



Contents

Introduction	3	Setting Up the Voice Mail Key	20
Using This Manual.....	3	Setting Up the Call Directory	21
Controls and Indicators	4	Personal Ringing Options	22
Display.....	5	Handset/Headset Configuration	23
Operation	6	Configuring Auto Answer	24
Placing Calls	6	Setting a Call Log PIN	25
Answering Calls	7	User Options Menu Tree	26
Holding Calls	7	Warranty	27
Transferring Calls.....	7	Regulatory Statements	28
Conferencing Calls.....	8		
Call Forwarding.....	8		
Do Not Disturb	9		
Presence Status.....	9		
Using Network Features.....	10		
Using the Call Log.....	11		
Using the Call Directory.....	13		
Using the Speakerphone	14		
Using Call Monitoring.....	14		
Muting the Handset or Headset Microphone	14		
Using a Headset.....	15		
Adjusting the Receive Volume	15		
Adjusting the Ringer Volume	15		
Using Voice Mail.....	15		
Customizing Your Phone	16		
User Options Menu.....	16		
Entering Alphanumeric Characters.....	17		
Setting the Time and Date.....	18		
Setting Up Speed Dial Keys	18		

Introduction

The **Teo IP Phone 4101** is a single-line voice terminal that provides sophisticated services over managed IP networks running Session Initiation Protocol (SIP). The telephone includes a built-in 10/100BaseT Ethernet switch to allow daisy-chain connection of a PC workstation without additional equipment.

Features of the 4101 include:

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

Various features may not be available with some SIP services.

Using This Manual

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

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

Many telephone features can be customized – see the **Customizing Your Phone** chapter (*page 16*).

Controls and Indicators



- 1) **Display** – shows the line ID, call state, caller ID, dialed digits, network call control messages, elapsed time during calls, the date and time of day, and setup options.
- 2) **MENU Key** – enters and exits Setup Mode (page 16).
- 3) **ENTER Key** – selects menu options, saves option changes, and can be used to initiate dialing.
- 4) **Navigation (Arrow) Keys** – ▲ and ▼ keys navigate within menus. In editing modes, the ► key moves the cursor one position to the right and the ◀ key moves the cursor one position to the left and deletes characters.

- 5) **LOG Key** – displays Call Log options (page 11).
- 6) **TRANS Key** – transfers a call (page 7).
- 7) **DIR Key** – displays the Call Directory (page 13).
- 8) **CONF Key** – adds other parties to a conference call (page 8).
- 9) **REDIAL Key** – redials the last outgoing number (page 6).
- 10) **DROP Key** – removes the last party added to a conference call, and disconnects you from a call and returns new dial tone when not in conference mode (page 8).
- 11) **SEND Key** – initiates dialing after entering digits (page 6).
- 12) **HOLD Key** – places a call on hold (page 7), and enters a pause in a Speed Dial or Voice Mail dialing string.
- 13) **Dial Pad** – dials telephone numbers, and sends DTMF tones to external equipment such as voice mail systems. The dial pad is also used for text and number entry during setup.
- 14) **Multifunction Keys** – programmable for use as Speed Dial keys or feature activators (page 7).
- 15) **FWD Key** – forwards incoming calls to another phone (page 8), or may be used to set Presence (page 9).
- 16) **DND Key** – Do Not Disturb; makes the phone appear busy to incoming callers (page 9).
- 17) **VOICE MAIL Key** – accesses voice mail services (page 15).
- 18) **HEADSET Key** – activates the headset (page 15).
- 19) **MUTE Key** – mutes the microphone when using the speakerphone or handset/headset (page 14).
- 20) **SPEAKER Key** – activates the speakerphone or Call Monitoring (if enabled by your installer) (page 14).
- 21) **VOLUME Key** – adjusts the receiver/speaker volume when on a call; adjusts the ringer volume when on-hook (page 15).
- 22) **Message Waiting Indicator** – a bright red indicator is lit when messages are waiting.
- 23) **Microphone** – used for hands-free (speakerphone) calling; located under the right front of the telephone.

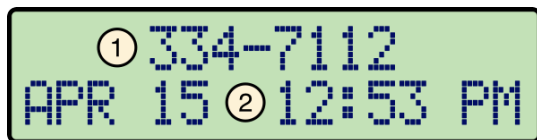
- 24) **Handset Jack** – a jack on the left side of the telephone connects to the included handset.
- 25) **Headset Jack** – a jack on the right side of the telephone connects to an optional standard headset.

Display

Call information, date and time, and other information are shown on the 4101 display. The example below is a typical display of call activity.

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

Idle Display



- 1) **Line ID** – identifies this phone; shown when the phone can receive calls. This area may also display the extension presence state, such as "Do Not Disturb" or "Call Forward".
- 2) **Current Date and Time**

Display during Call Activity

Outgoing Call



- 1) **Call Information** – the called number, with caller ID when available.
- 2) **Call State** – the current state of the call, such as "Connected", "Dialing...", or "Call Held".
- 3) **Call Timer** – the total connected time for the call.

Connected Incoming Call



- 1) **Call Information** – the calling number.
- 2) **Caller ID** – shown when available.
- 3) **Call Timer** – the total connected time for the call.

Other Information

Other information, shown throughout this manual, is displayed when using the Call Directory, the Call Log, and when viewing or changing various setup options.

Operation

Placing Calls

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

Pre-dialing

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

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

Dialing

5 JKL

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



DIALING...
5551111

SEND

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



5551111
Connecting

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

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

Editing Dial Strings before Sending



Press the Left Arrow key to delete the character to the left of the cursor.



Press the Right Arrow key to move the cursor to the right.

Last Number Redial

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

REDIAL



Press the **REDIAL** key to redial the last number dialed.

Dialing from the Call Log – refer to page 12.

Dialing from the Call Directory – refer to page 13.

Using Speed Dial Keys

Speed Dial keys automatically dial a preprogrammed number when pressed. If you are already on a call, the digits will be dialed using DTMF tones on that call. Use Speed Dial keys to dial frequently-called numbers, to activate network features that include a directory number, and to speed up dialing of access numbers for voice mail, auto attendant, and similar systems.

Any unused multifunction key (keys labeled **M1-M7**) can be configured as a Speed Dial key (*page 18*).



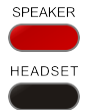
Press a Speed Dial key to dial a number.
The dialed digits will be shown in the display.



If the key has *not* been programmed for immediate dialing, enter any additional digits as needed, and then press the **SEND** or **ENTER** key.

Answering Calls

When a call is ringing, the display will show the calling number (if available).



Lift the handset, press the **SPEAKER** key, or press the **HEADSET** key to answer the ringing call.

Auto Answer

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

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

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

Single burst tone – 2-way call

Double burst tone – muted privacy call



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

Refer to *Configuring Auto Answer (page 24)* to enable/disable Auto Answer or select the answering mode.

Holding Calls



Press the **HOLD** key to place the currently connected call on hold.



Press the **HOLD** key again to return to the held call.

Transferring Calls

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



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

The current call is placed on hold, and you will hear a new dial tone.



Dial the party you want to transfer the call to with the dial pad or a Speed Dial key, and then press the **SEND** or **ENTER** key.

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



Press the **TRANS** key again to complete the transfer.

Conferencing Calls

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

Conferencing a New Call

CONF



Press the **CONF** key while on a call.

The current call is placed on hold, and you will hear a new dial tone.

5 JKL



Dial the party you wish to add to the conference, and then press the **SEND** or **ENTER** key.

CONF



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

Dropping the Last Party

DROP



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

Disconnecting from a Conference

SPEAKER



HEADSET



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

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

Call Forwarding

Call Forwarding forwards ringing calls to another number.

Notes: Call Forward and Presence keys are mutually exclusive; your phone's FWD key can be configured for only one of these options.

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

Ringling must be enabl when using Call Forwarding.

FWD



Press the **FWD** key.



*The * indicates the current state of the feature.*



Press the Up Arrow or Down Arrow key to select which calls will be forwarded:

- ALL forwards all calls.
- BUSY forwards calls that ring while your phone is busy (you are on a call).
- NO ANSWER forwards calls that are not answered within a preset time (12 seconds).
- BUSY NO ANSWER forwards calls that ring while your phone is busy and calls that are not answered within a preset time.
- OFF disables call forwarding.

ENTER



When the desired selection is shown, press the **ENTER** key.



Enter the number that calls will be forwarded to.



FORWARD TO:
5551233



Press the **ENTER** key. The display will show that Call Forwarding is active.

Do Not Disturb

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

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



Press the **DND** key.

The display will show that Do Not Disturb is active.



DO NOT DISTURB
APR 15 7:23 PM



To disable, press the **DND** key again.

The display will briefly show that Do Not Disturb is off.



DO NOT DSTRB OFF

Presence Status

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

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

The FWD key can be configured for either Call Forward or Presence; the Teo Presence feature includes a Call Forward option.

Setting Your Presence Status



Press the **PRESENCE (FWD)** key.

Your current presence status will be shown in the display with an asterisk.



PRESENCE STATE=
*AVAILABLE



Press the Up Arrow or Down Arrow key to select a different presence status.

The following presence states can be selected:

- Available
- Busy
- Away
- Not Available
- Do Not Disturb
- On Holiday
- On Vacation
- After Hours
- Call Forward

ENTER



Press the **ENTER** key or the **PRESENCE** (FWD) key to save the selected presence status.

Your presence status will be shown in the phone's idle display, unless your status is set to "Available".

ON VACATION
OCT 12 11:29 AM

5 JKL

If you selected "CALL FORWARD", enter the number that calls will be forwarded to, and then press the **ENTER** key.

FORWARD TO:
5551234

CALL FORWARD
OCT 12 11:29 AM

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

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

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

Using Network Features

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

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

Using the Call Log

What does the Call Log Do?

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

Types of Calls in the Call Log

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

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

Outgoing Calls – calls originating from your telephone.

Viewing the Call Log



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

CALL LOG:
UNANSWERED CALLS

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

To change or remove the PIN, please refer to page 25.



Press the Up Arrow or Down Arrow key to select the type of calls that you want to view – UNANSWERED CALLS, ANSWERED CALLS, or OUTGOING CALLS, and then press the **ENTER** key.

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

1034
05/18/13 09:36AM



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



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

Viewing the Call Duration



You can view the call duration for any call in the log.



After selecting the log entry, press the Right Arrow key to display the call duration.

1034
LENGTH=00:03:12


Dialing a Call Log Entry

-  Select the call that you want to dial.
- 




1034
05/18/10 09:36AM

To Dial Immediately

-  Press the **SEND** key.

To Add Additional Digits before Dialing


-  Press the **ENTER** key.




ADD DIAL DIGITS:
1034

5 JKL


The cursor will be at the left end of the dial string.
Add any required additional digits, such as outside line or long distance access codes, with the dial pad.

-  If you need to add digits to the end of the dial string, press the Right Arrow key to move the cursor to the right.

-  When all digits have been entered, press the **SEND** or **ENTER** key.


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

Deleting a Call Log Entry

-  Press the Left Arrow key.



1034
DELETE LOG ENTRY

-  Press the **ENTER** key to confirm the deletion of the call from the log.

Using the Call Directory

What is the Call Directory?

The Call Directory is a speed dialing system that can store up to 12 entries. A name display identifies each entry. Use the directory to store frequently-dialed numbers when additional Speed Dial keys are not available.

Dialing from the Call Directory



Press the **DIR** key.

The first directory entry will be displayed. A # character at the end of the phone number indicates that the call will be dialed immediately after the entry is selected.

```
Mike
10238#
```



To display a different entry, press the Up Arrow or Down Arrow key, or press the dial pad key corresponding to the entry.



```
Jill Morton
5554321
```

```
5554321
Connecting
```



Press the **SEND** or **ENTER** key to select the entry for dialing.



If the entry is not set up for immediate dialing, you can add additional digits before dialing, such as extension numbers or PIN codes.



When all digits have been entered, press the **SEND** or **ENTER** key to dial the displayed number.

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



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

To add or change directory entries, see page 21.

Using the Speakerphone

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

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

Placing Calls



When the phone is on-hook, the speakerphone can be activated by pressing the **SPEAKER** key, a dial pad key, a Speed Dial key, the **REDIAL** key, or by dialing from the Call Log or Call Directory.

Answering Calls



Press the **SPEAKER** key to answer a ringing call.

Switching Between the Handset and Speakerphone



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

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

Muting the Microphone

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



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

Using Call Monitoring

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

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

When Call Monitoring is active, call progress tones, dialed digits, and the remote party can be heard through the built-in speaker, but you can only talk to the remote party with the handset or headset.



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



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



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

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

Muting the Handset or Headset Microphone

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



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

Using a Headset

Headset Mode Operation

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

Your telephone can be set to use the handset/speakerphone or headset by default (page 23). All dialing that automatically selects a line will connect to the default device.

Optimizing the Phone to Match Your Headset

Headset models may vary in their microphone sensitivities and receive levels. Your telephone provides adjustments for transmit and receive levels to accommodate most headsets (page 23).

Adjusting the Receive Volume

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



Press the top of the **VOLUME** key repeatedly to increase the volume, or press the bottom of the key to reduce the volume.

The telephone stores individual preset volume settings for the handset and headset. Handset and headset volume settings return to the programmed preset levels after a call is completed; the speakerphone volume setting is retained between calls. See page 23 to change the preset values.

Adjusting the Ringer Volume

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



Press the top of **VOLUME** key repeatedly to increase the ringer volume, or press the bottom of the key to reduce the ringer volume.

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

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



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

Using Voice Mail

Voice mail services are provided by your telephone system.

Note: You must first program your voice mail access number before this feature will work (page 20).

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



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



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

Customizing Your Phone


User Options Menu

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

- Time and Date
- Speed Dial Keys
- Voice Mail Key
- Call Directory
- Ringing Tone
- Off-hook Ringing
- Handset/Headset Mode
- Preset Volume Levels
- Call Log PIN

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


Accessing Menus

 Press the **MENU** key.




```
SETUP MENU:  
USER
```

Note: If needed, press the Up Arrow or Down Arrow key until USER is shown.

 Press the **ENTER** key to select the User Options menu.

Viewing Available Menu Items

 Press the Up Arrow or Down Arrow key to scroll through the items available in the current menu. The current menu name is shown in the upper line of the display, and menu items are shown in the lower line of the display. Menu items may be selectable options or additional menus.



```
SETUP > USER  
CLOCK
```




```
SETUP > USER  
KEYS
```

Selecting a Menu Item


If the item shown is a configuration option, the current setting will be shown, preceded by an asterisk.



```
VOICE > MODE  
*HANDSET
```

 Scroll through the available items, and then press the **ENTER** key to select the displayed item.

Returning to the Previous Menu

 Press the **MENU** key to back up one menu level. To exit the menus without saving any changes, lift the handset.



```
USER > VOICE  
MODE
```

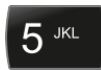
For a list of all selections available from the User Options menu, see the **User Options Menu Tree** (page 26).


Entering Alphanumeric Characters

Character strings are entered with the dial pad. New characters can only be added to the right end of a text string.


Dialing strings are numeric only. Some entries, such as Call Directory name identifiers, can include upper and lower case characters and punctuation.

Numeric Character Entry


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

 To enter a * or a period, press the * key repeatedly until the desired character appears. After a short delay, the cursor will advance to the next character position. You can also immediately press a dial pad key to enter the next character without waiting for the delay.


Upper or Lower Case Characters

 These characters entered are entered with dial pad keys 2-9. Press a key repeatedly until the desired character appears. After a short delay, the cursor will advance to the next character position. For example, repeatedly pressing dial pad key 7 produces these characters:



7 P p r s P Q R S 7...

 To enter punctuation or special characters, press the * key to show available characters in the bottom line of the display. Press the * key repeatedly until the cursor is on the desired character. After a short delay, the character will be added to the dial string and the cursor will advance to the next character position. You can also immediately press a dial pad key to enter the next character without waiting for the delay.



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

Editing Character Strings

-  Press the Right Arrow key to move the cursor to the right.
-  Press the Left Arrow key to delete the character to the left of the cursor.

Setting the Time and Date

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

MENU

ENTER

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

The current time and date will be displayed, with the cursor flashing on the first digit.



5 JKL

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

Time must be entered in 12-hour format.

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

▲
▼

Press the Up Arrow or Down Arrow key to change AM/PM.

ENTER

When all changes have been made, press the **ENTER** key to return to the User Options menu.

Setting Up Speed Dial Keys

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

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

Note: Multifunction keys can also be used as feature activators; they must be programmed by your installer.

Dialing strings can include dialing pauses.

MENU

ENTER

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



M1

Press a multifunction key.

Any existing speed dial number will be shown in the display.



5 JKL

Enter the speed dial string with the dial pad.



“Smart” Pauses

HOLD



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

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

A screenshot of a green display with black text. The top line reads "M1>SPEED DIAL" and the bottom line reads "5553491000⏸1234#".

Immediate or Editable Dialing

#



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

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

ENTER



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

Unused Keys

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

M1



Press a Speed Dial key.

Any existing speed dial number will be shown in the display.

A screenshot of a green display with black text. The top line reads "M1>SPEED DIAL" and the bottom line reads "5553491000#".



Press the Right Arrow key repeatedly to move the cursor to the end of the dial string.



Press the Left Arrow key repeatedly to delete all digits.

A screenshot of a green display with black text. The top line reads "M1>SPEED DIAL" and the bottom line shows a cursor at the end of the dial string.

ENTER



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

Setting Up the Voice Mail Key

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

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



```
KEYS>VOICE MAIL
9555143271234
```

ENTER



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

MENU



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

ENTER



```
USER>KEYS
SELECT A KEY
```

VOICE MAIL



Press the **VOICE MAIL** key.



```
KEYS>VOICE MAIL
```

Any existing voice mail access number will be shown in the display.

5 JKL

Enter the voice mail access number with the dial pad, 128 digits maximum.

A # character at the end of the dial string is not required for immediate dialing; the voice mail key always dials immediately when pressed.

HOLD



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

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

Setting Up the Call Directory

Up to 12 telephone numbers can be stored in the Call Directory. Directory entries are similar to Speed Dial keys, but are accessed from a display menu. Place your most frequently-dialed numbers on Speed Dial keys, if available, and put other numbers in the directory.



From the User Options menu, select EDIT DIRECTORY.

(MENU → USER → EDIT DIRECTORY)

The first directory entry will be displayed.

```
01=Mike
10238
```



To display a different entry, press the Up Arrow or Down Arrow key, or press the dial pad key corresponding to the entry.



```
03=Jill Morton
5554321
```



Press the ENTER key to select the displayed entry for editing.

```
DIRECTORY>EDIT
NAME
```

Display Name



Select NAME to edit the display name.



Using the dial pad, enter a name to identify the directory entry (13 characters maximum). Press the dial pad key repeatedly until the desired number, lowercase letter, or upper case letter appears in the display (page 17).

For example, repeatedly pressing dial pad key 7 produces these characters:

```
7 P 4 r s P Q R S 7...
```

Spaces and punctuation can be entered with the # and * keys.

After a short delay, the flashing cursor will advance to the next character. Press the Right Arrow key if you want to manually move to the next character.



If you need to make corrections while entering the name, press the Left Arrow key to delete the previous character.

```
DIR>EDIT>NAME=
Jill Morton
```



Press the ENTER key when finished entering the name.

Dialing String



Select NUMBER to edit the dialing string.



Enter up to 128 digits with the dial pad.

Enter a # character at the end of the dial string to allow immediate dialing when the directory entry is selected.



If you need to make corrections while entering the number, press the Left Arrow key to delete the previous digit.

```
DIR>EDIT>NUMBER=
5554321#
```



Press the ENTER key when finished entering the dialing string.



Press the MENU key to return to key selection.

Personal Ringing Options

Ringling Tone

Your telephone has six distinct ringing tones available. In office environments with multiple phones, unique ringing tones for each phone can help identify ringing stations.



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

```
USER>RINGING
TONE
```



Select TONE.

```
RINGING>TONE
5
```

The current ringing tone selection will be displayed.



Press the Up Arrow or Down Arrow key, or press a dial pad key (1-6) to select a ringing tone and hear a sample of the tone.



```
RINGING>TONE
6
```



When finished, press the **ENTER** key to return to the Ringing menu.

Off-Hook Ringing Options

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



Select OFF HOOK.

The current off-hook ringing setting will be displayed.

```
RINGING>OFF HOOK
*SINGLE BURST
```



Select NORMAL or SINGLE BURST to change the setting.



When finished, press the **ENTER** key to return to the Ringing menu.

Handset/Headset Configuration

Voice Mode

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

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

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

```
USER>VOICE
MODE
```

ENTER
Select MODE.

```
VOICE>MODE
*HANDSET
```

ENTER
Select HANDSET or HEADSET to select handset or headset mode.

ENTER
When finished, press the **ENTER** key to return to the Voice menu.

Preset Volume Levels

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

Separate preset transmit and receive levels are stored for handset and headset modes. There is no receive volume preset for the speakerphone; the phone retains the speakerphone volume set with the **VOLUME** key between calls.

ENTER
Select VOLUME.

```
VOICE>VOLUME
HANDSET
```

ENTER
Select MODE.

```
VOICE>MODE
*HANDSET
```

ENTER
Select HANDSET, HEADSET, or SPEAKER TRANSMIT (speakerphone).

ENTER
If you selected HANDSET or HEADSET, now select RECEIVE or TRANSMIT.

The display will show the current preset volume setting.

```
HEADSET>RECEIVE
[ ■■■■■ ]
```

▲
▼
Press the Up Arrow or Down Arrow key to change the volume setting.

ENTER
Press the ENTER key to return to the previous menu.

Reset to Defaults

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

```
VOLUME>RESET?  
SET TO DEFAULT
```

ENTER
● Select SET TO DEFAULT or DON'T CHANGE.

Configuring Auto Answer

The phone can be configured to automatically answer a call when the phone is idle (*page 7*). Criteria for identifying an Auto Answer call request are configured by your system administrator. Calls can be answered in 2-way speakerphone mode or with the microphone muted. Applications for the Auto Answer feature include paging, intercom calls, ACD calls, and dialing or answering from computer-based applications.

MENU
● From the User Options menu, select KEYS.
ENTER
● (**MENU** → USER → AUTO ANSWER)

The current Auto Answer state is shown in the bottom line of the display.

```
USER>AUTO ANSWER  
*DISABLED
```

▲ To change the Auto Answer state, select ENABLED
▼ 2-WAY, ENABLED w/MUTE, or DISABLED.

ENTER
●

```
USER>AUTO ANSWER  
*ENABLED 2-WAY
```

```
USER>AUTO ANSWER  
*ENABLED w/MUTE
```

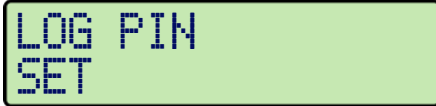
When disabled, auto answer calls will ring normally with a distinctive ring pattern.

Setting a Call Log PIN

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



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

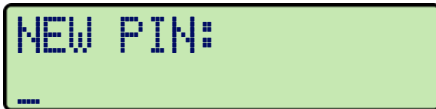


If a PIN is currently set, the display will prompt you to enter your PIN prior to making changes.

Creating/Changing Your PIN



Select SET.



5 JKL

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

Each entered character will be briefly shown in the display.



Press the **ENTER** key.



Repeat the PIN when prompted to verify the new entry.



Press the **ENTER** key.

“PIN SET” will be displayed to confirm the new PIN.



Record your PIN for future reference.

Removing the PIN



Select CLEAR.

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



What to do if you lose your PIN

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

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

User Options Menu Tree

USER *(User Options)*

CLOCK *(Set Time and Date)* page 18

KEYS *(Speed Dial Keys)* page 18

EDIT DIRECTORY *(Call Directory)* page 21

RINGING *(Personal Ringing)*

TONE *(Ringing Tone)* page 22

1 - 6

OFF HOOK *(Off-Hook Ringing)* page 22

NORMAL

SINGLE BURST

VOICE *(Handset Options)*

MODE *(Voice Mode)* page 23

HANDSET

HEADSET

VOLUME page 23

HANDSET

RECEIVE

TRANSMIT

HEADSET

RECEIVE

TRANSMIT

SPEAKER TRANSMIT *(Speakerphone)*

RESET *(Reset to Default Volume Levels)*

PIN *(Call Log PIN)* page 25

SET *(Set New PIN)*

CLEAR *(Remove PIN)*

AUTO ANSWER page 24

DISABLED *(No Auto Answer)*

ENABLED 2-WAY *(Answer with Microphone Enabled)*

ENABLED w/MUTE *(Answer with Microphone Disabled)*

Warranty

Teo Product Warranty

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

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

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

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

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

Regulatory Statements

Important Safety Instructions

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

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

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

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

SAVE THESE INSTRUCTIONS

FCC Requirements

The Teo 4101 is hearing-aid compatible (HAC) per Section 68.316, FCC Rules and Regulations.

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



Teo Technologies, Inc.

11609 49th Place West
Mukilteo, WA 98275-4255

(425) 349-1000

(800) 524-0024

(425) 349-1010 Fax

www.teotech.com