

User Guide Konftel 800

ENGLISH





Konftel AB hereby declares that this conference phone is in conformity with all the essential requirements and other relevant provisions of Radio Equipment Directive 2014/53/EU (RED). Please visit www.konftel.com to view the complete declaration of conformity.



Warning!

Do not expose the Konftel 800 to water or moisture.



Warning!

Do not open the casing of the Konftel 800.

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INTRODUCTION

PURPOSE

This document describes the procedures for using Konftel 800 and is intended for the end users.

CHANGE HISTORY

Issue	Date	Summary of changes
Release 1.0.8	September 2022	<ul style="list-style-type: none">Updated Icons on page 11 with the Lecture mode and Keyboard layout switch icons.Updated Redialing a number on page 21, Clearing call history on page 22, Setting up a conference call on page 23, Adding a participant to a conference call on page 24, Making an attended transfer on page 31, Making an unattended call on page 31, and Caller information presentation on page 32 with information about the disabled Call Log functionality.Updated Volume control and synchronization on page 38 with information about volume level indication.Updated Expansion coverage arrangement on page 58.Added Ceiling audio mode overview on page 60.Added new section Headset lecture mode on page 60.
Release 1.0.7.1	April 2022	<ul style="list-style-type: none">Updated Phone settings description on page 35 with information about the new supported languages.

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Issue	Date	Summary of changes
Release 1.0.7	March 2022	<ul style="list-style-type: none">Updated Phone overview on page 8 with information about the connection to other devices.Updated Icons on page 11 with the Volume Off icon.Updated LED status indicators on page 16 with information about LEDs behavior.Added Volume control and synchronization on page 38.Updated Connection to a personal computer or a deskphone on page 41 with information about the default audio device status.Added Automatic reconnection to a Bluetooth device on page 45.
Release 1.0.6	September 2021	<ul style="list-style-type: none">Updated Icons on page 11 with the Warning icon.Updated Conference calls on page 22 with information about codecs weight in conference calls.Updated Phone settings description on page 35 with description of a valid data input.
Release 1.0.5	June 2021	<ul style="list-style-type: none">Updated Icons on page 11 with the Clear call history button.Added new procedure Clearing call history on page 22.Updated Phone settings description on page 35 with the default phone name.Added new section USB only user mode on page 37.Updated Bluetooth® connection on page 43 with information about USB only user mode.Updated Expansion of the phone coverage on page 56 with information about disabling the unused daisy chain ports during active calls.

INTRODUCTION

Issue	Date	Summary of changes
Release 1.0.4	February 2021	<ul style="list-style-type: none">Updated Phone settings description on page 35 with the Allow Legacy Encryption settings.Updated Bluetooth® connection on page 43 with information on switching between the Bluetooth® modes.Updated Konftel Unite on page 48 in line with the change in MD5 usage.Added new section Expansion microphone firmware upgrade on page 62.
Release 1.0.3	October 2020	<ul style="list-style-type: none">Added new section Call transfer on page 30.Added new section Caller information presentation on page 32.
Release 1.0.2	August 2020	<ul style="list-style-type: none">Added new section Sleep mode on page 37.Added new section Bluetooth® calls on page 26.Added new section Bluetooth® connection on page 43.Added new section Phone book on page 28.
Release 1.0.1	March 2020	<ul style="list-style-type: none">Updated Phone settings description on page 35 with key tone functionality.Added Upgrading Smart Expansion Microphone manually on page 65.

OVERVIEW

PHONE OVERVIEW

Konftel 800 is a SIP conference phone that you can use to make calls and hold conferences with great audio quality. It improves user experience and ensures an easier connection to audio conference bridges.

The conference phone features include a simple-to-use 4.3 inch graphical LCD with a backlight, volume control, and mute buttons. Two more mute key buttons are located along the perimeter of the device. There are 3 microphones in the base of Konftel 800, which support 10 users in a 30 square meters room. You can attach additional expansion microphones to increase the conference phone coverage to 70 square meters or daisy chain three Konftel 800 devices to cover up to 90 square meters.

Konftel 800 can act as an Audio Media Device connected to a personal computer or a laptop via USB and activated through soft client software. The conference phone can also use Bluetooth to connect to a mobile device, a personal computer, or a laptop as it supports Hands-Free and A2DP Bluetooth profiles.

Konftel 800 uses 10/100 Mbit Ethernet and supports PoE Class 1 and Class 2 power.

OVERVIEW

PHYSICAL LAYOUT



Figure 1: Front view of Konftel 800

The following table lists the buttons and the other elements of Konftel 800.

Callout number	Description
1	Mute buttons
2	Volume down button

OVERVIEW

Callout number	Description
3	Volume up button
4	NFC tag
5	Touch screen
6	LED status indicators

CONNECTION LAYOUT

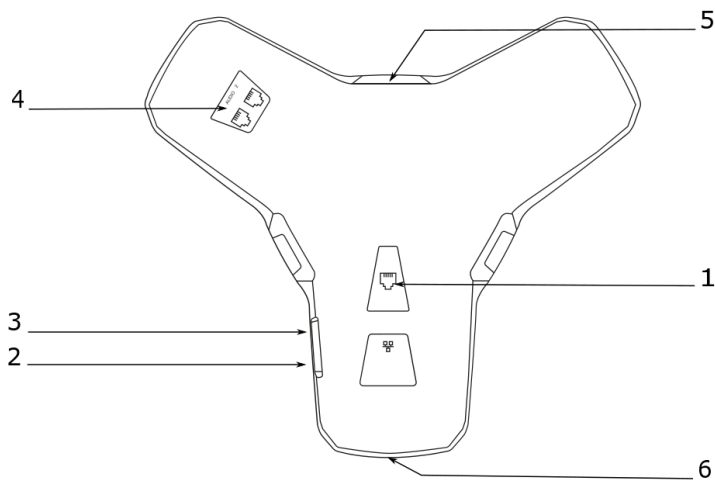


Figure 2: Connection layout of Konftel 800

The following table lists the sockets and ports available on Konftel 800 for connection.

OVERVIEW

Callout number	Description
1	PoE/Ethernet connection socket
2	USB Type A
3	Micro-USB Type B
4	Audio expansion ports
5	Kensington® security lock port
6	NFC tag for Bluetooth

DIMENSIONS









The following table shows the dimensions of Konftel 800.

Parameter	Dimension
Width	326.41 mm
Length	369.87 mm
Height	74.7 mm



ICONS

Icons on the home screen of Konftel 800









OVERVIEW

Icon	Name	Description
	Recent	<p>To check the call list. The phone provides the following information about the calls:</p> <ul style="list-style-type: none">• Number. View the phone number of the contact.• Date. View the information when the phone received the call. This applies only to the calls preceding the current day.• Time. For the current day, the phone shows the time of the call in the convenient time format.• Direction. View the incoming, outgoing and missed calls.
	Unite	To access the Konftel Unite settings.
	Call	To dial phone numbers and codes for telephone operations or Konftel Unite connection.
	Settings	To check and configure the settings from the phone. View the phone status and reach the menu.
	Warning	To notify that the SIP account registration failed. When you tap the Warning icon, the phone shows the following pop-up message: <code>No sip service registered (Wrong username/password or registrar?)</code> .
	Microphone Muted	To mute and unmute the phone.
	Volume Up	To increase the phone volume level.
	Volume Down	To decrease the phone volume level.













OVERVIEW

Icon	Name	Description
	Volume Off	To provide a phone screen indication that the volume on the phone is off when you change the volume to the lowest level on the connected USB host.
	NFC	To indicate the built-in NFC tag.













Other icons of Konftel 800

Icon	Name	Description
	Make Call or Answer	To indicate the phone off-hook status and answer an incoming call.
	Hang Up	To indicate the phone on-hook status and end a call.
	Incoming	To show an incoming call.
	Outgoing	To show an outgoing call.
	Missed	To indicate a missed call.
	Hold or On Hold	To put a call on hold or to indicate that a call is on hold.
	Conference	To arrange a conference call.
	Split	To split a conference call into several separate calls.


OVERVIEW

Icon	Name	Description
	Add Participant	To add a participant to a conference call.
	Talk Private	To arrange a private discussion with a participant of a conference call.
	Caps	To type in capital letters.
	Delete	To delete an unneeded number or letter.
	Visibility	To mark whether the characters must stay visible to the user, for example, when logging in with the password.
	Invisibility	To mark whether the characters must stay invisible to the user, for example, when logging in with the password.
	Logged In	To indicate that the user logged in as the administrator.
	Microphone Muted	To indicate that the phone is in muted state.
	Enter	To confirm the input of information.
	Confirm	To confirm the information.
	Reject	To discard the information.
	Arrow Down	To move to the sections below.

OVERVIEW

Icon	Name	Description
	Arrow Up	To move to the sections above.
	Arrow Left	To return to the previous page.
	Arrow Right	To move to subsections of a section.
	USB Connected	To indicate an active USB connection.
	Konftel Unite connected	To show the connection of the phone to Konftel Unite.
	Daisy Chain Mode	To indicate that the phone is in a daisy chain mode.
	Loading	To show that the phone is loading the new version of the firmware.
	Contacts	To show that the LDAP external phone book is available.
	Bluetooth connection	To indicate an active Bluetooth® Classic connection.
	Call Transfer	To show that it is possible to transfer an ongoing call to another contact person.
	Clear call history	To clear all the call history in the call list.
	Lecture mode	To indicate that the user connected a headset. Here, the audio signal from the built-in speakers and microphones of the phone mixes with the audio signal from the headset.

OVERVIEW

Icon	Name	Description
	Keyboard layout switch	<p>To switch between the Cyrillic and Latin keyboard layouts on the phone screen.</p> <p>❗ The keyboard does not save the switched state. When you reopen the keyboard, the layout corresponds to the selected phone language.</p>

LED STATUS INDICATORS

The LEDs on the phone indicate the call status, such as an incoming call, a call on hold, a call on mute, or the phone status. The LEDs emit bright red, green, and blue colors visible over a distance to draw your attention to the phone status as required.

You can also press the status indicator LEDs to mute and unmute the phone.

LED color	Description
Steady red	<p>The LEDs are steady red in the following instances:</p> <ul style="list-style-type: none">• Microphones are on mute.• The connected microphone is upgrading.
Flashing red	<p>A call is on hold. Microphones and the speaker are turned off.</p>
Steady green	<p>The LEDs are steady green in the following instances:</p> <ul style="list-style-type: none">• A call is in progress.• An outgoing call is in progress.
Flashing green	<p>An incoming call is ringing.</p>
Flashing blue	<p>The phone is in Bluetooth® pairing mode.</p>

OVERVIEW

LED color	Description
LEDs off	<p>The device has the LEDs off in the following instances:</p> <ul style="list-style-type: none">• The phone is in Idle mode.• Active Bluetooth® connection.• The user starts A2DP streaming from the connected Bluetooth® device.

SAFETY GUIDELINES

Ensure that you are familiar with the following safety guidelines before using, installing, configuring, and administering Konftel 800.

- Read, understand, and follow all the instructions.
- Do not drop, knock, or shake the device. Rough handling can break internal circuit boards.
- Ensure that the power cord or plug is not damaged.
- Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
- Avoid wetting the device to prevent fire or electrical shock hazard.
- Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners, harsh chemicals, cleaning solvents, or strong detergents to clean the device. Use a damp cloth for cleaning.
- Avoid exposing the device to high temperatures above 40°C (104°F), low temperatures below 0°C (32°F), or high humidity.
- Do not block or cover slots and openings of the device. These openings are provided for ventilation, to protect the phone from overheating.
- Never push objects of any kind into this device through cabinet slots as they might touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock.
- Do not disassemble this product to reduce the risk of electric shock. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock during subsequent use.
- Do not use the device to report a gas leak in the vicinity of the leak.
- Do not use the device near intensive care medical equipment or close to persons with pacemakers.
- Do not place the device too close to electrical equipment such as answering machines, TV sets, radios, computers, and microwave ovens to avoid interference.

OVERVIEW

- ① In case Konftel 800 and the corresponding accessories are damaged, the device does not operate normally or exhibits a distinct change in performance, refer for servicing to the qualified service personnel.

TELEPHONY OPERATIONS

REGULAR PHONE CALLS

You can make and manage regular phone calls with Konftel 800. Regular call is a traditional telephony option when two persons are speaking over the phone.

Konftel 800 supports the following regular phone call operations:

- Making a call
- Answering a call
- Answering a call while on another call
- Muting the phone during a call
- Placing the call on hold
- Redialing a number

You can use the volume control buttons on the phone to adjust the volume during a call.

- ① Konftel 800 provides 12 volume levels. During a call, you can adjust the volume up to level 12. Therefore, when you start the next call, the phone automatically sets the volume to level 10. You can manually turn the volume up to level 12 during an active call. If you set the volume level lower than 10, the next call starts with the set level.

Making a call

About this task

Use this procedure to make a call with Konftel 800.

Procedure

- ⇒ On the phone screen, tap the **Call** icon.

The phone displays the **Dialpad** view.

- ⇒ Use the dial pad to dial the number you want to call.
- ⇒ Optional: To edit a dialed number, tap the **Delete** icon.
- ⇒ Tap the **Make Call** icon.

The phone starts dialing the number. The LEDs show a steady green light. When the other person answers, you can see the duration of the call on the screen.

TELEPHONY OPERATIONS

If the other person discards your call, the phone shows you the following message: `User busy`.

Answering a call

About this task

Use this procedure to answer an incoming call. When there is an incoming call, the phone plays a ringtone, the green LED starts flashing, and the phone displays the number of the calling person on the screen.

Procedure

⇒ On the phone screen, tap the **Answer** icon.

When you answer the call, the phone displays the timer to control the duration of the call, the phone number or the name of the caller or both. If the caller information is unavailable, the phone displays `Unknown`.

⇒ To end an ongoing call, tap the **Hang Up** icon.

Answering a call while on another call

About this task

Use this procedure to answer an incoming call when you are on a call without dropping the first call. When there is a second incoming call, the phone shows the caller's number and the green LED starts flashing.

Procedure

⇒ On the phone screen, tap one of the following:

Answer: To answer the second call, and put the first call on hold.

Hang Up: To ignore the second call, and continue the first call.

⇒ Go on with the call.

Konftel 800 stops ringing.

Muting and unmuting the microphone during a call

About this task

Use this procedure to mute the microphone during a call.

Before you begin

Start a call.

TELEPHONY OPERATIONS

Procedure

- ⇒ On the phone, tap the **Microphone Muted** icon.

The LED color changes from green to red. The other participant cannot hear what you are saying.

- ⇒ To unmute the microphone, tap the **Microphone Muted** icon again.

Placing a call on hold

About this task

Use this procedure to place an active call on hold and then resume the call.

Before you begin

Start a call.

Procedure

- ⇒ On the phone screen, tap the **On Hold** icon.

The LED starts flashing red indicating that the call is placed on hold.

- ⇒ Tap the **On Hold** icon again.

The LEDs turn green indicating that the call is active again.

- ⇒ To end an ongoing call, tap the **Hang Up** icon.

Redialing a number

About this task

Use this procedure to redial the number from your call list.

Procedure

- ⇒ On the phone screen, tap the **Recent** icon.

The phone displays the list of the last incoming, outgoing and missed calls.

When the administrator disables the Call Log functionality, the Recent calls list becomes unavailable. Here, if you tap **Recent**, the phone displays the following message: *Call Log was disabled by admin.*

- ⇒ Scroll through the list and select the number you want to call.

The phone displays the following information about the call:

- Number
- Date or time

TELEPHONY OPERATIONS

- Direction

⇒ Tap the **Make Call** icon to redial the number.

The phone dials the selected number.

Clearing call history

About this task

Use this procedure to clear the call history in the call list on Konftel 800. After 30 seconds of inactivity, the phone stops displaying the pop-up window.

Before you begin

Ensure you have at least one call on the call list.

Procedure

⇒ On the phone screen, tap the **Recent** icon.

The phone displays the list of the last incoming, outgoing, and missed calls.

When the administrator disables the Call Log functionality, the Recent calls list becomes unavailable. Here, if you tap **Recent**, the phone displays the following message: `Call Log was disabled by admin.`

⇒ On the title bar, tap the **Clear call history** icon.

The phone displays a pop-up window with the following message: `Clear all call history?`

⇒ Tap **Yes**.

The phone clears all the recent call history data.

CONFERENCE CALLS

You can make and manage conference calls with Konftel 800. A conference call is an option when at least three persons speak over the phone.

- ① These conference calls are generated by Konftel 800 (the built-in audio conference bridge).

Conference call participants

The device supports a conference of a maximum of five participants. Four of them are external, and the fifth participant is the Konftel 800. All external participants have their weight in the call, and the maximum total weight is **100**. The weight of participants in a conference depends on the codecs they use. Different codecs have different weights:

TELEPHONY OPERATIONS

- PCMU: 20.
- PCMA: 20.
- G722: 33.
- G729: 33.
- OPUS: 50.
- iLBC: 50.

For example, a conference call can include the following number of participants:

- Konftel 800 and four external participants using PCMA or PCMU. Here, the total weight of external participants is **80**.
- Konftel 800 and three external participants using PCMA or PCMU and one external participant using G722 or G729. Here, the total weight of external participants is **93**.
- Konftel 800 and two external participants using OPUS or iLBC. Here, the total weight of external participants is **100**.

The phone does not allow for the total weight to exceed **100**. If the total weight is greater than **100**, the phone rejects the last participant who attempts to join the conference.

① The administrator can configure a lower weight codec if needed.

Conference call operations

Konftel 800 supports the following conference call operations:

- Setting up a conference call
- Adding participants to a conference call
- Putting a participant of a conference call on hold
- Talking to a participant of a conference call privately
- Splitting a conference call
- Dropping a participant from a conference call

Setting up a conference call

About this task

Use this procedure to set up a conference call on your phone.

Procedure

⇒ On the phone screen, tap the **Call** icon.

The phone displays the **Dialpad** view.

⇒ Dial the number of the first party to include in the conference call.

⇒ When the party answers, tap **Add Participant**.

TELEPHONY OPERATIONS

The phone displays the **Add Participant** screen.

⇒ Dial the number of the second party to include in the conference call. You can do it as follows:

- Choose the number in the **Recent** tab from the recent calls list. Here, the Call Log functionality must be enabled for **Recent** to be active.
- Dial the number using the **Dialpad**.
- Choose the number in the **Contacts** tab from the LDAP phone book.

⇒ Tap **Conference** when the called party answers.

The phone displays the conference call window and starts the conference call. The conference call window displays the names or numbers of the participants on the call and a call timer.

Adding a participant to a conference call

About this task

Use this procedure to add participants to an ongoing conference call.

Before you begin

Start a conference call.

Procedure

⇒ On the phone screen, tap **Add Participant**.

The phone displays the **Add Participant** screen.

⇒ To add a participant, do one of the following:

- On the **Recent** tab, choose the number of the participant to include in the conference from the recent calls list.

Here, the Call Log functionality must be enabled for **Recent** to be active.

- Dial the number using the **Dialpad**.
- On the **Contacts** tab, choose the number of the participant to include in the conference from the LDAP phone book.

⇒ When the called party answers the call, tap **Conference**.

The phone includes the called person in the conference call.

TELEPHONY OPERATIONS

Placing a conference call participant on hold

About this task

Use this procedure to put a participant in a conference call on hold. This action does not put other conference call participants on hold.

Before you begin

Start a conference call.

Procedure

- ⇒ On the phone screen, tap the number of the participant or the **Arrow Right** icon.

The phone displays the participant and the list of actions, which you can do during an ongoing conference call.

- ⇒ Tap the **On Hold** icon to put the participant on hold.

The phone activates the **On Hold** icon to demonstrate that the procedure is complete.

- ⇒ Tap the **On Hold** icon again for the participant to rejoin the conference call.

Talking to a participant of a conference call privately

About this task

Use this procedure to talk privately with a participant of a conference call. When you do it, other conference call participants are not able to listen to the discussion between you and the selected participant.

Before you begin

Start a conference call.

Procedure

- ⇒ On the phone screen, tap the number of the participant or the **Arrow Right** icon.

The phone displays the participant and the list of actions, which you can do during an ongoing conference call.

- ⇒ Tap the **Talk Private** icon to talk privately with the participant.

The phone puts all other participants on hold.

- ⇒ Tap the **Conference** icon to reconnect to the conference call.

TELEPHONY OPERATIONS

Dropping a participant from a conference call

About this task

Use this procedure to drop a participant from an ongoing conference call.

Before you begin

Start a conference call.

Procedure

- ⇒ On the phone screen, tap the number of the participant or the **Arrow Right** icon.

The phone displays the participant and the list of actions, which you can do during an ongoing conference call.

- ⇒ Tap the **Hang Up** icon.

The phone drops the participant from the conference call.

Splitting a conference call

About this task

Use this procedure to split an ongoing conference call into several calls.

Before you begin

Start a conference call.

Procedure

On the phone screen, tap the **Split** icon.

The phone places all participants to separate calls and puts the calls on hold.

Next steps

- To resume the call with any one of the participants, tap the entry of the participant and then the **On Hold** icon.
- To connect all the separate calls to the conference call, tap the **Conference** icon.

BLUETOOTH® CALLS

You can use Konftel 800 to handle the phone calls coming to your mobile device. This functionality is available when you pair the phone with your mobile device, and the two devices are in a connected state.

TELEPHONY OPERATIONS

Konftel 800 supports the following Bluetooth® call operations:

- Answering a call
 - Rejecting a call
 - Ending a call
- ① You can handle Bluetooth® calls only when Konftel 800 is in On-hook mode. The phone does not support Bluetooth® calls in Off-hook mode during a SIP or USB call.

Handling Bluetooth® calls from Konftel 800 affects incoming SIP and USB calls. When the phone is on a Bluetooth® call, it sends a busy signal to other incoming calls. Also, accepting a Bluetooth® call blocks any ongoing USB audio stream.

Ringtone

The ring signal you hear on Konftel 800 in case of an incoming Bluetooth® call depends on specifications of the mobile Bluetooth® device. The options are as follows:

- If your mobile device supports in-band ringtone, Konftel 800 plays the signal it receives from the connected Bluetooth® device.
- If your mobile device does not support in-band ringtone, Konftel 800 plays its local ringtone or remains silent depending on its **Ring Level** setting.

Related tasks

[Pairing and connecting Bluetooth® devices](#) on page 44

Handling incoming Bluetooth® calls

About this task

You can use Konftel 800 to handle calls coming to your mobile device if the two devices are in a paired and connected state. When you receive an incoming call on your mobile device, the LEDs on Konftel 800 start flashing green, the phone rings and displays the caller ID and the following message: *Incoming Call*. You can use Konftel 800 to answer or reject the call.

Before you begin

Ensure that Konftel 800 and your mobile device are in paired and connected state.

Procedure

- When the phone rings, do one of the following:
 - To reject the call, tap the **Hang Up** icon.
 - To answer the call, tap the **Answer** icon.

TELEPHONY OPERATIONS

When you answer the call, the LEDs on Konftel 800 show a steady green light, the phone displays the caller ID and the following message: `Bluetooth call`.

- To end an ongoing call, tap the **Hang Up** icon.

Related tasks

[Pairing and connecting Bluetooth® devices](#) on page 44

Handling outgoing Bluetooth® calls

About this task

You can use Konftel 800 to handle calls coming from your mobile device if the two devices are in a paired and connected state. When you make a call from your mobile device, the LEDs on Konftel 800 are steady green. The phone plays ringback tone generated by your mobile device and displays the following message: `Calling`. When the other person answers the call, the phone displays the following message: `Bluetooth call`. You can cancel or end the call using Konftel 800.

Before you begin

Ensure that Konftel 800 and your mobile device are in paired and connected state.

Procedure

- To cancel the call before the other person answers, tap the **Hang Up** icon.
- To end an ongoing call, tap the **Hang Up** icon.

Related tasks

[Pairing and connecting Bluetooth® devices](#) on page 44

PHONE BOOK

You can make and manage phone calls using a phone book. Konftel 800 supports connection to an external phone book using the Lightweight Directory Access Protocol (LDAP). With the phone book feature enabled, you can search and use the contact information stored in a remote company directory.

The phone book is available in the **Dialpad** view of the phone interface and in the **Add Participant** viewer. It can contain thousands of contacts.

The administrator must activate and configure the LDAP feature for Konftel 800 to make your phone book available.

TELEPHONY OPERATIONS

Searching for a contact

About this task

Use this procedure to search for a contact from your phone book with Konftel 800.

Procedure

⇒ On the phone screen, tap the **Call** icon.

The phone displays the **Dialpad** view.

⇒ Tap the **Contacts** icon.

⇒ In the search field, start typing the name of the contact.

The phone immediately sends the search request when you stop typing letters, press **Enter** or minimize the keyboard.

The phone displays the maximum hits found for your search request.

⇒ Choose the contact from the list and open the contact card.

⇒ Optional: Do one of the following:

- View the contact card
- Make a call to the contact

Next steps

If the search is unsuccessful, Konftel 800 shows the following message: **No Match Found**. You can try to find the contact again by typing the name differently.

Making a call to a contact

About this task

Use this procedure to make a call to a contact from your phone book with Konftel 800.

Procedure

⇒ On the phone screen, tap the **Call** icon.

The phone displays the **Dialpad** view.

⇒ Tap the **Contacts** icon.

⇒ Choose the contact from the phone book.

⇒ Select the number for your phone to dial if there are more than one number available in the contact card.

⇒ Tap the selected phone number.

TELEPHONY OPERATIONS

The phone starts dialing the contact number.

Viewing a contact card

About this task

Use this procedure to view a contact card from your phone book with Konftel 800.

Before you begin

Conduct the contact search procedure and get the hits for your search request.

Procedure

⇒ Click a contact from the list on the screen.

The phone displays the contact card with the contact details available. The information fully depends on the configuration of the **Number attributes** by the administrator.

The contact card may contain the following contact details:

- Work phone
- Home phone
- Mobile phone (or several mobile phone numbers)
- Fax
- Other details that the administrator configured for the LDAP database.

⇒ Optional: Select the phone number you need and proceed with a call.

⇒ Optional: Repeat the contact search procedure to find a contact card.

CALL TRANSFER

Konftel 800 supports the **Call Transfer** feature for you to direct an ongoing phone call to another person. The transfer can be attended or unattended.

The **Attended Transfer** is when you notify the transfer target person of the transfer. If the person accepts the call, then the phone transfers it over to the transfer target.

The **Unattended Transfer** is when you do not notify the transfer target person of the transfer. The phone automatically transfers the call when you dial the required phone number.

① The **Call Transfer** feature is available only for the regular phone calls and not for the conference calls.

TELEPHONY OPERATIONS

Making an attended transfer

About this task

Use this procedure to transfer a call to another extension after consultation with the transfer target person.

Before you begin

Make sure you are on an active call.

Procedure

- ⇒ Tap the **Arrow Right** icon.

The phone displays the side menu. This menu shows the contact number for the transfer, the **Attended Transfer** and **Unattended Transfer** buttons.

The other person is on hold during the transfer procedure.

- ⇒ Tap the **Attended Transfer** button.

The phone opens the **Call Transfer** view.

- ⇒ Do one of the following:

- Dial the number of the transfer target manually.
- In the **Contacts** or **Recent** tab, select the number of the transfer target. Here, the Call Log functionality must be enabled for **Recent** to be active.
- To return to the initial call, tap **Back to Call** on the top of the screen. In this case, start the procedure from the beginning to transfer the call.

- ⇒ Tap the **Call Transfer** button.

The call transfer target phone starts ringing.

- ⇒ Wait for the transfer target to answer, explain the reason for calling, and do one of the following:

- To transfer the call, tap **Call Transfer**.
- To drop the call with the transfer target and return to the initial call, tap **Cancel**.

- ⇒ To end the call, tap **Hang up**.

Making an unattended call

About this task

Use this procedure to transfer an active call without consultation with the transfer target.

TELEPHONY OPERATIONS

Before you begin

Make sure you are on an active call.

Procedure

⇒ Tap the **Arrow Right** icon.

The phone displays the side menu. This menu shows the contact number for the transfer, the **Attended Transfer** and **Unattended Transfer** buttons.

⇒ Tap **Unattended Transfer**.

The phone opens the **Call Transfer** view.

⇒ Do one of the following:

- Dial the number of the transfer target manually.
- In the **Contacts** or **Recent** tab, select the number of the transfer target. Here, the Call Log functionality must be enabled for **Recent** to be active.
- To return to the initial call, tap **Back to Call** on the top of the screen. In this case, start the procedure from the beginning to transfer the call.

⇒ Tap the **Call Transfer** button.

The phone transfers the call to the transfer target.

CALLER INFORMATION PRESENTATION

Konftel 800 displays the information of the calling person. For example, you can see the contact name or phone number. This information is available on the **Incoming Call**, **Active Call**, and **Recent Call List** screens.

① When the administrator disables the Call Log functionality, the Recent calls list becomes unavailable. Here, if you tap **Recent**, the phone displays the following message: `Call Log was disabled by admin.`

The phone records information about the calls only with the enabled Call Log. When the administrator disables the Call Log, the phone does not register calls and the call log becomes invisible to everyone. Disabling Call Log does not delete call records from the call log. To see this information, the administrator must enable Call Log.

If the administrator enables and disables Call Log as needed, the phone keeps the call records only for the periods of the active Call Log.

The phone can display the following data:

- Caller name: Usually specifies the contact name.
- Caller ID: Usually specifies the phone number of the caller.

TELEPHONY OPERATIONS

If the server does not provide the caller ID or the Caller name, the phone displays Unknown.

SETTINGS CONFIGURATION AND MANAGEMENT

CONFIGURATION OF KONFTEL 800

You can configure the settings directly on Konftel 800. The user can modify the basic settings, such as the phone name, language, key tone, startup sound, and ring level.

Ask your administrator for support to configure other settings.

Viewing the phone status information

About this task

Use this procedure to view the status information of your Konftel 800.

Procedure

- ⇒ On the phone screen, tap **Settings**.
- ⇒ Tap **Status** or the **Arrow Right** icon.

The phone displays the following:

- **Network Status**
- **SIP Registration**
- **Hardware Revision**
- **Software Version**
- **Smart Mic 1 Version**
- **Smart Mic 2 Version**

- ⇒ Tap the **Arrow Left** icon twice to return to the home screen.

CONFIGURATION OF THE PHONE SETTINGS

You can configure the phone settings directly on Konftel 800.

Any user can configure the following phone settings of Konftel 800:

- **Language**
- **Ring Level**
- **Key Tone**
- **Startup Sound**

SETTINGS CONFIGURATION AND MANAGEMENT

You cannot directly configure other phone settings, for example **Time and Region**. You must contact the administrator to set the required parameter.

Related concepts

[Phone settings description](#) on page 35

Configuring the phone settings on the phone

About this task

Use this procedure to configure the phone settings on the phone.

Procedure

- ⇒ On the phone screen, tap **Settings > Phone**.
- ⇒ Choose the parameter that you want to configure and proceed to the options available.
- ⇒ After you made the choices, return to the home screen.

Depending on what parameters you change, the phone restarts the application or reboots.


Phone settings description

The following table lists the basic settings of Konftel 800 available on the phone in **Settings > Phone**.

Name	Description
Phone	
Phone Name	<p>To specify the name of the phone, which is visible on the home screen when the phone is in a stand-by or on-hook mode. The default name is Konftel 800.</p> <p>Ensure that there is no empty space at the beginning or at the end of the string. The maximum input length is 28 characters.</p>

Table continued...

SETTINGS CONFIGURATION AND MANAGEMENT

Name	Description
Phone Language	<p>To select the language. The options are:</p> <ul style="list-style-type: none">• English. This is the default setting.• Swedish• Danish• Norwegian• Finnish• Italian• German• French• Spanish• Portuguese• Dutch• Simplified Chinese• Russian• Turkish <p>The characters on the Konftel 800 keyboard match the selected language for all languages except Simplified Chinese. For Simplified Chinese, Konftel 800 uses English keyboard layout.</p>
Ring Level	<p>To choose from six volume levels and Silent mode. The default setting is Level 4.</p> <p>If you select Silent mode, only the green LEDs on the phone flash when a call is received.</p>
Key Tone	<p>To enable or disable the key click sound as you tap the phone screen buttons.</p> <p>By default, the key tone is on.</p>
Startup Sound	<p>To enable or disable the phone's branded startup sound. By default, the startup sound is on.</p> <p> The change of this setting does not require a restart or reboot of the phone.</p>

To save changes on the phone, you must return to the home screen, and the phone restarts the application or reboots to apply them.

SETTINGS CONFIGURATION AND MANAGEMENT

Sleep mode

Konftel 800 supports Sleep mode feature, which saves power by turning the screen off after a specified period of inactivity. By default, Sleep mode is in disabled state.

The phone wakes up from Sleep mode when you do any of the following:

- Touch the screen
- Connect or disconnect the USB cable
- Connect or disconnect the Bluetooth® Classic

The phone also wakes up from Sleep mode during screen activity, such as an incoming call, Konftel Unite connection, or error prompts.

The phone cannot enter Sleep mode during an active call or when it is in music streaming mode.

You can configure Sleep mode only using the configuration file. The default value is 0, which means that the feature is disabled. To enable Sleep mode and to specify the time-out in minutes, set the value in the range from 1 to 500.

USB only user mode

Konftel 800 supports USB only user mode. With this feature, the conference phone can operate with no SIP account and SIP register configured. In USB only user mode Konftel 800 acts as a speakerphone that the user can use to conduct virtual meetings and listen to audio files.

USB and Bluetooth® connection

In USB only user mode, the phone operates as a USB device connected to a USB host.

In this mode, the phone supports connection to Bluetooth® devices using Bluetooth® Classic.




When idle, Konftel 800 does not display **Account Name** on the home screen in USB only user mode. The user can see the phone name and the connection option as follows:

- When the user connects the phone using USB, Konftel 800 indicates **USB audio** on the home screen.
- When the user uses Bluetooth® to connect the phone, Konftel 800 indicates **Bluetooth® audio** on the home screen.
- When the user uses both Bluetooth® and USB for connection, Konftel 800 indicates **Bluetooth® audio** on the home screen.

SETTINGS CONFIGURATION AND MANAGEMENT

USB only user mode icons

The following table shows the icons on the home screen of Konftel 800 in USB only user mode:

Icon	Name	Description
	USB Connected	To indicate an active USB connection. The phone displays the USB Connected icon and shows USB audio on the idle home screen.
	Bluetooth connection	To indicate an active Bluetooth® Classic connection. The phone shows the Bluetooth connection icon and Bluetooth® audio indication on the idle home screen.
	Settings	To check and configure the settings from the phone. View the phone status and reach the menu. The following settings are available in USB only user mode: <ul style="list-style-type: none">• Status• Phone• Konftel Unite• Bluetooth• Admin Login

① When Konftel 800 shows the **USB Connected** or the **Bluetooth connection** icon on the idle home screen, the phone displays time on the status bar.

Volume control and synchronization

Volume level indication

Konftel 800 provides the following volume levels: Level 0 to Level 12. Here, Level 0 is volume off, and Level 12 is the loudest volume level. You can turn the volume down to Level 0 only when the phone is connected to a USB host. Here, the phone displays the **Volume Off** icon and the audio on the phone is muted.

When you start a call, the phone automatically sets the volume to Level 10. During an active call, to manually increase the volume up to Level 12, tap the **Volume Up**

SETTINGS CONFIGURATION AND MANAGEMENT

or **Volume Down** icons. The phone shows the volume bar on the screen to reflect the volume change.

If you set the volume lower than Level 10, the next call starts with this new level. If you increase the volume to Level 11 or Level 12, the phone automatically decreases the volume to Level 10 for the next call.

- ① The phone does not show the volume bar when it automatically sets the volume to Level 10 for a call.

Volume synchronization with USB host

When you connect Konftel 800 to the USB host and select it as an audio device, the phone synchronizes its volume level with the connected USB host.

Konftel 800 also synchronizes the volume level with the USB host when it switches between Playback and Call mode. If you receive a call during audio playback, the phone automatically changes the volume level for the call. The phone synchronizes the volume with the USB host and applies the Call mode volume. When the call ends, the phone changes the volume back to the Playback mode volume.

- ① Konftel 800 supports volume synchronization if the USB host has Windows 10 as its operating system.

You can adjust the volume level either on the phone or on the connected USB host. When you set the maximum or the minimum volume level, the USB host responds as follows:

- If you decrease the phone volume to the lowest level, the volume on the USB host turns off.
- If you increase the phone volume to the highest level, the volume on the USB host changes to 100. This is the highest level for the USB host permitted.

Volume synchronization in Daisy chain mode

If you adjust the volume on the USB host for Konftel 800 acting as the main phone in a Daisy chain, the volume on the expansion phone changes accordingly. The expansion phone reflects the change showing the volume bar on the screen.

If you change the volume level on Konftel 800 acting as an expansion phone in a Daisy chain, the volume on the main phone and the USB host changes accordingly.

- ① If you turn the volume down to the lowest level, the Primary and Secondary phones display the **Volume Off** icon.

Related concepts

[Expansion of the phone coverage](#) on page 56

SETTINGS CONFIGURATION AND MANAGEMENT

Related information

[Icons](#) on page 11

CONNECTIVITY

CONNECTION TO OTHER DEVICES

Konftel 800 is based on a multi-connectivity platform and can be connected to a personal computer, a deskphone, and mobile devices.

You can connect Konftel 800 to other Bluetooth® devices by establishing Bluetooth® LE or Bluetooth® Classic connection between the phone and any such device. The NFC tag ensures easy pairing and quick reconnection between Konftel 800 and a mobile device with Konftel Unite application installed.

You can connect up to two expansion microphones to your Konftel 800 by using the available audio expansion ports. You can also connect up to three conference phones in a daisy chain to expand the phone coverage.

USB CABLE CONNECTION

You can connect Konftel 800 to a personal computer, a deskphone, or other devices using a Micro-USB Type B cable. When connected through the micro-USB port, Konftel 800 serves as a full duplex, echo cancellation and noise reduction device.

Connection to a personal computer or a deskphone

You can connect your Konftel 800 to a personal computer or a deskphone by using a USB cable.

The connected device normally uses the phone as a speaker and a conference unit. When the computer starts communication software or audio recording software, the microphone on the phone is also activated. At the same time, the green LEDs on the phone light up.

- ① When you connect the Konftel 800 to your PC by using a USB cable, you can set you phone as the default audio device. In this case, Windows chooses Konftel 800 as default speakers and default microphone automatically each time you connect the phone to your PC through the USB. Windows chooses Konftel 800 as default speaker and conference unit in case there is no other device chosen as the default audio device.

CONNECTIVITY

Connecting to a personal computer or a deskphone

About this task

Use this procedure to connect your Konftel 800 to a personal computer or a deskphone with a cable. When connected, the phone becomes an echo-cancelling device. This connection ensures better sound quality that can be manually adjusted in the appropriate applications on the PC.

Before you begin

Prepare USB micro Type B receptacle for connection purposes.

Procedure

- ⇒ Use the USB cable to connect the phone and the computer.
The Konftel 800 screen shows that the USB is connected.
- ⇒ Optional: Access the computer settings and select the phone as the audio device. The computer operating system automatically selects the phone as a speaker and microphone.
- ⇒ Optional: Restart the software to switch to the new audio device if the computer has active software that is using built-in speakers of the computer.

Managing VoIP calls through a PC

About this task

Use this procedure to manage VoIP calls through a personal computer or a laptop. The phone functions as a speaker and microphone for the PC.

If you receive an incoming VoIP call during an active USB call, the phone indicates the incoming call with a ring tone and LEDs flashing.

Before you begin

- Turn on the PC.
- Connect Konftel 800 with the USB receptacle to the PC.
- Select Konftel 800 as the audio device in the computer settings.
- Run the VoIP software.

Procedure



- ⇒ In the VoIP software, select the contact to call.
- ⇒ Dial the number and talk to your contact.
- ⇒ End the call in the computer VoIP software.

The phone functions as a speaker for the computer.

BLUETOOTH® CONNECTION

Konftel 800 can establish wireless communication over Bluetooth® with devices equipped with Bluetooth® connectivity, such as mobile phones, tablets, or computers. With Bluetooth®, you can use the phone as a speakerphone for call handling, or as an audio receiver for audio streaming.

The following table lists the Bluetooth® technologies that Konftel 800 supports:

Bluetooth® technology	Konftel 800 icon	Functionality
Bluetooth® LE		To connect to a mobile device with Konftel Unite application installed on it. For more information, see Konftel Unite on page 48. This is the default mode.
Bluetooth® Classic		To connect to Bluetooth® devices, such as mobile phones, tablets, and personal computers, for call handling or audio streaming. ① To use the Bluetooth® Classic functionality on Konftel 800, your Bluetooth® device must support Hands-Free Profile (HFP) and Advanced Audio Distribution Profile (A2DP).

- ① You cannot use Bluetooth® LE and Bluetooth® Classic connection simultaneously.

If you connect Konftel 800 to a Bluetooth® device, you cannot connect it to a mobile device with the Konftel Unite application until you end the connection to the Bluetooth® device.

If you connect Konftel 800 to a mobile device using the Konftel Unite application, you cannot connect it to another Bluetooth® device until you end the connection to Konftel Unite.

In USB only user mode, the phone supports connection to Bluetooth® devices using Bluetooth® Classic.

CONNECTIVITY

Switching between the Bluetooth® modes

The default mode is Bluetooth® LE. To switch to Bluetooth® Classic, you must pair and connect Konftel 800 to a Bluetooth® device. When you select Bluetooth® Classic mode, the phone turns off Bluetooth® LE. If there is no Bluetooth® Classic connection, the phone switches back to Bluetooth® LE after a timeout.

When you end a successful Bluetooth® Classic connection, Konftel 800 restores Bluetooth® LE mode.

Pairing and connecting Bluetooth® devices

About this task

To enable Bluetooth® communication between Konftel 800 and another Bluetooth® device, you must pair the two devices and ensure that they are in a connected state. The devices stay in a paired state until you remove the pairing.

① You can connect only one device supporting Bluetooth® at a time.

Procedure

⇒ On the Konftel 800 screen, tap **Settings > Bluetooth > Pair with device**.

The LEDs start flashing blue, and the phone displays the following message:
This phone is now discoverable as "<Phone Name>".

The time-out value for discoverable mode is 120 seconds.

ⓘ Tap **Cancel** to cancel pairing, for example, if you do not want to make the phone discoverable. In this case, you return to the **Bluetooth** menu.

⇒ On your Bluetooth® device, find Konftel 800 in the list of devices available for Bluetooth® connection and tap the phone name.

Konftel 800 establishes the connection with the Bluetooth® device and displays the Bluetooth® icon and one of the following messages:

- If Konftel 800 retrieves the device name from your Bluetooth® device, it displays **Connected to <your Bluetooth device name>**. For example, **Connected to My Smartphone**.
- If Konftel 800 does not retrieve the device name from your Bluetooth® device, it displays **Connected to <your device Bluetooth address>**. For example, **Connected to 00:11:22:33:FF:EE**.

① Konftel 800 is not visible in the Konftel Unite application while the conference phone and the Bluetooth® device are in the connected state.

CONNECTIVITY

Related concepts

[Phone settings description](#) on page 35

Connection between paired Bluetooth® devices

Connection

After you pair Konftel 800 and your Bluetooth® device, the two devices establish the connection.

Disconnection

The connection ends if you manually disconnect Konftel 800 from the Bluetooth® device or if the distance between the devices does not allow to maintain the communication.

When the Bluetooth® device ends the connection, Konftel 800 displays the following message: *Disconnected* and then stops displaying the Bluetooth® icon.

Reconnection

You can reconnect your Bluetooth® device to Konftel 800 if the two devices are in a paired state. You can reconnect Konftel 800 to the paired Bluetooth® device from the paired Bluetooth® device.

Automatic reconnection to a Bluetooth device

You can use Konftel BT30 which is a Bluetooth USB dongle to connect your Konftel One Cable Connect (OCC) Hub or computer to Konftel 800 . When the conference phone loses power, it needs time to boot up. During this period, it has no connection to the Bluetooth® device. When Konftel 800 enters Idle mode after reboot, it automatically tries to reconnect to Konftel BT30 being the last paired Bluetooth® device. If the reconnection fails, Konftel 800 tries to reconnect in 30 seconds. If the device does not respond, the phone stops the reconnection attempts.

Disconnecting Bluetooth® devices

About this task

You can disconnect Konftel 800 from your Bluetooth® device.

When you end the connection between Konftel 800 and your Bluetooth® device, the two devices remain paired.

CONNECTIVITY

- ❗ Disconnecting the devices using this procedure does not affect the connection to Konftel Unite.

Before you begin

Ensure that Konftel 800 and the Bluetooth® device are in the connected state.

Procedure

- ⇒ Tap **Settings** > **Bluetooth** > **Disconnect Device**.

The phone displays the following question: `Disconnect device`
`<Bluetooth Device Name>?`

If Konftel 800 and the Bluetooth® device are not paired and connected, the phone displays the following message: `Not connected`.

- ⇒ Tap **Ok** to confirm disconnection.

Konftel 800 displays `Disconnected` and then stops displaying the Bluetooth® icon.

- 🔄 To cancel the disconnection, tap **Cancel**.

Removing Bluetooth® pairing

About this task

Use this procedure to remove the pairing between Konftel 800 and your other Bluetooth® device to delete unwanted pairings.

- ❗ Removing Bluetooth® pairing as described below does not affect Konftel Unite pairing information.

Before you begin

Ensure that Konftel 800 and the Bluetooth® device are in the paired state.

Procedure

- ⇒ Tap **Settings** > **Bluetooth** > **Remove pairing**.

The phone displays the following question: `Do you want to remove all Bluetooth pairing information from the phone?`

- ⇒ To confirm that you want to delete the Bluetooth® pairing information, tap **Ok**.

The phone restarts the application to apply the changes.

BRIDGE CONNECTION

Konftel 800 supports bridging all connected devices within the external dial-in conference calls. You can connect Konftel 800 to SIP server using Ethernet and also connect Konftel 800 to a laptop, a deskphone or a PC using USB. Konftel 800 can bridge all these connections together into a combined call.

When bridging your computer and the phone, you must activate both sources of sound. Konftel 800 can handle full duplex, echo cancellation, and noise reduction for all bridged sound sources simultaneously. The sound from the bridged computer and SIP call can have different levels. To hear all participants of the conference call clearly, adjust each sound source individually.



Konftel 800 does not support bridging of Bluetooth® calls with SIP and USB calls.

PHONE MANAGEMENT APPLICATION

KONFTEL UNITE

You can manage your Konftel 800 from a mobile phone or a tablet if you have Konftel Unite installed on the device. Download and install Konftel Unite free from App Store and Google Play like any other application. Use the NFC tag to easily start downloading the application. For that, you must bring the mobile device with the NFC enabled to the NFC tag on the conference phone, and the web browser on the mobile device opens the web page with the application in App Store or Google Play.

With Konftel Unite, you can call contacts from your local address book, create conference groups, and control a call. For example, answer and hang up the call, mute and unmute the microphone, dial a number, adjust the volume level, and hold and resume the call.

The mobile device with Konftel Unite is connected to the phone over the built-in Bluetooth® LE. Konftel 800 is always discoverable for this connection.

- ❗ If your conference phone fails to connect to Konftel Unite, you must download a newer version of the application from App Store or Google Play. It works both with R 1.0.4 and earlier released firmware.

Configure Konftel Unite parameters on the phone and from the mobile device with the application installed.

Pairing and connecting devices

About this task

Use this procedure to pair your Konftel 800 with Konftel Unite on your mobile device the first time when you use them together. After that, they connect with one touch when you run the application near the conference phone.

The connection range is up to 20 meters. The connection breaks if this range is exceeded. You see a request to reconnect when Konftel Unite is within the range of Konftel 800. Reconnection requires only one touch.

- ❗ You can pair up to 100 mobile phones or tablets with your Konftel 800. But only one user connection is active at a time.

Procedure

⇒ On your mobile device, open Konftel Unite.

The mobile phone displays the closest Konftel 800.

PHONE MANAGEMENT APPLICATION

⇒ To select the phone you want to connect, perform one of the following actions:

- If your mobile device displays Konftel 800 you want to connect, tap **Connect** on the mobile device screen.
- If your mobile device does not display Konftel 800 you want to connect, tap **Skip** and then tap the connection symbol in the upper left corner of your mobile device screen.

The mobile device displays the list of available conference phones.

The mobile phone displays a pairing code for about 30 seconds.

⇒ Enter the code with the keypad on the conference phone.

⇒ Tap **Enter** on the conference phone to start pairing.

When the devices are paired, both Konftel Unite and Konftel 800 display the connection symbol.

The conference phone and Konftel Unite remain paired while they are close to one another.

❗ You cannot connect Konftel 800 to a Bluetooth® device for call handling or audio streaming while the Konftel Unite connection is active.

Disconnecting devices

About this task

Use this procedure to disconnect your Konftel 800 from the mobile device with Konftel Unite installed.

Before you begin

Ensure that Konftel 800 is connected to a mobile device with Konftel Unite installed.

Procedure

- To disconnect from the mobile device, do the following:
 - In Konftel Unite, tap the connection symbol in the upper left corner of the screen.
 - Tap the **Disconnect** button near the highlighted connected device name.
 - The connection symbol in the upper left corner of the screen becomes inactive.
- To disconnect from Konftel 800, do one of the following:
 - Tap **Konftel Unite > Disconnect Device**.
 - Tap **Settings > Konftel Unite > Disconnect Device**.

PHONE MANAGEMENT APPLICATION

The phone displays the following question: Disconnect device <Device Name>?

To confirm, tap **Ok**.

The phone shows the Konftel Unite icon and informs that the application is disconnected.

Deleting pairing

About this task

Use this procedure to delete the pairing between the conference phone and the mobile device. You can delete the pairing only from the conference phone.

Before you begin

Pair Konftel 800 with a mobile device with Konftel Unite.

Procedure

- ⇒ To delete the pairing from the conference phone, on the home screen, do one of the following:
 - Tap **Konftel Unite**.
 - Tap **Settings > Konftel Unite**.
- ⇒ Tap **Remove Bonding Information**.
- ⇒ Tap **Ok** to confirm removal of all bonding information from the device.

Konftel 800 restarts the application to apply the changes.

This function both disconnects the current connection and deletes the pairing. You must start a new pairing process the next time you want to connect to the phone.

Checking the calendar and scheduled events

About this task

Use this procedure to check your calendar on your mobile device with Konftel Unite installed. Then you can arrange calls with the paired Konftel 800 and Konftel Unite.

Before you begin

You must allow your mobile device with Konftel Unite to connect to your calendar and agenda.

PHONE MANAGEMENT APPLICATION

Procedure

- ⇒ On your mobile device, open Konftel Unite.
- ⇒ Tap the **Calendar** icon.

The mobile phone shows all calendar events on the screen. Some of these events are meeting invitations with the meeting information included. In the **Overview** tab, you see the time, duration, and title of the meeting. In the **Participants** tab, the application shows the list of persons invited to the meeting.

- ⇒ Select a conference call from the list.

The mobile phone displays an overview and a list of other participants of the conference call. Konftel Unite finds the phone numbers, PIN codes, and meeting links in the calendar.

Participating in a conference call from the calendar

About this task

Use this procedure to participate in a conference call from the calendar accessible with Konftel Unite.

Before you begin

Your calendar must contain an invitation to a conference call. The contact information in the conference invitation must comply with the E164 international phone number standard. This guarantees that Konftel Unite interprets the information correctly.

Procedure

- ⇒ After you receive a notification about the upcoming conference call on your mobile device, open Konftel Unite.

The application finds the closest Konftel 800.

- ⇒ In the conference room, pair Konftel Unite and Konftel 800.
- ⇒ Connect to the meeting from the mobile device by tapping the conference in the calendar.

Konftel Unite dials the phone number and enters the PIN code from the conference call invitation.

PHONE MANAGEMENT APPLICATION

Starting an unscheduled call

About this task

Use this procedure to start a call that is not scheduled in the calendar. You will have complete control over Konftel 800 during the call from your mobile device with Konftel Unite installed.

Before you begin

Ensure that Konftel 800 is paired with Konftel Unite.

Procedure

⇒ Do one of the following to choose a number to call:

- Select a number from your **Contacts** list.
- Select a number from your **Favorites** list.
- Select a number from the your recent calls list.
- Dial a number using the keypad.

The phone dials the number, and the call starts. The screen displays the name and the number of the person called.

⇒ Optional: Do one or more of the following:

Adjust the volume on the screen of you mobile device by moving the **Volume up** slider.

Add additional participants by tapping the **Add Participant** icon.

Split the conference call to separate calls by tapping **Split**.

Mute the microphone by tapping **Microphone Muted**. To unmute, tap **Microphone Muted** again.

Enter Dual Tone Multi Frequency (DTMF) digits by tapping **Keypad**.

Put the call for any participant on hold by tapping **Arrow down > Hold**.

Talk to any participant in private by tapping **Arrow down > Talk Private**.

Disconnect any participant from the call by tapping **Arrow down > Hang Up**.

⇒ To end the call, tap the **Hang Up** icon.

Managing contacts

About this task

Use this procedure to manage contacts with Konftel Unite.

Procedure

⇒ On your mobile device, open Konftel Unite.

⇒ Tap the **Contacts** icon.

PHONE MANAGEMENT APPLICATION

- ⇒ To add a contact to your favorite contacts list, tap the **Contacts** tab and press the star symbol near the selected contact.
- ⇒ To open a list of your favorite contacts, tap **Favorites**.
- ⇒ To create a new conference group in the phone book, tap **Groups > Plus** on the screen.

Configuring the Konftel Unite settings

About this task

Use this procedure to configure the Konftel Unite settings from the application installed on a mobile device.

Procedure

- ⇒ Run Konftel Unite on your mobile device.
- ⇒ Optional: Connect to Konftel 800.
The phone displays a connection symbol on the screen.
- ⇒ Tap **Settings** and proceed with configuration.

Konftel Unite settings

The following table lists the parameters for Konftel 800, which you can set from the Konftel Unite interface:

Name	Description
Connection	<p>To enable or disable the connection to Konftel 800. The options are:</p> <ul style="list-style-type: none">• On: The default option.• Off: To use Konftel Unite without connection to any Konftel 800. You can use the conferencing application from your mobile device within your mobile phone subscription.

Table continued...

PHONE MANAGEMENT APPLICATION

Name	Description
Moderator code	<p>To join the scheduled conference calls as a moderator. You must enter respective codes in the following fields:</p> <ul style="list-style-type: none">• Use moderator code: To host conference calls over a bridge service. For every call you join, Konftel Unite uses your moderator code instead of your guest code.• Instead of guest code: To specify the guest code instead of which Konftel Unite uses your moderator code.
Dial prefix	<p>To enter the prefix digits in the Use prefix field.</p>
My bridge	<p>To enter the phone number and optional PIN code of the most frequently used conference service. You can use the My bridge button to join the conference call.</p> <p>The My bridge button appears in the calendar view.</p>
Meeting notification	<p>To set a reminder about a call. The options are:</p> <ul style="list-style-type: none">• 5 minutes before• 10 minutes before• 15 minutes before• Never
Calendars to show	<p>To select the calendars in the mobile phone from which you want Konftel Unite to take the information.</p>
Tell a colleague	<p>To share information about Konftel Unite with a person that you want. You can do it by using an email application.</p> <p>After you confirm that Konftel Unite can access your email application, you see a message created. Along with the description of the application, it contains links to Konftel Unite in App Store and Google Play so that the person can easily start the download.</p>
Read more about Konftel Unite	<p>To get additional information about Konftel Unite. The application forwards you to the web site with the corresponding information.</p>

Table continued...

PHONE MANAGEMENT APPLICATION

Name	Description
Feedback and support	<p>To share your experience of using the application and request for support. The options are:</p> <ul style="list-style-type: none">• A messenger, for example, Viber, WhatsApp, Telegram, and so on.• An email application.• Connection by Bluetooth®.
Diagnostics	<p>To select a log of the events for Konftel Unite.</p> <p>You can send the created log by tapping Send through an email application. The log can be used in troubleshooting.</p> <p>You can also delete the logs from the application by tapping Clear.</p>
Show tutorial	<p>To read information about Konftel Unite features.</p>
About Konftel Unite	<p>To check the version of the application installed on your mobile device.</p>

FEATURES AND ACCESSORIES

EXPANSION OF THE PHONE COVERAGE

Use your Konftel 800 on larger conference tables or when the number of meeting participants is greater than 10. In this case, to ensure the high-level quality of audio signal, you can expand the phone coverage in the room without a PA system. To expand the phone coverage, connect Konftel Smart Mic expansion microphones to the phone or cascade several Konftel 800 devices in a daisy chain.

Expansion of the phone coverage helps to improve the audio quality in large rooms. The conference phone and two Konftel Smart Mics increase the capture range from 30 square meters to up to 70 square meters. Three phones in a daisy chain increase the range from 30 square meters to up to 90 square meters.

Physical layout

You can connect up to two Konftel Smart Mic expansion microphones to get an extended pick-up area. Each microphone has a pick-up range of 4 meters.

FEATURES AND ACCESSORIES



Figure 1: Front view of Konftel Smart Mic.

The following table lists the buttons and the other elements of Konftel Smart Mic:

Callout number	Description
1	Mute button
2	LED status indicator
3	Connection cable

Smart Mic characteristics

The following table shows the dimensions, weight, and other characteristics of Konftel Smart Mic:

FEATURES AND ACCESSORIES

Parameter	Value
Width	160 mm
Length	190 mm
Height	60 mm
Weight	220 g
Pick-up range	4 m
Connection	Modular 6/6 jack

Expansion coverage arrangement

You can arrange a daisy chain with your conference phone and another Konftel 800 or connect Smart Mic expansion microphones. The maximum number of devices in a daisy chain is three. One Konftel 800 phone acts as a central device (the "Primary" phone), and one or two other units act as expansion devices (the "Secondary" devices).

The expansion coverage arrangement depends on the size and the furnishing of the conference room and the number of participants. The most common are the following arrangements:

- Expansion microphone — Primary phone — Expansion microphone. This arrangement is typical for middle conference rooms and best suits meetings with up to 20 participants.
- Secondary phone — Primary phone — Secondary phone. This arrangement is typical for large and very large conference rooms with more than 20 people present.

Depending on your needs and preferences, you can also use one of the following less common arrangements:

- Primary phone — Secondary phone
- Primary phone — Expansion microphone
- Expansion microphone — Primary phone — Secondary phone

❗ To connect several Konftel 800 phones, use one or two daisy-chain cables. To connect Konftel Smart Mic to the Primary phone, use the connecting cable supplied with the expansion microphone.

FEATURES AND ACCESSORIES

Functions of the Primary and Secondary devices

When Konftel 800 acts as the Primary device, it performs all its configured functions.

When Konftel 800 is in a subordinate position (a Secondary device), it performs the following functions:

- Plays audio received from the Primary device. The Primary phone defines the audio characteristics.
- Sends its microphone audio to the Primary device.
- Receives and indicates mute state changes made on the Primary device.
- Sends information to the Primary device when you tap **Microphone Muted** on it.
- Sends information to the Primary device when you adjust the volume on it.

❗ You cannot make calls between the Primary and the Secondary devices.

In a daisy chain, the Secondary device follows the signal from the Primary device to enter Sleep mode or Active mode.

In a daisy chain, each phone is powered by its own PoE injector. The phone powers the Smart Mics when these are connected. The power available from each port is around 5 W.

Connection of the Secondary devices to the Primary phone

In a daisy chain, Konftel 800 disables all unused daisy chain ports during active calls to ensure the best possible audio experience. That means, that the time, when a Secondary device activates, is dependent on the Primary phone status as follows:

- The Primary phone is in the Idle state. When the user connects an expansion microphone or a Secondary device to the Primary phone, Konftel 800 immediately detects it, and the connected device becomes directly available for operation.
- The Primary phone has an active call. When the user connects an expansion microphone or a Secondary device to the Primary phone, the connected device becomes available for operation only after the call ends.

The same approach is applicable when the user disconnects and reconnects an expansion microphone or a Secondary device to the Primary phone during an active call. Here, the connected device also becomes available for operation only after the call ends.

FEATURES AND ACCESSORIES

Arranging a daisy chain

About this task

Use this procedure to arrange a daisy chain of one main Konftel 800 phone and one or two expansion conference phones or expansion microphones.

Before you begin

If you arrange the daisy chain made of several conference phones, prepare the connection cables. The cables in the Daisy Chain kit are 5 and 10 meters long. You can purchase the Daisy Chain kit as an accessory.

The cable of the Smart Mic is 3 m long.

Procedure

- ⇒ Connect the cable to the audio expansion port on the phone.

There are 2 audio expansion ports on Konftel 800.

- ⇒ Connect the other end of the cable to the audio expansion port of the other phone.

In case of expansion microphones, the other end of the cable is fixed in the device.

Ceiling audio mode overview

You can install Konftel 800 in the ceiling or on walls for more flexible configuration of tables. Use the Konftel 800 Ceiling Mount Kit for installation. For instructions, please see <https://www.konftel.com/en/accessories/konftel-800-ceiling-mount-kit>.

To use this feature, you must configure the ceiling audio mode after you install the Konftel 800.

Headset lecture mode

You can use your Konftel 800 in various setups that require remote lecturing and presentation during an active call. In this Headset lecture mode, the lecturer gets primary attention, and all other call participants can actively participate.

To enable Headset lecture mode, you must connect the headset to the USB host port of the phone. Here, Headset lecture mode activates, and Konftel 800 transmits audio signals from the speakers and microphones of the phone and from the headset. The priority of the audio signal from the headset is higher, and the lecturer's words override all other sounds.

FEATURES AND ACCESSORIES

Konftel 800 activates Headset lecture mode only when you connect the supported headset model. For supported headsets, please see: <https://www.konftel.com/en/products/konftel-800>.

When you connect the headset, Konftel 800 shows the Headset lecture mode icon on the status bar to indicate the active Headset lecture mode.

- ❗ In a daisy chain, if you connect the headset to a Secondary device, Konftel 800 does not show the Headset lecture mode icon on the status bar. Here, the connection of the headset to the Secondary phone does not activate Headset lecture mode. You must connect the headset to the Primary device to enable Headset lecture mode.

Volume level adjustments

In Headset lecture mode, when you adjust the volume level on your Konftel 800, the volume level of the headset does not change. Volume level change on the headset does not affect the volume level on the device. This is true for audio signals from the speakers and microphones of your conference phone.

If during a call in Headset lecture mode you press the **Mute** button on your Konftel 800, the phone mutes itself and audio from the headset microphone. If you mute audio on the headset, the phone remains unmuted.

Configuring Headset lecture mode

About this task

Use this procedure to enable or disable Headset lecture mode on your Konftel 70.

Before you begin

Obtain a Jabra Engage 65 headset. The minimum supported headset firmware version is 5.6.0.

Procedure

- ⇒ To enable Headset lecture mode, connect the headset to the phone through USB.
On the status bar, Konftel 800 displays the **Lecture mode** icon.
- ⇒ Optional: To disable Headset lecture mode, disconnect the headset from the phone.

FEATURES AND ACCESSORIES

EXPANSION MICROPHONE FIRMWARE UPGRADE

You can upgrade the expansion microphone firmware to the Konftel 800 firmware version when your Smart Mic has an older firmware installed. Regularly updating the expansion microphone firmware to match the phone firmware ensures the best possible audio performance.

The phone suggests an automatic upgrade of the expansion microphone firmware when you connect your Smart Mic to Konftel 800. You can connect one or two Smart Mics simultaneously.

You can also initiate the expansion microphone firmware upgrade manually.

If you connect the expansion microphone to Konftel 800 during an active call, the upgrade does not start until the call ends.

During the upgrade, the phone rejects all incoming and outgoing calls and does not activate the **Call Transfer** feature. At that Konftel 800 indicates that it is `Busy`.

Upgrading expansion microphone firmware

About this task

Use this procedure to upgrade the expansion microphone firmware when the Smart Mic and your device have different firmware installed.

Before you begin

Make sure Konftel 800 is in Idle Mode.

Procedure

- ⇒ Connect the expansion microphone to your conference phone using the available audio expansion port.

The expansion microphone LEDs flash red once.

A pop-up dialog window shows the following message: `A connected microphone needs firmware upgrade. Upgrade now?`

- ⇒ On the pop-up dialog window, tap **Yes** to start the upgrade.

The LEDs on the phone turn red to indicate that it is busy with the microphone upgrade. The expansion microphone LEDs start flashing green.

The phone displays the `Upgrade in progress` message and shows the upgrade progress in percentage (0%-100%).

When you connect one Smart Mic to Konftel 800, the phone shows the upgrade status for Smart Mic 2 as `N/A`.

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Smart Mic 1: 10%

Smart Mic 2: N/A

⇒ Optional: To cancel the upgrade, tap **No**.

In this case, you postpone the upgrade until the phone reboots.

Result

If the upgrade is complete, the microphone LEDs turn off, and Konftel 800 displays the following message:

Upgrade in progress

Smart Mic 1: Done

Smart Mic 2: N/A

In 10 seconds, the pop-up dialog window hides, and the phone enters Idle mode.

If the Smart Mic firmware upgrade fails, the microphone LEDs turn off, and the phone displays the `Smart Mic 1: Failed` message.

Upgrading two expansion microphones

About this task

Use this procedure to upgrade two expansion microphones connected to your device simultaneously.

Before you begin

Connect Smart Mic 1 to the first audio expansion port of your conference phone.

Procedure

⇒ Connect Smart Mic 2 to your conference phone using the second audio expansion port.

The LEDs on the phone turn red to indicate that it is busy with the microphone upgrade. The Smart Mic 2 LEDs start flashing green.

A pop-up dialog window provides the expansion microphones upgrade status in the following format:

Smart Mic 1: 20%

Smart Mic 2: 10%

⇒ Optional: Terminate Smart Mic 2 upgrade by detaching the expansion microphone from the phone.

In this case, you postpone the upgrade until you connect Smart Mic 2 again.

FEATURES AND ACCESSORIES

Result

When the upgrade is complete for Smart Mic 1 and Smart Mic 2 is still upgrading, the LED turns off on Smart Mic 1, and Konftel 800 displays the following message:

Upgrade in progress
Smart Mic 1: Done
Smart Mic 2: 86%

When the upgrade is complete for both microphones, their LEDs turn off, and Konftel 800 displays the following message:

Upgrade in progress
Smart Mic 1: Done
Smart Mic 2: Done

In 10 seconds, the pop-up dialog window hides, and the phone enters Idle mode.

If the firmware upgrade for any of the expansion microphones fails, the microphone LEDs turn off, and the phone displays the message stating the `Failed` status of the corresponding Smart Mic.

Terminating expansion microphone upgrade

About this task

Use this procedure to terminate the expansion microphone upgrade.

You can do it in the following cases:

- The phone has one Smart Mic 1 connected; or
- The phone has both Smart Mic 1 and Smart Mic 2 connected simultaneously.

Before you begin

Connect Smart Mic 1 and Smart Mic 2 to the phone and start the upgrade process for both expansion microphones.

Procedure

⇒ Detach Smart Mic 2 from the phone.

Smart Mic 1 continues upgrading with the value for the upgrade progress being updated.

Smart Mic 2 upgrade dialog indicates an error and aborts the mic upgrade. Konftel 800 displays the following message:

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Upgrade in progress
Smart Mic 1: 50%
Smart Mic 2: Failed

When Smart Mic 1 upgrade is complete, its LED turns off, and Konftel 800 displays the following message:

Upgrade in progress
Smart Mic 1: Done
Smart Mic 2: Failed

This message disappears in 10 seconds.

- ⇒ Optional: To upgrade Smart Mic 2, connect it to the conference phone and proceed with the upgrade.

Upgrading Smart Expansion Microphone manually

About this task

Upgrade your expansion microphone manually when it is convenient to you.

Procedure

- ⇒ Hold the **Microphone Muted** button on the Smart Mic while you connect the microphone cable, and keep holding the button for 5 seconds after you inserted the cable.

When you release the button, it flashes red one time and then starts flashing green to indicate that the upgrade process has started. The LEDs on the phone turn red to indicate that it is busy with the microphone upgrade. The upgrade process takes about 7 minutes. When the upgrade is completed, the microphone LEDs turn off.

- ⇒ Check the microphone version by tapping **Settings > Status** on the phone screen.

SPECIFICATIONS

DEVICE SPECIFICATIONS

The following table lists the specifications that Konftel 800 supports:

Name	Description
Power	<ul style="list-style-type: none">• PoE 802.3af• PoE 802.3at• PoE injector available as an accessory
Connectivity	<ul style="list-style-type: none">• Ethernet RJ45 10/100 Mbps, PoE 802.3af, and PoE 802.3at• USB 2.0 device• Built-in Bluetooth® LE and NFC• Bluetooth® Classic• Daisy Chain (audio) ports (6-pin RJ-type)
Screen	Graphical touch screen with a resolution of approximately 480 x 800 and size of 4.3"
Acoustics	<ul style="list-style-type: none">• 3 symmetrically placed MEMS microphones• Full range speaker in the sealed enclosure
Music	<ul style="list-style-type: none">• PoE 802.3at: 91 dB and bass boost• PoE 802.3af: 87 dB (audio output reduced due to lower PoE power level)• Daisy Chain: 91 dB
Speech	<ul style="list-style-type: none">• PoE 802.3at: 91 dB• PoE 802.3af: 87 dB (audio output reduced due to lower PoE power level)• Daisy Chain: 91 dB
USB	<ul style="list-style-type: none">• Micro USB 2.0 device Type B• USB Type A

SPECIFICATIONS

Name	Description
Bluetooth®	<ul style="list-style-type: none">• Bluetooth® LE• Bluetooth® Classic
Accessories	<p>You can additionally purchase the following accessories:</p> <ul style="list-style-type: none">• Konftel PoE kit• Konftel Smart Microphones• Konftel Daisy Chain kit
User interface	<ul style="list-style-type: none">• Simplified user interface• Functional keypad and dial pad• LED indicators for call and connectivity status
Mobile app	Konftel Unite. With the app, you can access your mobile phone contact book and calendar. The app is available for free at AppStore and Google Play

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Konftel is a leading company within collaboration endpoint solutions. Since 1988, our mission has been to help people in businesses around the world to have meetings regardless of distance. We know that remote collaboration is an effective way to save time, money and contribute to a more sustainable world. We are Climate Neutral Certified, offering customers an option to purchase video conferencing equipment while keeping a clear climate conscience. Crystal clear audio and a sharp video image are essential for efficient meetings; this is why we only focus on cutting-edge technology in our Collaboration Solutions. Our audio technology OmniSound® is built into all Konftel Conference phones and devices. The products are sold globally under the Konftel brand and our headquarters are based in Sweden. Read more about the company and our products at **konftel.com**.

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