User Guide

SpectraLink

LINK 6020 WIRELESS TELEPHONE AND ACCESSORIES

Link 6020 Wireless Telephone

Volume Up

Volume Down

Softkeys

START

Headset Jack

END

Nav keys

Keypad

Left/Up
For messaging
applications

Right/Down
For messaging
applications

FCN

LINE

Microphone
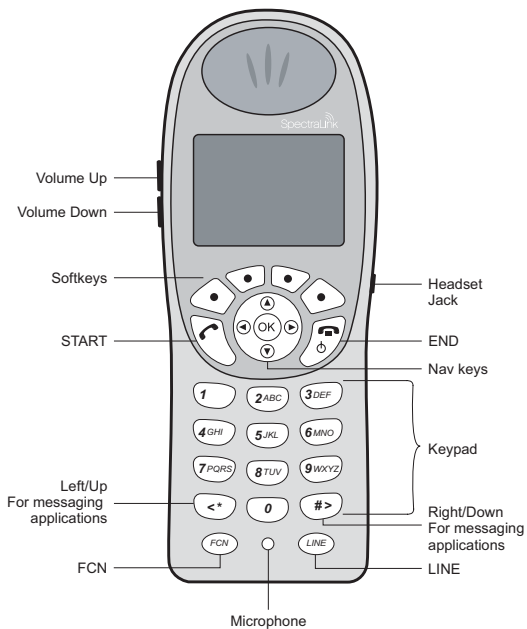
Introduction

Your Link 6020 Wireless Telephone is a state–of-the-art communication device that utilizes radio wave technology to send and receive voice transmissions. It is designed to operate like a cell phone. However, the handset utilizes the private telephone system installed in your facility and will not operate outside the area covered by this system.

About This Guide

This guide is meant to provide general information about your handset. Contact your phone system administrator for additional information on how your handset functions within your telephone system. This guide includes information about:

- The Handset
- Getting Started
- Advanced Features
- Handset Accessories
- Handset Administration

SpectraLink Corporation

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Link

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For regulatory information, please see *Link Wireless Telephone Regulatory Guide* (72-1203-00).

Registered Model Numbers

This document covers registered handset model: 602X
Registered charger models: PCS1850
Registered Battery Pack models: PBP0850, PBP1300, PBP1850

SpectraLink Corporation
5755 Central Avenue
Boulder, CO 80301
303 440 5330
800 676 5465
www.spectralink.com

Please email questions or comments about this document to feedback@spectralink.com.

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Modes of Operation

Your handset has four modes of operation. When it is on-hook, it is in *standby mode*. When a call comes in or when a call is dialed, the handset is in *active mode*. When user preferences are being accessed in the standby menu, it is in *standby menu mode*. In this mode the handset is on, but will not receive calls. An *application mode* for OAI[1] text messaging may be programmed for your facility. It is activated through the **FCN** menu.

The Display

The top row of the display provides status indicators for various handset conditions. It is referred to as the status bar.

The middle lines display information about the handset identity, user profile, calls in progress, menu options, and data from the PBX.

The bottom row displays softkey labels.

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[1] Open Application Interface (OAI) is an advanced telephony feature that allows the Link 6020 to utilize custom messaging applications.

Example standby mode display:
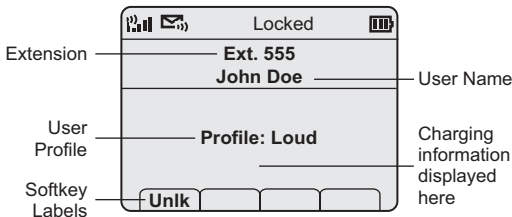
The Handset

This display shows that there is excellent signal strength, a voicemail message is available, the keypad is locked, the Battery Pack is fully charged, the extension number assigned to the handset is 555, and the user profile is Loud.

Example standby menu mode display:
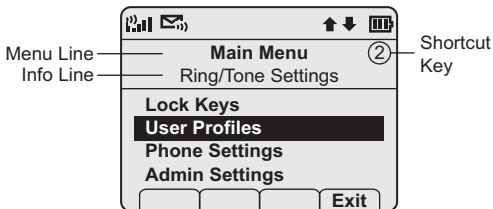
This display shows that you are in the **Main Menu** at the top level. **User Profiles** is the selected menu option. The info line describes that this option will adjust **Ring/Tone** settings. The shortcut key is **2**.

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Status Bar Indicators

Indicator	Function
⑫ ⑫ ⑫ ⑫ ⑫	The signal-strength icon indicates the strength of the radio signal and can assist the user in determining if the handset is moving out-of-range.
✉⟩⟩	The voicemail icon is activated when a new voicemail message is received if the feature is supported by the phone emulation.
▭ ▭ ▥ ▦	The battery icon indicates the amount of charge remaining in the Battery Pack. When only one level remains, the Battery Pack needs to be charged.
◀⟩⟩	The speakerphone icon displays when the speakerphone is active.
1▪▪▪▪▪▪	The line indicators are associated with telephone line status and access.

Indicator	Function
← → ↑ ↓	Up and down arrows are displayed when the menu has additional options above or below.
	Left or right arrows are displayed during editing when the cursor is able to be moved left or right.
Muted	The muted indicator displays after the Mute softkey has been pressed. It indicates that the microphone is not transmitting sound. Press the Mute softkey again to unmute the microphone.
Locked	Locked indicates that the keypad is locked to prevent accidental activation. Use the **Unlk** softkey plus the # key to unlock it.

Softkey Labels

The bottom row of the handset displays labels associated with the four softkeys just below it. When a softkey is active, a label appears to describe its function. Pressing the softkey will activate the feature.

See *Advanced Features* for more information about softkey use.

These are some of the softkeys you will see.

Label	Description	Action
Back	Go back	Returns to the previous menu display.
CAPS caps	Change case	Toggles to allow a change in case when entering alphabetical text.
Cfg	Configure	Opens standby menu.
Clr	Clear	Deletes the entry.
Cncl	Cancel	Returns to the previous menu display without saving any data that might have been entered.
Del	Delete	Deletes the character to the left of the cursor.

Label	Description	Action
Exit	Exit	Exits out of the menus.
Hold	Hold	Places a call on hold.
Mute	Mute	Toggles to mute/unmute the microphone.
No	Negative reply	Press to reply No to a displayed question.
Play	Play	Plays the selected ring tone.
Prof	Profile	Opens the Profile menu.
Spkr	Speakerphone	Toggles speakerphone function.
Unlk	Unlock keys	Press **Unlk**, then the # key to unlock a locked keypad.
Yes	Positive reply	Press to reply Yes to a displayed question.

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Shortcut Keys

When a menu is displayed a shortcut key may be displayed on the right edge of the menu line. Press the corresponding number on the keypad to activate the selected menu option.

Profiles

Your handset ring behavior is established by five User Profiles: **Silent**, **Vibrate**, **Loud**, **Soft**, and **Custom**. The currently active user profile is shown on the standby display. The ring behavior can be easily changed when the handset is in standby mode by pressing the **Prof** softkey and selecting a new profile from the list.

```
┌──────────────────────────────┐
│ 📶 ✉       ↑↓  🔋            │
│      User Profiles      3    │
│      Current Profile         │
│ ┌──────────────────────────┐ │
│ │ Silent                   │ │
│ │ Vibrate                  │ │
│ │ *Loud                    │ │
│ │ Soft                     │ │
│ └──────────────────────────┘ │
│ ┌────┐┌────┐┌────┐┌─Cncl─┐  │
└──────────────────────────────┘
```
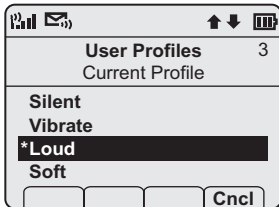
The currently selected user profile is **Loud**, indicated by the asterisk (*) on its left. Use **Nav▲** and **Nav▼** to scroll through the profile options. Press **NavOK** to set a new profile and exit to the standby display.

See *Setting User Preferences* to customize your profiles.

Speakerphone

Your phone system administrator can enable or disable the speakerphone mode. If the speakerphone is enabled, it is activated by pressing the **Spkr** softkey. Press the **Spkr** softkey again to end speakerphone mode. The audio then transfers to the handset earpiece. When speakerphone mode is disabled, **Spkr** will not appear as a softkey label.

Battery Packs

The handset will need to have its Battery Pack recharged periodically. Three Battery Pack types are available:

Type	Talk Time	Standby Time
Standard	4 hours	80 hours
Extended	6 hours	120 hours
Ultra-Extended	8 hours	160 hours

The Battery Pack icon on the status row indicates the charge amount remaining. Additionally the handset will sound warning tones and display the **Battery Low** message when there is less than two minutes of talk time remaining.

A melody will play when the handset is powered on for the first time after being fully charged unless this

feature has been disabled. A different melody plays for each Battery Pack type.

See your phone system administrator if you have questions about the type of Battery Pack you have been issued.

Important Note about Battery Packs

- Only use SpectraLink Battery Packs with Link 6020 Wireless Telephones.

- Do not dip the Battery Pack in water or throw into fire.

- Do not throw away the Battery Pack with your domestic waste. Please recycle appropriately.

- It is normal for the Battery Pack to become warm when charging.

- Never use non-SpectraLink charging units as they could damage the Battery Pack.

✐ **Note**

The type of Battery Pack is printed on the label. Remove the Battery Pack and view the label to determine the type of Battery Pack you have been issued.

Getting Started

Getting Started

Your Link 6020 Wireless Telephone is designed for full mobility within the workplace and operates similar to a cellular phone. However, it also interfaces with the telephone system at your workplace and incorporates advanced telephony features. This section covers the basic functionality available in every facility. For specific telephony system functions, see the *Advanced Telephony Features* section or contact your phone system administrator.

Charging Your Handset

The handset's Battery Pack must be charged before its first use. See the section *Handset Accessories* for complete information about charging your handset.

Basic Handset Operation

If you want to	Then
Turn handset on	Press and hold **END** until two chirps sound.
Turn handset off	Press and hold **END**. One chirp will sound. If in a call, end the call first, then turn off.
Unlock keypad	Press the **Unlk** softkey, then **#**, to unlock the keypad.
Lock keypad	Press the **Cfg** softkey then **NavOK**, to manually lock the keypad. See *Setting User Preferences* to activate or deactivate Autolock.
Make an internal call	Press **START**, wait for dial tone, then dial the extension.
Make an external call	Press the **START** key, wait for dial tone, then dial the number just as you would from your desk phone.

If you want to	Then
Select line	Press **LINE** and the number key corresponding to the desired line.
Dial number	Press the number keys.
Answer call	The handset will ring or vibrate to alert you of an incoming call. Additionally, a line indicator on the display may flash and the display may show information about the call, such as caller's name and extension.
	To answer a call, press **START** and hold the earpiece to your ear. You may also activate the speakerphone function or use a headset.
Answer call on second line	If you are on a call and hear subdued ringing, a call is coming in on a second line. To answer this call, put your first call on hold and press the **LINE** key then the line number of the second call.

Getting Started

If you want to	Then
Mute microphone	Press the **Mute** softkey.
Place call on hold	Press the **Hold** softkey.
Resume held call	Press the **LINE** key followed by the line number key.
Hang up	Press **END**. Be sure to do this at the end of each call to return to the standby mode.
Change speaker volume	Press the up/down volume buttons on the side of the handset during the call.
Change ring volume	Press the up/down volume buttons on the side of the handset during ringing. Ring volumes are set in the User Profile menus.
Silence while ringing	Press **END** to silence the ring.

Getting Started

If you want to	Then
Activate speakerphone	Press the Spkr softkey and speak towards the handset. Note that this feature may be disabled by your phone system administrator.
Headset answer	Press any key (other than **END**, a **Nav** key, or a softkey) to answer a call when a headset is plugged-in.
Headset volume	Press the up/down volume buttons on the side of the handset during the call.
Change profile	Press the **Prof** softkey and use the **Nav** keys to select a new profile while in standby mode.
Backlight	The backlight comes on when any key is pressed or when there is an incoming call and stays on for 10 seconds. It turns off after 10 seconds if another key is not pressed within that period.

Getting Started

Indications of Low Battery

The Battery Pack icon on the status line of the display gives you a visual indication of the amount of charge remaining in the Battery Pack. Additionally, when the icon shows empty, if the handset is in standby mode, you will hear a brief, modulated-ring signal and the **Battery Low** message displays. The handset may not be used until charged. If you are in a call, soft beeps will sound, first slow and then fast, until the handset becomes unusable. When you first start to hear the beeps, you have two minutes to end the call or change the Battery Pack.

The Battery Pack can be changed while the call is still in progress. Do not press **END**. Quickly remove the discharged Battery Pack and replace with a charged Battery Pack, press **END** to turn the handset back on and then press **START** to resume the call.

See the *Handset Accessories* section for complete information about chargers.

Removing and Inserting Battery Packs

To remove the Battery Pack, press down on the latch on the Battery Pack on the back of the handset and pull the Battery Pack towards you. The Battery Pack releases outward.

To replace, slide the lip of the Battery Pack into the bottom of the cavity. Push the top of the Battery Pack until it snaps into place. You should not have to force it into the handset.

Getting Started

Advanced Features

Menu Navigation

The navigation keys just below the softkeys are used to navigate through and select menu options. These are referred to in this guide as **Nav▲**, **Nav▼**, **Nav◄**, **Nav►**, and **NavOK**. Additionally a shortcut key, if available, may be used to select an option.

Text Messaging (OAI) Navigation

Custom applications may allow you to read and respond to text messages. The OAI application is available through the **FCN** menu as programmed for your facility. While off-hook, press **FCN** to view the menu, then press one or more number keys to open the application. The handset is now in *application mode*. The **Nav** keys are not enabled by messaging applications. Instead, use **<*** to move left or up and **#>** to move right or down.

Advanced Features

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Shortcut Keys

The shortcut key is displayed on the right edge of the menu line. While in a standby menu press this number to activate the corresponding selected menu option.

Data Entry and Editing

Enter numbers by pressing the buttons on the keypad. The blinking underscore identifies the current cursor position. When entering alphanumeric strings, the **CAPS/caps** softkey will appear and may be pressed to toggle the case. Enter letters by repeatedly pressing the corresponding key until the desired letter displays on the screen. Use the **CAPS** softkey to change the case as needed.

To edit during entry, delete the character to the left of the cursor by pressing the **Del** softkey. To replace an entry, delete it by pressing the **Clr** softkey and then enter the new data. To edit an existing entry, use **Nav◄** and **Nav►** to move the cursor position, and then press the **Del** softkey to delete the character to the left. Insert new data by pressing the buttons on the keypad.

Alphanumeric entries:

Key	caps	CAPS
1	1	1
2	2 a b c	2 A B C
3	3 d e f	3 D E F
4	4 g h i	4 G H I
5	5 j k l	5 J K L
6	6 m n o	6 M N O
7	7 p q r s	7 P Q R S
8	8 t u v	8 T U V
9	9 w x y z	9 W X Y Z
0	0	0
*	* . - ! $ % & ' ( ) + , : ; / \ = @ ~	
#	<space>	

Advanced Features

Setting User Preferences
When the handset is in standby mode, press the **Cfg** softkey to enter standby menu mode and use the standby menu. This menu allows you to set user preferences. The handset cannot make or receive calls while in standby menu mode.

Scroll through menu options by using **Nav▲** and **Nav▼**. When an asterisk (*) appears to the left of an option, it indicates the option is currently active. Press the **Exit** softkey to return to standby mode. Use the **Back** softkey to return to the previous menu.

Main Menu
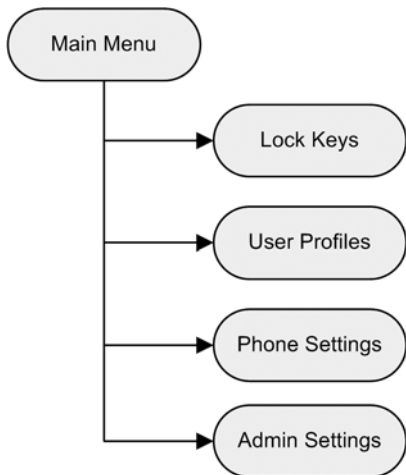
Lock Keys
The keypad may be locked to prevent accidental activation.

Lock Keys is the first option on the standby menu enabling the keypad to be quickly locked in standby mode by pressing **Cfg+NavOK**. The **Unlk** softkey will then display on the standby screen. The keypad may be unlocked by pressing the **Unlk** softkey and then the **#** key.

User Profiles

```
┌─────────────────┐
│  User Profiles  │
└─────────────────┘
         │
         ▼
┌─────────────────┐
│     Silent      │
│     Vibrate     │
│      Loud       │
│      Soft       │
│     Custom      │
└─────────────────┘
         │
         ├──────▶  Set as Active
         │
         ├──────▶  Ring Settings
         │
         ├──────▶  Noise Mode  ──────▶  Normal
         │                              High
         │                              Severe
         │
         ├──────▶  Ring In Headset
         │         Ring In Speaker
         │
         └──────▶  Key Tones
                   Disable/Enable
```

Advanced Features
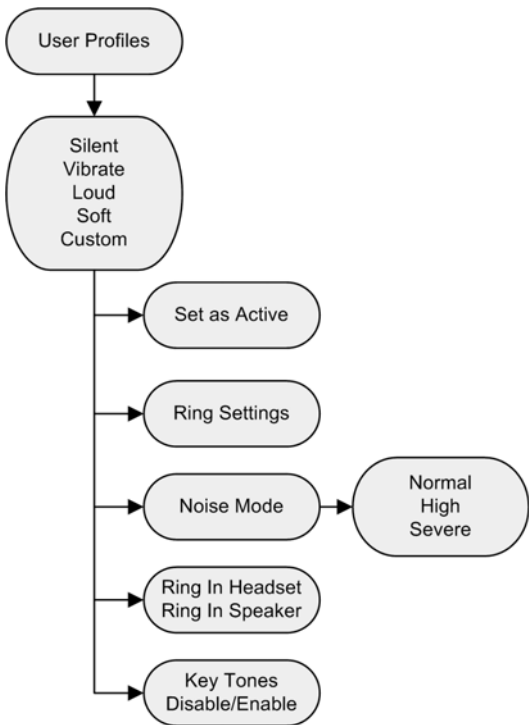
Ring Settings, **Noise Mode**, **Headset/Speaker Ring,** and **Key Tones** may be changed for each user profile.

```
┌──────────────────────────────┐
│ ⚫⚫⚫ ✉                    ↑↓ 🔋 │
│        Main Menu          2  │
│      Ring/Tone Settings      │
│  Lock Keys                   │
│  ████████████████████████    │
│  User Profiles               │
│  Phone Settings              │
│  Admin Settings              │
│  ┌────┬────┬────┬─────┐      │
│  │    │    │    │ Exit│      │
└──────────────────────────────┘
```

Press **NavOK** to select option.

```
┌──────────────────────────────┐
│ ⚫⚫⚫ ✉                    ↑↓ 🔋 │
│      User Profiles        3  │
│      Choose a Profile        │
│  Silent                      │
│  Vibrate                     │
│  ████████████████████████    │
│  *Loud                       │
│  Soft                        │
│  ┌────┬────┬────┬─────┐      │
│  │    │    │    │ Back│      │
└──────────────────────────────┘
```
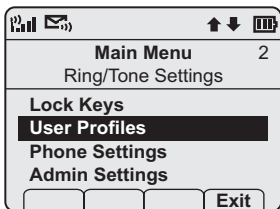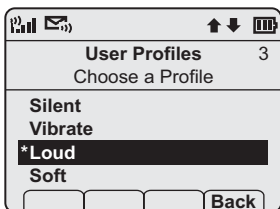
The default user profile is Loud. Use **Nav▼** to see the fifth user profile option. Press **NavOK** to edit the selected profile's settings.

```
┌──────────────────────────────┐
│ ▮ₙₗ ✉))            ↑↓  ▥▥ │
│        User Profiles      5  │
│        Choose a Profile      │
│ ┌──────────────────────────┐ │
│   Vibrate                    │
│ *Loud                        │
│   Soft                       │
│ ▐Custom                    ▌ │
│ ┌─────┬─────┬─────┬───────┐ │
│                        Back  │
└──────────────────────────────┘
```
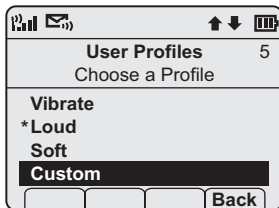
When a profile is selected and its settings are changed, those changes only affect the selected profile. Each user profile has the following default settings:

Setting/Profile	Silent	Vibrate	Loud	Soft	Custom
Ring Cadence	Off	Off	PBX	PBX	PBX
Ring Tone	Tone 1	Tone 1	Tone 1	Tone 1	Tone 1
Ring Volume	1	1	7	3	5
Vibrate Cadence	Off	PBX	Off	Off	PBX
Ring Delay	0	0	0	0	5
Noise Mode	Normal	Normal	Normal	Normal	Normal
Headset/ Speaker Ring	Speaker	Speaker	Speaker	Speaker	Speaker
Key Tones	Off	Off	On	On	On

Advanced Features

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Set Profile

A profile may be activated or edited.
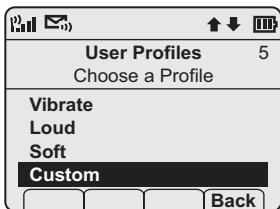
To select a profile, press **NavOK**.
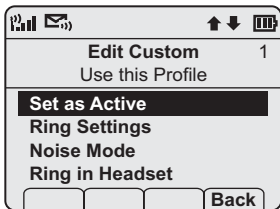
Use **Set as Active** to make the selected profile become the active one. Press **NavOK** to set the profile being edited.

Ring Settings

```
┌─────────────────┐
│  Ring Settings  │
└────────┬────────┘
         │
         ▼
┌─────────────────┐
│    Telephone    │
│ Auxiliary Ring 1│
│ Auxiliary Ring 2│
└─────────────────┘
```

Ring Cadence	Off / PBX / Continuous / Short Pulse / Long Pulse
Ring Tone	Tones 1 - 10
Ring Volume	Volume ▪▪▪▪▪▪▪▪
Vibrate Cadence	Off / PBX / Continuous / Short Pulse / Long Pulse
Ring Delay	No Delay / 5 Second Delay / 10 Second Delay

Advanced Features

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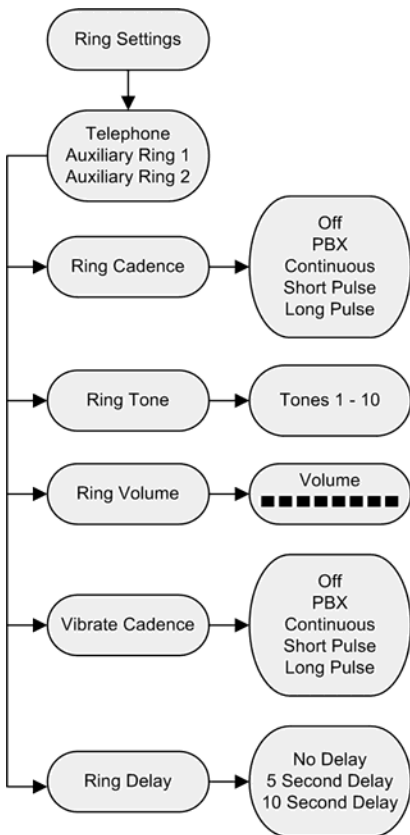
Use the **Ring Settings** option to adjust the ring attributes, including volume, tones, delay, and vibrate. All **Ring Settings** may be customized for each profile.

```
📶 ✉         ↑ ↓ 🔋
      Edit Custom      2
     Configure Ringer
  Set as Active
  Ring Settings
  Noise Mode
  Ring in Headset
                  Back
```

Press **NavOK** to select option.

```
📶 ✉         ↑ ↓ 🔋
      Ring Type       1
    Normal Call Ring
  Telephone
  Auxiliary Ring 1
  Auxiliary Ring 2

                  Back
```
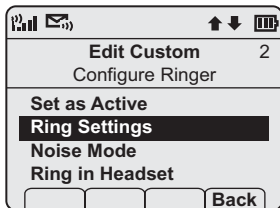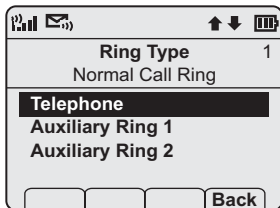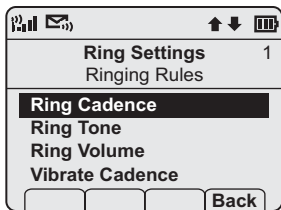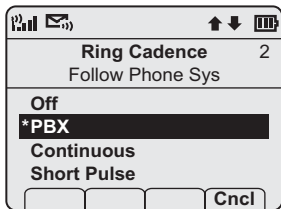
Telephone settings are used for the primary PBX functions. **Auxiliary Ring 1** and **2** are used for additional call systems such as messaging applications. **Auxiliary Ring** options are identical to **Telephone** options. Different ring styles can be set for each call system so that you are alerted to the type of call coming in. See your

phone system administrator for information about auxiliary call or messaging systems in your facility.

Telephone Ring Settings

```
📶 ✉      ↑ ↓ 🔋
       Ring Settings      1
        Ringing Rules

  Ring Cadence
  Ring Tone
  Ring Volume
  Vibrate Cadence
                    Back
```

Ring Cadence
Ring cadence is the rhythm of the ring.

```
📶 ✉      ↑ ↓ 🔋
       Ring Cadence       2
       Follow Phone Sys

  Off
  *PBX
  Continuous
  Short Pulse
                    Cncl
```

The default cadence is set by the **PBX** (e.g. the PBX may send rings that differentiate between internal and external calls). Use the **Off** option to silence all rings.

Advanced Features

Scroll to see additional selections:
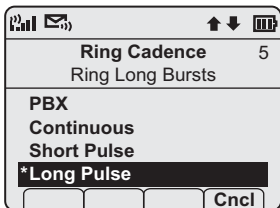
Continuous: rings continually until answered.

Short Pulse: rings in short bursts.

Long Pulse: rings in long bursts.

Use **Nav▲** and **Nav▼** to highlight an option. Press **NavOK** to set a new ring cadence and return to the previous menu level.

Ring Tone

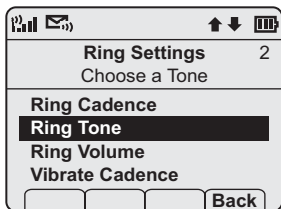Select the ring tone from ten available tones. Scroll down to see all available **Ring Tone** options. If **Ring Cadence** is turned off, the **Ring Tone** option will not appear on the menu.
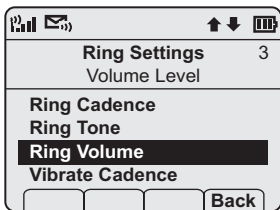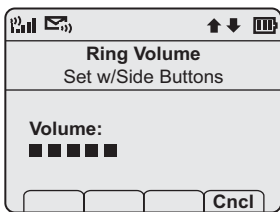

Press **NavOK** to select option.
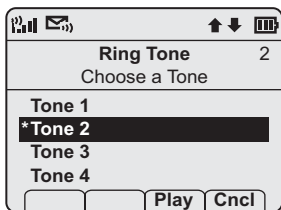
Use **Nav▲** and **Nav▼** to highlight an option. Press **Play** to preview ring tone. Press **NavOK** to set a new ring tone and return to the previous menu level. Press **Cncl** to retain current ring tone and return to the previous menu level.

Advanced Features

Ring Volume

There are eight volume settings from soft to loud, indicated by a graduated bar. This setting may be overridden by adjusting the volume while the handset is ringing.

```
┌─────────────────────────────────┐
│ ░▄▌ ⊠⟩                    ↑↓  ▥▯ │
│         Ring Settings        3  │
│          Volume Level           │
│                                 │
│  Ring Cadence                   │
│  Ring Tone                      │
│  Ring Volume                    │
│  Vibrate Cadence                │
│                          Back   │
└─────────────────────────────────┘
```

Press **NavOK** to select option.

```
┌─────────────────────────────────┐
│ ░▄▌ ⊠⟩                    ↑↓  ▥▯ │
│          Ring Volume            │
│        Set w/Side Buttons       │
│                                 │
│                                 │
│  Volume:                        │
│  ■ ■ ■ ■ ■                      │
│                                 │
│                          Cncl   │
└─────────────────────────────────┘
```
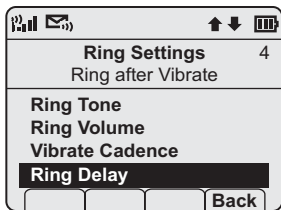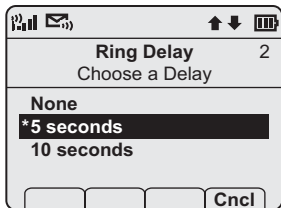
Adjust ring volume by pressing the volume up and down buttons on the side of the handset. The graduated bar indicates the ring volume. Press **NavOK** to save and return to the previous menu level.

Vibrate Cadence

Vibrate Cadence options are the same as for **Ring Cadence**.

Ring Delay

Ring Delay determines how long the vibrate cadence will play before the audible ring starts.

```
╔══════════════════════════════╗
║ ▒ıl ⊠ฦ            ↑↓ ▥ ║
║    Ring Settings      4      ║
║    Ring after Vibrate        ║
║  Ring Tone                   ║
║  Ring Volume                 ║
║  Vibrate Cadence             ║
║  Ring Delay                  ║
║                      Back    ║
╚══════════════════════════════╝
```

Press **NavOK** to select option.

```
╔══════════════════════════════╗
║ ▒ıl ⊠ฦ            ↑↓ ▥ ║
║    Ring Delay         2      ║
║    Choose a Delay            ║
║  None                        ║
║  *5 seconds                  ║
║  10 seconds                  ║
║                      Cncl    ║
╚══════════════════════════════╝
```

Advanced Features

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Use **Nav▲** and **Nav▼** to highlight an option. Press **NavOK** to set new ring delay and return to the previous menu level. Press **Cncl** to return to the previous menu level without changing the ring delay.

Auxiliary Ring 1 and 2
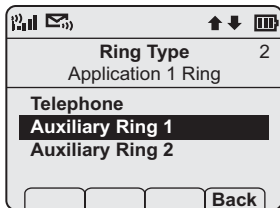
Auxiliary Rings 1 and **2** have the same options as **Telephone**. These additional settings are used when additional call system applications are used at your facility. Set a unique ring style for each system so that you are alerted to the type of call coming in. See your phone system administrator for additional information.

Noise Mode

Use the **Noise Mode** option to adjust the microphone for the level of ambient noise:

```
📶 ✉         ↑↓ 🔋
     Edit Custom      3
   Background Noise
Set as Active
Ring Settings
Noise Mode
Ring in Headset
                 Back
```

Press **NavOK** to select option.

```
📶 ✉         ↑↓ 🔋
     Noise Mode       1
   Office Environment
*Normal
High
Severe

                 Cncl
```

The **Normal** setting is suitable for most office environments. Select **High** for moderate background noise and **Severe** for very noisy environments.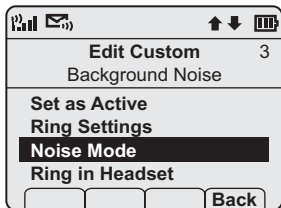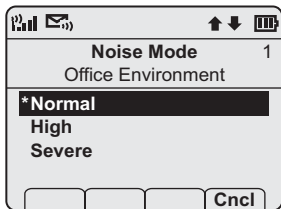 Use **Nav▲** and **Nav▼** to highlight an option. Press **NavOK** to set a new **Noise Mode** and return to the previous menu level.

Headset/Speaker Ring

When using a headset, the ring may be adjusted to ring as a softly modulated sound in the headset or as usual in the speaker. When no headset is plugged in, the ring goes to the speaker.
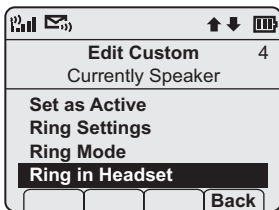
The current setting is displayed on the info line. Press **NavOK** to toggle to the alternate setting.

Key Tones Enable/Disable
Key tones sound when the keypad is pressed. They
may be turned off for silent handset dialing.
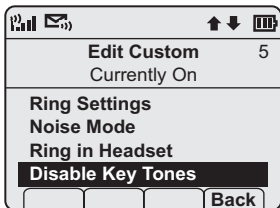
```
 📶 ✉                          ⬆ ⬇ 🔋
            Edit Custom          5
            Currently On
 Ring Settings
 Noise Mode
 Ring in Headset
 Disable Key Tones
                          Back
```

The current setting is displayed on the info line. Press
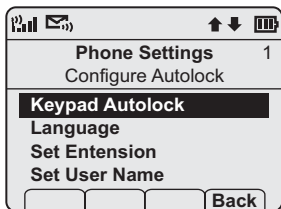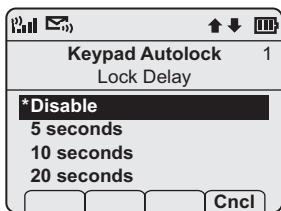**NavOK** to toggle to the alternate setting.

Phone Settings

Phone settings options are used to customize your handset's functions.
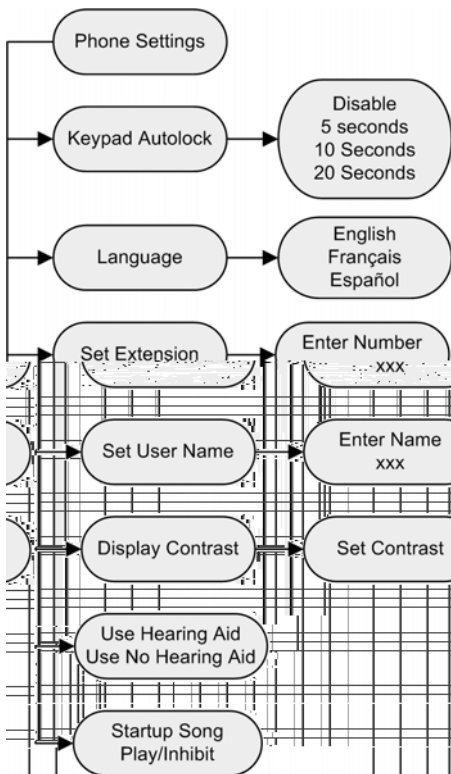
Keypad Autolock

The handset may be set to lock the keypad automatically when in standby mode. The automatic locking function of the keypad may be disabled or set for a five, 10 or 20-second delay before locking.

```
┌─────────────────────────────┐
│ ▒▒▒ ▒▒         ↑ ↓  ▥▥  │
│      Phone Settings      1  │
│      Configure Autolock     │
│  ┌────────────────────────┐ │
│  │ Keypad Autolock        │ │
│  └────────────────────────┘ │
│    Language                 │
│    Set Entension            │
│    Set User Name            │
│  ┌───┬───┬───┬──────┐       │
│  │   │   │   │ Back │       │
│  └───┴───┴───┴──────┘       │
└─────────────────────────────┘
```

Press **NavOK** to select option.

```
┌─────────────────────────────┐
│ ▒▒▒ ▒▒         ↑ ↓  ▥▥  │
│      Keypad Autolock     1  │
│         Lock Delay          │
│  ┌────────────────────────┐ │
│  │ *Disable               │ │
│  └────────────────────────┘ │
│    5 seconds                │
│    10 seconds               │
│    20 seconds               │
│  ┌───┬───┬───┬──────┐       │
│  │   │   │   │ Cncl │       │
│  └───┴───┴───┴──────┘       │
└─────────────────────────────┘
```
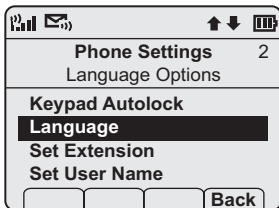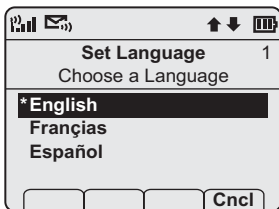
Use **Nav▲** and **Nav▼** to highlight an option. Press **NavOK** to set the Autolock option and return to the previous menu level. Press **Cncl** to return to the previous menu level without changing the Autolock option.

Advanced Features

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Set Language
The language option will list what languages are available. Select the language from the list.

📶 📧	⬆ ⬇ 🔋
Phone Settings	2
Language Options	
Keypad Autolock	
Language	
Set Extension	
Set User Name	
	Back

Press **NavOK** to select option.

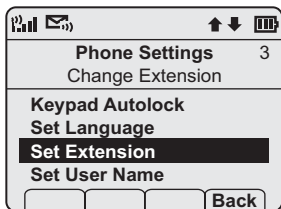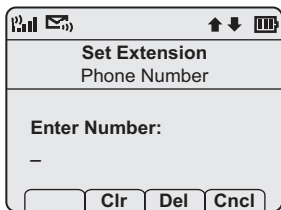| 📶 📧	⬆ ⬇ 🔋
Set Language	1
Choose a Language	
*English	
Françias	
Español	
	Cncl

Use **Nav▲** and **Nav▼** to highlight an option. Press **NavOK** to set a language option and return to the previous menu. Press **Cncl** to return to the previous menu level without changing the language.

Set Extension

Set Extension is used to change the extension displayed in the standby menu. Changing the extension in the standby menu does not affect the extension number assigned to this handset in the PBX. Please see the phone system administrator if you have questions about the correct extension number for your handset.
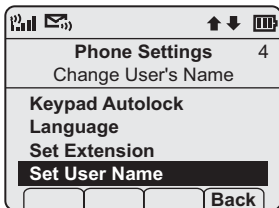
```
┌─────────────────────────────────┐
│ ⁛⠂ᚎ  ▥            ↑↓ ▥▥          │
│        Phone Settings       3   │
│        Change Extension         │
│                                 │
│   Keypad Autolock               │
│   Set Language                  │
│   Set Extension                 │
│   Set User Name                 │
│                      Back       │
└─────────────────────────────────┘
```

Press **NavOK** to select option.

```
┌─────────────────────────────────┐
│ ⁛⠂ᚎ  ▥            ↑↓ ▥▥          │
│        Set Extension            │
│        Phone Number             │
│                                 │
│   Enter Number:                 │
│                                 │
│   –                             │
│           Clr   Del   Cncl      │
└─────────────────────────────────┘
```
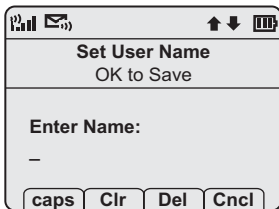
Enter the extension number by pressing the keypad. For entry information see *Data Entry and Editing* above. Press **NavOK** to save and return to the previous menu level. Press **Cncl** to return to the previous menu level without changing the extension.

Set User Name

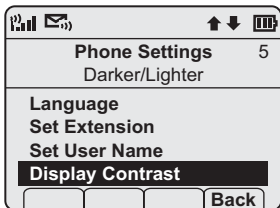A name may be entered to identify the handset's owner. It may be 18 or fewer characters.

```
┌─────────────────────────────────┐
│ ⸬⊪ ⊠ⁿ              ↑↓ ▥ │
│        Phone Settings     4     │
│        Change User's Name       │
│  Keypad Autolock                │
│  Language                       │
│  Set Extension                  │
│  Set User Name                  │
│                         Back    │
└─────────────────────────────────┘
```

Press **NavOK** to select option.

```
┌─────────────────────────────────┐
│ ⸬⊪ ⊠ⁿ              ↑↓ ▥ │
│        Set User Name            │
│        OK to Save               │
│                                 │
│  Enter Name:                    │
│                                 │
│  _                              │
│  caps   Clr   Del   Cncl        │
└─────────────────────────────────┘
```
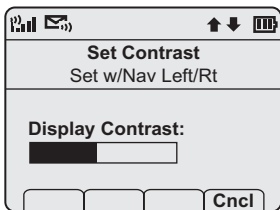
Enter the name by pressing the keypad. For entry information see *Data Entry and Editing* above. Press **NavOK** to save and return to the previous menu level. Press **Cncl** to return to the previous menu level without entering or changing the name.

Set Display Contrast

Display contrast may be adjusted to accommodate light conditions.

```
📶 ✉      ↑↓ 🔋
      Phone Settings    5
        Darker/Lighter
    Language
    Set Extension
    Set User Name
    Display Contrast
                    Back
```

Press **NavOK** to select option.

```
📶 ✉      ↑↓ 🔋
       Set Contrast
      Set w/Nav Left/Rt

    Display Contrast:
    ▮▮▮▮▮
                    Cncl
```
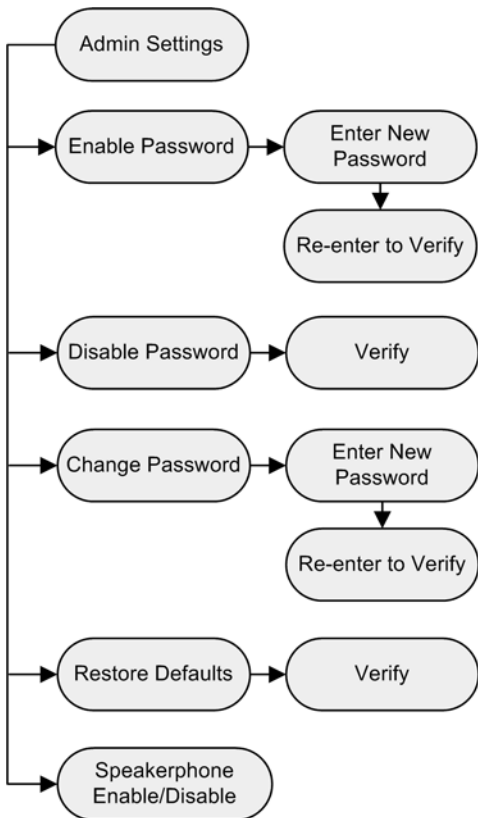
Use use **Nav▶** to increase contrast and **Nav◀** to decrease contrast. Press **NavOK** to save and return to the previous menu level. Press **Cncl** to return to the previous menu level without changing the display contrast.

Hearing Aid
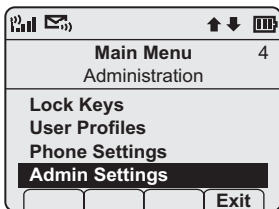The handset may be adjusted for hearing aid compatibility.

The current setting is displayed on the info line. Press **NavOK** to toggle to alternate setting.

Startup Song Play/Inhibit
The melody that plays when the handset is turned on after being fully charged may be silenced.

The current setting is displayed on the info line. Press **NavOK** to toggle to alternate setting.

Admin Settings

```
Admin Settings

Enable Password → Enter New
                   Password
                      ↓
                  Re-enter to Verify

Disable Password → Verify

Change Password → Enter New
                   Password
                      ↓
                  Re-enter to Verify

Restore Defaults → Verify

Speakerphone
Enable/Disable
```

Advanced Features

In some facilities, restricted functions may be set only by the phone system administrator.

```
📶 ⌧       ↑↓ 🔋
        Main Menu      4
        Administration
  Lock Keys
  User Profiles
  Phone Settings
  Admin Settings
              Exit
```
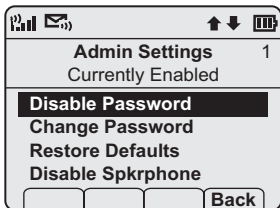
Press **NavOK** to select option.

If the **Admin Settings** options are restricted in your facility, you will be prompted for a password before being allowed to view administrative options.

```
📶 ⌧       ↑↓ 🔋
      Enter Password
      Password Required

  Password:
  _
  caps   Clr   Del   Cncl
```
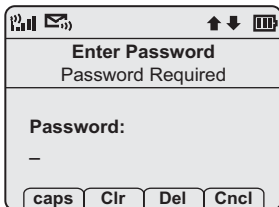
The blinking underscore identifies the current cursor position. Enter the password by pressing the keypad buttons. Press **NavOK** to continue. Press **Cncl** to return to main menu. See your phone system administrator if you need access to the **Admin Settings** options and do not know the password.

Enable/ Disable/ Change Password
The password must be set in each handset for which
controlled access is desired.

```
 ‖₁₁ ᠌᠊                          ⬆⬇ ▥
        Admin Settings        1
        Currently Enabled
   Disable Password
   Change Password
   Restore Defaults
   Disable Spkrphone
                        Back
```

The **Password** option operates as a toggle between
Enable and **Disable**. The info line will display the cur-
rent state. Press **NavOK** to change the password pro-
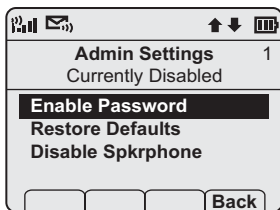tection state.

If the password is disabled, the **Change Password**
option will not appear on the menu.

Disable Password
The password may be disabled. Select **Disable Password**.

```
📶 ✉       ↑↓ 🔋
Disable Password
Yes to Verify

Are You Sure?

Yes          No
```
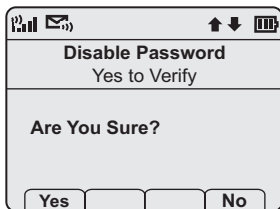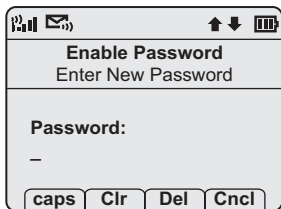
Press **Yes** to disable the password and return to the Admin Settings menu. The password is now disabled and will not be required for access to the **Admin Settings** options. If you do not wish to disable the password, press **No** to return to the Admin Settings menu.

Enable Password
A password may be set through the **Enable Password** option. A password may be up to 18 characters.

```
📶 ✉       ↑↓ 🔋
Admin Settings    1
Currently Disabled

Enable Password
Restore Defaults
Disable Spkrphone

              Back
```

To set a password press **NavOK**.

```
┌─────────────────────────────┐
│ ⁞ₐₗ ⊠ₙ            ⬆⬇ ▥ │
│      Enable Password        │
│     Enter New Password      │
│                             │
│                             │
│   Password:                 │
│   _                         │
│ ┌────┬─────┬─────┬──────┐   │
│ │caps│ Clr │ Del │ Cncl │   │
│ └────┴─────┴─────┴──────┘   │
└─────────────────────────────┘
```

Enter the new password and press **NavOK** to save. The
password must then be verified.

```
┌─────────────────────────────┐
│ ⁞ₐₗ ⊠ₙ            ⬆⬇ ▥ │
│      Enable Password        │
│       Verify Password       │
│                             │
│                             │
│   Password:                 │
│   _                         │
│ ┌────┬─────┬─────┬──────┐   │
│ │caps│ Clr │ Del │ Cncl │   │
│ └────┴─────┴─────┴──────┘   │
└─────────────────────────────┘
```
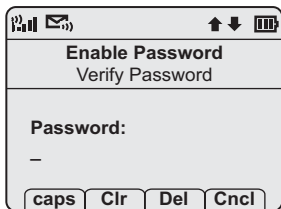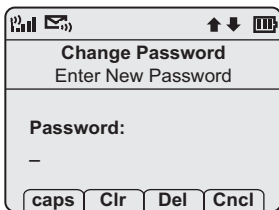
Verify the password by entering it again and then
press **NavOK** to save and return to the previous menu
level.

If you press **Cncl** from either of these screens, the
password entry is erased and the handset will not
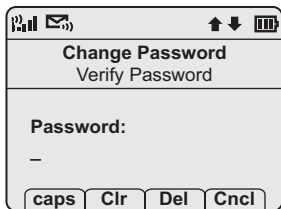require it before displaying **Admin Settings** options.

Change Password

A password may be changed through the **Change Password** option. A password may be up to 18 characters.

```
┌─────────────────────────────┐
│ 📶 ✉         ↑↓ ▥           │
│      Admin Settings      2  │
│      Set New Password       │
│                             │
│  Disable Password           │
│ ▐ Change Password ▌         │
│  Restore Defaults           │
│  Disable Spkrphone          │
│              [      ][ Back ]│
└─────────────────────────────┘
```
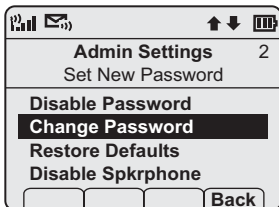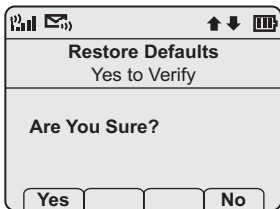
To set a new password press **NavOK**.

```
┌─────────────────────────────┐
│ 📶 ✉         ↑↓ ▥           │
│     Change Password         │
│     Enter New Password      │
│                             │
│                             │
│  Password:                  │
│                             │
│  _                          │
│ [caps][ Clr ][ Del ][ Cncl ]│
└─────────────────────────────┘
```

Enter the new password and press **NavOK** to save. The new password must then be verified.

```
┌─────────────────────────────┐
│ ▙ᵢₗ ▨₍ₙ₎            ↑↓ ▥    │
│    Change Password          │
│    Verify Password          │
│                             │
│ Password:                   │
│                             │
│ _                           │
│                             │
│ ┌caps─┬─Clr─┬─Del─┬─Cncl┐   │
└─────────────────────────────┘
```

Verify the password by entering it again and the press **NavOK** to save it and return to previous menu level.

If you press **Cncl** from either of these screens any entry is erased and a new password has not been set.

Restore Defaults

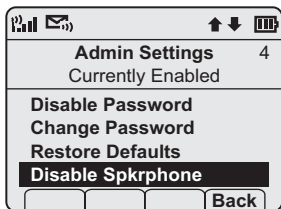The **Restore Defaults** option allows you to reset the handset to factory standby menu settings.

```
📶 ☒           ⬆⬇ ▥
    Admin Settings    3
    Factory Settings
Disable Password
Change Password
Restore Defaults
Disable Spkrphone
              Back
```

Press **NavOK** to select option.

```
📶 ☒           ⬆⬇ ▥
    Restore Defaults
    Yes to Verify

Are You Sure?

Yes           No
```
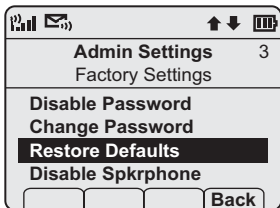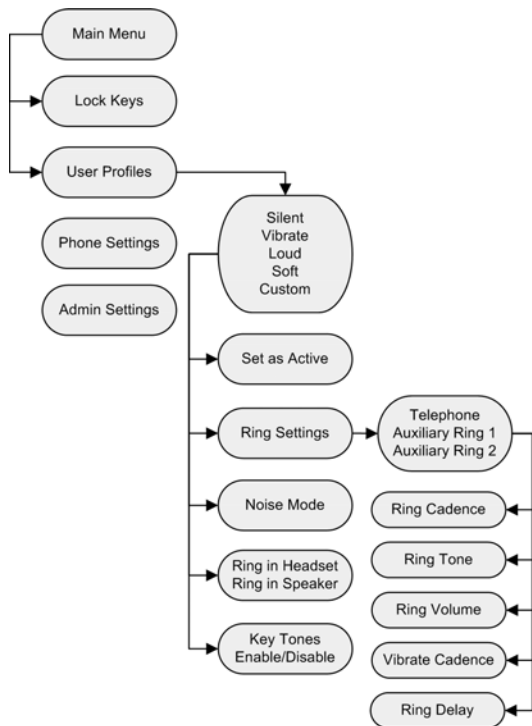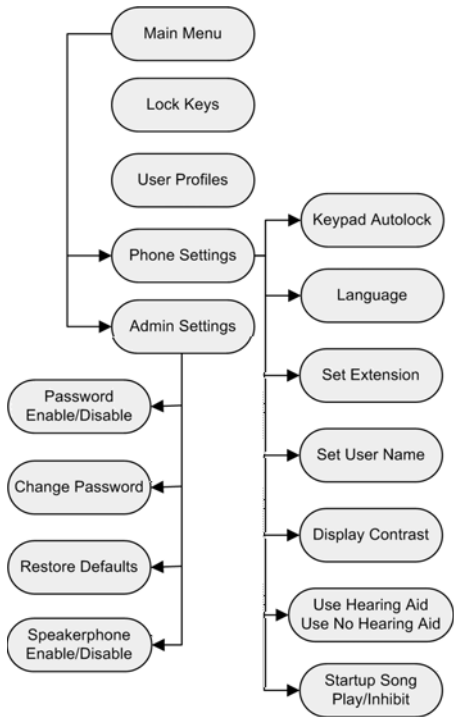
Press the **Yes** softkey to restore default settings and return to the previous menu level. All settings will revert to factory defaults, including the password set at the factory. Press the **No** softkey to exit without resetting the handset to original factory settings.

Speakerphone

The speakerphone may be disabled when quiet hand-set operation is required. Disabling the speakerphone will remove the speakerphone softkey from the active mode display.

```
📶 ✉⁾)              ⬆⬇ ▥
        Admin Settings      4
        Currently Enabled
      Disable Password
      Change Password
      Restore Defaults
      Disable Spkrphone
                        Back
```

The current setting is displayed on the info line. Press **NavOK** to toggle to alternate setting.

Menu Grid

Main Menu

Lock Keys

User Profiles

Phone Settings

Admin Settings

Keypad Autolock

Language

Set Extension

Set User Name

Display Contrast

Use Hearing Aid
Use No Hearing Aid

Startup Song
Play/Inhibit

Password
Enable/Disable

Change Password

Restore Defaults

Speakerphone
Enable/Disable

Advanced Features

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Advanced Telephony Features

Advanced telephony features are accessed through the **FCN** key followed by one or two additional key presses depending on the telephone system in use at your facility.

Check with your phone system administrator for specific features supported by your handset.

For your convenience, the following table has been provided to allow you to record the feature access sequences used in your facility.

Feature	Key Press
Transfer	**Fcn +** _____
Forward	**Fcn +** _____
Conference	**Fcn +** _____
Camp on	**Fcn +** _____
Redial	**Fcn +** _____
Voicemail	**Fcn +** _____
Flash	**Fcn +** _____
Application Mode	**Fcn +** _____
_____	**Fcn +** _____
_____	**Fcn +** _____
_____	**Fcn +** _____
_____	**Fcn +** _____
_____	**Fcn +** _____
_____	**Fcn +** _____

Advanced Features

Handset Accessories

Handset Accessories

About Chargers

Three charger models are available for the Link 6020 Wireless Telephone. The Single Charger will charge a single handset with an installed Battery Pack. The Dual Charger will charge the handset and a spare Battery Pack. The Quad Charger can charge up to four Battery Packs at a time. Any Link 6020 Battery Pack can be charged in any charger.

The Single and Dual Chargers allow the handset to remain operative in speakerphone mode or with a headset while charging. Handsets may be charged while in standby mode, while in an active call or while turned off.

Place the Single or Dual Charger on a flat, horizontal surface and plug the power supply into the charger and into an appropriate wall outlet. The Quad Charger may be mounted on a horizontal or vertical surface.

Charging Status

The handset display and the LED on the Dual and Quad Chargers indicate whether or not charging is occurring or completed or if a Battery Pack failure has been detected.

Handset Accessories

Handset/LED*	Charging Status
Charging	The Battery Pack in the handset is charging.
LED Solid On	Battery Pack is charging. Note that in the Dual Charger, the handset's Battery Pack takes charging precedence, and when it is finished charging, the single Battery Pack in the rear bay will charge.
Charge Complete	The Battery Pack in the handset has finished charging.
LED Off	Battery Pack fully charged, empty slot, or unit is not powered.
Battery Failure	Error. Battery Pack not able to be charged. Reinsert Battery Pack or replace Battery Pack.
LED Flash	

*Note: the Single Charger does not have an LED indicator.

Charging Times

Each type of Battery Pack requires a different amount of time to achieve a fully charged state from a fully depleted state.

Type	Charging time
Standard	2 hours
Extended	3 hours
Ultra-Extended	4 hours

Note

The type of Battery Pack is printed on the label. Remove the Battery Pack and view the label to determine the type of Battery Pack you have been issued.

Handset Accessories

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⚠ Caution

- It is normal for the Battery Pack to become warm when charging.
- Chargers are only authorized for use in the U.S. and Canada. The correct power supply for your charger will be provided with the charger.
- Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.
- Do not place anything in the charger other than the handset or single Battery Pack as appropriate as the contacts could be bent. Bent contacts can keep the Battery Pack from charging.
- Only use SpectraLink Battery Packs with Spectra-Link chargers.
- Never use non-SpectraLink charging units as they could damage the Battery Pack.[2]
- Only use the original plug-in power adapter for the chargers.
- Contact your service representative for assistance if you have a faulty Battery Pack or a problem with your charger.

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[2] If you have been issued a charger that carries another brand, please check with your phone system administrator for directions on how to properly use it.

Single Charger

The Single Charger is designed to allow the handset to remain operational through speakerphone or headset use while the handset's Battery Pack is being charged. The handset may also be charged while it is in standby mode or turned off.

Place the handset into the Single Charger facing forward. While the handset is charging in standby mode, it will display its extension number and **Charging...**. An animated charge icon will indicate that charging is in progress. The handset is fully operational and will ring if called. When the handset is charging while turned off, only **Charging...** will display and no calls will be received. The dots will be racing during the charging cycle.

When the handset is fully charged, **Charge Complete** will display.

No charging information will display during an active call.
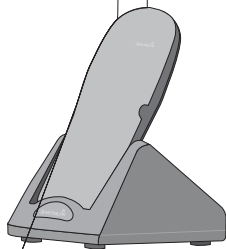
Dual Charger

The Dual Charger is designed to charge the Battery Pack in the handset while it remains operational and also charge an additional Battery Pack in the rear charging bay. The handset has charging priority when both slots are occupied.

Place the handset in the front slot, facing forward. The Battery Pack alone snaps into the charging bay as shown in the illustration.

The LED indicates the status of the Battery Pack in the rear bay. The handset displays its charging status as described for the Single Charger.

When the handset is fully charged or is removed, the Battery Pack will begin charging.

Note that the time it takes for the Battery Pack to charge will be lengthened if its charging cycle is interrupted for a handset to charge.

Quad Charger

The Quad Charger is designed to simultaneously charge four Battery Packs. It may be mounted on a horizontal or vertical surface.

The Battery Pack snaps into the charging bay. The LED above the occupied bay indicates the charging status of the Battery Pack in the bay.

✐ **Note**

If a flashing LED indicates a Battery Pack failure, verify the condition before replacing the Battery Pack. First check the Battery Pack in a different bay or substitute another charger and repeat the operation that caused the failure. If the same Battery Pack lights a steady LED when inserted in a different bay or charger, the first charger may be faulty. Contact your phone system administrator for service information.

Headsets

SpectraLink offers optional headsets for use in noisy environments or if you need to have your hands free while talking on the handset.

To use the headset, simply plug it into the jack on the right side of the handset.

While using a headset, the handset will ring according to the user profile setting established in the Headset/Speaker Ring option.

The headsets offered by SpectraLink are specially designed to work properly with the Link 6020 Wireless Telephone. SpectraLink does not recommend using other headsets.

Carrying Options

The following options are available for handset protection and easy handset carrying and removal. A headset may be used in combination with any of these carrying options for hands-free operation while mobile.

Belt clip: Spring-loaded plastic belt clip that attaches to the back of the handset. Designed to be worn on the belt.

Swivel belt clip: Swivel-style plastic belt clip that attaches to the back of the handset with full 360 degree swivel or eight-position ratchet options. Designed to be worn on the belt.

Swivel carrying case: Black leather case with keypad cover and swivel-style quick release plastic belt clip. Designed to be worn on the belt.

Rugged holster: Black leather holster with plastic belt clip. Designed to be worn on the belt.

Cord lanyard: Nylon cord lanyard with quick disconnect. Designed to be worn around the neck.

Coiled lanyard: Plastic coiled lanyard with plastic clothing clip. Allows the handset to be clipped to clothing.

Handset Administration

FAQs

How does the handset power off and power on?
The **END** key is the power on/power off key. Press and hold it to turn the handset on. Turn the handset off from the standby mode by pressing and holding the **END** key. If you are in an active call, end the call by pressing the **END** key. This returns the handset to the standby mode.

How do I place a call and terminate a call?
To place a call, press the **START** key and then dial the number. End the call by pressing the **END** key.

What features (transfer, mute, etc.) are available and how are they activated?
Mute and Hold features are available in every facility and are activated by pressing the corresponding soft-key. Other features, such as Transfer and Conference are locally programmed and usually activated by pressing the **FCN** key and then the number key or keys that correspond to the programmed feature. Contact your phone system administrator for detailed information on how to access these features in your facility.

How do I charge the Battery Pack?
The Battery Pack in the handset may be charged in a Single or Dual Charger without being removed from the handset by simply placing the handset into the

charger. A spare Battery Pack may be charged in the
rear bay of the Dual Charger or in a Quad Charger.

How long does the Battery Pack hold a charge?
There are three different Battery Pack models and
each has a different charge capacity. The type of Bat-
tery Pack is printed on the label. Remove the Battery
pack and view the label to determine the type of Bat-
tery Pack you have been issued.

Type	Talk Time	Standby Time
Standard	4 hours	80 hours
Extended	6 hours	120 hours
Ultra-Extended	8 hours	160 hours

Can I use the Link 6020 Wireless Telephone at home?
Base Stations installed in your facility transmit the
radio waves emitted from your Link 6020 Wireless
Telephone to the phone system which links the hand-
sets to each other and to the rest of the world. The
handset operates only within range of these Base Sta-
tions and will therefore not work in your home.

What is the range of the Link 6020 Wireless Telephone?
As barriers affect radio transmission, there is not one
answer for this question. Normally, you can expect
the same range as any other wireless device. However,

if you have metal walls or other types of materials that inhibit radio waves, the range will be reduced.

Can I change the ring?
The ring is fully adjustable and may be set differently for different profiles. For a complete explanation of how to change the ring, see the Profile Settings section of this guide.

How do I change the voice volume and the ringing volume?
Whether using a headset, the speakerphone, or the internal speaker, the speaker volume for the current call may be raised or lowered by pressing the up and down volume buttons on the side of the handset.

The column buttons may be pressed while the handset is ringing to raise or lower the ring volume, which also changes the ring volume setting in the current profile.

Can I clean the handset with a spray?
Clean the handset by wiping it with a damp cloth. Plain water works for most soil. A stained or contaminated handset may be cleaned or disinfected by using a spray. Do not spray the handset directly. Spray the cloth and then wipe the handset with it without rubbing too vigorously. Wipe off detergent residue with a water-dampened cloth.

Specifications

Radio frequency	902–928 MHz
Transmission type	Frequency Hopping Spread Spectrum (FHSS)
FCC certification	Part 15.247
Voice encoding	ADPCM (Proprietary)
Transmit power	Up to 100 mW peak, < 10 mW average
Display	Pixel-based alphanumeric, (up to 4-line × 18-character) plus line and status indicators and softkey labels.
Model dimensions	5.4" × 2.0" × 0.9" (14.0 × 5.1 × 2.3 cm)
Model weight	3.9 ounces (112.4 g) with Standard Battery Pack 4.1 ounces (115.7g) with Extended Battery Pack 4.5 ounces (128.8g) with Ultra-Extended Battery Pack
Standard Battery Pack capacity	4 hours talk time 80 hours standby
Extended Battery Pack capacity	6 hours talk time 120 hours standby
Ultra-Extended Battery Pack capacity	8 hours talk time 160 hours standby

About Safe Use of Wireless Telephones

⚠️ WARNING: Changes or modifications to this equipment not approved by SpectraLink Corporation may cause this equipment to not comply with part 15 of the FCC rules and void the user's authority to operate this equipment.

⚠️ WARNING: SpectraLink products contain no user-serviceable parts inside. Refer servicing to qualified service personnel.

Operational Warnings

Potentially Explosive Atmospheres

Turn off your handset, prior to entering any area with a potentially explosive atmosphere. Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

⚠️ The areas with potentially explosive atmospheres referred to above include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often but not always posted.

Batteries

All batteries can cause property damage and/or bodily injury, such as burns if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may

complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

Electromagnetic Interference and Compatibility

Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your handset in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be

Hearing Aids

Some digital wireless handsets may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing-aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Use While Driving

Campus installations and warehouse facilities that use vehicles such as forklifts or golf carts should abide by these guidelines when using Wireless Telephones:

- Give full attention to driving and to the road, aisle, or path.
- Use hands-free operation, if available.
- Pull off the road, aisle, or path and park before making or answering a call.

For Vehicles Equipped with an Airbag

Do not place a portable handset in the area over the airbag or in the airbag deployment area. An airbag inflates with great force. If a handset is placed in the airbag deployment area and the airbag inflates, the handset may be propelled with great force and cause serious injury to occupants of the vehicle.

Care of Your Handset

- Avoid dropping the handset or knocking it against hard surfaces. Carrying the handset in a holster or carrying case will help protect it.

- There are no serviceable parts in the handset or chargers. You should not open the handset case nor disassemble the chargers. Doing so will void your warranty.

- Turn off the handset and unplug chargers before you clean them. Never immerse either in liquid. Clean the exterior surfaces, including the charging contacts, with a cloth that has been slightly moistened with water. Take care not to exert undue pressure on charger electrical contacts while wiping.

- Wiping the handset surface with a water-dampened cloth or paper towel will remove most films or residues. If the soiling is too stubborn for plain water, a mild detergent solution may be used. Be sure to wipe away any detergent residue with a clean water-dampened cloth.

- Should the headset connector become dirty, a scratchy or intermittent signal may be experienced. To clean the connector, dip the non-padded end of either a wooden or paper handled cotton swab in isopropyl alcohol. Gently insert in the connector and twist, repeating several times. If available, blow compressed air into the connector to clear debris.

- Keep the headset jack covered when it is not in-use.

- Using a carrying case may help protect the surfaces and help prevent liquids (e.g., rain) from entering into the interior of the handset. This product is not waterproof, and exposing the unit to liquids may result in permanent damage to the unit.

Handset Administration

- If your handset interior gets wet, do not try to accelerate drying with the use of an oven or a dryer as this will damage the handset and void the warranty. Instead, do the following:

  1 Immediately power off the handset.

  2 Remove the Battery Pack from handset.

  3 Shake excess liquid from the handset.

  4 Place the handset and Battery Pack in an area that is at room temperature and has good airflow.

  5 Let the handset and Battery Pack dry for 72 hours before reconnecting the Battery Pack and/or powering on the handset.

If the handset does not work after following the steps listed above, contact your phone system administrator for servicing information.

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Handset Administration