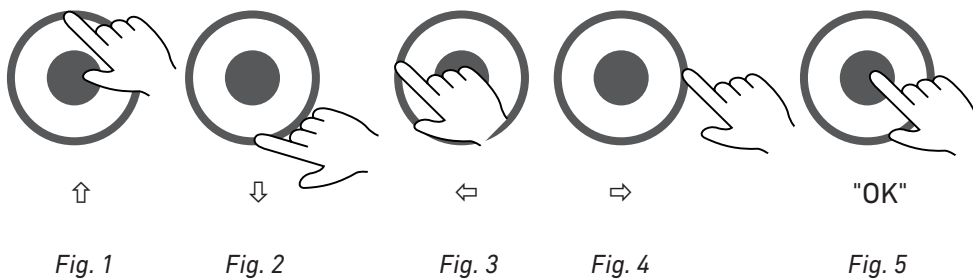
The three (M65, M85) or two (M25) keys above the navigation key are context-sensitive function keys.





- When the phone is idle, they are shortcuts to your personal contacts , the global directory , and the call history , respectively, without having to open the top menu first.

**Note:** On the M25, the call history is available in the top menu only.

- During calls or when you are editing settings, contacts etc., the function key line on the display directly above the context-sensitive function keys shows the functions available at that particular moment (hold, transfer, etc.).

### Navigation and "OK" keys



- Outer ring: Navigation keys. Press the top (Fig. 1), bottom (Fig. 2), left (Fig. 3) or right (Fig. 4) of the outer ring to navigate up , down , left , or right , respectively, on the display.

M25: When in a call, these keys are used to mute/unmute the microphone and to increase/decrease the volume. For further information see "M25 at a glance" on page 31.

- Center: OK key for confirming actions and settings. Press the center key (Fig. 5) to confirm actions and settings.


M25: From the idle screen, press the OK key to open the main menu.

## Speakerphone key



### M65 and M85


**Note:** On the M25, press the green call key  to turn the speakerphone on/off when in a call.

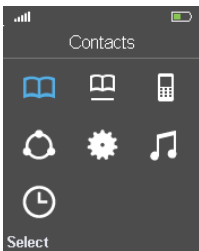
- During a call, press the speakerphone key to turn on speakerphone. The speakerphone symbol appears on the display. **M65 only:** The key's bright-red LED will light up  and remain illuminated as long as speakerphone is on.
- Press the key again to turn off speakerphone. The speakerphone symbol disappears from the display. **M65 only:** The key's red LED goes out.

## Menu key



### M65 and M85


Pressing the menu key will put the top menu on-screen. **On the M25,** press the center of the navigation key . For further information on the phone's menus, see "Menus" on page 42.



## Call keys



### Green key

Depending on the context, the green key  serves to:

- accept incoming calls;
- start dialing the number on the display or selected from your contacts or the global directory.
- From the idle screen, the key can be used for redialing calls. Please note that it will open the list of **all** calls (Fig. 1, below), so your last dialed call may not be at the top of the list.

**M65/M85:** You also have the option to view only the dialed calls. See "Call history (call lists)" on page 50. The last dialed call is at the top of the list (Fig. 2).

Press the green key to redial the selected (i.e., highlighted) number (Fig. 1 and 2).

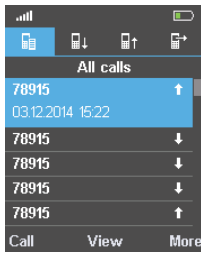


Fig. 1

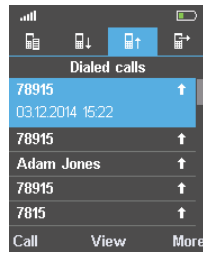



Fig. 2

- M25: Switch to speakerphone during a call.

### Red key

Depending on the context, the red key  serves to:

- end calls;
- cancel actions & input;
- return the display to the previous screen.
- The key is also used to turn the handset on and off.
  - Press the key for at least 3 seconds to turn the handset off.
  - Press the key briefly to turn the handset on.

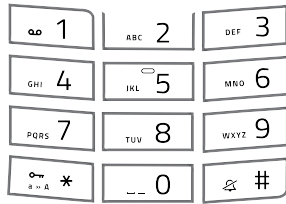
### Star key



This key serves three different purposes:

- When entering numerals, pressing the key briefly will enter the asterisk \*.
- When editing names in your contacts, the key is used to switch the input mode between small and capital letters. For further information, see "Name" on page 45.
- On idle screen: Locking and unlocking the keypad. To prevent accidental dialing, press the key the key for 3 seconds to lock and unlock the keypad.

## Alphanumeric keys



These keys are used to enter numerals and letters.

- When entering characters in letter mode, pause briefly after each character until the cursor has moved forward. Pausing is not necessary when entering numerals in numeral mode.
- Press the function key underneath "Clear" to delete the character to the left of the cursor.
- Keys 2 - 9 can also be used to speed dial contacts. For more information, see "Speed dial" on page 47 and "Speed dialing a contact" on page 66.

## Entering phone numbers (numeral mode)

When you are entering numbers, whether dialing or editing the phone numbers of one of your contacts, only the numerals 1-9 and 0 and the asterisk \* and the pound/hash # symbols will be accepted by the phone. Letters, special symbols, and spaces are not available.

- Pausing between characters is not necessary when entering numerals in numeral mode (fig 1). The cursor will move forward without delay (fig 2).
- Press the function key underneath "Clear" to delete the character to the left of the cursor.

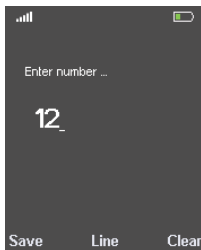


Fig. 1

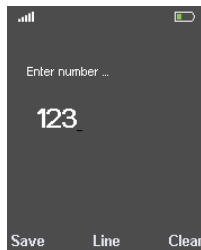


Fig. 2

## Letter modes

When editing the names in your contacts, pause briefly after each character (Fig. 1, below) until the cursor has moved forward (Fig. 2).

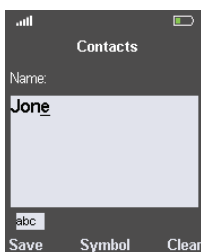


Fig. 1







Fig. 2



Fig. 3


- To type one of the letters printed on a key, press the key one, two, three, or four times quickly to type the first, second, third, or fourth letter printed on the key. In small letter mode, for example, press the "2" key once to type an "a", twice to type a "b", and three times to type a "c".

Pressing the key quickly more often than 4 or 5 times will produce any available letters with accents and umlauts. For example: Press key "2" nine times to type the German umlaut "ä".

- Typing the number or symbol on the key:
  - If there are three letters printed on the key, press the key 4 times quickly to type the number; if there are four letters, press the key 5 times.
  - Press the keys , , and  once to type the "1", "\*", or "#", respectively.
  - Press the key  once to type the space, twice quickly to type the "0".
- Press the function key underneath "Clear" to delete the character to the left of the cursor.

### Small and capital letters

When editing names, the default setting is a capital first letter followed by small letters, eliminating the need to toggle between small and capital letter modes.

- A capital letter will automatically be used at the beginning of the name and after a space (Fig. 3, above) as between last and first name, for example, as indicated by the letters "Abc" below the text field (Fig. 3, above).
- The capital first letter is followed by small letters, as indicated by the letters "abc" below the text field (Fig. 4 and 5, below). It is normally not necessary to switch back and forth between small and capital letter modes, unless you want to do so.
- In capital letter mode, letters will be typed in all caps (Fig. 6).
- Switching between small and capital letter modes: Press the star key .

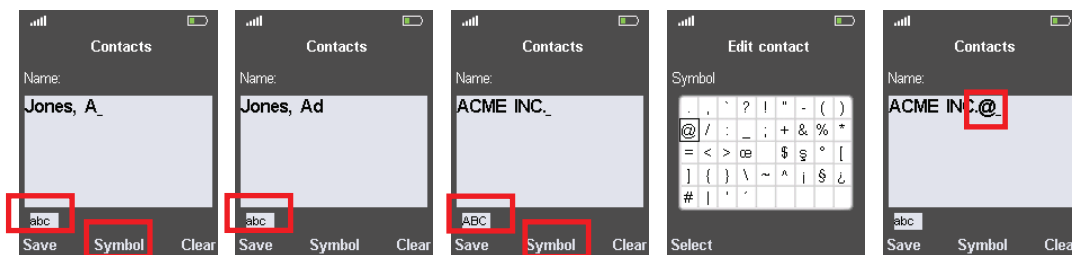



Fig. 4                      Fig. 5                      Fig. 6                      Fig. 7                      Fig. 8

- In both letter modes, punctuation marks and special symbols like @ are available from the symbols screen.
  - Press the function key underneath "Symbol" to bring the available symbols on-screen.
  - Select a symbol using the navigation keys (Fig. 7).
  - Press the function key underneath "Select". The symbol is added to the name at the cursor position (Fig. 8).

Alternatively, you can also press  quickly until the desired symbol is on-screen, then pause briefly until the cursor has moved forward.

- M65/M85: When you are done editing the name, press the function key underneath "Save" or the center of the navigation key.

M25: When you are done editing the name, press the center of the navigation key.



## Volume key

### M65 and M85

The volume key is the upper key on the left side of the handset. When in a call, press:

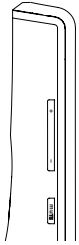


Fig. 1

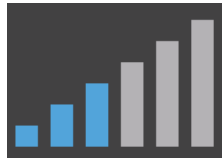


Fig 2

- the upper end of the key (marked +) to increase the volume of the loudspeaker one bar at a time.
- the lower end of the key (marked -) to lower the volume of the loudspeaker one bar at a time.

### M25

The M25 does not have a volume key. When in a call, use the navigation key to adjust the volume:



Fig. 3



Fig. 4

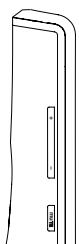
- Press the upper rim of the navigation key (Fig. 3) to increase the volume of the loudspeaker one bar at a time (Fig. 2, above).
- Press the lower rim of the navigation key (Fig. 4) to lower the volume of the loudspeaker one bar at a time (Fig. 2, above).

**Note:** To adjust the volume of the ringer on the M65 or M25, open "Ring volume" in the **Audio settings** menu 🎵 (see "Ring volume" on page 61). On the M85, the audio settings are the top item in the Settings ⚙️ menu.

## Mute key

On the M65 and M85, the mute key is the lower key on the left side of the handset. On the M25, press the left rim of the navigation key to mute and unmute the microphone during a call.

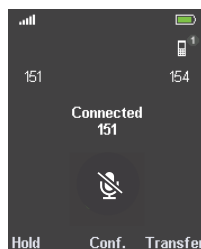
Press the key to mute the microphone during a call, as indicated by the 🚫 symbol on the screen. Press the key again to unmute the microphone.



M65/M85

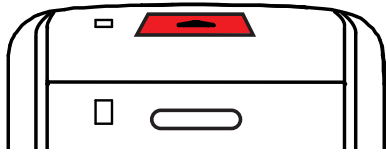


M25





## Emergency alarm button



M85





M65 (when idle, FW v0324B0007 and higher)

**Note:** The emergency alarm settings are configured on the base station where the handset is registered. Please, ask your administrator for more information on which type of emergency alarm pressing the alarm button will initiate and whether it is possible to terminate the alarm from the handset.

- **M85:** Press the red button at the top of the M85 for at least 3 seconds to set off the emergency alarm.
- **M65:** As of firmware v0324 B0007, the center of the navigation key can be used as an emergency alarm button when the handset is idle. Press it for at least 3 seconds to set off the alarm.
- **M25:** The emergency alarm is not available on the M25.

# Menus

The menus are arranged a bit differently from the ones you may be used to from snom desk phones.

1. M65/M85: Press the menu key  on the handset to open the top menu. M25: Press the center of the navigation key . The screen will open with the "Contacts" symbol selected, i.e., highlighted in blue (Fig. 1).

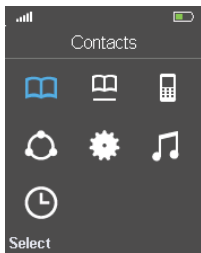


Fig. 1

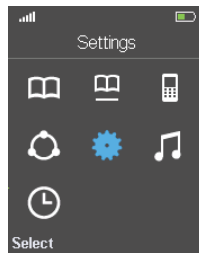











Fig. 2

2. Use the navigation keys to select a different symbol and press the OK key to open the selected submenu (see "Navigation and "OK" keys" on page 35). The selected item will turn blue (Fig. 2).
3. Press the center of the navigation key or the "Select" function key underneath the display to open the selected (blue) submenu.



Press the red cancel key  to return to the previous screen or go back one step.

|   |  |
|---|--|
|  | Contacts. These are your personal contacts that are available only on the handset where they have been entered and saved. See "Contacts" on page 43.   |
|  | Central directory. This is a list of phone numbers accessible from all handsets registered at the same base or to a base in the same multicell installation. This could be a phone list downloaded to the base or an external source like the company LDAP register. For further information, see "Central directory" on page 48.                      |
|  | Call history. On the M65/M85, the call history contains four call lists: All calls, answered calls, dialed calls, and missed calls. On the M25, there is one <b>All calls</b> list. For further information, see "Call history (call lists)" on page 50.   |
|  | Connectivity. In this submenu you can register and deregister the handset and select a network, if more than one is available. For further information, see "Connectivity" on page 52.   |
|  | Settings. Here you find the options for personalizing the settings of your handset (language, time and date formats, LED signaling, etc.), call settings like call forwarding, auto answer, DND, hiding your number, etc., and status information on the handset and the base it is registered to. For further information, see "Settings" on page 53. |
|  | Audio settings. Ring and alert tones, volume settings, various other sounds like key sounds, etc. For further information, see "Audio settings" on page 61. On the M85, the audio settings are located in the <b>Settings</b>  menu.                                |
|  | Alarms (M65/M85 only). There are three alarm clock settings: Non-recurring alarm, recurring alarm, snooze time. For further information, see "Alarm clock settings" on page 62.  |

# Contacts

These are the personal contacts that are available only on the handset where they have been entered and saved. You can open your contacts either via the menu (see "Menus" on page 42) or by pressing the function key underneath the contacts symbol on the idle screen (Fig. 1). Your list of personal contacts opens in alphabetic order (Fig. 2).

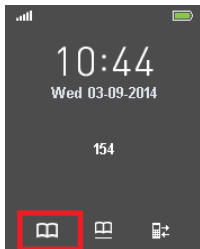


Fig. 1

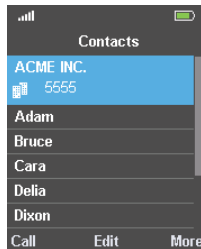


Fig. 2

- Finding your contact. Use the navigation keys to scroll up and down (see "Navigation and "OK" keys" on page 35) or enter the first letter of the contact you want to dial to go to the first contact beginning with that letter (Fig. 3), then scroll down if it is not the contact you are looking for (Fig. 4).

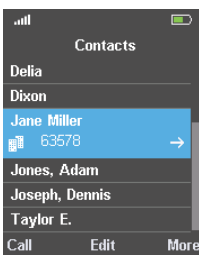


Fig. 3

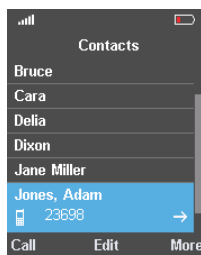


Fig. 4

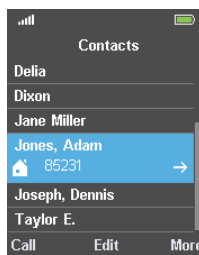


Fig. 5

- Calling your contact. If the default phone number underneath the name is the number you want to dial, press the function key underneath "Call" (M65/M85 only) or the green key . M65/M85 only: If you want to dial one of the other numbers associated with the name, press the right rim of the navigation key to scroll to it, then dial (Fig. 5).
- Each contact must have a name and at least one phone number.**
- M65/M85:** Up to four phone numbers per contact are possible: Work, mobile, home, other. If there is more than one phone number associated with a contact, the "work" number is the default number presented by the phone when you select the contact. If there is no office number, the mobile number is the default number. **M25:** One phone number (work) per contact.

|  |  |
|--|--|
|  | Name (mandatory)   |
|  | Work number (default number if entered)  |
|  | Mobile number (default number if entered and if there is no work number) (M65/M85)                               |
|  | Home phone number (default number if entered and if there are no work or mobile numbers) (M65/M85)               |
|  | Other phone number (default number if entered and if there are no work, mobile, or home phone numbers) (M65/M85) |
|  | Ringtone for incoming calls from this contact. The default setting is melody 1.                                  |

## Adding contacts

1. Open the contacts menu and press the function key underneath "More" (Fig. 6) to open the "Options" menu (Fig. 7).

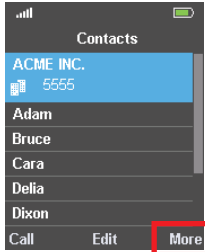


Fig. 6

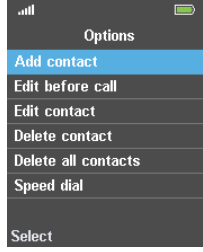


Fig. 7

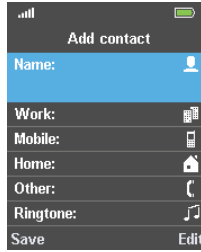


Fig. 8



Fig. 9

2. Press the function key underneath "Select" to select the "Add contact" option. The "Add contact" screen opens (Fig. 8).
3. Press the function key underneath "Edit". The blank editing field for "Name" appears (Fig. 9).
4. For information on entering new contact information see "Editing contacts".

## Editing contacts

1. Select the contact with the navigation key (see "Finding your contact" on page 43, Fig. 3 - 4).
2. Press the function key underneath "Edit".
3. Select the data to be edited and press the function key underneath "Edit" (Fig. 10).

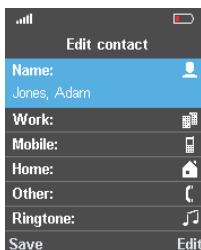




Fig. 10


4. Edit the data as explained in the sections "Name" on page 45, "Phone numbers" on page 46, and "Ringtone" on page 47 .
5. To save your changes and return to the "Edit contact" screen, press the function key underneath "Save" or the center of the navigation key (the M25 does not have the "Save" option on this screen). If you do not wish to save your changes, press the red key  to return to the "Edit contact" screen.

**Note:** When you have finished editing and saving the individual elements of the contact, remember to press the function key underneath "Save" to exit the "Edit contact" screen and return to the "Contacts" screen (Fig. 6). If you don't, none of the changes will be saved.

If you do not wish to save any of the changes you have made to this contact's data, press the red key  to return to the "Contacts" screen (Fig. 6).

## Name

When editing names, the handset automatically goes into "name mode", i.e., names will be written with a capital first letter, followed by small letters.

**Note:** Press the star key  to manually switch to capital letter mode, numeral mode, and small letter mode (in this order).

- To type one of the letters printed on a key, press the key one, two, three, or four times quickly to type the first, second, third, or fourth letter printed on the key. In small letter mode, for example, press the "2" key once to type an "a", twice to type a "b", and three times to type a "c".

Pressing the letter quickly more often than 4 or 5 times will produce any available letters with accents and umlauts. Available letters with accents and umlauts depend on the phone's language setting. For example: Press key "2" nine times to type the German umlaut "ä".





- Typing the number or symbol on the key:
  - If there are three letters printed on the key, press the key 4 times quickly to type the number; if there are four letters, press the key 5 times.
  - Press the keys , , and  once to type the "1", "#", or "@", respectively.
  - Press the key  once to type the space, twice quickly to type the "0".
- Pause briefly after each character (Fig. 11) until the cursor has moved forward (Fig. 12).



Fig. 11



Fig. 12

- Press the function key underneath "Clear" to delete the character to the left of the cursor.
- In all letter modes, punctuation marks, and special symbols like "@" are available from the symbols screen.

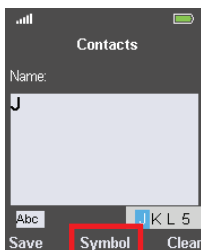


Fig. 13

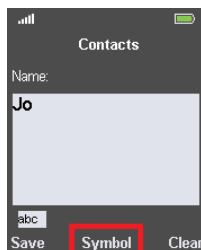


Fig. 14

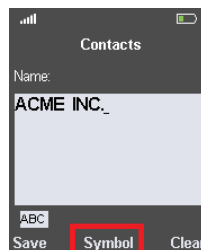


Fig. 15

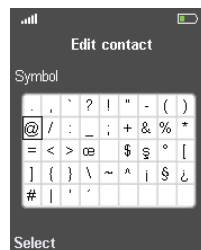



Fig. 16



Fig. 17

- Press the function key underneath "Symbol" to bring the available symbols on-screen (Fig. 13 - 15).
- Select a symbol using the navigation keys (Fig. 16).

3. Press the function key underneath "Select". The symbol is added to the name at the cursor position (Fig. 17).

Alternatively, you can also press  quickly until the desired symbol is on-screen, then pause briefly until the cursor has moved forward.

### Name mode

When editing names, the default setting is "name mode" which eliminates the need to toggle between small and capital letter modes.

- A capital letter will automatically be used at the beginning of the name (Fig. 18, below) and after a space between first and last name, for example (Fig. 20 and 21, below), as indicated by the letters "Abc" below the text field.
- The capital first letter is followed by small letters. As soon as the cursor has moved forward to the second letter, the mode indication changes to "abc" (Fig. 19 and 21). It is normally not necessary to switch back and forth between small and capital letter modes, unless you want to do so.

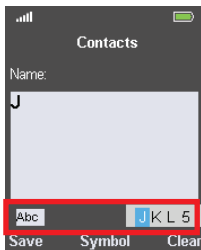


Fig. 18

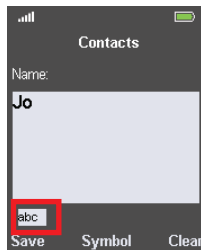


Fig. 19



Fig. 20

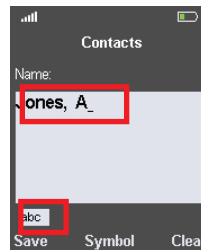


Fig. 21



Fig. 22

### Capital and small letter modes

In capital and small letter modes, letters will be typed in all caps (Fig. 23) or small letters (Fig. 24), respectively.

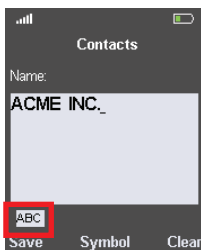


Fig. 23



Fig. 24

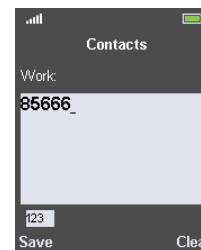


Fig. 25

### Phone numbers

Only the numerals 1-9 and 0, the asterisk \*, and the pound/hash # symbols will be accepted by the phone (Fig. 25). Letters, special symbols, and spaces cannot be used.

- Pausing between characters is not necessary when entering numerals in numeral mode. The cursor will move forward without delay.
- Press the function key underneath "Clear" to delete the character to the left of the cursor.

## Ringtone

Twenty (20) ringtones (FW v3.24 and higher; 6 ringtones on lower FW versions) are available and can be set for calls in general and individually to announce ringing calls from selected phonebook entries.

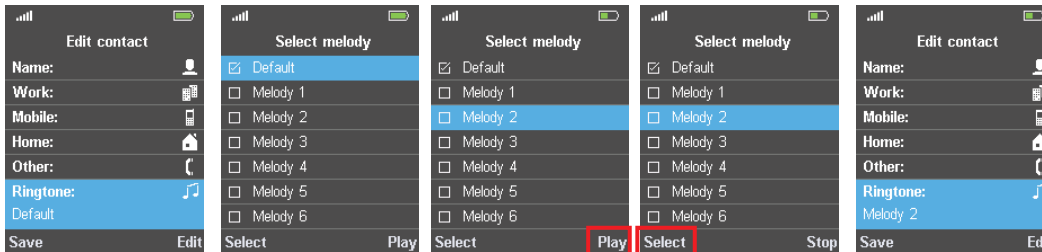


Fig. 26

Fig. 27

Fig. 28

Fig. 29

Fig. 30

1. Press the function key underneath "Edit" (Fig. 26).
2. Scroll to a ringtone (Fig. 28).
3. Press the function key underneath "Play" to listen to the ringtone (Fig. 28).
1. Press the function key underneath "Select" (Fig. 29) to save the selected ringtone for this contact (Fig. 30).

## Speed dial

The keys 2 to 9 can be assigned for speed dialing eight of your contacts. If the contact has more than one phone number, the speed dial function is assigned to the default number (see table on page 43).

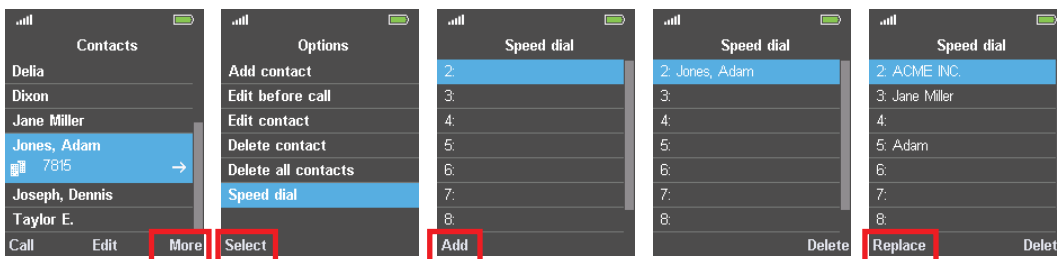


Fig. 31

Fig. 32

Fig. 33

Fig. 34

Fig. 35

1. Select the contact and press the function key underneath "More" (Fig. 31).
2. Scroll to "Speed dial" and press the function key underneath "Select" (Fig. 32).
3. Select one of the empty list items and press the function key underneath "Add" (Fig. 33). The contact is added to the line (Fig. 34).

**Note:** If you want to reassign a speed dial number to a different contact, select that contact and continue as described in steps 1 and 2. Select the assigned speed dial number you want to reassign to this contact and press the function key underneath "Replace" (Fig. 35).

4. Press the red key  to return to the Options screen.

To view the list of assigned speed dial numbers, open the main contact menu (see page 43, Fig. 2), select any of your contacts, press the function key underneath "More", and select "Speed Dial".

To dial a speed dial number, long-press the key for approx. 3 seconds from the idle screen

## Central directory

The central directory is accessible from all handsets registered at the same base or in the same multicell installation. Depending on the setting of the base, this could be a phone list downloaded to the base or an external source like the company LDAP register. It is not possible to add or delete entries or to edit existing entries on the handset.

You can open the central directory either via the main menu (see "Menus" on page 42) or by pressing the function key underneath the central directory symbol on the idle screen (Fig. 1).

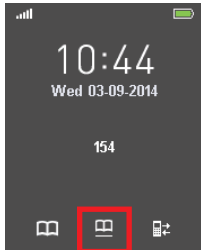


Fig. 1

### Finding a name

Use one of the following methods:

- Use the navigation keys to scroll up and down (see "Navigation and "OK" keys" on page 35) until you find the name you are looking for.
- Use the search function.
  1. Press the function key underneath "Search" (Fig. 2, below).
  2. Type the name you are looking for into the search field (Fig. 4).
  3. Press the function key underneath "Search" again (Fig. 4); on the M25, press the center of the navigation key. The name is displayed (Fig. 5).
- Combining the search function and scrolling.
  1. Press the function key underneath "Search" (Fig. 2).
  2. Enter the first letter of the name you are looking for into the search field (Fig. 3).
  3. Press the function underneath "Search" (Fig. 3); on the M25, press the center of the navigation key. The names beginning with that letter will be displayed in alphabetical order (Fig. 6).
  4. Use the navigation keys to scroll down until you find the name you are looking for.

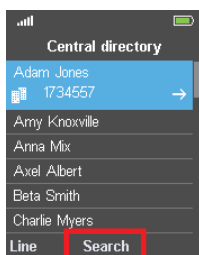


Fig. 2



Fig. 3



Fig. 4

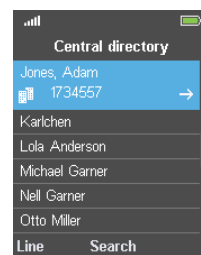


Fig. 5

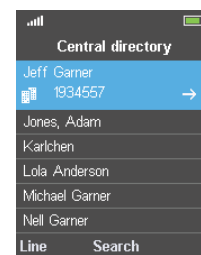



Fig. 6



## Calling a number from the central directory

1. Find the name as described in "Finding a name" on page 48.
2. If the phone number underneath the name is the number you want to dial, press the green key  (Fig. 7). If not, and if there is more than one number associated with the name, use the right navigation key to scroll, then dial (Fig. 8).

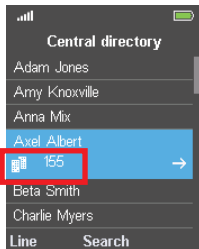


Fig. 7

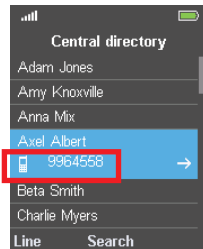


Fig. 8

## Call history (call lists)

On the M65 and on the M85, there are four call history lists, on the M25, there is one call history list, the **All calls** list. The most recent call is at the top of each respective list. When the available memory is full, the oldest call on the list will be overwritten by the latest call.

### Accessing the call history

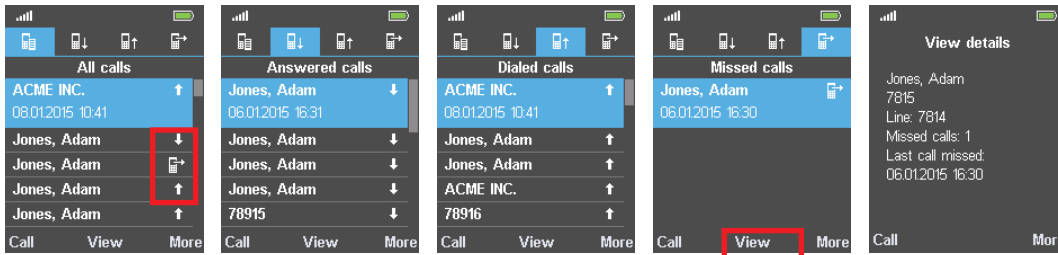




Fig. 1





Fig. 2


Fig. 3

Fig. 4

Fig. 5




- M65/M85. Via the **Calls** function key  on the idle screen or via the main menu's **Calls** menu .

|   |   |
|---|---|
|   | All calls received or missed by or made from the phone (Fig. 1) |
|  | Received (answered) calls (Fig. 2)                              |
|  | Dialed calls (Fig. 3)   |
|  | Missed calls (Fig. 4)   |

- M25 (Fig. 1, All calls, only). Via the main menu's **Calls** menu .

### List items

Each call is represented by one line on the list. The line contains the name, if available, or the number of the caller and a symbol on the right side of each line (Fig. 1) indicating whether the call was received, dialed, or missed.

|   |                           |
|---|---------------------------|
|  | Received (answered) calls |
|  | Dialed calls              |
|  | Missed calls.             |

### Viewing the details of a call

You can view the details of calls on all lists:

- Select the call. The selected call is highlighted in blue.
- Press the function key underneath "View" (e.g., "Missed calls", Fig. 4) to view the call's details (Fig. 5).

## Calling a number from a call list

You can return calls and call numbers from all lists:

1. M65 and M85: Select the call list, for example the list of missed calls (Fig. 6). M25: Select the **All calls** list:
2. Select the call. The call is highlighted and now shows the date and time of the call in addition to the name or number (Fig. 7).
3. Press the function key underneath "Call" to dial the number.

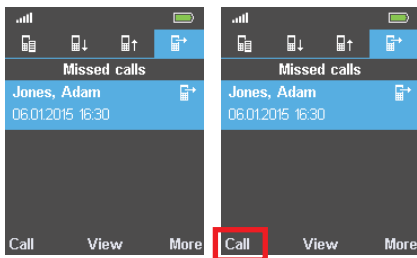


Fig. 6

Fig. 7

## Connectivity

This submenu is where you register and deregister the handset at the base and where you can select the network, if more than one is available.

To be able to register the handset at a base station, an extension must have been set up for it on that base. Please refer to the manual of the base station on how to set up the extension.

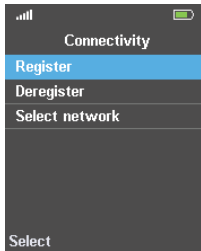


Fig. 1

## Registering

See "Registering the handset at the base station" on page 25.

## Deregistering

1. Select "Deregister".
2. Enter the PIN and press the function key underneath "Ok" (Fig. 2). The default PIN is 0000.
3. Press the function key underneath "Select" (Fig. 3).
4. Press the function key underneath "Yes" (Fig. 4).

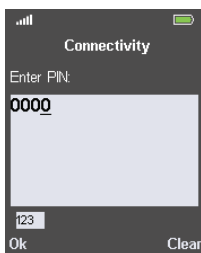


Fig. 2

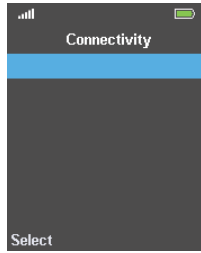


Fig. 3

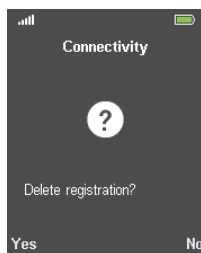



Fig. 4

## Selecting the network

The default setting is **Auto select**. (Not applicable to M25.)

## Settings

This submenu contains a variety of settings that determine the handset language, time and date formats, call forwarding, etc.

|                      |   |
|----------------------|---|
| Audio settings (M85) | On the M85, the audio settings are located in the Settings menu, on the M65 and M25 they are in a separate <b>Audio</b>  menu (see "Audio settings" on page 61). |
| Time & date          | See "Time and date settings" on page 54   |
| Language             | List of languages available for the handset. The default is English; scroll to a different language and press the function key underneath "Select" to change the setting to the selected language.  |
| LED signal           | See "LED indications" on page 33  |
| Power Save           | Determines how many seconds after the last key press the display illumination will turn off. The default is 60 seconds.   |
| Security             | Settings for automatically locking the keypad and for changing the handset PIN. See "Security" on page 54   |
| Handset name         | Here you can enter a name to be displayed below the account/extension number on the display   |
| Line                 | M65/M85. Selecting the default SIP extension/account for outgoing calls, if more than one is available. See "Line" on page 55.  |
| Reset settings       | Press the function key underneath "Yes" to reset the handset settings.  |
| Status               | See "Status" on page 56   |
| Auto answer          | Determines how to accept incoming calls. See "Auto answer" on page 57.  |
| Silent charging      | Determines whether the phone will ring when the battery is charging or not. The default is "Off" (phone rings).   |
| Do not disturb       | See "Do not disturb (DND)" on page 57   |
| Hide number          | Determines whether your phone number will be sent to callers/callees. You can hide your number for the next call, always, or never. The default is "Off" (your phone number will be sent).  |
| Call forward         | See "Call forwarding" on page 58  |
| Idle screen saver    | Will dim display illumination before turning it off completely as set in "Power Save".  |
| Bluetooth            | M85 only. "Bluetooth" on page 59.   |

## Time and date settings

Available time formats are 24 hours and 12 hours AM/PM. There are six available date formats. The time and the date are received from and synchronized the base where the handset is registered, so normally it is not necessary or advisable to adjust them manually.

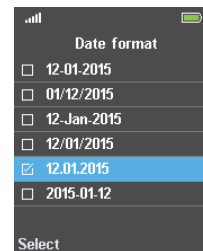
### Time format

1. Select "Time & date".
2. Select "Time".
3. Select "Format".
4. Select "24 hour" or "am/pm".
5. Press the function key underneath "Select".
6. Press "Save".

### Date format

1. Select "Time & date".
2. Select "Date".
3. Select "Format".
4. Scroll to one of the formats:
 

|   |             |
|---|-------------|
| Day · month · year, separated by hyphens: | 12-01-2015  |
| Month · Day · year, separated by slashes: | 01/12/2015  |
| Day · month · year, separated by hyphens: | 12-Jan-2015 |
| Day · month · year, separated by slashes: | 12/01/2015  |
| Day · month · year, separated by periods: | 12.01.2015  |
| Year · month · Day, separated by hyphens: | 2015-01-12  |
5. Press the function key underneath "Select".
6. Press "Save".



## Security

Settings for automatically locking the keypad after a specified period of inactivity and for changing the handset PIN.

### Automatic keylock

To prevent accidental use of the handset, the keypad can be locked manually by pressing the star key for at least 3 seconds. It can also be programmed to lock automatically after a specified period of inactivity. The lock symbol in the top line of the display indicates that the keypad is locked (Fig. 1), and when you press a key the keylock message appears (Fig. 2).

**NOTE:** When the keypad is locked incoming calls will still ring on your phone. Pressing the green key to accept the call will also unlock the keypad.

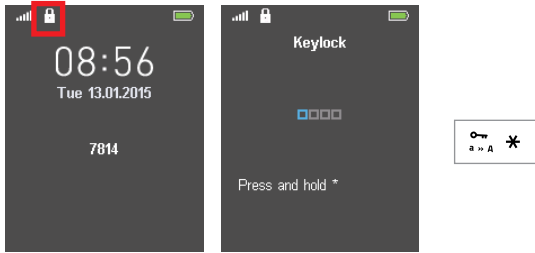


Fig. 1

Fig. 2

1. Select "Security".
2. Select "Automatic keylock".
3. Select the number of seconds (15, 30, or 45), minutes (1 to 5 minutes) to set the inactivity period, or select "off" to turn automatic locking off.
4. Press the red key to return to the "Settings" menu.

### Unlocking the keypad

To unlock the keypad after it has been locked manually or automatically, press the star key until the lock symbol disappears.

### Change PIN

This is the PIN that is required for deregistering the handset from the base and to reset it to factory values. The default is 0000.

### Line

**M65 and M85 only.** The handset supports up to ten extensions (accounts/phone numbers). On corded Snom deskphones they are called "identities".

**Note:** Each handset will only support **one identity per SIP server**, regardless whether the servers are in your office network or provided externally by an IP provider.

In the **Line** menu (Fig. 1), you select the identity (and thus the SIP server, i.e., "phone line", where it is set up) that will be your default identity when making calls. This identity is shown on the display (Fig. 2).

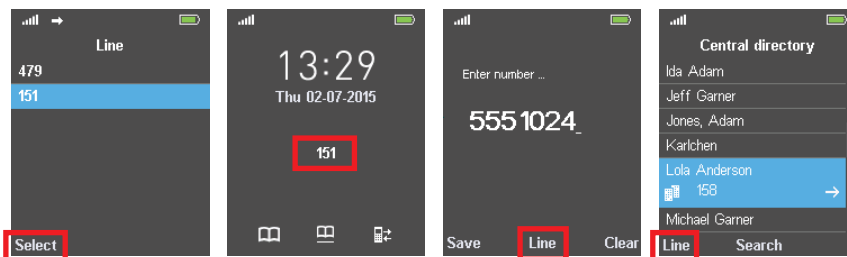



Fig. 1

Fig. 2

Fig. 3

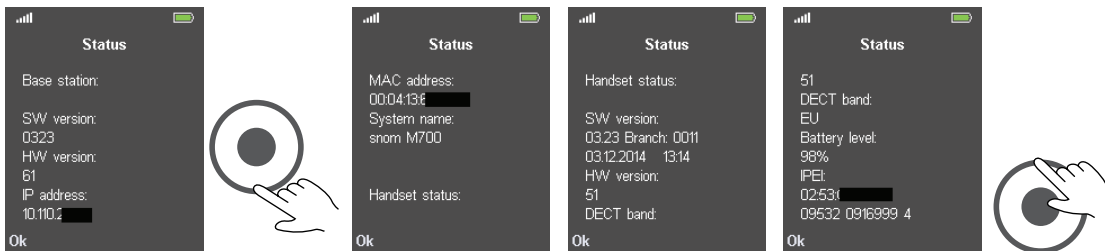
Fig. 4

- Selecting the default identity for outgoing calls.
  1. Use the up/down arrows on the navigation key to select the extension.

2. Press the OK key or the function key underneath **Select** to save (Fig. 1). This is the identity that is shown on your display (Fig. 2).
- Changing the identity for an outgoing call while dialing.
    1. Before pressing the green key to dial a number, press the function key underneath **Line** (Fig. 3).
      - When dialing manually: You can do this at any time while or after entering the digits on the keypad manually.
      - When calling a number from the global phonebook, select the contact, then press the function key underneath **Line** (Fig. 4).
    2. Select the extension to be used for the next outgoing call with the up/down arrows on the navigation key and press the function key underneath **Select** (Fig. 1).
    3. When dialing manually, the display will return to the **Enter number** screen (Fig. 3) where you can enter any remaining digits, if necessary. When dialing a number from the central directory, the display will return to the directory page with the number you want to dial (Fig. 4).
    4. Press the green key  to dial.

## Status

The status screen contains software and hardware information on the handset and on the base station the handset is registered at. Scroll down and back up to view all the information.



### Base station information

Software version (firmware version)  
 Hardware version  
 IP address  
 MAC address  
 System name\*

\* This is the base station name entered under "Management Settings" on the web interface of the base station


### Handset information

Software version (firmware version)  
 Hardware version  
 DECT frequency (i.e., EU, US, etc.)  
 Battery level  
 IPEI



## Auto answer

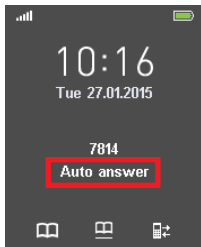
This setting determines how you can accept incoming calls on the handset. The default setting is "Normal", i.e, accepting calls by pressing the green key.

- Normal: Calls are accepted by pressing the green key .
- Any key: Calls are accepted by pressing any key - with the exception of the red cancel key - on the keypad.

**Exception:** Pressing the red cancel key will reject the ringing call; the caller hears the busy signal.

- Automatic: Calls are accepted automatically, as indicated by "Auto answer" on the idle screen. The handset will announce the incoming call once in accordance with its audio settings (see "Audio settings" on page 61) and then accept the call.


**Exception:** Calls waiting when you are in a call will not be accepted automatically but continue to be announced visually and/or acoustically.

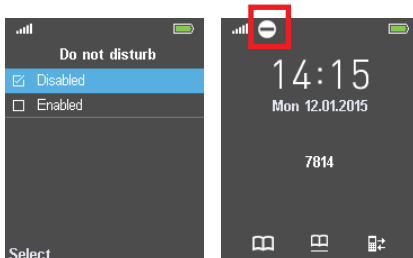


## Do not disturb (DND)

Incoming calls will be rejected, and callers hear the "busy" signal.

### Turning DND on:

1. Select "Do not disturb".
2. Select "Enabled".
3. Press the function key underneath "Select" to save the setting and return to the "Settings" menu. When DND is on, the symbol  is added to the top line in the display.



### Turning DND off:

1. Select "Do not disturb".
2. Select "Disabled".
3. Press the function key underneath "Select" to save the setting and return to the "Settings" menu.

## Call forwarding

The phone can be set to forward incoming calls, either always or under certain conditions:

- Forward Unconditionally (Fig. 2): Forwarding all incoming calls to the number of the phone, extension, or mailbox specified as this function's target.
- Forward Busy (Fig. 3): Forwarding calls ringing while the phone is busy to the number of the phone, extension, or mailbox specified as this function's target.
- Forward No Answer (Fig. 4): If a ringing call is not accepted within the specified number of seconds, it is forwarded to the number of the phone, extension, or mailbox specified as this function's target.

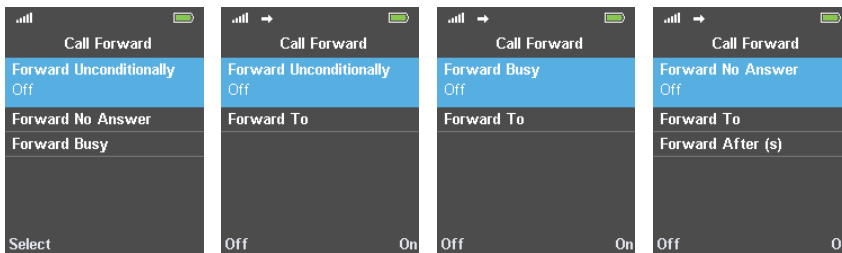


Fig. 1

Fig. 2

Fig. 3

Fig. 4

## Settings

1. Open the "Call forward" menu (Fig. 1).
2. Select one of the three call forwarding options (Fig. 2-4).
3. Select "Forward To" (Fig. 5-7) from the respective menu.

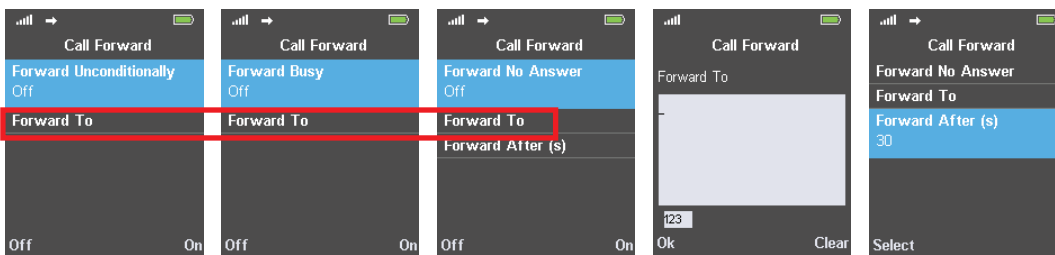



Fig. 5

Fig. 6

Fig. 7

Fig. 8

Fig. 9

4. Enter the phone/extension/mailbox number in the "Forward to" text field (Fig. 8). See "Entering phone numbers (numeral mode)" on page 38 for valid characters.
5. Press the function key underneath "Ok" to save the setting and return to the previous menu.
6. For **Forward No Answer** (Fig. 7) only:
  - a. Select **Forward After (s)** (Fig. 9) to open the "Forward To" screen (Fig. 8).
  - b. Enter the number of seconds in the "Forward to" text field.
  - c. Press the function key underneath "Ok" to save the setting and return to the previous menu.
7. Press the red key  to return to the "Settings" menu.

## Turning call forwarding on

1. Select the forwarding event.

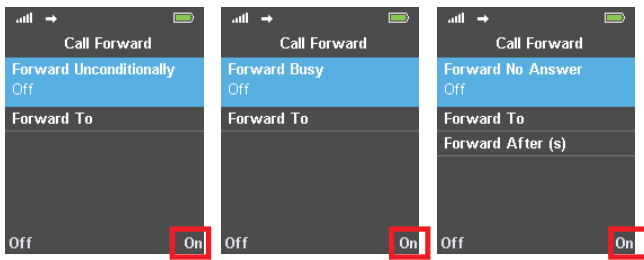



Fig. 10

Fig. 11

Fig. 12

2. Press the function key underneath "On".

**Note:** If you need to change the forwarding number and - in the case of **Forward No Answer** - the number of seconds, see "Settings" on page 53.

3. Press the red key  three times to return to the idle screen.

## Turning call forwarding off

1. Select the forwarding event.

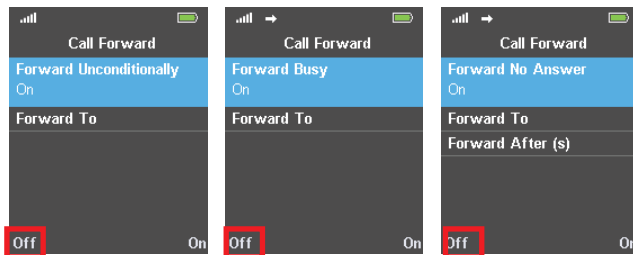



Fig. 13

Fig. 14


Fig. 15

2. Press the function key underneath "Off".


3. Press the red key  three times to return to the idle screen.

## Bluetooth

The M85 handset can be used with a Bluetooth headset which must be paired with the handset first. When the headset has been paired, it is added to the list of **Paired Devices**. The connection to the headsets on this list can be disconnected and reestablished by one key press without having to go through the pairing process manually.

The default Bluetooth setting is disabled. To be able to use Bluetooth, the function must be enable. To save battery power and avoid unnecessary radiation, however minimal, you may want to disable Bluetooth when you are not using it. When Bluetooth is enabled, the Bluetooth logo  is shown to the right of the signal strenght indicator in the top line of the display.


## Enabling and disabling Bluetooth

1. Open the Settings menu and press  to go to **Bluetooth** at the end of the menu.
2. Select **Bluetooth**.
3. Select **Enable/Disable**. You will be asked whether to enable or disable Bluetooth, depending on its current status.
4. Press **Yes** or **No** to change or keep the current status and to return to the **Bluetooth** screen.

## Pairing

1. Make sure that Bluetooth is enabled.
2. Select **Search for devices**.
3. Put the headset into pairing mode. For more information, please refer to the headset's user guide.
4. If the phone has detected more than one headset, select yours from the list and press **Pair**. When pairing has been successful, you will see the message "Bluetooth connection established".

## Managing paired headsets

1. Open the Settings menu and press  to go to **Bluetooth** at the end of the menu.
2. Select **Paired Devices**.
3. Select the device and press the function key underneath **Disconn.** or **Connect** to change the device's current status.
4. Press **More** to open the submenu where you can change the name of the device, delete the selected device, delete all devices, or view the Info screen with the product's name and Bluetooth MAC.

## Audio settings

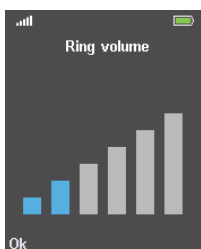
The audio settings contain the available ringer and alert tones and their volume settings, various other sounds like key and confirmation sounds, etc., and the vibrator settings.

**NOTE:** On the M85, the audio settings are located in the Settings menu, top item.

|                          |   |
|--------------------------|---|
| Silent                   | This setting determines whether incoming calls will be announced visually only or visually and acoustically. The options are "on" and "off". When set to "on", incoming calls will be announced visually only. The default is "off". It is possible to add the vibrator to the visual announcement. |
| Ring volume              | See "Ring volume" on page 61  |
| Ring melody              | See "Ring melody" on page 62  |
| Additional ring settings | M85 only. The options are "Ring normal msg", "Ring urgent msg", "Ring emergency". Setting: Same as "Ring melody".<br>Ring emergency: This is the ringer played during the pre-alarm delay, if available and configured.   |
| Alert volume             | M65/M85 only. This is the volume setting for the alarm clock tones (single alarm and recurrent alarm). Selection and setting are similar to ring volume.  |
| Alert tone               | M65/M85 only. This is the ringtone for the alarm clock (one-time-only alarm and recurrent alarm). Selection and setting are similar to ring melody.   |
| Vibrator                 | M65 and M85 only. See "Vibrator" on page 62   |
| Key sound                | Determines whether pressing a key will result in a clicking or beeping sound or no sound. The default is no sound.  |
| Confirmation sound       | Determines whether the handset will emit a beep when a setting is changed. Select on or off. The default is "on".   |
| Coverage warning         | Determines whether the handset will emit a warning tone when it is getting close to the coverage limit of the base station or multicell installation. The default setting is "off".   |
| Charger warning          | Determines whether the handset will emit a beep when it is placed in the charger. Select on or off. The default is "on".  |

### Ring volume

Increase/lower the volume of the ringer by pressing the right or left rim of the navigation key. When you navigate to a different volume bar, the ringtone is played at the new volume. Press the function key underneath "OK" to set and save the current volume and return to the previous screen.



## Ring melody

Twenty (20) ringtones are available (FW v3.24 and higher; six (6) ringtones in lower FW versions). Please note that these ringtones can be set for calls in general and for individual contacts to announce ringing calls from selected phonebook entries.



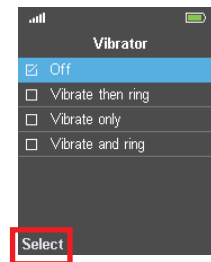
- Scroll to a ringtone and press the function key underneath "Play" to listen to the ringtone. The text above the key changes to "Stop". Press the key again to stop the playing of the ringtone.
- Press the function key underneath "Select" to set the highlighted ringtone.

## Vibrator

### M65/ M85 only

Three vibration settings are available.

- Vibrate then ring: The handset will vibrate four times, then start ringing.
- Vibrate only
- Vibrate and ring: The handset will simultaneously ring and vibrate.



The default setting is off. If you want to change the setting, scroll to a different one and press the function key underneath "Select".

## Alarm clock settings

### M65/M85 only

The phone has two alarm clock settings and a snooze setting that applies to both. The clock symbol in the top line on the display indicates that an alarm setting is active (Fig. 1). When the alarm goes off, the display indicates the time the alarm is set for (Fig. 2).

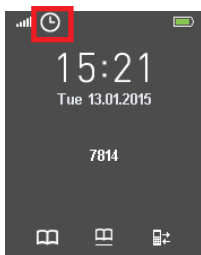


Fig. 1

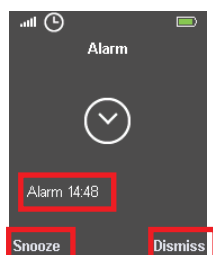


Fig. 2

- You can turn the alarm off by pressing the function key underneath "Dismiss".
- You can turn on the snooze function so that the alarm will go off again at a later time. Turning on the snooze function: Press the function key underneath "Snooze". For information on setting the snooze function, see "Snooze time" on page 64.

## Alarm

This alarm will go off at the specified time every day unless it is turned off or dismissed.

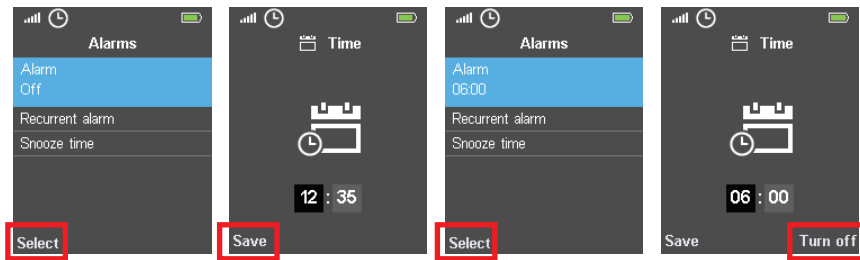


Fig. 3

Fig. 4

Fig. 5

Fig. 6

### Setting the alarm

1. Open the "Alarms" menu and press the function key underneath "Select" (Fig. 3).
2. Set the time and press the function key underneath "Save" (Fig. 4).

### Turning the alarm off

1. Open the "Alarms" menu and press the function key underneath "Select" (Fig. 5).
2. Press the function key underneath "Turn off" (Fig. 6).

**Note:** Pressing the function key underneath "Dismiss" when the alarm goes off will also turn it off for good.

## Recurrent alarm

This alarm will ring at the specified time on the selected days of the week.

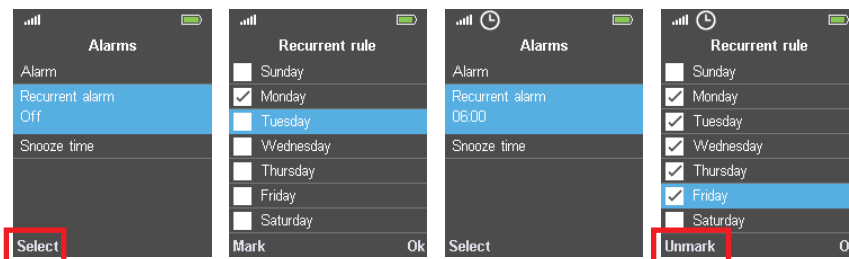


Fig. 7

Fig. 8

Fig. 9

Fig. 10

### Setting the alarm

1. Open the "Alarms" menu and scroll to "Recurrent alarm" (Fig. 7).
2. Press the function key underneath "Select".
3. Set the time and press the function key underneath "Save" (Fig. 4).
4. Scroll to each day of the week on which you want the alarm to go off and press the function key underneath "Mark" for each one (Fig 8).

**Note:** To turn off the alarm for one of the checkmarked days, scroll to it and press the function key underneath "Unmark" (Fig. 10).

5. Press the function key underneath "Ok" to save the settings.

### Turning the alarm off

1. Open the "Alarms" menu and scroll to "Recurrent alarm" (Fig. 9, above).
2. Press the function key underneath "Select".
3. Press the function key underneath "Turn off" (Fig. 6, above).

## Snooze time

Snooze time applies to all alarm settings and can be set from 1 to 10 minutes. The default is 10 minutes.

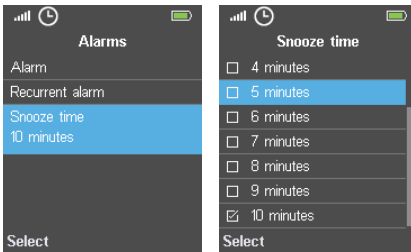


Fig. 11

Fig. 12



### Setting snooze time

1. Open the "Alarms" menu and scroll to "Snooze time" (Fig. 11).
2. Scroll to the minute setting and press the function key underneath "Select" (Fig. 12) to save the setting and return to the previous screen.

### Using snooze time

When the alarm goes off, press the function key underneath "Snooze" (see "Alarm clock settings" on page 62, Fig 2). If snooze time is 10 minutes, for example, the alarm will go off again 10 minutes later, showing the time of the original alarm setting on the display.



# Using the handset

This section describes the use of the phone with the default settings. If your phone was installed and/or set up by someone else, the default settings may have been changed. Please check with that person or company if the phone does not react as described here.

## Making calls

See "Alphanumeric keys" on page 38 for information on input modes and entering letters, numerals, and special characters.

### Selecting an identity for the outgoing call

**M65 and M85 only.** The identity (extension) displayed on the idle screen of your handset (Fig. 1) is the default identity for outgoing calls. For more information, see "Line" on page 55. If the handset has more identities and you do not want to use the one on the display for the next outgoing call, you can select a different one just for this call without changing the settings.

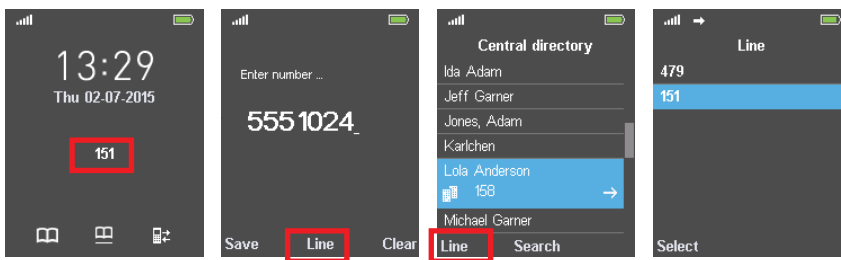




Fig. 1

Fig. 2

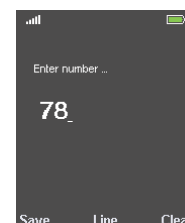
Fig. 3

1. Before pressing the green key to dial a number, press the function key underneath **Line**.
  - When dialing manually, you can select a different outgoing identity at any time while or after entering the digits on the keypad (Fig. 2).
  - When calling a number from the global phonebook, select the name, then press the function key underneath **Line** (Fig. 3).
2. Select the identity to be used for the next outgoing call with the  own arrows on the navigation key and press the function key underneath **Select** (Fig. 4).
3. If dialing manually: The display will return to the **Enter number** screen where you can enter any remaining digits, if necessary (Fig. 2). If dialing from the central directory: The display will return to the directory (Fig. 3).
4. Press the green key  to dial.

## Using different dialing methods



### Dialing

Enter the number on the keypad and press the green key .



## Redialing

To redial the last number dialed, press the green key to open call history to the default list "All calls".

- Either scroll to the uppermost line with the up arrow  (Fig. 1) and press the green key,
- or (M65/M85 only) navigate to the dialed calls list  (Fig. 2) and press the green key.

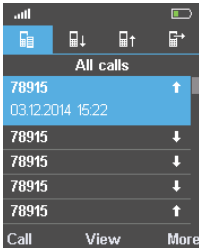


Fig. 1

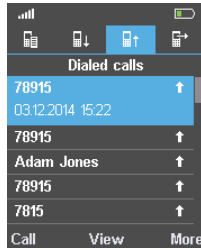

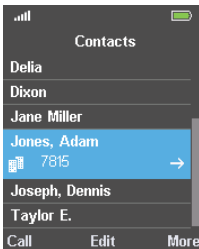


Fig. 2

## Calling a contact


See "Contacts" on page 43 for information on finding, adding, and editing contacts.

1. From the idle screen, press the function key underneath the Contacts symbol .
2. Select a contact by scrolling to it or by entering the first or more letters of the name.



3. If the contact has more than one number and the number on the display is not the one you want to dial, use the navigation key to select a different one.



4. Press the green key  to dial the number of the highlighted contact.


## Speed dialing a contact

For information on assigning keys 2-9 for speed dialing, see "Speed dial" on page 47.

If you have assigned a key for speed dialing one of your contacts, long-press the key for approx. 3 seconds to dial. To view the list of assigned speed dial numbers, open the main contact menu (see page 56, Fig. 2), select any of your contacts, and press the function key underneath "More".

## Calling a number from the Central Directory

See "Central directory" on page 48 for more information on this directory.

1. From the idle screen, press the function key underneath the Central Directory symbol .

2. Select a name by scrolling to it or by entering the first letter of the name, or by pressing the function key underneath "Search" (Fig. 1), entering the name (Fig. 2), and pressing the function key underneath "Search" again.

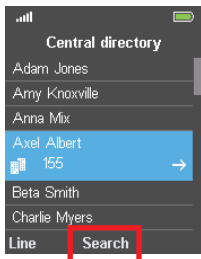


Fig. 1

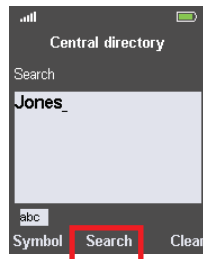


Fig. 2

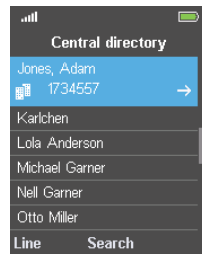



Abb. 3

3. If there is more than one number for the name and the number on the display is not the one you want to dial, use the navigation key to select a different one.

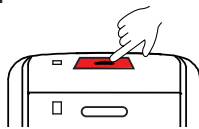


4. Press the green key  to dial the number of the highlighted name.

### Calling emergency alarm number

Available for M85 and M65 only! The settings are configured on the base station. One emergency alarm can be assigned to each individual handset; this is also done on the base station.

If an emergency alarm is available on your handset, press the alarm button for **three seconds** to dial the number. On the M85, press the red alarm button; on the M65, press the center of the navigation key.





M85

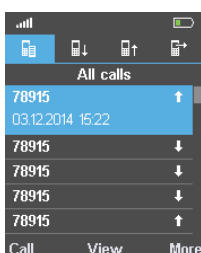



M65

### Calling a number from call history (all, missed, received, dialed calls)

See "Call history (call lists)" on page 50 for more information on these lists.



1. M65/M85: From the idle screen, press the function key underneath the call history symbol  and select a list. M25: Open the menu and select **Calls** .
2. Select a call.

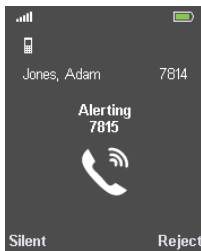


3. Press the green key  to dial the number of the highlighted item.

## Accepting calls

### Accepting a ringing call

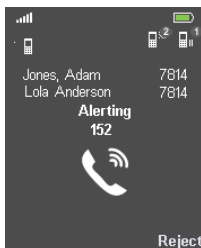
Press the green call key  or the speakerphone key  to accept the call.





- Press the function key underneath "Reject" to reject the call; the caller is informed that the number is busy.
- Press the function key underneath "Silent" to turn off the ringer.

### Call waiting

When you are in a call, a second call will be announced visually by the "phone ringing" symbol and acoustically by the sound of a beep; you will also see the caller ID on-screen if it is being transmitted.

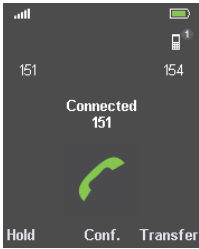


- Press the green call key  or the speakerphone key  to accept the waiting call and put the first call on hold.
- Press the function key underneath "Reject" to reject the waiting call; the caller is informed that the number is busy.
- If you have set call forwarding when busy, the call will be forwarded to the phone number set as target.

## Active calls

The handset supports two simultaneous connections. When you are in a call, you can:

- transfer the call to a third party;
- put the call on hold and call a third party to make inquiries or to initiate a conference with both parties;
- accept or reject a second call (see "Call waiting" on page 68);
- switch between two calls (see "Swapping calls" on page 70).



## Loudspeaker/microphone settings

### Adjusting volume of handset and external loudspeaker



- M85 and M65: Press the upper (+) or lower (-) end of the volume key.
- M25: Press the upper (+) or lower (-) rim of the navigation key.

For more information, see "Volume key" on page 40 ff.

### Muting/Unmuting the microphone



- M85 and M65: Press the **Mute** key.
- M25: Press the left rim of the navigation key.



For more information, see "Mute key" on page 40.

## Transferring a call

Active calls can be transferred manually to a third party either with prior announcement (attended transfer) or without prior announcement (blind transfer). Ringing calls can be transferred manually to a third party without prior announcement (blind transfer).

### Attended transfer

1. With a call on the line, press the function key underneath "Hold" to put the call on hold.
2. Call the party to whom you want to transfer the call.
3. If the party agrees to accept the call, press the function key underneath "Transfer". The two parties are instantly connected, and your display will announce that your call has ended.

### Blind transfer (unattended transfer)

1. With a call on the line or an incoming call ringing, press the function key underneath "Transfer".
2. Enter the number of the party to whom you want to transfer the call on the display.

3. Press the function key underneath "Transfer". The phone of the third party begins to ring.
4. Press the function key underneath "Exit".

**Note:** If you do not press "Exit", your display will announce that your call has ended when the third party picks up the ringing call.

## Hold

When you are in a call, press the function key underneath "Hold" to put the call on hold (Fig. 1). Press the function key underneath "Retrieve" to resume the call (Fig. 2).

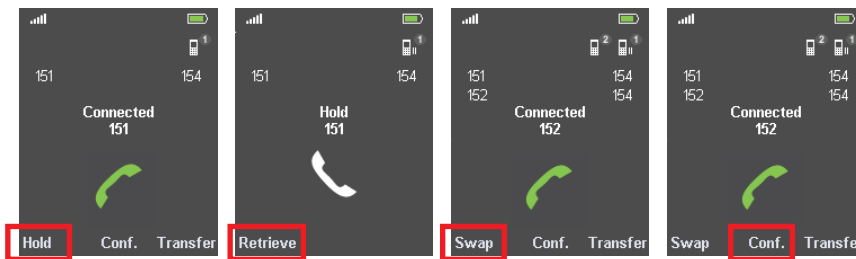


Fig. 1

Fig. 2

Fig. 3

Fig. 4

With the call on hold you can call another number to confer with that party, for example if you want to transfer the held call or if you want to initiate a conference with both parties.

## Swapping calls

### M65/M85

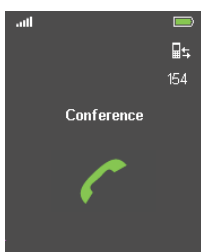
When you have one call on hold and you are connected to a second call, press the function key underneath "Swap" to connect to the held call and put the connected call on hold (Fig. 3).

### M25

When you have one call on hold and you are connected to a second call, press the right rim of the navigation key to connect to the held call and put the connected call on hold.

## Conference

When you are connected to two parties, one on hold and one on the line, press the function key underneath "Conf." (Fig. 4) to start the conference.





Press the red key  to terminate the conference and the connection to both parties.

# Appendix 1 - Using the handset to set up the base

In many cases, expensive tools and expert help will not be necessary to set up the M-series DECT system. The handset has a built-in RSSI meter that indicates the strength of the signal received from the base; this feature can be used to determine the ideal and/or necessary locations for base stations in single-cell or multicell installations. For more information, see the respective base station admin guides and the multicell set-up guide.

## Finding the IP address of the base

1. On the M65/M85, press the menu key ; on the M25, press the OK key . The main menu is shown on-screen.
2. Type **\*47\*** on the handset's keypad.
3. The handset will detect all base stations within range and show their MAC addresses on the display (Fig. 1). If the handset has detected more than one base, compare them with the MAC address on the type label of your base station to identify and select the right one.

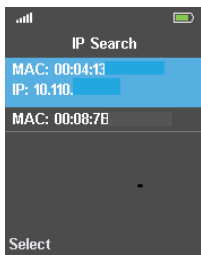


Fig. 1

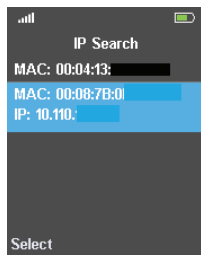


Fig. 2

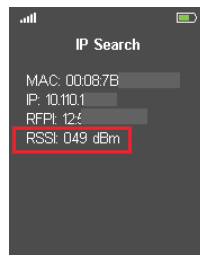


Fig. 3

4. If necessary, scroll to the MAC address of your base station. The selected item is highlighted in blue and expands to also show the IP address of the base station (Fig. 2).

## RSSI and RFPI

5. Press the function key underneath "Select" (Fig. 2). The selected base station's RFPI and RSSI are shown on the display (Fig. 3).
  - RFPI: The Radio Fixed Part Identity is a unique identifier frequently transmitted by the base station.
  - RSSI: The Radio Signal Strength Indicator measures the received signal strength in dBm (decibel milliwatts)