

User Manual

Ascom Myco Wi-Fi and Cellular Smartphone

About this document

Safety precautions

It's important to read the safety precautions in [Appendix A. Safety Precautions](#) before using the handset.

Save this manual. It includes important safety information and operating instructions. Save all instructions for future reference.

Cross-references in the document

Throughout this document you will find cross-references in the text which indicate further details that can be found in other sections of this document. The cross-references are colored blue and linked to the relevant place in the document (example: see [20. Document History User Manual](#) on page 87). Click the blue link to read the relevant section.

To return to the original page after viewing a cross-referred page in Adobe Reader, press on Alt + left arrow key.

Related documents

When referred to another document, for example, the Configuration Manual, the document and its document number (TD XXXXX) is listed at the end of this document, [19. Related Documents User Manual](#).

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1. Introduction User Manual

Ascom Myco is a durable, robust and to carry smart device handset for nurses, caregivers and clinicians. Alerts from patient monitors, and communication from patients, or staff in the healthcare team are available, wherever they are.

The Ascom Myco handset has a top display with a color coded LED priority beacon and touchscreen, to prioritize the alerts, and the ability to quickly accept, reject or forward alerts.

The handset is available in two versions:

- Ascom Myco Wi-Fi
- Ascom Myco Wi-Fi and Cellular

Read [Appendix A. Safety Precautions](#) on page 76 before using the handset.

For a list of:

- Abbreviations and glossary used in the manual, see [1.1 Abbreviations and Glossary User Manual](#) on page 2.
- Handset features, see [1.2 Features](#) on page 2.

Target group

This document is targeted at personnel responsible for handling the administration and distribution of handsets at the end customer site.

It is also intended for the end user, or anyone interested in acquiring deeper knowledge about the handset.

Prerequisites

Before the handset can be used, an administrator must do the following:

- 1 If the Cellular handset version is used, insert a micro-SIM card from a mobile network operator into the handset, refer to [2.1 Insert SIM Card](#) on page 4.
- 2 Register the handset in the PBX for voice, in the applicable Unite module(s) for messaging, and the optional central management (Easy deployment) for setup and configuration of handsets. Refer to the [handset Configuration Manual](#).
- 3 Read the safety precautions in [Appendix A. Safety Precautions](#) on page 76.

How to use this document

This document describes the features and settings of the Ascom Myco Wi-Fi and Wi-Fi & Cellular smart device. It is referred to as the "handset" in the manual, and especially marked with "Wi-Fi only", or "Cellular only", whenever the functionality differs between the different versions.

All assigned locations and alerts in this document are according to default programmed versions, but additional functions, and factory settings are also included to cover additional functionality.

The images can differ, depending on the software version.

For software download and parameter set up, refer to the [handset Configuration Manual](#).

NOTE: Some functions are dependent on the PBX and protocol (SIP) versions, and your system may not support all functions described in this document. For more information about your system, please contact the person (or department) responsible for the system in your organization, or contact your supplier.

1. Introduction User Manual

1.1 Abbreviations and Glossary User Manual

1G, 2G, 3G, 4G	Common naming of the generations of mobile communication evolution.
Cellular	GSM/3G
Device Manager	Application for management of portables, editing of parameters and updating the portables with new software, running on Unite CM.
GUI	Graphical User Interface.
GSM	Global System for Mobile Communication (often called 2G)
IP	Internet Protocol is the principal communications protocol in the Internet protocol suite.
LAN	Local Area Network
MDM	Mobile device management
micro-SIM	A SIM card standard with smaller form factor compared to a full-size SIM or mini-SIM card.
PBX	Private Branch Exchange. A telephone system within an enterprise that switches calls between local lines, and allows all users to share a certain number of external lines.
HSPA	High Speed Packet Access
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
SNMP	Simple Network Management Protocol
UMTS	Universal mobile telecommunications system - a third generation mobile cellular system for networks based on the GSM standard.
Unite CM	Unite Connectivity Manager: Unite module that enables messaging and alarm handling in a WLAN system. It also includes the Device Manager.
VoIP	Voice over IP
VoWiFi	Voice over Wi-Fi: is a wireless version of VoIP and refers to IEEE 802.11a, 802.11b or 802.11g network.
Wi-Fi	The commonly understood name for wireless LAN networks. Used generically when referring of any type of 802.11 network.
WLAN	Wireless Local Area Network (LAN): A type of LAN in which data is sent and received via high-frequency radio waves rather than cables or wires.

1.2 Features

Both handset versions (Wi-Fi, and Wi-Fi & Cellular) share the same features, apart from the cellular functionality.

Features

Professional Smartphone designed for mission critical communication
3G Cellular with HSPA data support (cellular handset version only)

Features

Wi-Fi 802.11a/b/g/n support
Seamless Wi-Fi roaming i.e. on-call handover between access points
Centralized management using Ascom Unite or 3rd party MDM tools
Supports Over-the-Air administration
Android OS 4.4 KitKat
3rd party App support
Supports integration to other systems using Ascom Unite middleware
Smart alert handling
Top display with color-coded LED priority beacon
Easily exchangeable battery
Durable, robust, and easy to carry
Optimized for single hand use, and regular disinfection
Multifunction/Alarm button (optional)
Hearing aid compatible (HAC)
IP54 rated
Professional barcode reader API, supporting 1D and 2D barcodes (optional)
Easy deployment via QR-code
Man-down and No-movement alarms
Push-to-talk (PTT) group call
Location (AP, Ekahau RTLS, and Cisco MSE)

2. Quick Installation Steps for Administrators

An administrator should perform the following steps to get the handset started:

NOTE: Remove the protective plastic sheet that is attached to the display at delivery before using the touchscreen to ensure proper function.

- 1 Insert the micro-SIM card (Cellular handset versions only). Refer to [2.1 Insert SIM Card](#) on page 4.
NOTE: Only micro-SIM size cards can be used in the handset.
- 2 Close the battery cover, and lock it. Refer to [4.11 Change Battery](#) on page 20.
TIP: The battery has an approximately 50% charge at delivery, and doesn't need to be charged before use.
- 3 If desired, change the language. Refer to [15.3 Languages Settings](#) on page 66.
- 4 Enter the handset ID (Easy deployment). Refer to [2.2 Install and Configure the Handset](#) on page 4.

NOTE: If not already done as prerequisite, perform Easy deployment. Refer to the [handset Configuration Manual](#).

- 5 If desired, configure parameter settings for the site or user. Refer to the [handset Configuration Manual](#) for more information.

2.1 Insert SIM Card

NOTE: Cellular handset version only. Only micro-SIM size cards can be used in the handset.

- 1 If needed, unlock the battery cover, and remove it.
- 2 The SIM card slot is located under the clip. Press on the clip to open it fully, and insert the micro-SIM in the SIM card slot, in the direction as shown on the label.
TIP: If needed, use a tweezer to hold it, then push it into the slot.
- 3 Close the battery cover, and lock it. The handset starts within seconds if the battery is charged.
TIP: If the handset does not start, charge the battery, and then long press the Power button to switch the handset On.

Remove SIM card

- 1 Open the battery cover lock. Press on the clip to open it fully, and remove the Battery Pack.
- 2 Remove the micro-SIM card by using a 3-4 mm screwdriver, or similar tool, in the hole above the SIM card slot, and pull outwards, until the micro-SIM card can be removed (with fingers, or a tweezer).
CAUTION: Be careful not to damage the inside of the SIM card slot.

2.2 Install and Configure the Handset

The recommended method to install and configure a handset is through Easy Deployment, using a pre-configured staging WLAN. If Easy Deployment isn't configured in the system, QR code setup or manual installation methods can be used. Follow the instructions in the applicable section below:

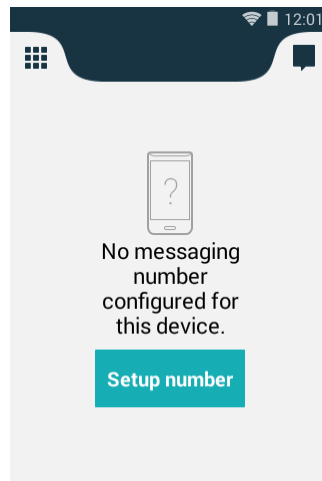
2. Quick Installation Steps for Administrators

Setup using Easy Deployment

A handset is automatically installed and configured, if the VoWiFi system is configured for Easy Deployment. Refer to the [handset Configuration Manual](#) for information on how to configure Easy Deployment in the VoWiFi system.

If the handset is successfully installed after the Easy Deployment process, but hasn't received a messaging number automatically, do the following:

- 1 If the handset is switched On, switch it Off and then On again.
- 2 When the handset displays: "No messaging number configured for this device", tap "Setup number".



- 3 When the handset displays: "enter messaging number", that is, the phone number of the handset, enter the number.
- 4 Press "Done".

CAUTION: If a wrong number is entered, a factory reset must be done, and all handset configuration parameter settings are restored to the default values. Refer to the [handset Configuration Manual](#).

If the unite system is configured for User log in, enter user log in and password supplied by the system administrator.

Setup using QR codes

Quick installation and setup can be done by scanning a QR code, if Easy Deployment is unavailable. The Setup QR code can be created by a system administrator and contains the parameters necessary to install the handset in the system. Refer to the [handset Configuration Manual](#) for instructions on how to create Setup QR codes.

To scan a Setup QR code, do the following:

- 1 Locate the  "Setup" app, and tap to open it.

2. Quick Installation Steps for Administrators

- 2 Turn the handset horizontally and position the handset so that the QR code fits within the scanning window in the center of the screen.



- 3 If the scan is successful the Setup app closes automatically and the text "Deployment data applied successfully" appears on screen.

If needed, follow the steps in [Setup using Easy Deployment](#) on page 5 to add a messaging number to the handset after installation.

Manual setup

If neither QR codes nor Easy Deployment is available, a manual installation method must be used. Refer to the installation chapter of the [handset Configuration Manual](#).

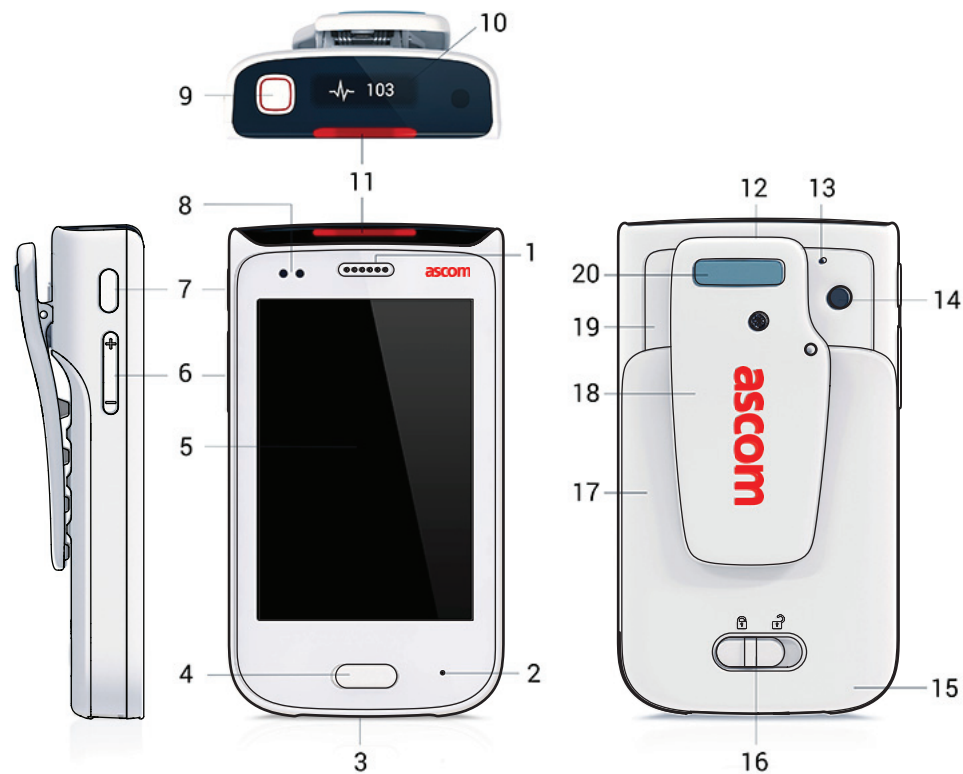
3. Handset Description

3. Handset Description

Both handset versions (Wi-Fi, and Wi-Fi & Cellular) share the same external characteristics.

- For an overview of the handset hardware, see [3.1 Handset Overview](#) on page 7.
- For a list of available handset accessories, see [3.2 Accessories](#) on page 9.

3.1 Handset Overview



1	Speaker.
2	Front microphone (main)
3	Charging connectors
4	Home button (3.1.1 Home button on page 8)
5	Main display with Touchscreen
6	Volume button (Up and Down) (3.1.2 Volume button, up and down on page 8)
7	Power button (3.1.3 Power button on page 8)
8	Proximity sensor (3.1.4 Proximity sensor on page 8)
9	Alarm/Multifunction ^a button (3.1.5 Alarm or Multifunction button on page 8)
10	Top display (3.1.6 Top display on page 9)
11	Color-coded LED priority beacon (10.2 Color-coded LED Signals on page 53)
12	Loudspeaker

3. Handset Description

13	Rear microphone
14	Camera (12. Camera and Gallery on page 61.)
15	GSM antenna
16	Battery cover lock
17	Battery Pack
18	Clip
19	WLAN antenna, and GPS antenna
20	Color pad for clip (3.1.7 Color pad for clip on page 9.)

a.This feature is system dependent.

3.1.1 Home button

- Press to return to the Alert view (refer to [4.7.1 Alert view](#) on page 14).
- Press to wake the display from sleep mode (refer to [4.2 Wake and Unlock the Handset, or Lock and Put it to Sleep](#) on page 11). The "Power" button can also be used for this functionality.
- Long press to show running apps, with the possibility to close apps, or switch between apps (refer to [4.8 Use apps](#) on page 16).

3.1.2 Volume button, up and down

- Press up to increase or press down to decrease the speaker and loudspeaker volume (refer to [4.3 Adjust the Volume](#) on page 11).
- Press several times to mute the notification sounds or silence the ring signal for an incoming call (refer to [4.4 Switch to Silent or Vibrator only mode](#) on page 11).

To set the default volume, refer to [15.2.1 Volumes](#) on page 65.

3.1.3 Power button

- Long press to switch the handset on (refer to [4.1 Switch the Handset On or Off](#) on page 10).
- Press to wake the display from sleep mode (refer to [4.2 Wake and Unlock the Handset, or Lock and Put it to Sleep](#) on page 11). The "Home" button can also be used for this functionality.
- Press to put it to sleep (refer to [4.2 Wake and Unlock the Handset, or Lock and Put it to Sleep](#) on page 11).
- Long press to switch off the handset (refer to [4.1 Switch the Handset On or Off](#) on page 10).

3.1.4 Proximity sensor

Puts the screen automatically into sleep mode when holding the handset close to the head, to avoid unintentional screen presses. When moving the handset away from the head the screen turns back on automatically.

3.1.5 Alarm or Multifunction button

The button located on the top of the handset can be programmed for alarm functionality ([9. Personal Alarm](#) on page 50), or other functionality such as placing a call or communicate in a Push-to-talk group call ([5.6 Push-to-talk Group Call](#) on page 35). Some third-party apps can also be configured to use the top button for input.

The button has two input modes, long press and multi-press mode:

3. Handset Description

- Long press mode
 - Press and hold the button for longer than a second.
- Multi-press mode
 - Press the button multiple times under a short period of time.

The functionality for these two input modes is set by the system administrator.

3.1.6 Top display

The top display is used to quickly get information about incoming calls, messages or alerts, without having to use the main display.

- Refer to [7.2.1 Top display](#) on page 42 for details on how alerts are shown in the top display.
- Refer to [10.2 Color-coded LED Signals](#) on page 53 for details on how other notifications are shown in the top display.

3.1.7 Color pad for clip

Used to differentiate the handsets between, for example, workgroups, shifts, or roles. The blue color pad is attached by default, and it can be exchanged by one of the colors, red, yellow, or green. See [17.3 Replace the Color Pad for the Hinge-type Clip](#) on page 69.

3.2 Accessories

The following accessories are available for the handset:

Battery Pack	A replacement Battery Pack may be replaced and charged separately in the battery pack charger.
Spare clip	The replacement hinge-type clip is especially designed to fit one-layered fabric, like shirt pockets.
Safety cord	The Safety Cord is attached around the clip to prevent from dropping the handset.
Color pad kit for clip	The color pad can be attached to the clip, and is used to easily identify the handset belonging to, for example, a workgroup, shift, or role.
CR5 Charging Rack	The Charging Rack (CR5) charges up to six handsets at the same time.
CR6 Battery Charging Rack	The Battery Charging Rack (CR6) charges up to six spare batteries at the same time.
Table adapters for Charging Rack (CR5/CR6)	With the attachable feet the charging racks can be placed standing on a table.
Micro USB cable	Can be used to charge one handset at a time, for example at own desk. Used with the USB Power supply.
USB Power supply	The USB Power supply is used with the Micro USB cable.

4. Basics

The following chapter describes how to use the handset. Read it through before using the handset for the first time.

This chapter explains how to do the following:

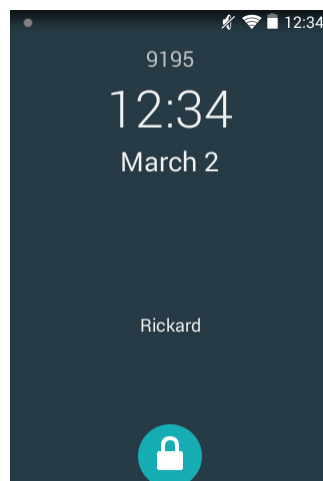
- [4.1 Switch the Handset On or Off](#) on page 10
- [4.2 Wake and Unlock the Handset, or Lock and Put it to Sleep](#) on page 11
- [4.3 Adjust the Volume](#) on page 11
- [4.4 Switch to Silent or Vibrator only mode](#) on page 11
- [4.5 Use the Touchscreen](#) on page 12
- [4.6 Use the Keyboard](#) on page 14
- [4.7 Navigate the User Interface](#) on page 14
- [4.8 Use apps](#) on page 16
- [4.9 Battery level indication](#) on page 17
- [4.10 Charge the Handset Battery](#) on page 17
- [4.11 Change Battery](#) on page 20
- [4.12 Log in or Log out](#) on page 21
- [4.13 Availability status](#) on page 25


4.1 Switch the Handset On or Off

Switch the handset on

NOTE: The handset is automatically switched on when a battery is inserted.

- 1 Long press the power button. Wait until the lock screen is shown.



- 2 Swipe the  icon in any direction to unlock the screen.
Or, enter a PIN or password (set by the system administrator).
- 3 Wait for the handset to start.

Switch the handset off

- 1 Long press the power button.
- 2 Tap "Power off".

- 3 Tap OK.

4.2 Wake and Unlock the Handset, or Lock and Put it to Sleep


The handset automatically turns to sleep after 1 minute (default), to save battery time. This setting can be configured in the handset, refer to [15.1.4 Sleep timeout](#) on page 65. If the screen lock functionality is enabled (default) the handset will be locked automatically when entering sleep mode.

By default the lock screen shows the current time and date, but can also be set to show alerts, warnings, messages, and missed calls if lock screen widgets are enabled. Refer to [10.4 Lock Screen Notification](#) on page 54 for information on how to use lock screen notifications.

NOTE: Incoming calls can be answered, and the personal alarm button can be pressed while the handset is locked. An emergency call can also be made while the screen is locked, depending on configuration. All alerts appear in the top display, even when the handset is in sleep mode. Refer to [7. Alerts](#) on page 41 or [5. Calling](#) on page 27 for details on how to handle alerts and calls.

Wake/unlock the handset

To wake the handset from sleep mode, do the following:

- 1 Press the power or home button.
- 2 If needed, swipe the  icon in any direction to unlock the screen.

NOTE: If set by the system administrator, a PIN or password might be needed to unlock the handset.

Put to sleep/lock the handset

- Press the power button, or wait until the handset automatically turns to sleep.

TIP: When not using the handset, put it to sleep mode. This avoids unintentional display taps as it locks the screen.

4.3 Adjust the Volume



Adjust the volume by pressing the volume button (up or down), or by changing the volume in the Settings app. Refer to [15.2.1 Volumes](#) on page 65.

4.4 Switch to Silent or Vibrator only mode

Ringtones and notification signals can be switched off by setting the handset to either Silent or Vibrator only mode. In Silent mode the vibrator is also switched off.

NOTE: The handset can be configured to not allow settings below a certain volume, refer to the [handset Configuration Manual](#) for details.

To set the handset to Vibrator only/Silent mode, do one of the following:

- Make a long press on the volume down button. After the lowest volume level the handset enters Vibrator only mode, then Silent mode.
- Long press the power button, and tap  for Vibrator only, or  for Silent mode.

4. Basics

- Decrease the volume in the Settings app, refer to [15.2.1 Volumes](#) on page 65.

NOTE: Alerts and incoming messages are still indicated by the top display and colored LED flashes, even if the handset is set to Silent mode.

4.5 Use the Touchscreen

The main handset display has a touchscreen with full support for standard Android gestures, like tap, drag, swipe, and pinch/stretch.

NOTE: Third-party apps may use additional gestures.

Tap



Tap (touch) the display with a finger to:

- Open or select an item.
- Select, or clear a check box, or option.
- Place the cursor to enter text with the keyboard.

Tap and hold



Tap (touch) and hold the finger to the display to:

- Move an item.
- Show a menu.
- Enable selection mode, for example, to select several items from a list.

Double tap



Tap the display twice to:

- Zoom in and center on a block of content or an image. Double tap the display again to zoom in further.
- Zoom out (if already zoomed in).

Drag



Some objects can be moved, for example apps, or unhandled alerts in the Alert view.

- Tap and hold, and drag the object to move it.

Swipe



Swipe to answer a call, unlock or change view.

- Tap the display and at the same time, move the finger in any direction.

Flick

- Flick the display to quickly scroll up or down a list. Stop scrolling by tapping the display.

Stretch and pinch



- Stretch the display to zoom in.
- Pinch the display to zoom out.

4.6 Use the Keyboard

The handset uses the standard Android keyboard for text input. Third-party keyboards with additional functionality can be installed by the system administrator.

Enter text

- Tap an text entry field to display the keyboard.
- Tap individual letters to enter text.
- Use the word-prediction feature to write words faster.
- Tap and hold a letter to select an alternate character from the pop-up menu.
- Tap the "Shift", "123" or "+=\$"-buttons to switch to uppercase, number, or special character entry modes.

Edit text

Do the following to edit a text:

- 1 Long tap the text to enter the text selection mode. The text editing tools appear in the application bar, see [Figure 1](#).
- 2 Drag the selection handles left or right to select more or less text.
- 3 Tap the respective icon in the application bar to "select all", "cut", "copy" or "paste" text.



Figure 1. The text editing tools in the application bar



4.7 Navigate the User Interface

The user interface on the handset provides functionality to access central functions such as alert handling, messaging, and launching apps. The handset user interface replaces the standard Android user interface, while still providing access to Android functionality.

The user interface is divided into three separate views.

Swipe left, or right to change between the different views, or tap  in the upper left, or , upper right corner.

- Alert view: Respond, and get complete information on alerts, see [4.7.1 Alert view](#) on page 14.
- App view: View apps, see [4.7.2 App view](#) on page 15.
- Conversation view: Send and receive messages, see [4.7.3 Conversation view](#) on page 16.

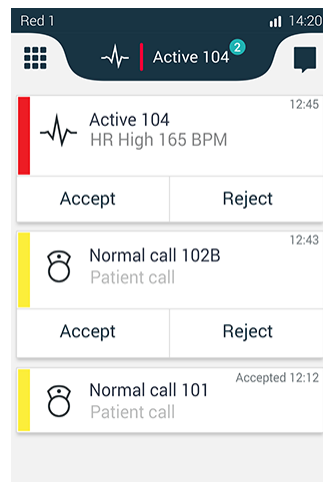
4.7.1 Alert view

The Alert view is the default view in the user interface.

- Press the home button to return to the alert view.

4. Basics

Figure 2. Alert view.



In the Alert view, alerts from external systems, such as patient monitors, and patient calls, are shown in order of arrival. The highest prioritized and oldest alert that has not been handled is indicated in the top priority bar. A counter indicating the number of unhandled alerts is also shown here.

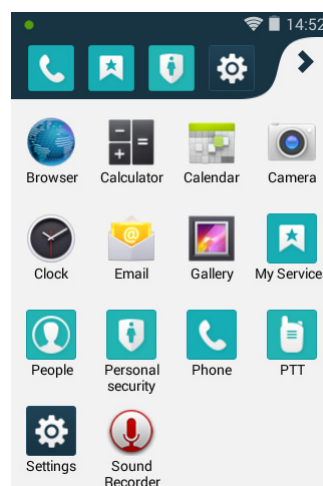
Additional information, such as number of unread messages in the conversation view, and notifications from apps (such as missed phone calls) are shown in the upper left or right corner of the Alert view.


For information about how to work with alerts, refer to [7. Alerts](#) on page 41.

4.7.2 App view

The App view shows all the installed apps on the handset. The app selection is system dependent and set by the system administrator, refer to [11. Apps](#) on page 59.

Figure 3. App view.



- Swipe right or tap  from the Alert view to show the App view.
- To launch an app, tap on the app.

4. Basics

- Scroll the screen to show any additional apps.
- Press the home button while in an app, or in the App view, to return to the Alert view.

The app shortcut bar, visible in the top of the App view, is used to add shortcuts to often used apps. The app shortcut bar can contain up to five app shortcuts.

NOTE: App shortcuts may already be configured or locked by the system administrator.

Add an app shortcut

- 1 Tap and hold an app and drag it to the desired position in the app shortcut bar.

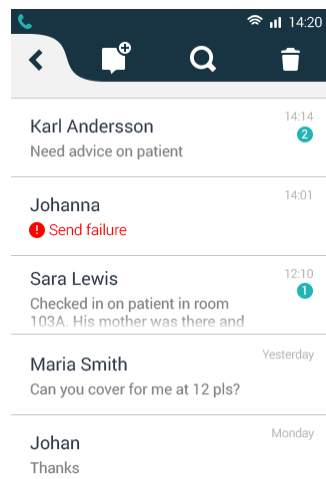
Remove an app shortcut

- 1 Tap and hold the app and drag it outside the app shortcut bar.

4.7.3 Conversation view

The Conversation view is used to receive and send messages to other handsets, refer to [8. Messaging](#) on page 47.

Figure 4. Conversation view.



- Swipe left or tap  from the Alert view to show the Conversation view.



4.8 Use apps

App navigation bar


When working with apps, the app navigation bar is shown on the bottom of the display. The buttons provide functionality to navigate in, or switch between apps.

Figure 5. App navigation bar.



- : Return to the previous screen within an app, or close the app.
- : Returns to the App view.





4. Basics

- : Open a list of recently used apps. Tap to switch to an app. Remove an app by swiping left or right.

4.9 Battery level indication

NOTE: The battery life indication shown on the handset might not always be a reliable measure of how much charge the battery has left, especially after exchanging batteries. Connect the handset to a charger to receive a more reliable measure, see [4.10 Charge the Handset Battery](#) on page 17.

The battery level on the handset is shown through the following indications and warnings:

	The "Full battery" icon is displayed in the status bar when the battery is fully charged.
	The "Half battery" icon is displayed in the status bar when the battery has 50% of its charge left.
	The "Low battery" icon is displayed in the status bar, and a warning signal is given when the battery has 15% or lower of its charge left. In addition, the LED flashes orange, and the dialog window "Battery low! Charge now!" appears.
	The "Empty battery" icon is displayed in the status bar when the battery has 5% or less charge left. In addition; a warning signal sounds every two minutes, the LED flashes red, and the dialog window "Battery empty! Shutting down!" appears.

During a call, only the corresponding battery warning signal notifies the user. The battery warning signal cannot be silenced during a call. When not in call, the battery warning signal can be silenced by pressing the volume down button.

4.10 Charge the Handset Battery

TIP: The handset is delivered with an approximately 50% battery charge, and doesn't need to be charged before use.

The handset has a rechargeable lithium-ion battery. To charge it, use either a Charging Rack, or a Micro USB cable. A Charging Rack is recommended for fastest and most reliable charging.

- For charging the handset in a Charging Rack, see [4.10.1 Charge the handset in a Charging Rack](#) on page 18.
- For charging the battery in a Battery Charging Rack, see [4.10.2 Charge the battery in a Battery Charging Rack](#) on page 18.
- For charging the handset with a Micro USB cable, see [4.10.3 Charge with a Micro USB cable](#) on page 18.

Battery and charging status is shown through different handset indications.

- The handset shows the current battery level in the status bar, and alerts when the battery level is low by displaying battery warnings, see [4.9 Battery level indication](#) on page 17.

4. Basics

- The status of a charging handset can be indicated through a special charging screen, or on the regular user interface, depending on the configuration, see [4.10.4 Charging indication](#) on page 19.

4.10.1 Charge the handset in a Charging Rack

TIP: The handset can be configured to clear all existing messages and alerts, be set to mute, or to automatically log out the user when placed in a Charging Rack. Refer to the [handset Configuration Manual](#).

Do the following to charge the handset in a Charging Rack:

- 1 Place the handset in a Charging Rack slot. The charging screen appears as soon as the handset is correctly inserted, and shows the current charge level, refer to [4.10.4 Charging indication](#) on page 19.
- 2 Allow the handset to charge fully. It takes approximately three and a half hours with a fully depleted battery.

The handset is fully charged, and ready to use, when the charging screen shows 100%, and the top LED light is fixed green.

TIP: It is recommended to always charge the battery fully to extend the battery life, although no harm is made to the handset if removed from the Charging Rack before the battery has been 100% recharged.
- 3 To remove it from the Charging Rack, lean the handset forward slightly and pull.

4.10.2 Charge the battery in a Battery Charging Rack

TIP: For instructions on how to remove and insert the handset battery, see [4.11 Change Battery](#) on page 20.

Do the following to charge the battery in a Battery Charging Rack:

- 1 Place the Battery Pack in one of the charging slots.
- 2 Slide the battery lock to the left.

The LED under the slot turns red when the battery is correctly inserted.
- 3 Allow the battery to fully charge. It takes approximately three hours with a fully depleted battery.

The battery is fully charged, when the LED under the charging slot turns green.

TIP: It is recommended to always charge the battery fully to extend the battery life, although there's no harm made to the battery if removed from the Battery Charging Rack before fully charged (when the LED is still red).
- 4 Slide the battery lock to the right.
- 5 Remove the battery by lifting it up.

NOTE: The Battery Pack can be difficult to remove from the slot the first few times of usage.

4.10.3 Charge with a Micro USB cable

WARNING: It is strongly recommended to use the Micro USB cable together with the USB Power supply unit available from Ascom (Art.No. 660468, delivered with interchangeable plugs for EU, UK, USA/CA, and AU/NZ). To use a non-tested or budget USB charger could cause serious injury or death.

NOTE: The handset must be switched on to use full charging speed when charging with a Micro USB cable. Charging with a Micro USB cable is always slower than charging in a

4. Basics

Charging Rack. Some USB chargers are unsupported by the handset. If an unsupported charger is connected the text "Unsupported charger" appears on the top of the screen, and in the notification drawer.

Do the following to charge the handset with a Micro USB cable:

- 1 Carefully open the USB charging connector cover on the bottom of the handset.
- 2 Attach the Micro USB cable to the micro USB slot on the handset.
- 3 Assemble the Micro USB cable and the USB Power supply.
TIP: The Micro USB cable can be used separately to connect to a computer USB port (disassemble the Micro USB cable from the USB Power supply by pressing the button on the back of the USB Power supply, and pull). Note that the battery may drain instead of charge, if the handset is connected to a computer that's switched off, or is in sleep mode.
- 4 Connect the handset, using the assembled Micro USB cable, and USB Power supply, to a power outlet.
- 5 Allow the handset to charge fully. It takes approximately four and a half hours with a fully depleted battery.
- 6 Remove the handset from the Micro USB cable first, and close the USB charging connector cover to ensure full protection against dust and splashing water (IP54).

4.10.4 Charging indication

The handset can indicate charging differently depending on configuration and charging method. The default configuration is to show a special charging screen on the handset display while placed in a Charging Rack. This charging screen is not shown by default when charging with a USB cable.

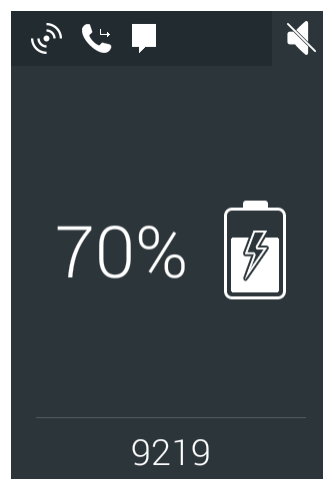
When the handset battery has been fully charged, the top LED emits a fixed green light.

The charging screen

The battery charge level, owner ID/name, and number are shown on the handset while charging, if the charging screen is enabled. Missed calls, text messages, and unhandled alerts are shown as icons on the charging screen.

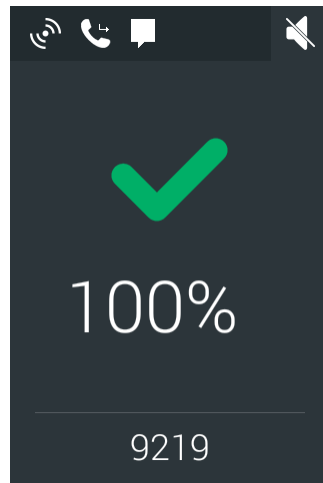
NOTE: The handset must be switched on to show the charging screen.

Figure 6. Charging screen while charging.



4. Basics

Figure 7. Charging screen when fully charged.



The following icons are used to show status on the charging screen:

✓ Alarm button	Indicates that a personal alarm is configured for the alarm button (refer to 9. Personal Alarm on page 50).
📶	Unhandled alert.
💬	New message.
📞	Missed call.
📞	New voicemail.
🔇	Muted handset.
✓	Charging complete.

Charging without a charging screen

If the charging screen is disabled for the charging method used, charging is only indicated with a 🔋 battery icon in the status bar, and a "Charging, XX%" text on the lock screen.

4.11 Change Battery

The handset Battery Pack can be exchanged easily, for example when there is limited time for charging, or if additional battery time is needed.

To remove the Battery Pack:

- 1 Switch off the handset to prevent data loss or damage to the handset, refer to [4.1 Switch the Handset On or Off](#) on page 10.
- 2 Slide the battery lock to the right.
- 3 Press the upper part of the clip to open it fully.
- 4 Remove the Battery Pack.

To insert a Battery Pack:

- 1 Insert a fully charged Battery Pack.

4. Basics

- 2 Slide the battery lock to the left.
The handset starts automatically once the battery is connected.
- 3 Release the clip.

4.12 Log in or Log out

NOTE: The login functionality is system dependent and is enabled through the Unite CM, refer to the [Unite CM Configuration Manual](#).

If login is required for the handset, users must log in to gain access to features such as messaging, alert handling, and the My Services app.

IMPORTANT: The login functionality is mainly intended as a method to use a personal messaging and alerts number on different handsets. It cannot be used to transfer phone numbers, services, messages, or alerts between handsets. Alerts and messages stored on the handset are visible to all users logging in on the handset.

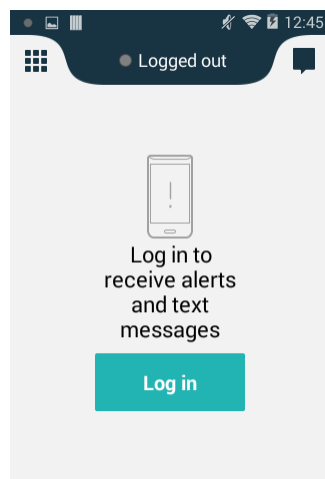
For instructions on how to:

- Log in, see [4.12.1 Log in](#) on page 21.
- Log out, see [4.12.2 Log out](#) on page 22.
- Use the recent users list, see [4.12.3 Recent users list](#) on page 23.

4.12.1 Log in

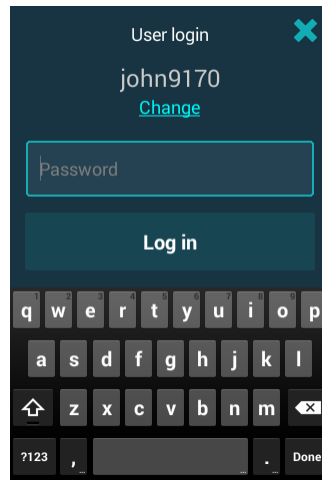
To log in and gain access to the alert, messaging, and My Services functionality:

- 1 Activate the display by pressing the home or power button.
- 2 Unlock the screen.
- 3 Tap the "Log in" button.

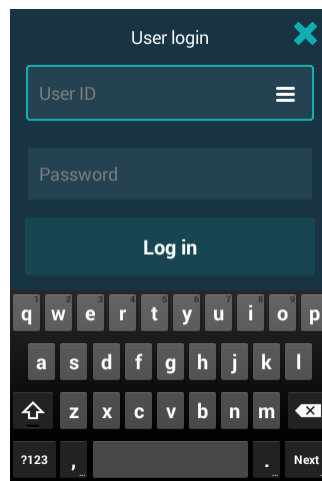



4. Basics

- 4 If previous users have logged in on the handset, and the recent users list is enabled, a login screen similar to the image below is shown. Otherwise, skip to step 6.



- If the correct user name is preselected, enter the password and tap "Log in".
 - If the wrong user name is preselected, tap "Change" and continue with the next step.
- 5 The recent users list is shown, see [4.12.3 Recent users list](#) on page 23.
 - If the user name exists in the list, tap it.
 - If the user name cannot be found in the list, tap "Enter other name" and continue with the next step.
 - 6 Enter the user name and password in the corresponding fields.



- Tap "Log in" to log in.
- Tap , or press the home button, to cancel the login.

NOTE: Logging in on a second device will automatically log out the user from the first device.

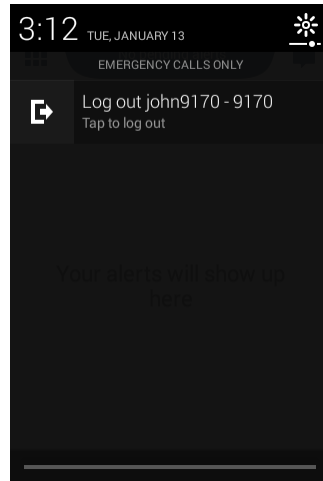
4.12.2 Log out

TIP: The handset can be configured to automatically log out when placed in a Charging Rack, refer to the [handset Configuration Manual](#).

4. Basics

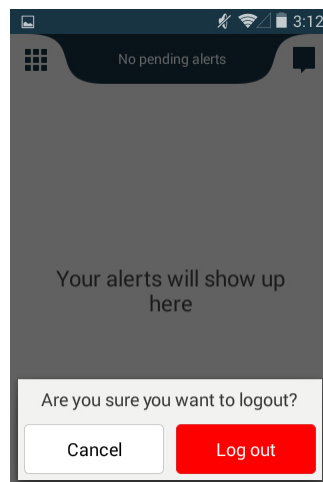
To log out and restrict access to the alert, messaging, and My Services functionality:

- 1 Swipe down from the top of the screen to open the notification drawer ([10.7 Notification Drawer](#) on page 57). Tap "Log out user name".




- 2 Tap the Log out button in the dialog window to confirm. Alerts and messages stored on the handset are hidden.

NOTE: Alerts and messages stored on the handset are visible to any user logging in on the handset, and will not be transferred over when logging in on another handset.



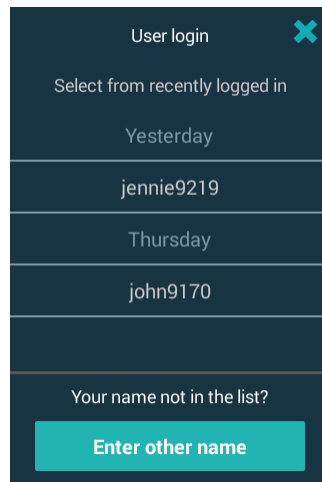
4.12.3 Recent users list

If enabled, user names are kept in a recent users list on the handset, to save users from having to re-enter their user name each time. To open the recent users list:

- 1 Tap  in the User ID box, or tap "Change" if a previous user name has been selected automatically.

4. Basics

- 2 The recently used user names are sorted chronologically, with the most recently used user name on top. Select a user name, or tap "Enter other name" to return to the login screen without choosing a user name.



4.13 Availability status

NOTE: This is a system dependent feature.

If the system is configured for it, users can set their availability status from the handset. This availability status can be used by the system for example when deciding which handsets to send an alert to.

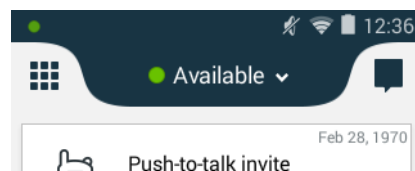
In some cases, system applications can change the availability status for the handset automatically, for example after accepting an alert message.

Refer to the [handset Configuration Manual](#), and the [Unite CM Configuration Manual](#) for instructions on how to enable and configure the availability status feature for the handset.




4.13.1 Availability status indication

The current availability status is shown as a colored dot on the left side in the status bar on all views, and in the top priority bar in the Alert view.

Figure 8. Availability status indication.



The following colors are used to indicate the availability status:

Color	Availability status
 Green	Available
 Red	Busy
 Grey	Logged out

4.13.2 Set the availability status

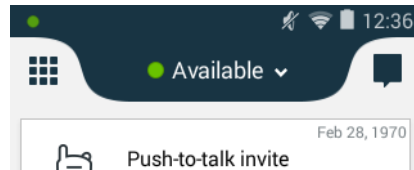
NOTE: If login is enabled on the handset, log in first to access the availability functionality (refer to [4.12 Log in or Log out](#) on page 21).

Do the following to change the current availability status:

4. Basics

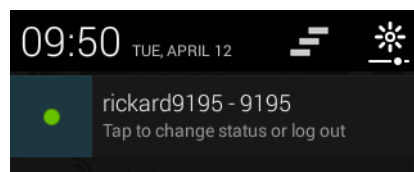
- 1 The availability status can be set from either the Alert view, or through the notification drawer:

- In the Alert view, tap the top priority bar:

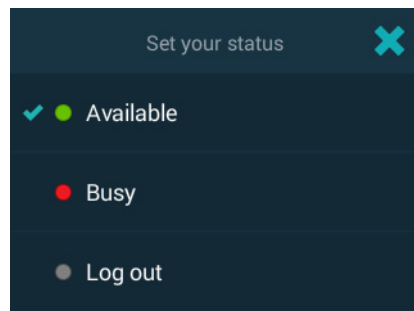


NOTE: If login is enabled, the user name is shown in the top priority bar.

- In the notification drawer, tap the row that says "Tap to change status or log out":



- 2 In the Set your status menu, tap to change the availability status, or tap "Log out" to log out (if login is enabled on the handset):



NOTE: The handset can be configured to automatically log out when placed in a Charging Rack, refer to the [handset Configuration Manual](#).

5. Calling

NOTE: Depending on whether Cellular or VoWiFi is used for calling, appearance and functionality may differ. Available functionality also depends on the system configuration.

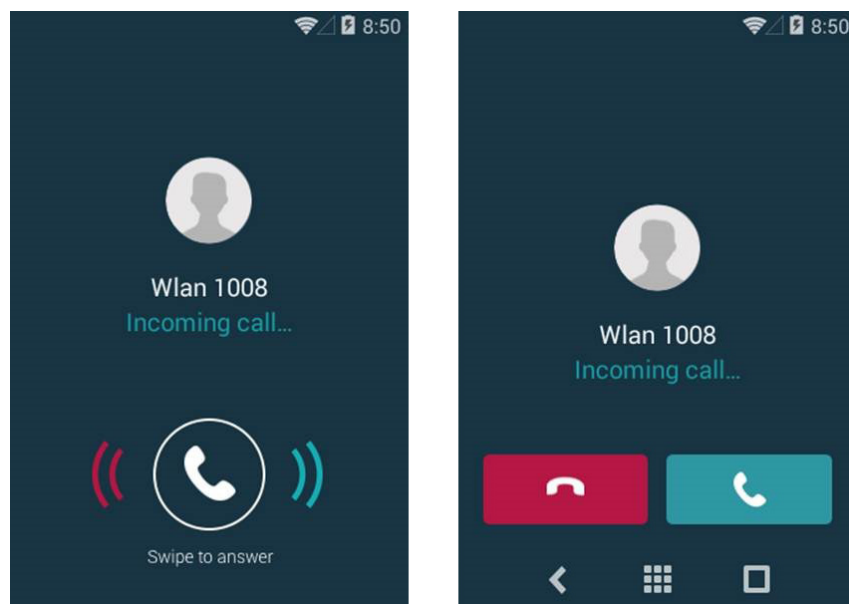
The following call related topics are described in this chapter:

- [5.1 Answer or Reject a Call](#) on page 27
- [5.2 Make a Call](#) on page 28
- [5.3 End a Call](#) on page 31
- [5.4 Functions During a Call](#) on page 31
- [5.6 Push-to-talk Group Call](#) on page 35

5.1 Answer or Reject a Call



An incoming call is handled differently depending on if the screen is locked or unlocked.

Figure 9. Incoming calls on a locked and unlocked screen.




Locked screen

On the incoming call screen:

- Drag the  icon to the right side of the screen and drop it to answer the call.
- Drag the  icon to the left side of the screen and drop it to reject the call.

Unlocked screen

On the incoming call screen:

- Tap  to answer the call.
- Tap  to reject the call.

5. Calling

5.2 Make a Call

Calls can be made by manually dialing a phone number, tapping a recent call in the call list, or by using the phonebook.

- [5.2.1 Call using the keypad](#) on page 28.
- [5.2.2 Call using the call list](#) on page 28.
- [5.2.3 Call using the central phonebook](#) on page 29.
- [5.2.4 Call using the local phonebook](#) on page 29.
- [5.2.5 Advanced dialing](#) on page 29.

5.2.1 Call using the keypad



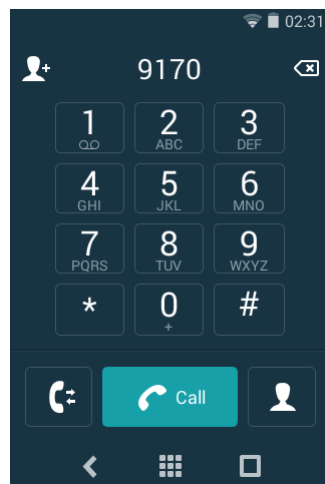


- 1 In the App view, tap the Phone app .
- 2 Use the keypad to enter a phone number.
- 3 Tap the call button  to call the number.
TIP: Tapping the call button without entering a number will bring back the last called number.

Figure 10. The keypad screen in the Phone app.

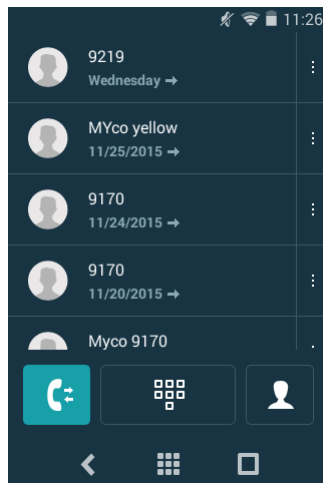


5.2.2 Call using the call list

The call list is a list of previously received or dialed calls.

- 1 In the Phone app, tap .
- 2 Scroll the list to find a contact or phone number.
- 3 Tap a contact/phone number to place a call, or tap  to return to the keypad.




5. Calling



5.2.3 Call using the central phonebook


NOTE: If login is enabled on the handset, the user must log in to access the central phonebook.

The central phonebook is a list of contacts stored remotely on the system. Only system administrators can add or remove contacts from this list. Refer to [6. Phonebook](#) on page 39 for details.

- 1 In the Phone app, tap the phonebook button .
- 2 Tap " Central Phonebook".
- 3 Enter a name in the "First Name", or "Last Name" field.
- 4 Tap the search button  on the keyboard to search the central phonebook.
- 5 A list of contacts is shown below the search fields. Tap a contact to make a call.



5.2.4 Call using the local phonebook

The local phonebook is the list of contacts added through the People app on the handset. Refer to [6. Phonebook](#) on page 39 for details.

- 1 In the Phone app, tap the phonebook button . All contacts stored in the local phonebook are shown as a list on this screen.
- 2 Tap a contact to make a call.

Search the local phonebook

The search functionality can be used to quickly find contacts in the local phonebook:

- 1 In the Phone app, tap the phonebook button .
- 2 Tap " Search".
- 3 Start writing a name or number to search for. Contacts containing that name or number appear below the search field.
- 4 Tap a contact to make a call.


5.2.5 Advanced dialing

The keypad screen in the Phone app has additional functionality that can be used for advanced dialing:

5. Calling

Call the last called number

To bring back the last called number:

- 1 Tap the call button  on the keypad screen, without entering a number. The last called number appears above the keypad.
- 2 Tap the button again to make a call to the number.

Call internationally

To call internationally:

- 1 Tap and hold the 0 button on the dialer until a "+" appears.
- 2 Enter the country code, followed by the phone number.

Add pauses

Pauses can be inserted anywhere in a number sequence to pause the call before sending the rest of the numbers. This can be useful when calling a call service that requires number input.

NOTE: At least one number must be entered in the dialer before adding a pause.

Do the following to add pauses to a call or contact number:

- 1 Tap and hold the * button on the dialer when entering a number sequence. The two second long pause is indicated with a "," in the number sequence.
- 2 Add another two seconds to the pause by repeating step 1.

Figure 11. Number sequence with pauses.



TIP: Several pauses can be added at different places in a number sequence. Both pauses and wait prompts can be used in the same number sequence.

Add wait prompts

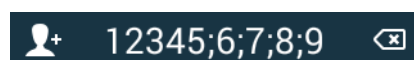
One or more wait prompts can be inserted in a number sequence to require the user to tap a button before sending the rest of the numbers. This can be useful when calling a call service that requires number input.

NOTE: At least one number must be entered in the dialer before adding a wait prompt.

Do the following to add wait prompts to a call or contact number:

- 1 Tap and hold the # button on the dialer when entering a number sequence. The wait prompt is indicated with a ";" in the number sequence.

Figure 12. Number sequence with wait prompts.

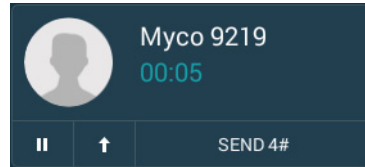


TIP: Several wait prompts can be added at different places in a number sequence. Both wait prompts and pauses can be used in the same number sequence.

5. Calling

When the call is connected, a "SEND *numbers*" button is shown to the right of the transfer button, see [Figure 13](#). Tap the button to send the numbers indicated on the button.

Figure 13. The wait prompt button.



5.3 End a Call

- 1 Tap  to end an ongoing call.

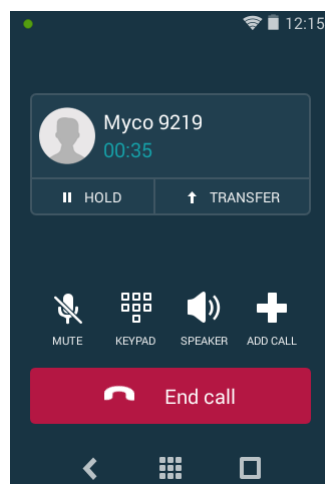
5.4 Functions During a Call

Several functions can be used while in a call.

NOTE: Functionality may differ depending on whether Cellular or VoWiFi is used for calling.

NOTE: If an alert is received while in a call, it is shown as an overlay in the Phone app, until it is accepted or rejected. Tap the overlay to act on the alert. To mute and dismiss the notification, tap X, or swipe up. Refer to [7. Alerts](#) on page 41. Closing the alert returns to the Phone app.

Figure 14. Functions during a call.




The following functionality is available during a call:

- [5.4.1 Enable loudspeaker and adjust volume](#) on page 32
- [5.4.2 Mute microphone](#) on page 32
- [5.4.3 Show the keypad](#) on page 32
- [5.4.4 Put call on hold](#) on page 32
- [5.4.5 Add a second call](#) on page 32
- [5.4.6 Receive a second call while in a call](#) on page 32


5. Calling

- [5.4.7 Switch between calls](#) on page 32
- [5.4.8 Transfer call](#) on page 32
- [5.4.9 Navigate the handset during a call](#) on page 33
- [5.4.10 The phone bar](#) on page 33


5.4.1 Enable loudspeaker and adjust volume

- Tap the speaker icon  during a call to enable/disable the loudspeaker.
- Use the volume up or down buttons to adjust the volume.



5.4.2 Mute microphone

- Tap the mute icon  during a call to mute/enable the microphone.

5.4.3 Show the keypad

- Tap the keypad icon  during a call to show the keypad screen.
- Tap "Back" on the keypad screen to return to the call screen.



5.4.4 Put call on hold

- Tap " HOLD" during a call to put the call on hold.
- To return to the call, tap " HOLD" again.

5.4.5 Add a second call

It's possible to add a second call. The first call is automatically put on hold while the second call is active.

During a call:

- 1 Tap the add call icon .
- 2 Enter a phone number or search for a contact in the phonebook.
- 3 Tap the call button  to add the call.

5.4.6 Receive a second call while in a call

A second call can be received while in a call. If the second call is accepted, the first call is automatically put on hold while the second call is active.

5.4.7 Switch between calls

Tap the on hold call to make it active. The previously active call is put on hold.

TIP: The on hold call is always displayed at the top of the list.

5.4.8 Transfer call


A call can be transferred to another number. Different methods can be used to transfer calls.

Transfer an ongoing call

During a call:


- 1 Tap " TRANSFER".

5. Calling

- 2 Choose one of the following options:
 - Immediately - Input a number or choose a contact, then tap the transfer button  to transfer the call immediately to that number.
 - Call first - Input a number or choose a contact to add a second call, then follow the instructions in [Transfer the first call to the second call](#) on page 33 to transfer the calls.
- NOTE: Call first transfer is not available when having two ongoing calls.

Transfer the first call to the second call

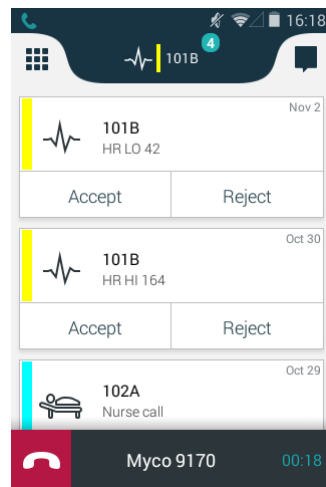
It's possible to transfer two calls to each other. The following transfer options are available when more than one call exists:

- Tap the transfer calls button  to transfer the first call to the second call.
- Tap "↑ TRANSFER" to transfer the first call to another device (other than the second call), see [Transfer an ongoing call](#) on page 32.


5.4.9 Navigate the handset during a call

It's possible to exit the phone app and navigate the handset user interface without disconnecting from an ongoing call. Information about the call is presented in the phone bar at the bottom of the screen, see [5.4.10 The phone bar](#) on page 33 for details.

Figure 15. Navigating the user interface while in a call.



Do the following to navigate the handset user interface while in a call:

- 1 Press the home button to exit the Phone app.
- 2 The user interface can now be navigated in the same way as normally. Information about the call is presented in the phone bar at the bottom of the screen. If an app is opened the phone bar is hidden.
- 3 To return to the Phone app tap the phone bar, or swipe down the notification drawer and tap . If the phone bar is hidden, press the home button to return to the Alert view.

NOTE: The call is disconnected if the red phone icon on the phone bar is tapped.

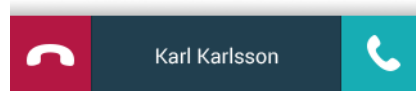
5.4.10 The phone bar

Call status is shown through a phone bar on the bottom of the screen while navigating the user interface.

5. Calling

- Tap the icons on the phone bar to interact directly with the call (for example to accept/end the call, or to push-to-talk).
- Tap the middle of the phone bar to open the call screen.

Figure 16. Phone bar showing an incoming call.









5.5 Voicemail

NOTE: This is a system dependent feature.



If the system is connected to a voicemail service, handset users can record and listen to voicemail messages.

5.5.1 Indication of new voicemail messages

New voicemail messages are indicated in the following ways:

- Voicemail icons  in the:
 - status bar
 - notification drawer
 - charging screen
- Badges  on the:
 - App view icon  in the Alert view
 - Phone app icon  in the App view
 - keypad screen icon  in the Phone app.
 - "1" key  on the Phone app keypad screen.

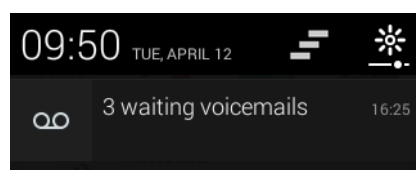
TIP: The number of waiting voicemail messages is shown on the badges. The number on the Alert and App view badges also includes missed calls.

When all new voicemail messages has been listened to, the voicemail icons  and the badges  indicating voicemail messages disappear.

5.5.2 Listen to voicemail messages


Call the voicemail inbox to listen to your voicemail messages:

- 1 Call the voicemail inbox using one of the following methods:
 - Tap the voicemail message notification in the notification drawer:



- Tap and hold the "1" key  on the Phone app keypad screen.

5. Calling

- 2 Follow the instructions presented by the voicemail service.
TIP: The keypad is accessed by tapping the keypad icon  on the call screen.

5.6 Push-to-talk Group Call

A Push-to-talk (PTT) group call provides instant voice connectivity to a group of persons. When a person in the group wants to talk, the person taps and holds a button to activate the microphone on the handset.

NOTE: The handset cannot receive other calls while in a Push-to-talk group call.

- To participate in a PTT session the handset must first receive an invitation, see [5.6.1 Join a PTT call session](#) on page 35.
- The PTT call screen is used to communicate in a PTT session, see [5.6.2 Use the PTT call screen](#) on page 36.
- Incoming PTT session invitations can be rejected, if not set to be accepted automatically, see [5.6.3 Reject a PTT invitation](#) on page 37.
- A rejected/ignored PTT invitation can be used to rejoin the session later (as long as the session remains active), see [5.6.4 Rejoin a PTT call session](#) on page 37.
- A group of users can be invited to participate in a PTT call by initiating a session, see [5.6.5 Initiate a PTT group call session](#) on page 38.

NOTE: PTT sessions must be defined in the Device Manager, and messaging groups in the Unite CM configuration tool. Refer to the [handset Configuration Manual](#), and the [Unite CM Configuration Manual](#). For further details about Push-to-talk, refer to the [Push to Talk Function Description](#).

5.6.1 Join a PTT call session

NOTE: A PTT session invitation can be configured to be automatically accepted by the handsets in the group. Refer to the [handset Configuration Manual](#) for details.

An invitation to join a PTT session can be received in two different ways:

- As an incoming call (see [5.1 Answer or Reject a Call](#) on page 27).
- As an alert message (see [7.4 Alert Response Options](#) on page 45).

Both PTT invitation types includes a description and ways to join the session.

To accept a PTT invitation

- 1 Accept the incoming call, or tap "Accept" or "Join" on the alert message to accept the invitation and join the call.
NOTE: The handset can accept the invitation automatically, start in mute mode, or start in loudspeaking mode, depending on the configuration of the invitation.
- 2 The handset is connected to the PTT session, and the Push-to-talk call screen is shown. See [5.6.2 Use the PTT call screen](#) on page 36 for instructions on how to use the call screen to communicate in the PTT session.

NOTE: Invitations disappear from the screen if not accepted within 60 seconds. All previously received invitations are stored in the alert view, and can be joined later (as long as the session remains active), see [5.6.4 Rejoin a PTT call session](#) on page 37.

5. Calling

Accept an invitation during an ongoing call

If a PTT invitation is received during an ongoing call, the call is disconnected and the PTT session is connected automatically if the following conditions are true:

- The invitation is configured to be accepted automatically
- The invitation is of higher priority than the priority of the ongoing call

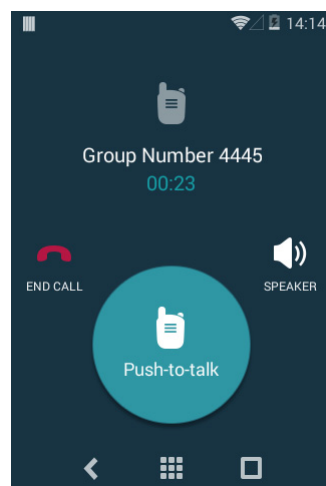
NOTE: When a PTT invitation has the highest possible priority level (priority 1), the ongoing call is always disconnected immediately.

If the priority of the PTT invitation is lower than the ongoing call, or if the invitation is not configured to be accepted automatically, the invitation must be accepted like a regular PTT invitation (see [To accept a PTT invitation](#) on page 35). If the invitation is accepted while the call is still ongoing, the call is automatically disconnected.





5.6.2 Use the PTT call screen

The Push-to-talk call screen is used when communicating in a PTT group call session.

Figure 17. The Push-to-talk call screen.

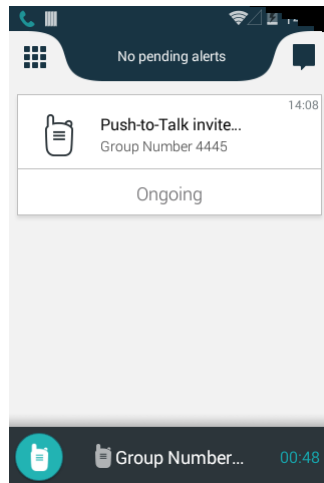


The following options are available during a PTT session:

- Tap and hold the push-to-talk button  to open the microphone for transmitting. The microphone is muted again when the button is released.
TIP: If configured, the Multifunction button on the top of the handset can also be used as a push-to-talk button.
- Tap the speaker icon  to enable/disable the loudspeaker. Use the volume up or down buttons to adjust the volume.
- Tap the end call icon  to disconnect from the PTT session. For instructions on how to rejoin a disconnected session, see [5.6.4 Rejoin a PTT call session](#) on page 37.
NOTE: A PTT session can be terminated remotely by the system. All users are automatically disconnected from a terminated session.
- Press the home button to hide the call screen temporarily, without disconnecting from the PTT session. Information about the ongoing session is displayed in the phone bar (see [5.4.10 The phone bar](#) on page 33 for details about the phone bar). The push-to-talk button  on the phone bar can be used to open the microphone for transmitting, in the same way as on the call screen.

5. Calling

Figure 18. The Push-to-talk phone bar.



5.6.3 Reject a PTT invitation

Most incoming PTT session invitations can be rejected, if not set to be automatically accepted. Invitations are rejected differently depending on the invitation type.

Invitation as an incoming call:

- Reject the call invitation the same way as a regular incoming call, see [5.1 Answer or Reject a Call](#) on page 27.

Invitation as an alert:

- Tap "Reject" on the PTT invitation to reject the PTT session.


Some alert type invitations can be closed without rejecting the session. After 60 seconds, all types of invites are automatically either closed or rejected.

All PTT invitations received can be found in the alert view. Even if the PTT session invitation was rejected it can be rejoined later, as long as the session remains active (see [5.6.4 Rejoin a PTT call session](#) on page 37).

CAUTION: If the invitation is deleted from the alert view, the session cannot be rejoined.

5.6.4 Rejoin a PTT call session

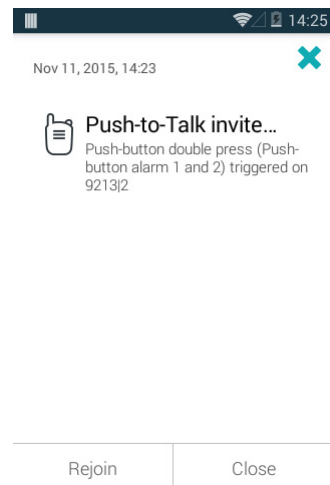
If a PTT session invitation was rejected or ignored, or if the session was disconnected from, the session can be rejoined later by doing the following:

- 1 Tap the invitation in the alert view (indicated by a push-to-talk icon .
- 2 Tap "Rejoin" or "Join" to connect to the PTT session (see [Figure 19](#)).

NOTE: A PTT session can be terminated by the system. A terminated PTT session cannot be rejoined.

5. Calling


Figure 19. Rejoin a PTT session.



5.6.5 Initiate a PTT group call session

A new PTT group call session can be initiated from the handset, if one or more PTT group calls has been pre-configured.

Do the following to initiate a PTT session:

- 1 Tap the "Push-to-talk" app  in the App view.
- 2 In the *Select session to initiate* list, tap the session to initiate.
- 3 The session group members receive invitations.

NOTE: PTT group calls are configured in the Device Manager, refer to the [handset Configuration Manual](#) for details.

6. Phonebook

Contacts can be found in both a local and a central phonebook on the handset.

- The local phonebook contains contacts added by the handset user, and is unique for each handset.
- The central phonebook is a list of contacts stored remotely on the system, and is shared by all handsets. The handset users cannot add or remove contacts from the central phonebook.




Both phonebooks can be accessed from the People app, or from the Phone app. This chapter describes how to find, or add contacts through the People app. For instructions on how to use the Phone app to search for contacts, refer to [5.2 Make a Call](#) on page 28.

This chapter explains how to do the following:



- [6.1 Look up a Contact in the Central Phonebook](#) on page 39
- [6.2 Look up a Contact in the Local Phonebook](#) on page 39
- [6.3 Add a New Local Contact](#) on page 40

6.1 Look up a Contact in the Central Phonebook

NOTE: If login is enabled on the handset, the user must be logged in to access the Central phonebook, refer to [4.12 Log in or Log out](#) on page 21.


- 1 Tap the People app  in the App view.
- 2 Tap the phonebook icon  on the top of the screen to open the central phonebook.
- 3 Enter a name in the "First Name", or "Last Name" field.
- 4 Tap the search button  on the keyboard to search the central phonebook.
- 5 A list of contacts is shown below the search fields. Tap a contact to make a call, send a message, or to add the contact to the local phonebook. Tap "Cancel" to return to the search result list.

6.2 Look up a Contact in the Local Phonebook





- 1 Tap the People app  in the App view.
- 2 Tap the contacts icon  on the top of the screen to open the local phonebook. All contacts stored in the local phonebook are shown as a list.
- 3 Tap a contact to open the contact card. Calls can be placed, or messages can be sent from the contact card.

Search the local phonebook

The search functionality can be used to quickly find contacts in the local phonebook:

- 1 Tap the search icon  on the bottom of the screen.
- 2 Start writing a name or number to search for. Contacts containing that name or number appear below the search field.
- 3 Tap a contact to open the contact card. Calls can be placed, or messages can be sent from the contact card.

6.3 Add a New Local Contact

- 1 Tap the People app  in the App view.
- 2 Tap the contacts icon  on the top of the screen to open the local phonebook.
- 3 Tap the "Create a new contact" button (if the local phonebook is empty), or the add contact icon  on the bottom of the screen (if contacts already exists).
- 4 Enter a name, phone number, e-mail, or address to the contact.
- 5 Tap "Add another field" and select a field type to add additional fields such as notes and website address to the contact. Repeat this step to add additional fields as required.
- 6 Tap "  Done" on the top of the screen to save the new local contact.

7. Alerts

The Alert view is the default view in the Ascom Myco user interface. From the Alert view, it's possible to view and respond to alerts initiated from third-party equipment, such as patient monitors and patient call systems. It's also possible to receive information from other sources, such as system broadcast messages and lab results.

NOTE: Depending on system setup and configuration, the appearance and functionality of the Alert view may differ from what's described in this chapter.

The following alert related topics are described in this chapter:

- [7.1 Alert View](#) on page 41
- [7.2 Alert Indication](#) on page 42
- [7.3 Alert Classification](#) on page 43
- [7.4 Alert Response Options](#) on page 45
- [7.5 View Alerts on a Locked Handset](#) on page 46

7.1 Alert View

Press the home button to return to the Alert view.

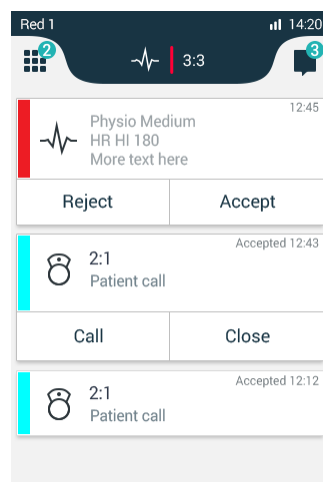
The Alert view shows incoming alerts in a list sorted in order of arrival. A new alert can be indicated with (depending on system configuration):

- priority or category color
- alert type icon
- location information
- alert time

Scroll the alert list to show additional alerts.

In the example shown in [Figure 20](#) below, a high priority alert has just been triggered in room 3, bed 3 by a patient monitor signalling a high heart rate.

Figure 20. Example of alerts in the Alert view.



7. Alerts

View alert

Tap the alert to view additional information.

Respond to alert

Tap the appropriate button, such as "Reject" or "Accept". Refer to [7.4 Alert Response Options](#) on page 45 for a list of possible response options.

7.2 Alert Indication

New alerts are indicated in the:

- [7.2.1 Top display](#)
- [7.2.2 Alert priority beacon](#)
- [7.2.3 Lock screen](#)
- [7.2.4 Top priority bar](#)
- [7.2.5 Notification bars](#)

7.2.1 Top display

When the front display is in sleep mode, the alert type, location and priority of active alerts is shown in the top display. If several alerts are active at the same time, the alerts are cycled with the highest prioritized and oldest alert presented first, followed by additional lower prioritized alerts. Alert notifications remain in the top display until they are handled.

The icons used for alert types are the same in both the top display and the main display, refer to [7.3.3 Alert type icons](#) on page 44.

The top display turns off:

- After one minute of inactivity.
- When unlocking the front display.

7.2.2 Alert priority beacon

When the front display is in sleep mode, the alert priority or category is shown with different colors on the alert priority beacon. The alert priority beacon flashes for 10 seconds and is then turned off, in order to save battery life.

7.2.3 Lock screen

When the front display is in sleep mode, and lock screen widgets are enabled on the handset, the front display automatically lights up to show newly received alerts directly on the lock screen.

Refer to [10.4 Lock Screen Notification](#) on page 54 for details about lock screen notification.

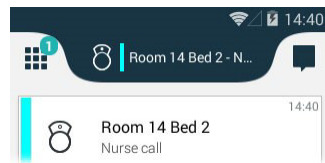
7.2.4 Top priority bar

The alert with the highest priority is shown in the top priority bar. If there are several active alerts with the same priority, the oldest is shown.

By tapping the top priority bar a detailed view of the alert with acknowledge options is shown. By handling the alert, the next alert in line (oldest or highest priority) is shown in the top priority bar.

7. Alerts

Figure 21. An active alert shown in the top priority bar.



7.2.5 Notification bars

When an alert is received, it may appear on screen as a notification bar, refer to [10.6 Notification Bars](#) on page 55.

7.3 Alert Classification

The following can be used to classify alerts:

- [7.3.1 Priority level and color](#)
 - Only used for alerts from patient monitoring systems. Each priority level is indicated by a specific color.
- [7.3.2 Category color](#)
 - Categories can be used to label alerts with a color, for example to differentiate between alerts coming from different rooms or patient groups.
- [7.3.3 Alert type icons](#)
 - Indicates the alert type, for example a patient call, or a lab result notification.

7.3.1 Priority level and color

Alerts from patient monitoring systems are prioritized depending on their priority level, in the order shown below (from high (1) to low (4) priority):

IMPORTANT: A "Code Blue" (crisis), or high priority alert is always prioritized as high priority (1), and always overrides any system warning, or phone call.




High priority	1	"Code Blue" (crisis) alert/high priority alert/system warning
	2	Phone call
	3	(Medium/Low) Alert IMPORTANT: A "Code Blue" (crisis) alert, or high priority alert is always prioritized as (1).
Low priority	4	Conversation message

The alert priority is shown by use of colors, as follows:

- The color-coded LED priority beacon always show the priority color of incoming alerts.
- A bar with the priority color to the left of each alert in the Alert view.

IMPORTANT: The alert priority colors follow the MDD standards and cannot be altered.

7. Alerts

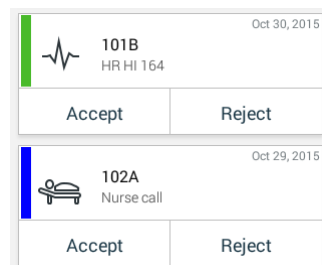
Priority color	Priority	Used for event	Indications (if enabled)
 Red	Crisis/ High	"Code Blue" crisis alert/ High priority alert	Top display notification, red flashing LED priority beacon, sound, and vibrator. IMPORTANT: These indications are always enabled, and cannot be turned off
 Yellow	Medium	Medium priority alert	Top display notification, yellow flashing LED priority beacon, sound, and vibrator.
 Cyan	Low	Low priority alert	Top display notification, fixed cyan LED priority beacon, sound, and vibrator.

7.3.2 Category color

IMPORTANT: There is no priority handling for category colors, they are used for information only. Alerts from patient monitoring systems will always use their priority color, and cannot be labeled with a category color.

Categories can be used to label alerts with a color, for example to differentiate between alerts coming from different rooms or patient groups.

Figure 22. Alerts labeled with category colors.



The following category colors are available:

-  Red
-  Green
-  Blue
-  Yellow
-  Orange
-  Cyan
-  Purple









NOTE: The category colors are dependant on configuration, and can differ between system setups. Contact your site administrator for details about the use of category colors at your site.

7.3.3 Alert type icons

The alert type icons indicate the alert type, for example a patient call, or a lab result notification.

7. Alerts

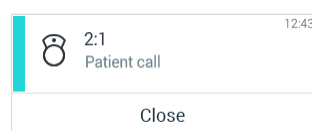
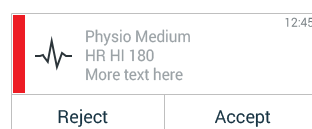
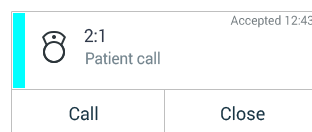
The following are examples of alert type icons that can be used at a site:

Icon	Alert type
	Monitoring
	Patient call
	Assistance call
	Lavatory call
	Medical call
	Emergency call
	Lab result
	X-ray result

NOTE: The alert type icons are dependant on configuration, and can differ between system setups. Contact your site administrator for details about the use of alert type icons at your site.

7.4 Alert Response Options

Alerts often requires a user to respond, for example, by accepting or rejecting the alert. The following alert response options are available:



7. Alerts

NOTE: Both the available alert types and individual response options for each alert type is dependant on the system configuration.


7.5 View Alerts on a Locked Handset

Active alerts are shown on the lock screen if lock screen widgets are enabled. Refer to [10.4 Lock Screen Notification](#) on page 54 for details on how to use lock screen notifications.

8. Messaging

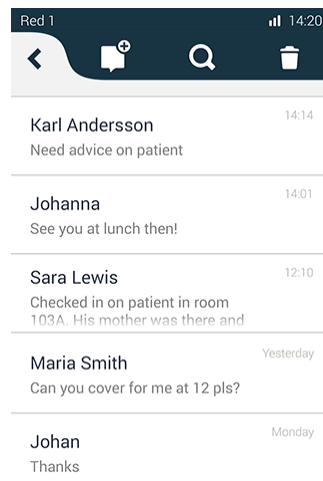
8. Messaging

The Conversation view provides functionality to send messages to other handsets in the system.

The Conversation view is accessed by swiping left from the alert menu, or by tapping  in the upper right corner.

In the Alert view and App view, incoming messages are shown as notification bars for 5 seconds. In sleep mode, incoming messages are shown in the top display, together with a top LED indication. New messages are also shown on the lock screen if lock screen widgets are enabled, refer to [10. Notifications](#) on page 53.





Tap the notification bar to open the message. Received messages can always be accessed by tapping them in the Conversation view. Individual messages to a recipient or group of recipients are sorted in conversations.



This chapter explains how to do the following:



- [8.1 Write and Send Message](#) on page 47
- [8.2 Reply to Message](#) on page 48
- [8.3 Search for Message](#) on page 48
- [8.4 Copy, Delete and Forward Messages](#) on page 48
- [8.5 Delete Conversations](#) on page 48
- [8.6 Call a Contact from Message](#) on page 48

8.1 Write and Send Message



- 1 In the Conversation view, tap .
 - 2 Enter a name or phone number in the "To:" field, or tap  and select a contact, then tap "OK" to add the contact as recipient for the message.
For more information about the phonebook, refer to [6. Phonebook](#) on page 39.
 - 3 Tap the "Message" field and type a message with the keyboard. Tap  to send the message.
TIP: A message can contain up to 5000 characters.
- Tap  to return to the main conversation view without sending the message.

8. Messaging

8.2 Reply to Message

- 1 Tap the incoming message notification bar, or tap the message in the main conversation view.
- 2 Tap the "Message" field and type a message.
- 3 Tap  to send the message.
- Tap  to return to the main conversation view without sending the message.

8.3 Search for Message


- 1 Tap .
- 2 Enter a search criteria, such as phone number in the "Search" field. The messages are dynamically filtered to match the search criteria. Tap  to clear the "Search" input field, or tap "Cancel" to return to the main Conversation view.

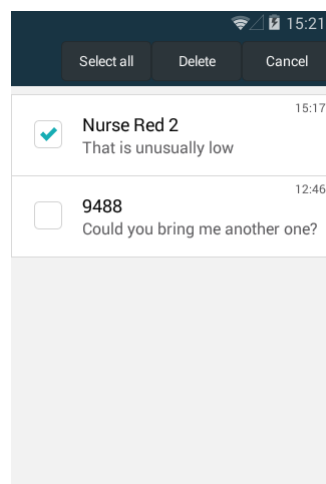
8.4 Copy, Delete and Forward Messages

- 1 Tap and hold a message to show the message option menu.
- 2 Tap the corresponding action.

8.5 Delete Conversations

CAUTION: When deleting a conversation, all messages included in that conversation are deleted.

- 1 To delete one or several conversations tap  in the main conversation menu.
- 2 Select one or several conversations to delete. Tap "Select all" to select all conversations.
- 3 Tap "Delete" to delete the selected conversations, then tap "Delete" again. Tap "Cancel" to return to the conversations view without deleting the conversations.



8.6 Call a Contact from Message

- 1 Open the message, and tap .

8. Messaging

- 2 In the menu that appears, tap "Call [contact name/number]" to call the contact.



9. Personal Alarm

This chapter describes the following alarm related topics:

- [9.1 Top Button Alarm](#) on page 50
- [9.2 Man-down and No-movement Alarm](#) on page 50
- [9.3 Automatic Call after Alarm](#) on page 52

9.1 Top Button Alarm

Multi-press or long press the top handset button to send out a personal alarm (for instructions on how to use the multi-press and long press input modes, refer to [3.1.5 Alarm or Multifunction button](#) on page 8). Two different alarms can be set, one for each input mode. An alarm can be either a personal alarm with a functionality, or a test alarm to test the personal alarm. The type of alarms used are set by the system administrator. Refer to the [handset Configuration Manual](#) for information on how to configure personal alarms.

When an alarm is sent an information text is displayed in the top display (by default "Personal alarm" or "Test alarm"), and a notification bar with the same text is shown in the main display. The alarm is sent to the alarm central that distributes it further. If the personal alarm, or test alarm, is successfully sent the top display text and notification bar confirm that with a «» or «» marker.

The handset can be programmed to automatically call a predefined number after the alarm has been sent, see [9.3 Automatic Call after Alarm](#) on page 52.

NOTE: It is always possible to send out a personal alarm, even when speaking, using apps, or while the handset is locked.

9.2 Man-down and No-movement Alarm

The Man-down and No-movement alarms provide personal safety monitoring with accident alerts. These alarms are suitable for workplaces where maximum security and accessibility is required. If an accident occur, colleagues and management are informed within seconds and the person in need can be located quickly.

- The Man-down alarm reacts if the handset is tilted (default 45°) from the vertical for a predefined period of time (default 7 seconds).
- The No-movement alarm will react if no movement is detected during a predefined period of time (default 30 seconds).


TIP: The handset can be programmed to automatically call a predefined number after the alarm has been sent, see [9.3 Automatic Call after Alarm](#) on page 52.

For information on how to:



- Activate or deactivate the Man-down or No-movement alarms, see [9.2.1 Activate or deactivate the Man-down or No-movement alarms](#) on page 51.
- Read the alarm indications, see [9.2.2 Man-down and No-movement indication](#) on page 51.
- Cancel a Man-down or No-movement alarm, see [9.2.3 Cancel a Man-down or No-movement alarm](#) on page 52.

9.2.1 Activate or deactivate the Man-down or No-movement alarms

NOTE: The Personal security app can be hidden on the handset by the system administrator. If the app is hidden, the alarms cannot be activated or deactivated from the handset.

- 1 Tap the "Personal security" app  in the App view.
- 2 Tap:
 - "Man down tracking" to activate/deactivate the Man-down alarm.
 - "No movement tracking" to activate/deactivate the No-movement alarm.

TIP: If not hidden, the Personal security app can also be reached through the notification drawer when Man-down or No-movement tracking is activated.

An active Man-down alarm tracking is indicated with  in the status bar, and No-movement is indicated with .

The Man-down and No-movement alarms are automatically deactivated while the handset is placed in a Charging Rack.

9.2.2 Man-down and No-movement indication

When a Man-down or No-movement situation has been detected, the handset enters a warning phase (usually seven seconds long). During the warning phase, the handset alerts with:



- beep and vibrator signals
- an orange LED flash
- "/  Warning..." on the top display
- a warning message popup on the main display (see [Figure 24](#) and [Figure 24](#))

Figure 23. Man-down warning message popup on a locked handset with PIN or password protection.

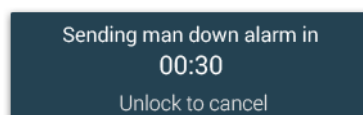
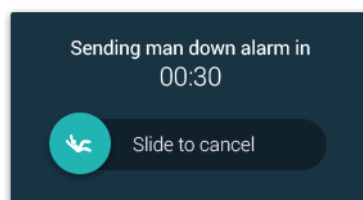


Figure 24. Man-down warning message popup on an unlocked handset, or on a handset with swipe lock protection.





To cancel the alarm before it's sent out, refer to [9.2.3 Cancel a Man-down or No-movement alarm](#) on page 52.

A successfully sent alarm is indicated with:


- beep and vibrator signals
- an orange LED flash

9. Personal Alarm

- "/  Sent" on the top display, and on the message popup on the main display.

9.2.3 Cancel a Man-down or No-movement alarm

A Man-down or No-movement detection can be cancelled before the alarm is sent out. When the handset indicates Man-down or No-movement, do one of the following to cancel the alarm:

- On the warning message popup (see [Figure 24](#) on page 51), slide the  to the right before the counter reaches 00:00.
- Press the volume button (up or down).

NOTE: If the handset is locked with a PIN or password it needs to be unlocked before the alarm can be cancelled.

9.3 Automatic Call after Alarm

A handset can be set up to call a predefined number after an alarm has been sent.

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

- Normal mode - The call is established as an ordinary call.
- Loudspeaker mode - Loudspeaker mode is used by default during the call.
- Monitor mode - A one-way "hidden" call where the called party can listen in but cannot communicate with the calling handset.

Refer to the [handset Configuration Manual](#) for instructions on how to configure the automatic call after alarm.

10. Notifications

New messages, phone calls, alerts and status information are all indicated by notifications from the handset.

The following can be used for notifications:

- [10.1 Sound and vibration](#) on page 53
- [10.2 Color-coded LED Signals](#) on page 53
- [10.3 Top Display Notification](#) on page 54
- [10.4 Lock Screen Notification](#) on page 54
- [10.5 Status Bar](#) on page 55
- [10.6 Notification Bars](#) on page 55
- [10.7 Notification Drawer](#) on page 57
- [10.8 Icons used for notification](#) on page 58

10.1 Sound and vibration

Incoming alerts and messages, as well as different status notifications, can be indicated by sound and vibration.

10.2 Color-coded LED Signals




The LED priority beacon in front of the top display is used to indicate the priority level, or the category, of incoming alerts. It's also used to indicate incoming text messages and phone calls, and to show the battery and charging status.

Figure 25. LED and top display notifications.







The following colors can be shown in the LED priority beacon:

NOTE: The colors used may differ depending on system configuration.

Color	Light pattern	Type	Level
 Red	Flashing, then steady	Priority	Crisis/high
 Yellow	Flashing, then steady	Priority	Medium
 Cyan	Flashing, then steady	Priority	Low

10. Notifications

	Blue	Flashing, then steady	Category	
	Purple	Flashing, then steady	Category	
	White	Flashing	Information (phone call or message)	
	Orange	Single flash	Battery	Battery level low (15%) Battery level critical (5%)
			Network status	Network connection lost
			Man-down/No-movement alarm	Alarm sent
	Green	Steady	Battery	Charge complete (100%)

10.3 Top Display Notification

The top display shows active alerts, warnings, incoming calls, and incoming text messages, without the need to look at the main display (see [Figure 25](#) on page 53). For further details on how alerts are indicated in the top display, refer to [7.2.1 Top display](#) on page 42.

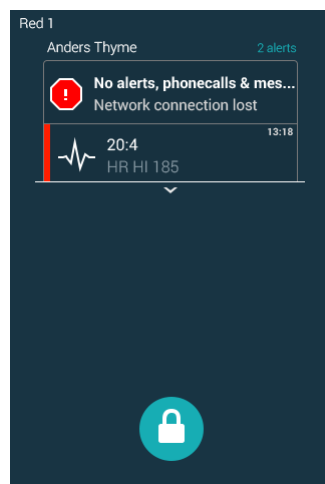
A top display notification usually consists of both an icon to indicate the notification type, and a short text describing the content and sender. The text can be presented in one or two rows.

NOTE: The top display text can be flipped upside down if the handset is carried in a way that makes it difficult to read, refer to [15.1.5 Rotate top display](#) on page 65.


10.4 Lock Screen Notification

If lock screen widgets are enabled on the handset newly received alerts, warnings, conversation messages, and missed calls are shown directly on the lock screen.

Figure 26. Lock screen notifications.



To open a message or respond to an alert directly from the lock screen, do the following:

- 1 Tap a message or alert in the lock screen widget.
- 2 Unlock the handset by swiping the  icon in any direction.

10. Notifications

TIP: The lock screen widget can be expanded by swiping down from the center of the widget. If a message or alert is tapped in an expanded lock screen widget it opens up without the need to unlock the handset.

Refer to the [handset Configuration Manual](#) for instructions on how to enable lock screen widgets.


10.5 Status Bar

The status bar is in the upper top part of the display, and shows pending notifications from apps (in the upper left corner), and handset system status, such as time, battery level, or Wi-Fi/Cellular signal strength (in the upper right corner).

Figure 27. Status bar.

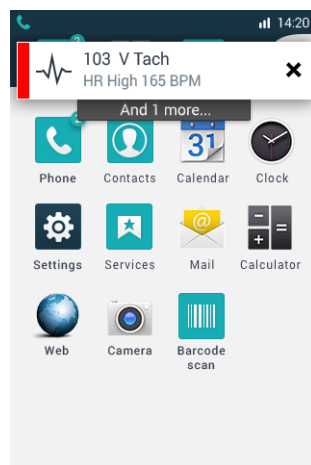


10.6 Notification Bars

Notification bars appear as overlays on the top of the screen to indicate new alerts, conversation messages, alarms, or warnings. Up to four different notification bars can be stacked on top of each other (one of each notification type). Tap  or swipe up on the bar to close it.

NOTE: Closing an alert notification bar does not dismiss the alert.

Figure 28. Example of a notification bar.



There are four types of notification bars:

Alerts

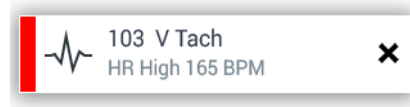
The alert notification bar show color coded alerts when they reach the handset. Tapping on the bar will open up the alert in the same way as in the alert view. See chapter [7. Alerts](#) on page 41 for details on how to handle alerts.

10. Notifications

If additional unhandled alerts are waiting in the handset, the text "And X more..." will be shown underneath the notification bar.

NOTE: Alert notification bars will not appear while in the Alert view.

Figure 29. Alert notification bar.



Conversations

The conversation notification bar appears when a new conversation message is received. Tap the notification bar to open up the conversation view. See chapter [8. Messaging](#) on page 47 for details on how to view and reply to conversation messages. The bar disappears after five seconds if not tapped.

NOTE: Conversation notification bars will not appear while in the Conversation view, or when receiving a message from a currently open conversation.

Figure 30. Conversation notification bar.



Alarms


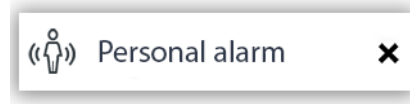
When a personal alarm is sent from the handset, notification bars describe the status of the alarm. The bars stay on screen until the alarm has been sent successfully. A successfully sent alarm is indicated with a  marker on the notification bar.

Figure 31. Alarm notification bar.



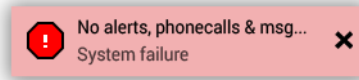
Warnings

Warnings from the system are shown as colored notification bars. The bars can be expanded to show further instructions by tapping on them. A warning remains in the handset until the problem is solved, and sends out a beep once every minute for 30 minutes as a reminder.

TIP: The beep can be silenced by pressing the volume down button.

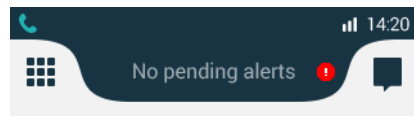
10. Notifications

Figure 32. Warning notification bar.



If the bar is closed the warning will stay in the top priority bar until solved. Tap the warning icon in the top priority bar to reopen the notification bar.

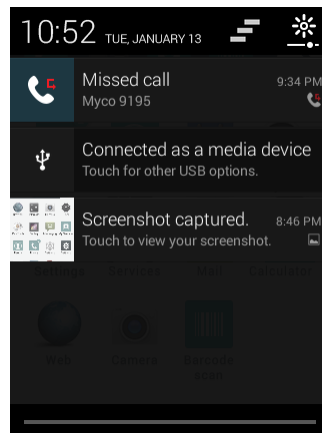
Figure 33. Warning indication in the top priority bar.





10.7 Notification Drawer

Swipe down from the status bar to open the notification drawer. The notification drawer show information about missed calls and cellular text messages (cellular handset version only), or other handset status notifications.

Figure 34. Notification drawer.











While in the notification drawer:

- Tap the notification to take action on it.
- Flick the notification to the left or right to dismiss a notification from the notification drawer.
- Tap  to clear all notifications from the notification drawer (some status notifications cannot be cleared).
- Tap  to change the display brightness.
- Tap the Log out button to logout.
- Swipe the notification drawer up to close it.

10.8 Icons used for notification

The following are examples of icons that can be used for notification. For alert type icons, refer to [7.3.3 Alert type icons](#) on page 44.

NOTE: This is not a complete list of icons. Icons used for notification can differ depending on the system configuration.

Notification icon	Indicates
	System warnings No network (no alerts)
	Logged out
	Calls
	Alerts ^a
	Conversations
	Push-to-talk group call ^a
	Man-down alarm
	No-movement alarm

^a System dependent.

11. Apps

11. Apps












Apps installed on the handset can be found in the App view ([4.7.2 App view](#) on page 15).

Available apps on the handset are set remotely by a system administrator, and cannot be changed by the user. Refer to the [handset Configuration Manual](#) for instructions on how to add and remove handset apps.


For further instructions on how to work with apps, refer to [4.8 Use apps](#) on page 16.

11.1 List of apps

The following are examples of apps that can be added to the handset by a system administrator. The actual apps on the handset will differ depending on configuration.

Icon	App name	Functionality
	Browser	Access the Internet.
	Calculator	Use the calculator.
	Camera	Take a photo, or record a movie. 12. Camera and Gallery on page 61
	Clock	View the time, or set the alarm or timer.
	Gallery	View photos and images stored on the handset. 12. Camera and Gallery on page 61
	My Services	Access the My Services shortcuts. 14. My Services on page 63
	Messaging	Read or send SMS messages (applicable for the cellular handset version only).
	People	Search the local and central phonebooks. 6. Phonebook on page 39
	Personal security	Enable or disable the Man-down and No-movement alarm. 9.2 Man-down and No-movement Alarm on page 50
	Phone	Make a phone call. 5. Calling on page 27
	PTT	Start a Push-to-talk group call. 5.6 Push-to-talk Group Call on page 35

11. Apps

	Settings	Change the handset configuration. 15. Settings on page 64
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12. Camera and Gallery

The handset is equipped with a camera to scan barcodes, take photos and record movies.

See the following sections for details about:

- [12.1 Camera](#) on page 61.
- [12.2 Gallery](#) on page 61.
- [12.3 Take a Screenshot](#) on page 61.

12.1 Camera

To open the camera view:

- Tap the Camera app  in the App view.

12.2 Gallery

The gallery contains all photos and images stored on the device.

To open the gallery:

- Tap the Gallery app  in the App view.

12.3 Take a Screenshot

Do the following to capture an image of the handset screen:

- Press and hold the power and volume down buttons until the screen has been captured (indicated by an animation).

Captured screenshots can be found in the "Screenshot" folder in the Gallery app.

13. Barcode Scanning

NOTE: To use the barcode scanning function an optional barcode scanning license is required. Refer to the [handset Configuration Manual](#) for instructions on how to add licenses to a handset.

The handset is equipped with a professional barcode scanning functionality that can be used to efficiently scan 1D and 2D barcodes, for example located on Patient ID wristbands and medicine labels.

Scanning apps with different features and functionality can be used on the handset. Available apps are set by the system administrator.

NOTE: Third-party scanning apps must be developed using the Myco Barcode Scanning API. Refer to the [Android App Developers Program](#) page on the Ascom Partner Web for instructions on how to develop apps for the handset.

Scanning barcodes

- 1 In the App view, tap the barcode scanning app installed on the handset and follow the instructions to open up the barcode scanning view.
- 2 Point the handset camera towards the barcode to scan. Use the display to verify that the barcode is well within the barcode scanning app seeker window. The app continuously scans for a barcode. A successful scan is indicated with a message tone and a vibrating handset.
- 3 The result from a successful scan is displayed in the app. The actual functionality depends on the app being used.



TIP: The app continuously scans for a barcode. If the scanner is unable to detect a barcode, try to reposition the camera by moving it closer or farther away from the barcode, or try scanning in better light conditions.

14. My Services

The My Services app contains shortcuts that can be used to launch different functionality, such as open an app or web page, communicate with external equipment, or setup a phone call. The My Services shortcuts are configured in the Device Manager, refer to the [handset Configuration Manual](#).

14.1 Access the My Services app

To open the My Services app:

- 1 Swipe to the right or tap the app view icon  in the upper left corner to open the App view.
- 2 Tap the My Services app .

14.2 My Services functionality

The My Services app can provide three shortcut types with different functionality:

- [14.2.1 URI action shortcut](#) on page 63
 - Open an app or web page.
- [14.2.2 Call action shortcut](#) on page 63
 - Call a number.
- [14.2.3 Data Send action shortcut](#) on page 63
 - Send data to communicate with external equipment.

14.2.1 URI action shortcut

A URI action shortcut can be used to launch an app on the handset, or to open up a specific web page in the browser.

If user added information is provided with the shortcut, it could be used to access apps or web pages in specific ways.

14.2.2 Call action shortcut

A call action shortcut can be used to call a predefined number.



14.2.3 Data Send action shortcut

A data send action shortcut can be used to send data from the handset. The sent data can be used for example to open a door, or to start or stop external equipment. The data can either be predefined or entered after the shortcut is selected.

15. Settings

NOTE: Some settings may be unavailable or locked, depending on the system configuration.

The Settings app provides the possibility to customize the handset:

- 1 Swipe to the right or tap the app view icon  in the upper left corner to open the App view.
- 2 Tap the Settings app icon .

The different settings in the Settings app sub-menus are explained below:

- [15.1 Display Settings](#) on page 64
- [15.2 Sound Settings](#) on page 65
- [15.3 Languages Settings](#) on page 66
- [15.4 Time and Date Settings](#) on page 66
- [15.5 Telephony Settings](#) on page 66
- [15.7 About phone Settings](#) on page 67

15.1 Display Settings

Settings related to the handset displays, such as brightness and text size, can be configured in the Display settings sub-menu.

The following can be set:

- [15.1.1 Change brightness](#) on page 64
- [15.1.2 Set font size](#) on page 64
- [15.1.3 Owner ID and name](#) on page 65
- [15.1.4 Sleep timeout](#) on page 65
- [15.1.5 Rotate top display](#) on page 65

15.1.1 Change brightness

The display brightness can be adjusted either automatically or manually:

Automatic adjustment

- 1 Tap "Display".
- 2 Select the "Automatic brightness" check box to let the handset automatically adapt the brightness of the display to the brightness of the surrounding light in the room.

Manual adjustment

- 1 Tap "Display".
- 2 Tap "Brightness".
- 3 Drag the slider to manually adjust the brightness level.

The brightness can also be set from the notification drawer, refer to [10.7 Notification Drawer](#) on page 57.

15.1.2 Set font size

The size of some of the text in the user interface can be adjusted to improve readability.

- 1 Tap "Display".

15. Settings

- 2 Tap "Font size" and choose a desired font size.

15.1.3 Owner ID and name

The Owner ID/Name is displayed on the lock screen and charging screen.

- 1 Tap "Display"
- 2 Tap "Owner ID/name" and enter a ID or name for the device.
- 3 Tap "OK".

15.1.4 Sleep timeout

The display is automatically turned off after a set sleep time.

- 1 Tap "Sleep timeout" and choose the sleep time for the device.

TIP: For the longest battery time between charges, use the shortest convenient sleep timeout.

15.1.5 Rotate top display

The text on the top display can be rotated. If rotation is set to off (default) the text on the top display is readable when the front of the handset is facing the user. Set the top display rotation to on if the handset is normally carried with the front away from the body.

- 1 Tap "Rotate top display" and set to "On" or "Off".

15.2 Sound Settings

Sound settings such as volume and ringtones can be configured in the Sound settings sub-menu.

The following can be set:

- [15.2.1 Volumes](#) on page 65
- [15.2.2 Ringtones](#) on page 65
- [15.2.3 Notification sound](#) on page 66
- [15.2.4 Set tones](#) on page 66
- [15.2.5 Hearing Aid Compatibility](#) on page 66

15.2.1 Volumes

- 1 Tap "Sound".
- 2 Tap "Volumes".
- 3 Tap the notification to change.
 - Music & video
 - Ringtones & notifications
 - Reminders
- 4 Drag the slider to the required level.

15.2.2 Ringtones

- 1 Tap "Sound".
- 2 Tap "Ringtones" and select a ringtone.

15. Settings

15.2.3 Notification sound

NOTE: The notification sound setting does not affect the sounds used for alerts, warnings, or conversation messages.

- 1 Tap "Sound".
- 2 Tap "Notification sound" and select a notification sound.

15.2.4 Set tones

- 1 Tap "Sound".
- 2 Select one or several of the check boxes to enable vibration or tones:
 - Vibrate when ringing
 - Dial pad touch tones
 - Touch sound
 - Screen lock sound

15.2.5 Hearing Aid Compatibility

- 1 Tap "Sound".
- 2 Select the "Hearing Aid Compatibility" check box.

15.3 Languages Settings

Language

- 1 Tap "Language".
- 2 Select a language.

15.4 Time and Date Settings

- 1 Tap "Time & Date".
- 2 Tap the "Use 24-hour format" to use 24 hour time format.
- 3 Tap "Choose date format" and select a date format from the list.

TIP: Select "Regional" to use the date format most suitable for the current language configured in the handset.

15.5 Telephony Settings

15.5.1 Use the power button to end calls

NOTE: This functionality is only applicable for the cellular handset version.

The power button can be used to end calls:

- 1 Tap "Telephony".
- 2 Select the "Power button ends call" check box to enable the functionality.

15. Settings

15.6 Admin settings

The admin settings menu can only be accessed by system administrators, refer to the [handset Configuration Manual](#) for details.

15.7 About phone Settings

Tap "About phone" to show information about the handset, such as the software version.

16. Operation Notice

- [16.1 Accessibility and Voice Quality](#) on page 68.

16.1 Accessibility and Voice Quality

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

Operating Area

The handset can only be used in the area that is covered by the system. Outside this area the handset lose contact with the system. The signal strength icon is low. The notification bar shows more information about the warning.

Out of Range (No network)

When you leave the area that is covered by the system, the handset will, by default indicate with a short beep, and the text "Warning" appears in the top display in idle mode. To switch off the beep indication, press the volume down button once.

The indication is by default repeated every minute for 30 minutes.

When re-entering the coverage area, it can take a couple of minutes before the handset automatically has registered in the system.

17. Maintenance

This chapter describe the following topics:

- [17.1 Cleaning the Handset](#) on page 69
- [17.2 Battery Maintenance](#) on page 69
- [17.3 Replace the Color Pad for the Hinge-type Clip](#) on page 69

17.1 Cleaning the Handset

Chemical resistance

The exterior of the handset have been tested and found resistant to chipping, fading or wearing off when the handset is treated with common cleaners, disinfectants, or perspiration. The following chemicals have shown no harmful effect:

- 3 % Hydrochloric Acid
- M-alcohol (85 % Methylated Ethanol)
- 60 % Chlorhexidine 0.5 mg/ml

CAUTION: Acetone can be damaging to the plastic casing of the handset and should not be used.

17.2 Battery Maintenance

Battery life

Refer to the [Battery Storage and Maintenance Guidelines \(TD 92982\)](#) document.

17.3 Replace the Color Pad for the Hinge-type Clip

The colored clip pads may be attached to the clip to easily identify the handset belonging to a workgroup or shift.

Use a thin 3-4 mm flat screwdriver or paper clip to remove the old color pad.

Use the screwdriver to press in the fastener. Check behind the clip to be sure it is entirely inserted at both sides.

18. Troubleshooting User Manual

This section contains information on how to solve common operational problems and warnings.

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

If other handsets are having similar problems, it might be a system error.

This chapter describes the following:

- [18.1 Operational Problems](#) on page 71
- [18.2 Error or Warning Messages](#) on page 71

18. Troubleshooting User Manual

18.1 Operational Problems

Fault	Probable cause	Action or comment
<p>No network.</p> <p>The handset beeps once a minute (for max 30 minutes) in a low tone, followed by a high tone (if enabled, the vibrator also follows the beeps).</p>	<p>The handset has lost connection and is in one of the following states:</p> <ul style="list-style-type: none"> - No network - No access - Voice only - Messaging only 	<p>Acknowledge the warning notification bar or press the volume down button (the later keeps the dialog window visible).</p> <p>You can configure the beep to Sound off or Sound once (for each new state), contact the system administrator.</p> <p>Note: When leaving a bad state for another bad state, the warning notification bar reopens, and the beep sounds again (if enabled).</p>
No display.	The battery level is low, or the handset is defective.	Charge the battery, or contact the system administrator.
No ringtone when a call is received.	The ringtones and notifications volume is set to silent or vibrator only, or the handset is defective.	Increase the volume by pressing the volume up button, or by adjusting the slider in Settings > Sound > Volumes > Ringtones & notifications.
Not possible to set the ring volume to "Silent".	<i>Minimum volume</i> is set to a value other than "Silent (no restriction)", restricting the handset from setting the volume down to silent.	An administrator must set the <i>Minimum volume</i> parameter to "Silent (no restriction)", refer to the Configuration Manual for the handset .
Wrong time or date.	The handset hasn't received the right time and date from the NTP server.	Restart the handset. If the time or date is still wrong, contact a system administrator.
<p>The handset calls an emergency number when trying to call another handset, or when calling an international number.</p> <p>NOTE: Cellular handset version only.</p>	<p>The number sequence begins with the same numbers as an emergency number. Usually the handset receives a list of locally used emergency numbers from the SIM card, but if no SIM card is inserted a general list of possible emergency numbers is used instead.</p>	<p>If the handset is used without a SIM card, insert a SIM card to limit the number of possible emergency numbers.</p>

18.2 Error or Warning Messages

Refer to the [handset Configuration Manual](#).

19. Related Documents User Manual

Data Sheet, Ascom Myco VoWiFi Smartphone	TD 93097EN
Data Sheet, Ascom Myco VoWiFi and Cellular Smartphone	TD 93057EN
Configuration Manual, Ascom Myco VoWiFi and Cellular Smartphone	TD 93072EN
Data Sheet, Unite Connectivity Manager	TD 92739EN
Configuration Manual, Unite Connectivity Manager	TD 92735EN
Data Sheet, CR5 Charging Rack	TD 93053EN
Data Sheet, CR6 Battery Charging Rack	TD 93054EN
Installation and Operation Manual, CR3 and CR5 Charging Racks	TD 92480EN
Installation Guide, CR4 and CR6 Battery Charger Racks	TD 92724EN
Function Description, Push to Talk	TD 92493EN
Battery Storage and Maintenance Guidelines, For Ascom Lilon/LiPol battery packs	TD 92982EN

20. Document History User Manual

For details in the latest version, see change bars in the document.

Version	Date	Description
A	2 April 2015	First version.
B	14 October 2015	<p>New:</p> <p>2. Quick Installation Steps for Administrators on page 4 (partly based on sections from the removed "Getting Started" chapter).</p> <p>4. Basics on page 10 (based on sections from the removed "Getting Started" and "Using the Ascom Myco Launcher").</p> <p>9. Personal Alarm on page 50.</p> <p>10. Notifications on page 53 (partly based on the "Notifications" section from the removed "Using the Ascom Myco Launcher" chapter).</p> <p>13. Barcode Scanning on page 62.</p> <p>Renamed:</p> <p>Chapter "Description" to "Handset Description".</p> <p>Chapter "Alert View" to "Alerts".</p> <p>Chapter "Conversation" to "Messaging".</p> <p>Moved:</p> <p>Appendix A. Safety Precautions on page 76 where moved from chapter 2 to the Appendix.</p> <p>Several other chapters and sections where moved around in the manual.</p> <p>Updated:</p> <p>1.1 Abbreviations and Glossary User Manual on page 2.</p> <p>2.2 Install and Configure the Handset on page 4.</p> <p>3.1.5 Alarm or Multifunction button on page 8.</p> <p>7.5 View Alerts on a Locked Handset on page 46.</p> <p>11. Apps on page 59.</p> <p>8. Messaging on page 47.</p> <p>4.9 Battery level indication on page 17. [MYCO-3196]</p> <p>Other changes:</p> <p>Added several new images and icons.</p> <p>Specified that the Myco uses micro-SIM cards.</p> <p>General quality checks and text improvements.</p> <p>Removed Appendix B.</p> <p>Added "Exposure to Radio Frequency Signals for EU and EFTA."</p> <p>Changed Frequency Range.</p> <p>Removed redundant text about SAR.</p> <p>Minor editorial changes.</p>

20. Document History User Manual

Version	Date	Description
C	15 December 2015	<p>Updated:</p> <p>1.2 Features on page 2</p> <p>3.1 Handset Overview on page 7</p> <p>Added the Battery Storage and Maintenance Guidelines document to 19. Related Documents User Manual on page 72.</p> <p>Edit text on page 14</p> <p>4.10 Charge the Handset Battery on page 17</p> <p>4.11 Change Battery on page 20</p> <p>5.1 Answer or Reject a Call on page 27</p> <p>5.2.2 Call using the call list on page 28</p> <p>5.2.3 Call using the central phonebook on page 29</p> <p>5.4 Functions During a Call on page 31</p> <p>19. Related Documents User Manual on page 72</p> <p>Removed "SH1" from the document title.</p> <p>Added:</p> <p>3.1.6 Top display on page 9</p> <p>4.12 Log in or Log out on page 21</p> <p>5.4.8 Transfer call on page 32</p> <p>5.4.9 Navigate the handset during a call on page 33</p> <p>5.4.10 The phone bar on page 33</p> <p>5.6 Push-to-talk Group Call on page 35</p> <p>9.2 Man-down and No-movement Alarm on page 50</p> <p>14. My Services on page 63</p> <p>Other:</p> <p>Added link sections to the beginning of each chapter/section to make navigation on Confluence easier. Document links now link to the corresponding document on Confluence.</p> <p>Other fixes related to Confluence publishing.</p>
D	26 April 2016	<p>New:</p> <p>About this document on page -5. Added a "save this manual" section.</p> <p>4.13 Availability status on page 25. New section about "Availability status". MYCO-4797</p> <p>5.2.5 Advanced dialing on page 29. New section about advanced dialing techniques. MYCO-3910</p> <p>5.4.3 Show the keypad on page 32. New section describing how to show the keypad during a call.</p> <p>5.5 Voicemail on page 34. New section about voicemail. MYCO-4694</p> <p>7.2.3 Lock screen on page 42</p> <p>11.1 List of apps on page 59. Added icons and descriptions, and more apps to the list</p> <p>12.3 Take a Screenshot on page 61. New section with instructions on how to take a screenshot.</p> <p>15.6 Admin settings on page 67. New short section describing the Admin settings menu.</p>

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		<p>Updated:</p> <p>3.1.5 Alarm or Multifunction button on page 8. Added text about using the top button for third-party apps. MYCO-3461</p> <p>4.10 Charge the Handset Battery on page 17. Changed the charging time estimations.</p> <p>4.10.3 Charge with a Micro USB cable on page 18. Added text saying that the USB power supply unit is delivered with interchangeable plugs.</p> <p>4.10.4 Charging indication on page 19. Added a voicemail icon to the icon list table. MYCO-4694</p> <p>4.12 Log in or Log out on page 21. Changed the description regarding the Login functionality a bit (it can now be used to transfer messaging and alert numbers between handsets).</p> <p>5.2.3 Call using the central phonebook on page 29/ 5.2.4 Call using the local phonebook on page 29. Updated the instructions about using the phonebooks to make a call.</p> <p>5.6 Push-to-talk Group Call on page 35. Added a Note saying that the handset cannot receive call while in a PTT call.</p> <p>6. Phonebook on page 39. Updated the whole chapter.</p> <p>7.2 Alert Indication on page 42. Minor updates.</p> <p>7.3 Alert Classification on page 43. Re-arranged this section and added several new parts. Sort color is now called "category color" instead. MYCO-2669</p> <p>8.1 Write and Send Message on page 47. Added the maximum number of characters a message can contain. MYCO-5228</p> <p>10.2 Color-coded LED Signals on page 53. Updated this section with new text, and a table describing the different LED colors. MYCO-2669</p> <p>10.8 Icons used for notification on page 58. Moved the list of icons used for notification here (from the Alert chapter), and updated the text.</p> <p>14. My Services on page 63. Minor text updates.</p> <p>18.1 Operational Problems on page 71. Added the emergency call issue to the table. MYCO-5086</p> <p>Appendix A. Safety Precautions on page 76. Removed and re-arranged several parts in the Safety precautions appendix.</p>

Appendix A. Safety Precautions

Read through this chapter before using the handset.

NOTE: The Product Designator for regulatory purposes of the Ascom Myco handset is SH1.

Safe operation

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

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

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

A.1 Frequency Range

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

EU (ETSI):	b/g: 2.4–2.4835 GHz (Ch 1-13), and a: 5.15–5.35 GHz (Ch 36-64), 5.47–5.725 GHz (Ch 100-140)
USA/ Canada (FCC):	b/g: 2.4–2.4835 GHz (Ch 1-11), and a: 5.15–5.35 GHz (Ch 36-64), 5.47–5.71 GHz (Ch 100-140), 5.725–5.850 GHz (Ch 149-165)

A.2 Regulatory Information (EU and EFTA)

A.2.1 Exposure to Radio Frequency Signals

	Close to ear	Handheld/body mounted
SH1-ACAA	0.468 W/kg (10 g)	0.848 W/kg (10 g)
SH1-ABAA	0.117 W/kg (10 g)	0.144 W/kg (10 g)

THIS MOBILE DEVICE MEETS GUIDELINES FOR EXPOSURE TO RADIO WAVES. Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 W/kg averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.201 W/kg and at the body is 0.278 W/kg (The measure distance of 1.5 cm). Use of device accessories and enhancements may result in different SAR values.

SAR values may vary depending on national reporting and testing requirements and the network band.

A.3 Regulatory Compliance Statements (USA and Canada only)

FCC ID: SH1-ABAA: BXZSH1B SH1-ACAA: BXZSH1C
IC: SH1-ABAA: 3724B-SH1B SH1-ACAA: 3724B-SH1C

A.3.1 FCC and IC Compliance Statements

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

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

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la Classe B conforme à la norme NMB-003 du Canada.

Privacy of communications may not be ensured when using this handset.

A.3.2 Exposure to Radio Frequency Signals

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

	Head	Body
SH1-ACAA	0.580 W/kg	1.229 W/kg
SH1-ABAA	0.405 W/kg	0.544 W/kg

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

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

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

A.4 Precautions and Environmental Requirements

A.4.1 Handset

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

A.4.2 Battery

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

Battery Disposal

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