

User Manual

Ascom Myco Wi-Fi and Cellular Smartphone

About This Document

Safety Precautions

Read the safety precautions in [Appendix A. Safety Precautions](#) before using the handset.

Save This Manual. It includes important safety information and operating instructions. Save all instructions for future reference.

Cross-References in the Document

Throughout this document you find cross-references with blue text color, which indicate further details that are found in other sections of this document. They are linked to the relevant place in the document (example: see [21. Document History User Manual](#) on page 81). Click the blue link to read the relevant section.

To return to the original page after viewing a cross-referred page in Adobe Reader, press the **Alt** and **left arrow** keys.

Related Documents

When referred to another document, for example, the Configuration Manual, the document and its document number (TD XXXXX) is listed at the end of this document, [20. Related Documents User Manual](#).

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1. Introduction User Manual

The Ascom Myco Wi-Fi and Cellular Smartphone is a durable and robust handset, purpose built for nurses, caregivers and clinicians. Alerts from patient monitors, and communication from staff and patients, are available to you at all times, wherever you are on-site. With the top display, color coded LED priority beacon and touchscreen you have the ability to quickly respond to alerts.

NOTE: The Ascom Myco Wi-Fi and Cellular Smartphone is referred to as the handset in this manual.

The handset is available in two versions:

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

Read [Appendix A. Safety Precautions](#) on page 85 before using the handset.

For a list of:

- Abbreviations and glossary used in the manual, see [1.1 Abbreviations and Glossary User Manual](#) on page 3.
- Handset features, see [1.2 Features](#) on page 4.

Target Group

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

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

Prerequisites

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

- 1 If the Cellular handset version is used, insert a micro-SIM card from a mobile network operator into the handset. Refer to [2.1 Insert SIM Card](#) on page 5.
- 2 Register the handset in the PBX for voice, in the applicable Unite module(s) for messaging, and the optional central management (Easy deployment) for setup and configuration of handsets. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.
- 3 Read the safety precautions in [Appendix A. Safety Precautions](#) on page 85.

How to Use This Document

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

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

The images can differ, depending on the software version.

For software download and parameter setup, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

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

1. Introduction User Manual

1.1 Abbreviations and Glossary User Manual

1G, 2G, 3G, 4G	Common naming of the generations of mobile communication evolution.
Alert	Alert message from equipment such as patient monitors and nurse call systems.
Cellular	GSM/3G
Conversation	A collection of instant messages sent between two handsets.
Device Manager	Application for management of handsets, editing of parameters and updating the handsets with new software, running on Unite CM/Unite CS.
GMS ^a	Google™ Mobile Services. It is possible to enable GMS, a suite of integrated Google applications to enable apps such as Google Play™, Gmail™ or Google Maps™. ^b
GSM	Global System for Mobile Communication (often called 2G)
IP	Internet Protocol is the principal communications protocol in the Internet protocol suite.
LAN	Local Area Network
Message	Instant message sent between two handsets, using the Unite CM/Unite CS.
MDM	Mobile Device Management
Micro-SIM	A SIM card standard with a smaller form factor compared to a full-size SIM, or a mini-SIM card.
NFC	Near Field Communication. A set of communication protocols that enable two devices to establish communication by bringing them within close proximity of each other.
PBX	Private Branch Exchange. A telephone system within an enterprise that switches calls between local lines, and allows all users to share a certain number of external lines.
HSPA	High Speed Packet Access
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
SMS	Short Message Service. Text messages sent over the cellular network. NOTE: Only applicable for the Cellular handset version.
Unite CM	Unite Connectivity Manager: Unite module that enables messaging and alarm handling in a WLAN system. It also includes the Device Manager.
Unite CS	Unite Communication Server (Unite CS) is a software only, Unite Core system offering, utilizing an off-the-shelf server for customer deployment. It delivers mission-critical messaging, alarms and data to mobile staff members enabling quicker response to information.
VoIP	Voice over IP
VoWiFi	Voice over Wi-Fi is a wireless version of VoIP and refers to IEEE 802.11a, 802.11b, or 802.11g network.

1. Introduction User Manual

Wi-Fi	The commonly understood name for wireless LAN networks. Used generically when referring of any type of 802.11 network.
WLAN	Wireless Local Area Network (LAN): A type of LAN in which data is sent and received via high-frequency radio waves rather than cables, or wires.

a.Only available for Ascum Myco 2, GMS handset version.

b.Android, Google, Google Play and other marks are trademarks of Google, Inc.

1.2 Features

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

Features
Professional Smartphone designed for mission-critical communication
3G Cellular with HSPA data support (cellular handset version only)
Wi-Fi 802.11a/b/g/n support
Seamless Wi-Fi roaming, that is, on-call handover between access points
Centralized management using Ascum Unite, or 3rd party MDM tools
Supports Over-the-Air administration
Android™ 5.1 (Lollipop®)
3 rd party App support
Supports integration with other systems using Ascum Unite middleware
Google Mobile Services (Google apps and services) ^a
Smart alert handling
Top display with color-coded LED priority beacon
Easily exchangeable battery
Durable, robust, and easy to carry
Optimized for single hand use, and regular disinfection
Multifunction/Alarm button (optional)
Hearing aid compatible (HAC)
Headset support ^b
IP54 rated
Professional barcode reader API, supporting 1D and 2D barcodes (optional)
Easy deployment via QR-code
Man-down and No-movement alarms
Push-to-Talk (PTT) group call
Location (Ascum IR ^c , AP, Ekahau RTLS, and Cisco MSE)
NFC Support ^d

a.Only available for Ascum Myco 2, GMS handset version.

b.Only available for Ascum Myco 2.

c.Only available for Ascum Myco 2.

d.Only available for Ascum Myco 2.

2. Quick Installation Steps for Administrators

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

NOTE: Remove the protective plastic sheet attached to the display, for proper function of the touchscreen.

- 1 Insert the micro-SIM card (Cellular handset versions only). Refer to [2.1 Insert SIM Card](#) on page 5.
NOTE: Only a micro-SIM size card can be used in the handset.
- 2 Close the battery cover, and lock it. Refer to [4.11 Change the Battery](#) on page 22.
TIP: The battery has an approximately 50% charge at delivery, and doesn't need to be charged before use.
- 3 Change the language (if other than the default english). Refer to [16.3 Languages Settings](#) on page 73.
- 4 Enter the handset ID (Easy deployment). Refer to [2.2 Install and Configure the Handset](#) on page 5.

NOTE: If not already done as prerequisite, perform Easy deployment. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

- 5 Configure parameter settings for the site, or for the handset user. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for further information.

2.1 Insert SIM Card

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

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

Remove SIM Card

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

2.2 Install and Configure the Handset

The recommended method to install and configure a handset is through Easy Deployment, by using a pre-configured staging WLAN. If Easy Deployment isn't configured in the system, use QR code setup, or install the handset manually through the admin settings menu.

2. Quick Installation Steps for Administrators

NOTE: For detailed instructions, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

Follow the instructions in the applicable section:

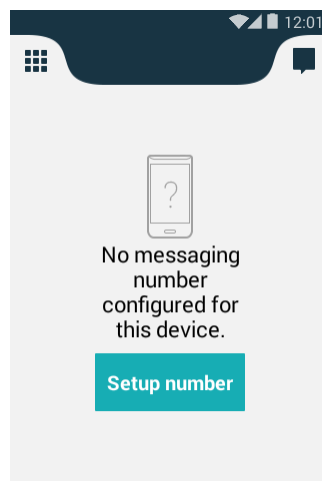
- [2.2.1 Install Using Easy Deployment](#) on page 6
- [2.2.2 Install Using QR Codes](#) on page 6
- [2.2.3 Manual Installation](#) on page 7

2.2.1 Install Using Easy Deployment

The handset is automatically installed and configured, if the Wi-Fi system is configured for Easy Deployment. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for information on how to configure Easy Deployment in the Wi-Fi system.

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

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



- 3 When the handset displays "Enter messaging number", enter the number.

CAUTION: If a wrong number is entered, a factory reset must be done, and all handset configuration parameter settings are restored to the default values. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

- 4 Tap **Done**.
- 5 If the Unite system is configured for user login, enter the user ID and password supplied by the system administrator.

2.2.2 Install Using QR Codes

Quick installation and setup can be done by scanning a QR code, if Easy Deployment is unavailable. The Setup QR code is created by a system administrator and contains the parameters necessary to install the handset in the system. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for instructions on how to create Setup QR codes.

To scan a Setup QR code, do the following:

2. Quick Installation Steps for Administrators

- 1 On the App view, tap **Setup a**.
- 2 Turn the handset horizontally and position the handset so that the QR code fits within the scanning window.



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

If needed, follow the steps in [2.2.1 Install Using Easy Deployment](#) on page 6 to add a messaging number to the handset after installation.

2.2.3 Manual Installation

If neither QR codes, nor Easy Deployment is available, the handset can be manually installed through the admin settings menu. Refer to the installation chapter of the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

3. Handset Description

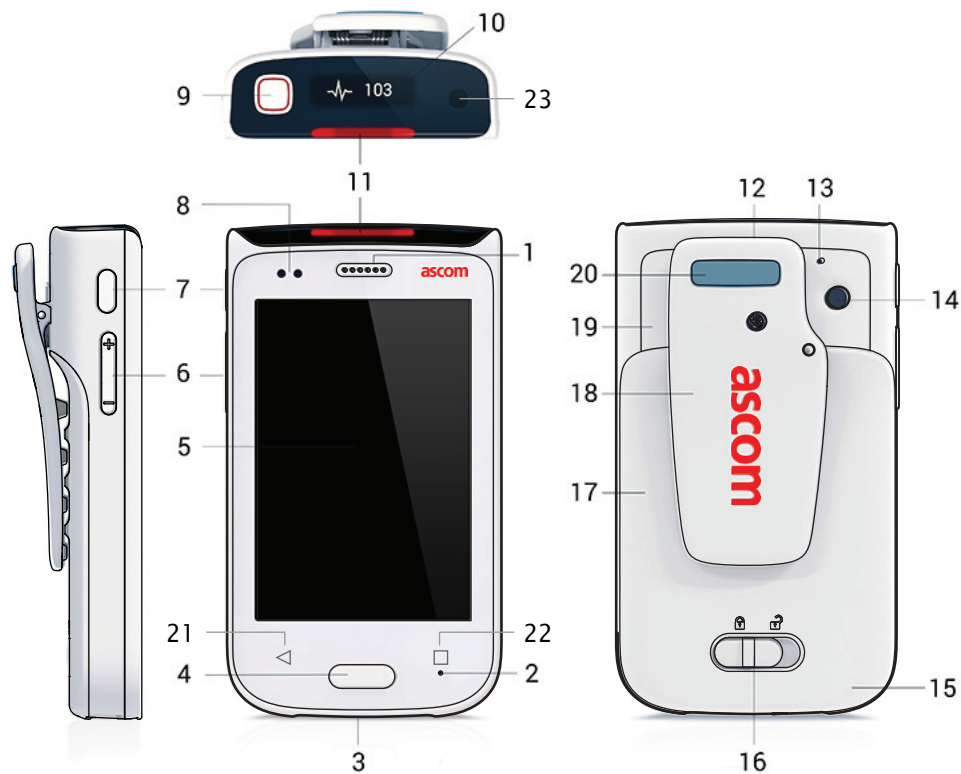
3. Handset Description

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

This chapter includes the following sections:

- [3.1 Handset Overview](#) on page 8
- [3.2 Accessories](#) on page 11

3.1 Handset Overview



1	Speaker.
2	Front microphone (main)
3	Charging connector / Headset connector
4	Home button (3.1.1 Home Button on page 9)
5	Front display with Touchscreen
6	Volume button, Up and Down (3.1.2 Volume Button, Up and Down on page 9)
7	Power button (3.1.3 Power Button on page 9)
8	Proximity sensor (3.1.6 Proximity Sensor on page 10)
9	Multifunction ^a /Alarm button (3.1.7 Multifunction, and Alarm Button on page 10)
10	Top display (3.1.8 Top Display on page 10)

3. Handset Description

11	Color-coded LED priority beacon (11.2 Color-Coded LED Signals on page 58)
12	Loudspeaker
13	Rear microphone
14	Camera (13. Camera and Gallery on page 68.)
15	GSM antenna
16	Battery cover lock
17	Battery Pack
18	Clip
19	WLAN antenna, and GPS antenna
20	Color pad for clip (3.1.10 Color Pad for Clip on page 11.)
21	Back button
22	Overview button
23	Ascum IR location

a.This feature is system dependent.

3.1.1 Home Button

- Press to return to the Alert view (refer to [4.7.1 Alert View](#) on page 16).
- Press to wake the display from sleep mode (refer to [4.2 Wake and Unlock the Handset, or Lock and Put It to Sleep](#) on page 13). The Power button can also be used for this functionality.

3.1.2 Volume Button, Up and Down

- Press up to increase, or press down to decrease the speaker and loudspeaker volume (refer to [4.3 Adjust the Volume](#) on page 13).
- Press the volume down button repeatedly to mute notification- or call sounds (refer to [4.4 Use Vibrator Only, or Silent Mode](#) on page 13).

To specify the default volume, refer to [16.2.1 Volumes](#) on page 72.

3.1.3 Power Button

- Long press to turn the handset on (refer to [4.1 Turn the Handset On, or Off](#) on page 12).
- Press to wake the display from sleep mode (refer to [4.2 Wake and Unlock the Handset, or Lock and Put It to Sleep](#) on page 13). The Home button can also be used for this functionality.
- Press to put it to sleep (refer to [4.2 Wake and Unlock the Handset, or Lock and Put It to Sleep](#) on page 13).
- Long press to turn off the handset (refer to [4.1 Turn the Handset On, or Off](#) on page 12).

3. Handset Description

3.1.4 Back Button¹

- Press to navigate backwards, to the previous screen. This will result in different behavior, depending on where you are in the user interface.
 - Inside a menu, pressing the back button will navigate up one level
 - At the top level of a menu, pressing the back button will exit the menu and go back to the application main screen
 - On the main screen of an application, pressing the back button will navigate back to the Alert view or the app from which the current app was launched

3.1.5 Overview button²

- Press to show a list of images that represents apps that have recently been used (with the most recently used app at the top). Pressing any of the images will launch the corresponding app.

3.1.6 Proximity Sensor

The Proximity sensor automatically puts the screen in sleep mode when you hold the handset close to your head, to avoid unintentional screen taps. When you move the handset away from your head, the screen automatically turns back on.

3.1.7 Multifunction, and Alarm Button

The Multifunction/Alarm button located on the top of the handset can be programmed for different kinds of functionality, such as:

- Place a call
- Act as a walkie talkie button (see [5.7 Push-to-Talk Group Call](#) on page 38)
- For alarm functionality (see [10. Personal Alarm](#) on page 55).

Some third-party apps can also be configured to use the button for input.

NOTE: If a third-party app is using the button, no other multifunction or alarm button functionality can be used.

Use the button in the following ways:

- Long press
 - Press and hold the button for longer than a second.
- Double press
 - Press the button twice within two seconds.

The functionality for long press and double press differ depending on the system configuration, contact your system administrator for details.

3.1.8 Top Display

With the top display, you get information about incoming calls, messages, or alerts, without the need to look at the front display.

- Refer to [7.2.1 Top Display](#) on page 46 for details on how alerts are shown in the top display.

1.Designated hardware button on Ascom Myco 2, software button at the bottom of the screen on earlier models.

2.Designated hardware button on Ascom Myco 2, software button at the bottom of the screen on earlier models.

3. Handset Description

- Refer to [11.2 Color-Coded LED Signals](#) on page 58 for details on how other notifications are shown in the top display.

3.1.9 Ascom IR location¹

The Ascom Myco handset is capable of using IR-positioning with the Ascom IR Location feature.

3.1.10 Color Pad for Clip

The color pad on top of the clip is used to differentiate the handsets between, for example, workgroups, shifts, or roles. The blue color pad is attached by default, and it can be exchanged for one of the colors, red, yellow, or green. See [18.3 Replace the Color Pad for the Hinge-Type Clip](#) on page 75.

3.2 Accessories

The following accessories are available for the handset:

Battery Pack	A replacement Battery Pack may be replaced and charged separately in the Battery Charging Rack, which is the quickest way to charge.
Spare clip	The replacement hinge-type clip is especially designed to fit one-layered fabric, such as shirt pockets.
Safety cord	The Safety Cord is attached around the clip to prevent from dropping the handset.
Color pad kit for clip	The color pad is attached to the clip, and is used to easily identify the handset belonging to, for example, a workgroup, shift, or role.
CR5 Charging Rack	The Charging Rack (CR5) charges up to six handsets at the same time. Charging time (fully depleted battery): Approx. 4 hours.
CR6 Battery Charging Rack	The Battery Charging Rack (CR6) charges up to six Battery Packs at the same time. Charging time (fully depleted battery): Approx. 3 hours.
Table adapters for Charging Rack (CR5/CR6)	With the attachable feet the Charging Rack can be placed on a table, instead of being wall mounted.
Micro-USB cable	The Micro-USB cable, attached to the USB Power supply, charges one handset at a time, for example at your own desk. When connected to (an active) computer, the USB cable can also be used to charge the handset, or for troubleshooting. Charging time (fully depleted battery): Approx. 4.5 hours.
USB Power supply	The USB Power supply is used with the Micro-USB cable, for charging in a wall socket.
Headset with mic on cable ^a	With an Ascom headset adapter, the Ascom headset can be used for hands-free calling.
Headset adapter (3.5 mm) ^b	The headset adapter plugs into the Charging-/Headset connector. Once connected, it accepts any 3.5 mm Android compatible headset, including the Ascom original headset.

a. Only available for Ascom Myco 2.

b. Only available for Ascom Myco 2.

¹. Only available for Ascom Myco 2.

4. Basics

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

This chapter includes the following sections:

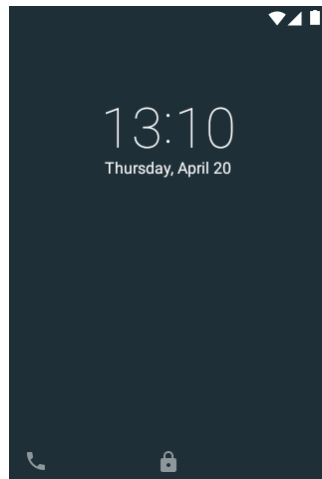
- [4.1 Turn the Handset On, or Off](#) on page 12
- [4.2 Wake and Unlock the Handset, or Lock and Put It to Sleep](#) on page 13
- [4.3 Adjust the Volume](#) on page 13
- [4.4 Use Vibrator Only, or Silent Mode](#) on page 13
- [4.5 Use the Touchscreen](#) on page 14
- [4.6 Use the Keyboard](#) on page 15
- [4.7 The User Interface](#) on page 16
- [4.8 Use Apps](#) on page 18
- [4.9 Battery Level Indication](#) on page 19
- [4.10 Charge the Handset Battery](#) on page 19
- [4.11 Change the Battery](#) on page 22
- [4.12 Log In, or Log Out](#) on page 23
- [4.13 Availability Status](#) on page 26


4.1 Turn the Handset On, or Off

Turn the Handset On

NOTE: The handset is automatically turned On when a battery is inserted.

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



- 2 Swipe  upwards to unlock the screen.
If required, type the PIN/password.
- 3 Wait for the handset to start.

Turn the Handset Off

- 1 Long press the Power button.
- 2 Tap **Power Off**.

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

The handset automatically turns to sleep after 1 minute (default), to save battery time. If the screen lock functionality is enabled (default) the handset is locked automatically when entering sleep mode.


TIP: You can change the sleep timeout time, refer to [16.1.4 Sleep Timeout](#) on page 72.

By default the Lock screen shows the current date and time, and can also be configured to show alerts, warnings, messages, and missed calls if lock screen widgets are enabled. Refer to [11.4 Lock Screen Notifications](#) on page 59 for information on how to use lock screen notifications.

NOTE: Even if the handset is locked, you can answer incoming calls, and use the Multifunction/Alarm button. An emergency call can also be made while the screen is locked, depending on configuration. All alerts appear in the top display, even when the handset is in sleep mode. Refer to [7. Alerts](#) on page 45, or [5. Calling](#) on page 29 for details on how to handle alerts and calls.

Wake and Unlock the Handset

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

- 1 Press the Power, or Home button.
- 2 If needed, swipe  in any direction to unlock the screen.

NOTE: A PIN, or a password might be needed to unlock the handset.

Put to Sleep and Lock the Handset

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

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

4.3 Adjust the Volume

Adjust the volume by pressing the Volume button (up, or down), or by changing the volume in the Settings app. Refer to [16.2.1 Volumes](#) on page 72.

4.4 Use Vibrator Only, or Silent Mode

Ringtones and the Notification sound is turned off by setting the handset to either Vibrator only, or Silent mode. In Silent mode the vibrator is also turned off.

NOTE: It is not possible to shut off the vibrator completely for incoming messages during a call. But it is possible to set what alert priority is required to initiate the vibrator during a call (priority 1-8). This is set under **Settings > Ascom Settings > Sound > Vibrate for incoming messages during call**.

There are two different ways to switch to Vibrator only, or Silent mode:

- Press and hold the Volume down button. After the lowest volume level the handset first enters Vibrator only mode, and after another press, the Silent mode.
- Decrease the volume in the Settings app, refer to [16.2.1 Volumes](#) on page 72.

NOTE: Alerts and incoming messages are still shown on the top display, and by Color-coded LED priority beacon flashes, when the handset is in Vibrator only, and Silent mode.

NOTE: The handset can be configured to not allow settings below a certain volume, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for details.

4.5 Use the Touchscreen

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

NOTE: Third-party apps may use additional gestures.

Tap



Tap (touch) the display with a finger to:

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

Tap and Hold



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

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

Double Tap



Tap the display twice to:

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

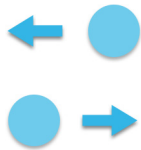
Drag



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

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

Swipe



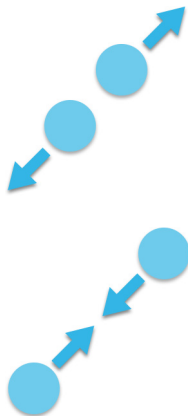
Swipe to answer a call, unlock, or change view.

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

Flick

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

Stretch and Pinch



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

4.6 Use the Keyboard

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

Type Text

- Tap an text entry field to display the keyboard.

4. Basics

- Tap individual letters to type text.
- Use the word-prediction feature to type words faster.
- Tap and hold a letter to select an alternate character from the pop-up menu.
- Tap the **Shift**, **?123**, or **=\<**-buttons to change to uppercase, number, or special character entry modes.

Edit Text

Do the following to edit text:





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





Figure 1. The text editing tools in the application bar.



4.7 The User Interface

With the handset user interface you can access functionality such as alert handling, messaging, and apps. It replaces the standard Android user interface, while still providing access to Android functionality.

The user interface is divided into three separate views. To change view, swipe left, or right, or tap one of the icons in the upper left, or upper right corners of the screen ( ,  ,  , or ).

- Alert view   : Respond, and get complete information on alerts, see [4.7.1 Alert View](#) on page 16.
- App view  : View apps, see [4.7.2 App View](#) on page 17.
- Conversation view  : Send and receive messages, see [4.7.3 Conversation View](#) on page 18.

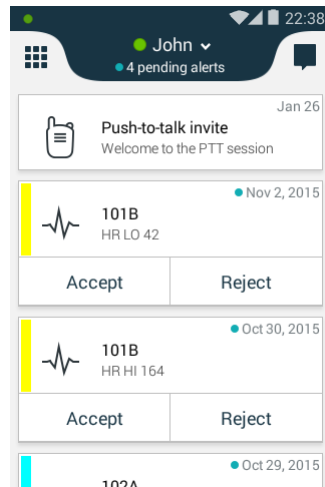
4.7.1 Alert View

The Alert view is the default view in the user interface. Here you get complete information on alerts, and can respond to them.

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

4. Basics

Figure 2. Alert view.



In the Alert view, alerts from external systems, such as patient monitors, and nurse calls, are shown in order of arrival. The highest prioritized, or oldest alert that has not been handled, is shown in the top bar, above the alerts. The top bar also has a counter that shows the number of unhandled alerts.

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

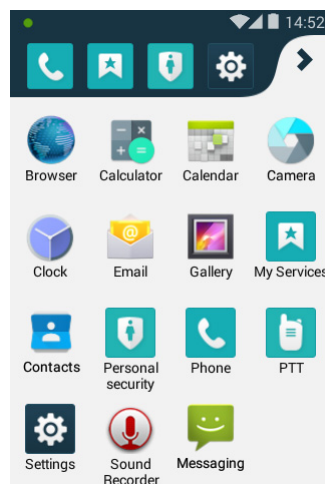
For information about how to work with alerts, refer to [7. Alerts](#) on page 45.

4.7.2 App View


The App view shows all installed apps on the handset.

NOTE: The app selection is system dependent and is configured by the system administrator, refer to [12. Apps](#) on page 65.

Figure 3. The App view.



4. Basics

- While in the Alert view, swipe right or tap on , to show the App view.
- To start an app, tap the app icon.
- Scroll the screen to show any additional apps.
- Press the Home button while in an app, or in the App view, to return to the Alert view.

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

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

Add an App Shortcut

- Tap and hold an app and drag it to the app shortcut bar.

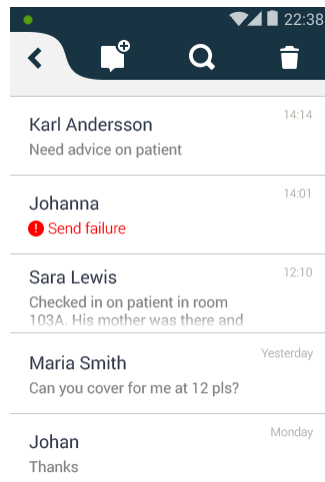
Remove an App Shortcut

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

4.7.3 Conversation View

The Conversation view is used to receive and send messages to other handsets, refer to [8. Messaging](#) on page 52.

Figure 4. Conversation view.





- While in the Alert view, swipe left or tap on , to show the Conversation view.

4.8 Use Apps

App Navigation with Back and Overview buttons¹

The **Back** and **Overview** hardware buttons, right below the screen, provide functionality for navigating in, or switching between, apps.

- : Return to the previous screen within an app, or close the app.
- : Open a list of recently used apps. Tap to switch to an app. Remove an app by swiping left, or right.

¹.Only available for Ascom Myco 2.

App Navigation Bar¹

When working with apps, the app navigation bar is shown in the lower part of the screen. The buttons provide functionality to navigate in, or switch between apps.

Figure 5. App navigation bar.



- : Return to the previous screen within an app, or close the app.
- : Returns to the App view.
- : Open a list of recently used apps. Tap to switch to an app. Remove an app by swiping left, or right.

4.9 Battery Level Indication

NOTE: The handset's indicated battery level might not always be a reliable measure of how much charge the battery has left, especially after exchanging batteries. Connect the handset to a charger to receive a more reliable measure, see [4.10 Charge the Handset Battery](#) on page 19.

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

During a call, only the battery warning beep notifies the user. The battery warning beep cannot be silenced during a call. When not in call, the beep is silenced by pressing the Volume down button.

4.10 Charge the Handset Battery

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

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

¹.Only available on handsets prior to Ascom Myco 2.

4. Basics

The table below shows the charging time when using the different ways of charging.

Charging Type:	Charging Time (fully depleted handset):
Battery Charging Rack:	Approx. 3 hours
Handset Charging Rack:	Approx. 4 hours
Micro USB cable with recommended Power supply unit in a wall socket:	Approx. 4.5 hours
Micro USB cable in a switched on PC:	Approx. 4.5 hours

4.10.1 Charge the Handset in a Charging Rack

TIP: The handset can be configured to clear all existing messages and alerts, mute the loudspeaker, or to automatically log out the user when placed in a Charging Rack, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

- 1 Place the handset in a Charging Rack slot. The charging screen appears as soon as the handset is correctly inserted, and shows the current charge level, refer to [4.10.4 Charging Indication](#) on page 21.
- 2 Allow the handset to charge fully. It takes approximately four hours with a fully depleted battery.
The handset is fully charged, and ready to use, when the charging screen shows 100%, and the top LED light is fixed green.
TIP: We recommend to always charge the battery fully to extend the battery life, although no harm is made to the handset, if removed from the Charging Rack before the battery has been 100% recharged.
- 3 To remove it from the Charging Rack, lean the handset forward slightly and pull.

NOTE: If the handset is switched off when it is placed in the charging rack, it will automatically switch on in charger mode once the battery level has reached a sufficient level¹.

4.10.2 Charge the Battery in a Battery Charging Rack

TIP: For instructions on how to remove and insert the handset battery, see [4.11 Change the Battery](#) on page 22.

- 1 Place the Battery Pack in one of the Battery Charging Rack slots.
- 2 Slide the battery lock to the left.
The LED light under the slot turns red when the battery is correctly inserted.
- 3 Allow the battery to charge fully. It takes approximately three hours with a fully depleted battery.
The handset is fully charged, and ready to use, when the charging screen shows 100%, and the top LED light is fixed green.
TIP: We recommend to always charge the battery fully to extend the battery life, although there's no harm made to the battery, if removed from the Battery Charging Rack before it's charged completely, that is, when the LED light beneath the slot still shows red.
- 4 Slide the battery lock to the right.
- 5 Remove the battery by lifting it up.

¹This only applies to Ascom Myco 2, whereas the previous model will not automatically switch on in charger mode.

4. Basics

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

4.10.3 Charge with a Micro-USB Cable

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

NOTE: When charging an older model of the Ascom Myco handset than Ascom Myco 2, the handset must be turned on when it is charged with a Micro-USB cable. When charging using a Micro-USB cable connected to a PC, the battery may drain instead of charge if the PC is turned off or is in sleep mode.

NOTE: Some USB chargers are unsupported by the handset. If an unsupported charger is connected the text "Unsupported charger" appears in the upper part of the screen, and in the notification drawer.

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

- 1 Carefully open the charging connector cover on the bottom of the handset.
- 2 Attach the Micro-USB cable to the charging connector on the handset.
- 3 Assemble the Micro-USB cable and the USB Power supply.
TIP: The Micro-USB cable can be used separately to connect to a computer USB port (disassemble the Micro-USB cable from the USB Power supply by pressing the button on the back of the USB Power supply, and pull).
- 4 Connect the handset to a power outlet, by using the assembled Micro-USB cable and USB Power supply.
- 5 Allow the handset to charge fully. It takes approximately four and a half hours with a fully depleted battery.
- 6 Remove the Micro-USB cable from the handset, then close the charging connector cover to ensure full protection against dust and splashing water (IP54).

4.10.4 Charging Indication

The handset indicates charging differently depending on configuration and charging device. The default configuration shows a special charging screen on the handset display while placed in a Charging Rack.

NOTE: This charging screen is not shown by default when charging an with a USB cable.

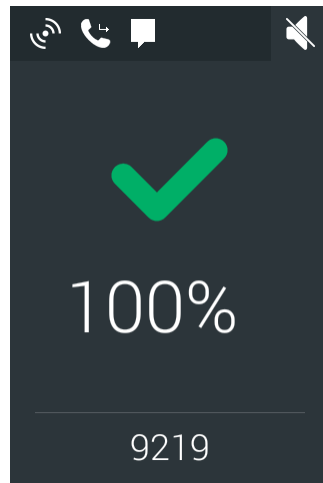
When the handset battery has been fully charged, the top LED emits a fixed green light.

The Charging Screen

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

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

Figure 6. The charging screen on a fully charged handset.



The following icons show status on the Charging screen:

	Charging complete.
	Unhandled alert.
	Missed call.
	New message.
	New voicemail.
	Muted handset.
Alarm button	Indicates that a personal alarm is configured for the Alarm button (refer to 10. Personal Alarm on page 55).

Charging Without a Charging Screen

If the charging screen is configured to be disabled, charging is only indicated with a charging battery icon in the status bar, and a **Charging, XX%** text on the lock screen (where XX is the status of the current battery level in percentage).

4.11 Change the Battery

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

NOTE: The handset restarts after exchanging Battery Packs. If user login is enabled you are automatically logged out, and must log back in after the handset has restarted.

CAUTION: The NFC antenna¹ is inside the battery. Changing to a third-party battery will make NFC unusable.

Remove the Battery Pack:

- 1 Turn off the handset to prevent data loss or damage to the handset, refer to [4.1 Turn the Handset On, or Off](#) on page 12.

¹Only available for Ascom Myco 2.

4. Basics

- 2 Slide the Battery cover lock to the right.
- 3 Press the upper part of the clip to open it fully.
- 4 Remove the Battery Pack.

Insert the Battery Pack:

- 1 Press the upper part of the clip to open it fully, then insert a fully charged Battery pack.
- 2 Slide the Battery cover lock to the left to lock it.
The handset starts automatically after the battery is connected.
- 3 Release the clip.

4.12 Log In, or Log Out

NOTE: The login functionality is system dependent and is enabled through the Unite CM/ Unite CS, refer to the *Configuration Manual, Unite Connectivity Manager/ Configuration Manual, Unite Communication Server*.

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

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

For instructions on how to:

- Log in, see [4.12.1 Log In](#) on page 23.
- Log out, see [4.12.2 Log Out](#) on page 25.
- Use the recent users list, see [4.12.3 Recent Users List](#) on page 26.

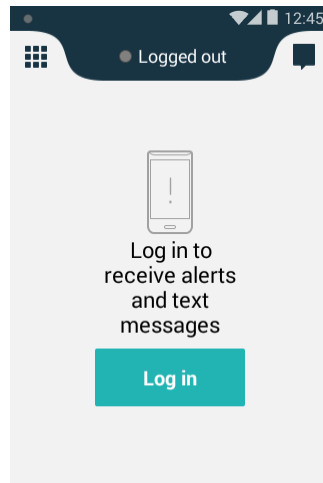
4.12.1 Log In

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

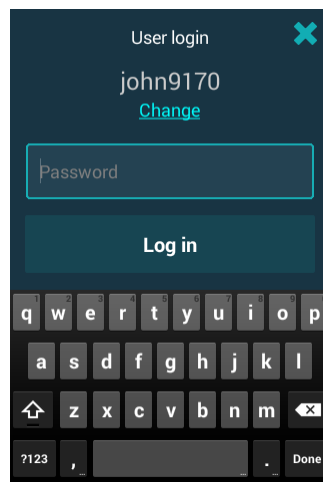
- 1 Press the Home, or Power button to activate the display.
- 2 Unlock the screen.

4. Basics

- 3 Tap **Log in**.



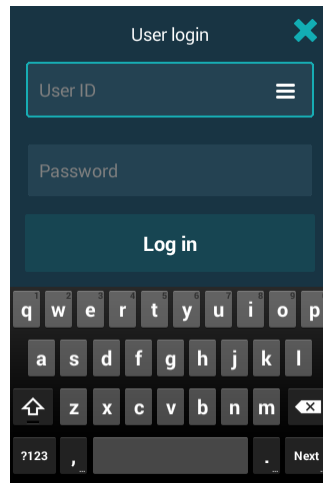
- 4 If previous users have logged in on the handset, and the recent users list is enabled, a login screen appears. Otherwise, skip to step 6.



- If the correct user name is preselected, type the *password* in the **Password** box, and then tap **Log in**.
 - If the wrong user name is preselected, tap **Change** and continue with the next step.
- 5 The recent users list is shown, see [4.12.3 Recent Users List](#) on page 26.
- If the user name exists in the list, tap it.
 - If the user name cannot be found in the list, tap **Enter other name**, and continue with the next step.

4. Basics

- 6 Type the *user name* and *password* in the corresponding boxes.



- Tap **Log in** to log in.
- Tap **X**, or press the Home button, to cancel the login.

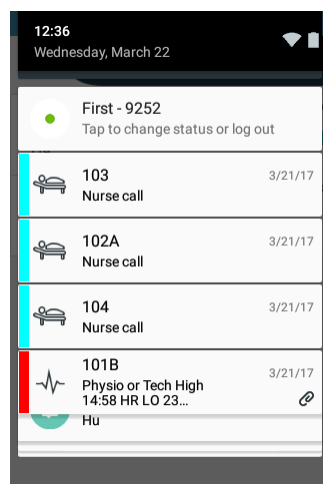
NOTE: Logging in on a second handset will automatically log out the user from the first handset.

4.12.2 Log Out

TIP: The handset can be configured to automatically log out when placed in a Charging Rack, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

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

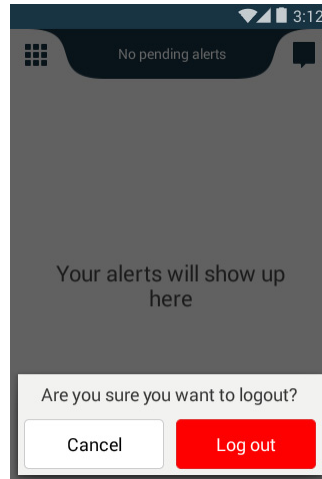
- 1 Swipe down from the top of the screen to open the notification drawer ([11.7 Notification Drawer](#) on page 63). Tap on **Tap to change status or log out**.



4. Basics

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

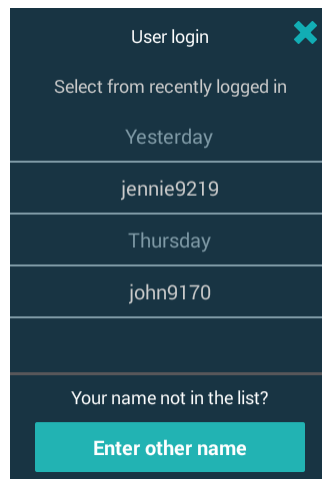
NOTE: Alerts and messages stored on the handset are visible to any user logging in on the handset, and will not be transferred over when logging in on another handset.



4.12.3 Recent Users List

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

- 1 Tap **≡** in the **User ID** box, or if a user name is already chosen, tap **Change** below the use name.
- 2 The recently used user names are sorted chronologically, with the most recently used user name on top. Select a user name, or tap **Enter other name** to return to the login screen without choosing a user name.



4.13 Availability Status

NOTE: This is a system dependent feature.

4. Basics

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

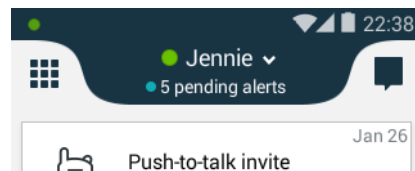
In some cases, system applications can change the availability status for the handset automatically, for example after accepting an alert message.

Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*, and the *Configuration Manual, Unite Connectivity Manager/Configuration Manual, Unite Communication Server* for instructions on how to enable and configure the availability status feature for the handset.

4.13.1 Availability Status Indication

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

Figure 7. Availability status indication.



The following colors are used to indicate the availability status:

Color	Availability Status
● Green	Available
● Red	Busy
● Grey	Logged out/Offline

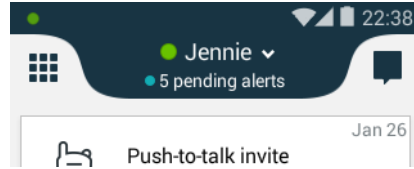
4.13.2 Set the Availability Status

NOTE: If login is enabled on the handset, log in first to access the availability functionality (refer to [4.12 Log In, or Log Out](#) on page 23).

Do the following to change the current availability status:

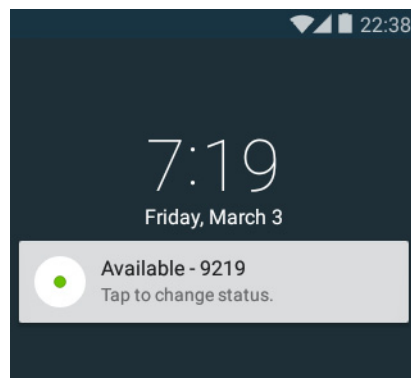
4. Basics

- 1 The availability status can be selected from either the Alert view, or through the notification on the lock screen:
 - In the Alert view, tap the top bar:

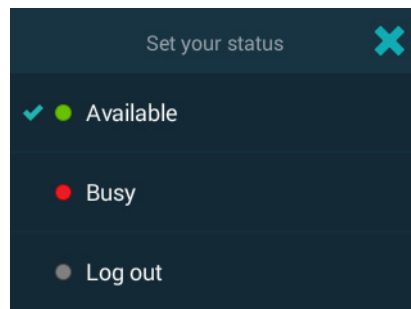


NOTE: If login is enabled, the user name is shown in the top bar.

- On the lock screen, tap the notification that says **Tap to change status:**



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



NOTE: The handset can be configured to automatically log out when placed in a Charging Rack, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

5. Calling

NOTE: Phone app functionality may differ depending on system configuration. Functionality can also be restricted by the carrier.

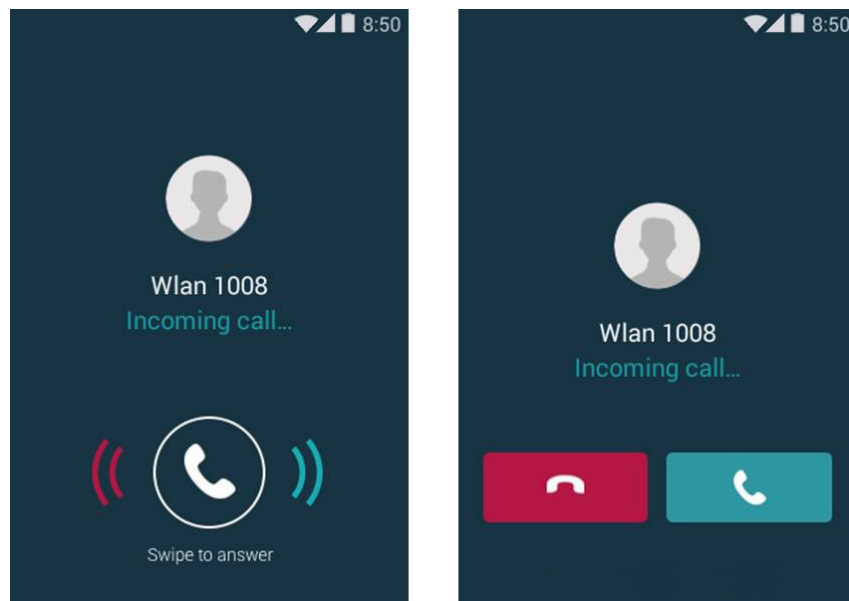
This chapter includes the following sections:

- [5.1 Answer or Reject a Call](#) on page 29
- [5.2 Make a Call](#) on page 30
- [5.3 End a Call](#) on page 34
- [5.4 Functions During a Call](#) on page 34
- [5.5 Headset](#) on page 37
- [5.6 Voicemail](#) on page 38
- [5.7 Push-to-Talk Group Call](#) on page 38

5.1 Answer or Reject a Call

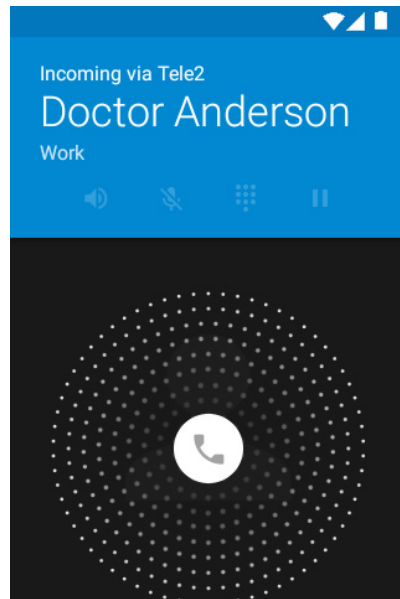
This section will explain how to answer and reject calls on the handset.

Figure 8. Incoming calls on a locked and unlocked screen (WiFi).



5. Calling

Figure 9. Incoming calls on a locked/unlocked screen (cellular).



Locked Screen


On the incoming call screen:

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

Unlocked Screen (WiFi Only)

The description below only applies to incoming WiFi calls. The unlocked screen for incoming cellular calls looks the same as the locked screen.



On the incoming call screen:

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

5.2 Make a Call

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

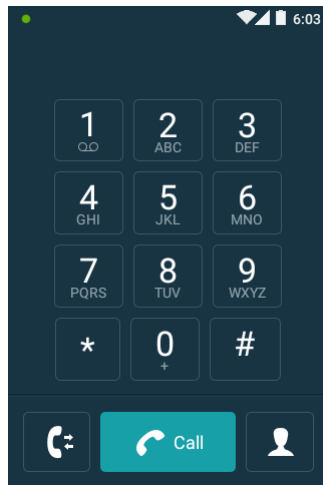
5.2.1 Call Using the Numeric Keypad

- 1 In the App view, tap **Phone** .
- 2 Type a phone number with the keypad.
- 3 Tap **Call**  to call the number.

TIP: Tapping Call without entering a number first will bring back the last called number.



5. Calling

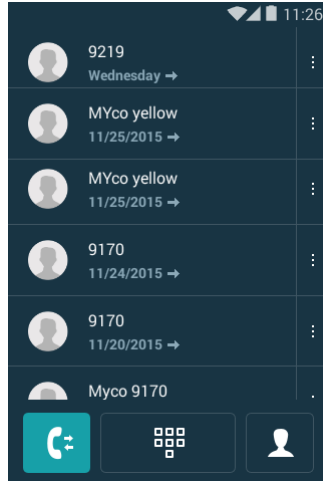
Figure 10. The keypad screen in the Phone app.



5.2.2 Call Using the Call List

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




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



5.2.3 Call Using the Central Phonebook

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

The central phonebook is a list of contacts stored remotely on the system. Only system administrators can add, or remove contacts from this list. Refer to [6. Contacts](#) on page 43 for details.

- 1 In the Phone app, tap .
- 2 Tap  **Central Phonebook**.
- 3 Type a name in the **First Name**, or **Last Name** box.
- 4 Tap  on the keyboard to search the central phonebook.

5. Calling

- 5 A list of contacts is shown below the search fields. Tap a contact to make a call.


5.2.4 Call Using the Contacts App

The Contacts app contains a listing of contacts from the central phonebook as well as contacts added locally on the handset.

- 1 In the Contacts app, tap on **ALL CONTACTS**. All locally stored contacts will then be shown as a list.
- 2 Tap on a contact to open the contact card
- 3 Tap on the phone number, displayed on the contact card, to make a call.

Search the Local Phonebook

Use the search functionality to search for contacts in the local phonebook:

- 1 In the Contacts app, tap on ALL CONTACTS.
- 2 Tap .
- 3 Start writing a name to search for. Contacts containing the characters that you typed will appear below the search field.
- 4 Tap on a contact to open the contact card.
- 5 Tap on the phone number, displayed on the contact card, to make a call.

5.2.5 Call From the Lock Screen


If the handset is locked, you will see a small phone icon at the bottom left of the screen. By swiping up, or to the right, on the icon, you are taken straight into the phone app, from which you can make a call.

5.2.6 Advanced Dialing

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

Call the Last Called Number

To bring back the last called number:

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

Call Internationally

To call internationally:

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

Add Pauses

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

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

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

5. Calling

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

Figure 11. Number sequence with pauses.



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

Add Wait Sections

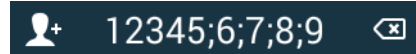
One or more wait sections can be inserted in a number sequence to require the user to tap a button before sending the rest of the numbers. This can be useful when calling a call service that requires number input.

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

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

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

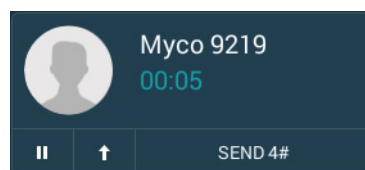
Figure 12. Number sequence with wait sections.



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

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

Figure 13. The wait section button.



5.2.7 Choosing the call carrier on a cellular handset

When calling with the cellular version of the handset, it is possible to choose either Voice over IP (Wi-Fi) calling or cellular calling (3G). When making a call with the Myco for the first time, a dialogue window (**Prefer to call with**) will appear when placing the call. The window will have the following options:

- **Ask for every call** (The user will be prompted every time an outgoing call is made)
- **Ascom VoIP (Wi-Fi)** (Calls over Ascom VoIP are preferred when the device is connected to the appropriate Wi-Fi network)
- **Cellular (3G)** (Calls over 3G are preferred when the device has reception)

5. Calling

If you select "Ask for every call", this dialogue window will appear for every call. But checking any other option will set that option as the default and hide the dialogue window for all future calls.

Changing the default call carrier

To change the default call carrier, go into **Settings > Telephony > Prefer calls with**. The same options are available here as in the call dialogue window (*Ask for every call, Ascom VoIP (Wi-Fi) and Cellular (3G)*).

5.3 End a Call

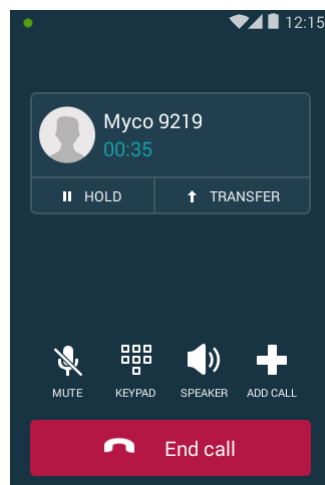
Tap the red button with the phone icon on the bottom of the screen to end an ongoing call.

5.4 Functions During a Call

Several functions can be used while in a call.

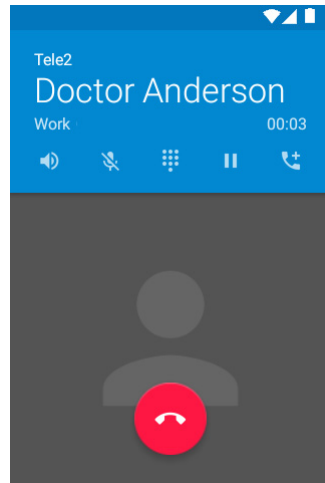
NOTE: If an alert is received while in a call, it's shown as an overlay in the Phone app, until it is accepted, or rejected. Tap the overlay to act on the alert. To mute and dismiss the notification, tap **X**, or swipe up. Refer to [7. Alerts](#) on page 45. Closing the alert returns to the Phone app.

Figure 14. Functions during a call (Wi-Fi).




5. Calling


Figure 15. Functions during a call (cellular).





5.4.1 Enable Loudspeaker and Adjust Volume

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



5.4.2 Mute Microphone

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

5.4.3 Show the Keypad

- Tap  during a call to show the keypad screen.
- Tap **Back** on the keypad screen to return to the call screen (for cellular, simply press  again).




5.4.4 Put Call on Hold

- Tap **Hold**  during a call to put the call on hold. The text "On hold" is shown on the call screen.
- Tap **Hold**  again to return to the call.

5.4.5 Add a Second Call

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

During a call:

- 1 Tap **Add call**  (for cellular, tap ).
- 2 Type a phone number, or search for a contact in the phonebook.
- 3 Tap **Call**  to add the call.

5.4.6 Receive a Second Call While in a Call

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

5. Calling

5.4.7 Switch Between Calls

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



5.4.8 Transfer Call

A call can be transferred to another number when calling via Wi-Fi (not available for cellular connections).

Various methods can be used to transfer calls:



Transfer an Ongoing Call

During a call:

- 1 Tap  **Transfer**.
- 2 Choose one of the following options:
 - **Immediately** - Type a number, or choose a contact, and then tap **Transfer**  to transfer the call immediately to that number.
 - **Call first** - Type a number, or choose a contact to add a second call, and then follow the instructions in [Transfer the First Call to the Second Call](#) on page 36 to transfer the calls.
NOTE: Call first transfer is not available when having two ongoing calls.

Transfer the First Call to the Second Call

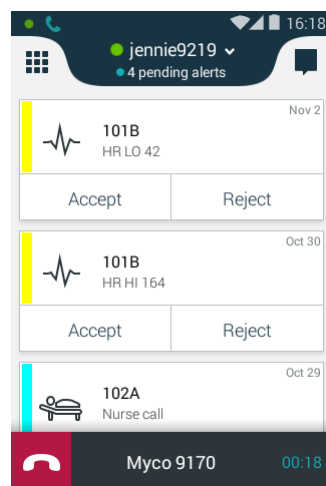
It's possible to transfer two calls to each other. The following transfer options are available when more than one call exists:

- Tap **Transfer calls**  to transfer the first call to the second call.
- Tap  **Transfer** to transfer the first call to another device (other than the second call), see [Transfer an Ongoing Call](#) on page 36.

5.4.9 Navigate the Handset during a Call


It's possible to exit the phone app and navigate the handset user interface without disconnecting from an ongoing call. Information about the call is presented in the phone bar in the lower part of the screen, see [5.4.10 The Phone Bar](#) on page 37 for details.

Figure 16. Navigating the user interface while in a call.



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

5. Calling

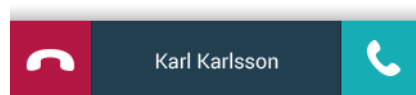
- 1 Press the Home button to exit the Phone app.
- 2 The user interface can now be navigated in the same way as when not in a call. Information about the call is presented in the phone bar in the lower part of the screen. The phone bar is hidden when an app is open.
- 3 To return to the Phone app tap the phone bar, or swipe down the notification drawer and tap on the ongoing call. If the phone bar is hidden, press the Home button to return to the Alert view.
TIP: Tap  to disconnect the call.

5.4.10 The Phone Bar

Call status is shown through a phone bar in the lower part of the screen while navigating the user interface.

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

Figure 17. Phone bar showing an incoming call.



5.5 Headset¹

A headset can be used for any type of call on the Ascom Myco 2 handset. The original Ascom Myco Headset or any Android compatible 3.5 mm headset can be used².

5.5.1 Connect the Headset

In order to connect the headset to the handset, do the following:

- Connect the Ascom headset adapter to the charging-/headset connector
- Connect the headset to the adapter

5.5.2 Answer a Call with the Headset

To answer a call with the headset, press the main headset button. To answer a call without using the headset, refer to [5.1 Answer or Reject a Call](#) on page 29.

5.5.3 Make a Call with the Headset

To initiate a call, follow the instructions in [5.2 Make a Call](#) on page 30. The headset itself cannot be used to initiate a call.

5.5.4 Adjust the Volume with the Headset

To adjust the volume with the headset, press the volume button up or down on the headset. To adjust the volume without using the headset buttons, refer to [4.3 Adjust the Volume](#) on page 13.

¹Only available for Ascom Myco 2.

²Requires the use of the Ascom headset adapter (item number 660511).







5.6 Voicemail

NOTE: This is a system dependent feature.

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

5.6.1 Indication of New Voicemail Messages

New voicemail messages are indicated in the following ways:


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


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

The icons and badges indicating voicemail messages disappear after you have listened to your new voicemail messages.

5.6.2 Listen to Voicemail Messages

Call the voicemail inbox to listen to your voicemail messages:

- 1 Call the voicemail inbox by using one of the following methods:
 - Tap the voicemail message notification in the notification drawer
 - Tap and hold **1**  on the Phone app keypad screen.
- 2 Follow the instructions presented by the voicemail service.

TIP: Tap **Keypad**  to open the keypad while in a call.

5.7 Push-to-Talk Group Call

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

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

- To participate in a PTT session the handset must first receive an invitation, see [5.7.1 Join a PTT Call Session](#) on page 39.
- The PTT call screen is used to communicate in a PTT session, see [5.7.2 Use the PTT Call Screen](#) on page 40.
- Incoming PTT session invitations can be rejected, if not configured to be accepted automatically, see [5.7.3 Reject a PTT Invitation](#) on page 41.

5. Calling

- A rejected/ignored PTT invitation can be used to rejoin the session later (as long as the session remains active), see [5.7.4 Rejoin a PTT Call Session](#) on page 41.
- A group of users can be invited to participate in a PTT call by starting a session, see [5.7.5 Start a PTT Group Call Session](#) on page 42.

NOTE: PTT sessions must be defined in the Device Manager, and messaging groups in the Unite CM/Unite CS configuration tool. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*, and the *Configuration Manual, Unite Connectivity Manager/Configuration Manual, Unite Communication Server*. For further details about push-to-talk, refer to the *Function Description, Push to Talk*.

5.7.1 Join a PTT Call Session

NOTE: A PTT session invitation can be configured to be automatically accepted by the handsets in the group. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for details.

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

- As an incoming call (see [5.1 Answer or Reject a Call](#) on page 29).
- As an alert message (see [7.4 Alert Response Options](#) on page 51).

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

To Accept a PTT Invitation

- 1 Accept the incoming call, or tap **Join**, on the alert message, to accept the invitation and join the call.

NOTE: The handset can accept the invitation automatically, start in mute mode, or start in loudspeaking mode, depending on the configuration of the invitation.

- 2 The handset is connected to the PTT session, and the push-to-talk call screen is shown. See [5.7.2 Use the PTT Call Screen](#) on page 40 for instructions on how to use the call screen to communicate in the PTT session.

NOTE: Invitations disappear from the screen, if not accepted within 60 seconds. All previously received invitations are stored in the alert view, and can be joined later (as long as the session remains active), see [5.7.4 Rejoin a PTT Call Session](#) on page 41.

Accept an Invitation During an Ongoing Call

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

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

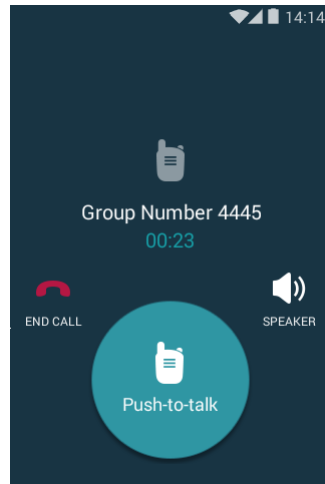
NOTE: When a PTT invitation has the highest possible priority level (priority 1), the ongoing call is always disconnected immediately.

If the priority of the PTT invitation is lower than the ongoing call, or if the invitation is not configured to be accepted automatically, the invitation must be accepted in the same way as a regular PTT invitation (see [To Accept a PTT Invitation](#) on page 39). If the invitation is accepted while the call is still ongoing, the call is automatically disconnected.





5.7.2 Use the PTT Call Screen

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

Figure 18. The push-to-talk call screen.

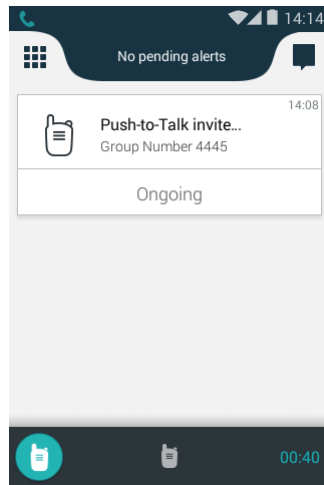


The following options are available during a PTT session:

- Tap and hold **Push-to-talk**  to open the microphone for transmitting. The microphone is muted again when the button is released.
TIP: If configured, the Multifunction button on the top of the handset can also be used as a push-to-talk button.
- Tap **Speaker**  to enable/disable the loudspeaker. Use the Volume up, or Volume down buttons to adjust the volume.
- Tap **End call**  to disconnect from the PTT session. For instructions on how to rejoin a disconnected session, see [5.7.4 Rejoin a PTT Call Session](#) on page 41.
NOTE: A PTT session can be terminated remotely by the system. All users are automatically disconnected from a terminated session.
- Press the Home button to hide the call screen temporarily, without disconnecting from the PTT session. Information about the ongoing session is displayed in the phone bar (see [5.4.10 The Phone Bar](#) on page 37 for details about the phone bar). The push-to-talk button  on the phone bar can be used to open the microphone for transmitting, in the same way as on the call screen.

5. Calling

Figure 19. The push-to-talk phone bar.



5.7.3 Reject a PTT Invitation

Most incoming PTT session invitations can be rejected, if not configured to be automatically accepted.

Reject an invitation in the following way, depending on the invitation type:

Invitation as an Incoming Call

- Reject the call invitation the same way as a regular incoming call, see [5.1 Answer or Reject a Call](#) on page 29.

Invitation as an Alert

- Tap **Close** on the PTT invitation to reject the PTT session.


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

All PTT invitations received can be found in the alert view. Even if the PTT session invitation was rejected it can be rejoined later, as long as the session remains active (see [5.7.4 Rejoin a PTT Call Session](#) on page 41).

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

5.7.4 Rejoin a PTT Call Session

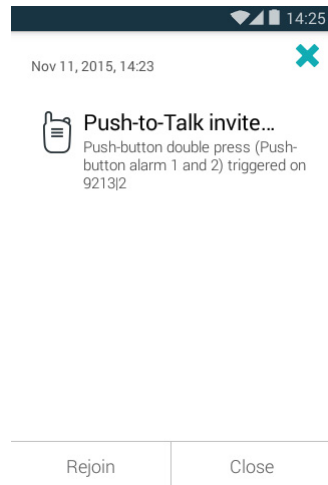
If a PTT session invitation was rejected, or ignored, or if the session was disconnected from, the session can be rejoined later by doing the following:

- 1 Tap the invitation in the alert view (indicated by .
- 2 Tap **Rejoin**, or **Join**, to connect to the PTT session (see [Figure 20](#)).

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

5. Calling


Figure 20. Rejoin a PTT session.



5.7.5 Start a PTT Group Call Session

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

Do the following to start a PTT session:

- 1 In the App view, tap **PTT** .
- 2 In the **Select session to initiate** list, tap the session to start.
- 3 The session group members receive invitations.

NOTE: PTT group calls are configured in the Device Manager, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for details.

6. Contacts

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

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



Both phonebooks can be accessed from the Contacts app, or from the Phone app. This chapter describes how to find, or add, contacts through the Contacts app. For instructions on how to use the Phone app to search for contacts, refer to [5.2 Make a Call](#) on page 30.

This chapter includes the following sections:


- [6.1 Look up a Contact in the Central Phonebook](#) on page 43
- [6.2 Look up a Contact in the Local Phonebook](#) on page 43
- [6.3 Add a New Local Contact](#) on page 44
- [6.4 Favorites](#) on page 44

6.1 Look up a Contact in the Central Phonebook

NOTE: If login is enabled on the handset, you must be logged in to access the Central phonebook, refer to [4.12 Log In, or Log Out](#) on page 23.


- 1 In the App view, tap **Contacts** .
- 2 Tap **CPB** in the upper, right part of the screen to open the central phonebook.
- 3 Type a name in the **First Name**, or the **Last Name** field.
- 4 Tap  on the keyboard to search the central phonebook.
- 5 A list of contacts is shown below the search fields. Tap a contact to **Call**, send a **Text message**, or **Add contact** to the local phonebook. Tap **Cancel**, or the back button, to return to the search result list.

6.2 Look up a Contact in the Local Phonebook

- 1 In the App view, tap **Contacts** .
- 2 Tap **All Contacts** in the upper part of the screen to open the local phonebook. All contacts stored in the local phonebook are shown as a list.
- 3 Tap a contact to open the contact card. Calls can be placed, or messages can be sent, from the contact card.



Search the Local Phonebook

Use the search functionality to search for contacts in the local phonebook:

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


6. Contacts

6.3 Add a New Local Contact

- 1 In the App view, tap **Contacts** .
- 2 Tap **All Contacts** in the upper part of the screen to open the local phonebook.
- 3 Tap  in the lower part of the screen.
- 4 Type in **Name**, **Phone** number, **Email**, and **Address** to the contact.
- 5 Tap the back arrow in the upper part of the screen to save the new local contact
To cancel the creation of a new contact, tap the three vertical dots at the top right of the screen followed by **Discard changes**.

6.4 Favorites

Favorites are used to collect contacts that are contacted frequently. To create a favorite, follow the steps below:

- 1 In the App view, tap **Contacts** .
- 2 Tap a contact to open the contact card.
- 3 Tap the star icon in the upper part of the screen to add the contact to favorites.
- 4 Tap the back button on the handset.
- 5 On the main screen in the Contacts app, **Favorites** are now listed to the left of **All Contacts**.

7. Alerts

The Alert view is the view that appears when pressing the home button on the handset. In the Alert view, alerts initiated from third-party equipment (such as patient monitors and nurse call systems) and other sources (like system broadcast messages and lab results, or from handset initiated personal alarms) are shown, and can be responded to accordingly.

NOTE: The Alert view on your handset may differ from what's described in this chapter, depending on the configuration.

This chapter includes the following sections:

- [7.1 Alert View](#) on page 45
- [7.2 Alert Indication](#) on page 46
- [7.3 Alert Classification](#) on page 47
- [7.4 Alert Response Options](#) on page 51
- [7.5 View Alerts on a Locked Handset](#) on page 51

7.1 Alert View

Press the Home button to return to the Alert view.

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

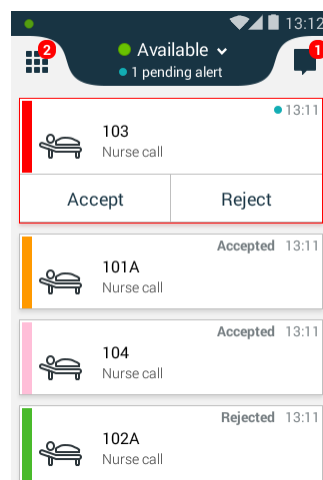
- priority or category color
- alert type icon
- location information
- alert time

Scroll the alert list to show additional alerts.

NOTE: The Alert view can store up to 100 alerts (first in, first out).

In the example shown in [Figure 21](#), a nurse call alert has just been triggered in room 103.

Figure 21. Example of alerts in the Alert view.



View Alert

Tap the alert to view additional information.

Respond to Alert

Tap the appropriate button, such as **Reject**, or **Accept**. Refer to [7.4 Alert Response Options](#) on page 51 for a list of possible response options.

7.2 Alert Indication

New alerts are indicated in the:

- [7.2.1 Top Display](#)
- [7.2.2 Alert Priority Beacon](#)
- [7.2.3 Lock Screen](#)
- [7.2.4 Top Bar](#)
- [7.2.5 Notification](#)

7.2.1 Top Display

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

The icons used for alert types are the same in both the top display and the front display, refer to [7.3.3 Alert Type Icons](#) on page 49.

The top display turns off:

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

7.2.2 Alert Priority Beacon

When the front display is in sleep mode, the alert priority, or category, is shown with a color by the alert priority beacon. The alert priority beacon flashes for a while and is then turned off.

7.2.3 Lock Screen

When the front display is in sleep mode, the front display will automatically light up to show newly received alerts on the lock screen.

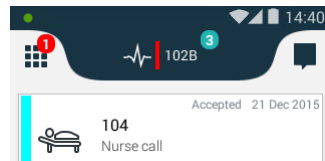
Refer to [11.4 Lock Screen Notifications](#) on page 59 for details about lock screen notification.

7.2.4 Top Bar

The number of pending (not yet handled) alerts is shown in the top bar.

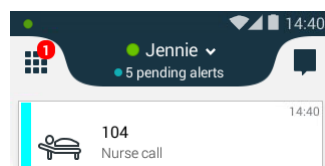
7. Alerts

Figure 22. The number of pending alerts shown in the top bar.



The top bar can also be used to show availability (as in the example below). To enable this, instead of alert information, the value **Login > Enable user availability status** needs to be changed to **Yes** in the Device Manager (default: No).

Figure 23. Availability status in the top bar



7.2.5 Notification

When an alert is received, it may appear on screen as a notification, refer to [11.6 Notifications](#) on page 61.

7.3 Alert Classification

The following can be used to classify alerts:

- [7.3.1 Priority Level and Color](#)
 - Only used for alerts from patient monitoring systems. Each priority level is indicated by a specific color.
- [7.3.2 Category Color](#)
 - Categories can be used to label alerts with a color, for example to show which patient group, the alert is coming from.
- [7.3.3 Alert Type Icons](#)
 - Indicates the alert type, for example a nurse call, or a lab result notification.

7.3.1 Priority Level and Color

Alerts from patient monitoring systems are prioritized depending on their priority level, in the order shown in the following table:

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




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

7. Alerts

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

- The color-coded LED priority beacon show the priority color of incoming alerts.
- A bar with the priority color to the left of each alert in the Alert view.
- A red frame around high priority (1) alerts.

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

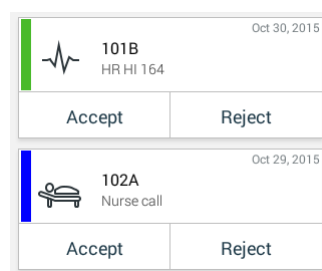
Priority Color	Priority	Used for Event	Indications (if enabled)
 Red	Crisis/ High	"Code Blue" crisis alert/ High priority alert	Top display notification, red flashing LED priority beacon, sound, and vibrator. Red frame around the alert if the priority is crisis (1). IMPORTANT: These indications are always enabled, and cannot be turned off
 Yellow	Medium	Medium priority alert	Top display notification, yellow flashing LED priority beacon, sound, and vibrator.
 Cyan	Low	Low priority alert	Top display notification, fixed cyan LED priority beacon, sound, and vibrator.

7.3.2 Category Color

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

Categories can be used to label alerts with a color, for example to show which room, or patient group, the alert is coming from.

Figure 24. Alerts labeled with category colors.



The following category colors are available:

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

7. Alerts

- ■ Brown
- ■ Grey
- □ White
- ■ Black










The red and dark red category colors both show as the same red color on the LED alert beacon. Brown, grey and black are shown as white on the LED alert beacon, unless a crisis priority (1) is received, in which case the beacon flashes red.

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



















7.3.3 Alert Type Icons

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

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

Icon	Alert Type
	Assistance call
	Category A
	Category B
	Category C
	Category D
	Category E
CODE	Code
CODE A	Code A
CODE B	Code B
	Emergency call
	Fire
	Lab result

7. Alerts

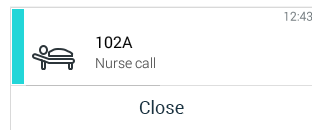
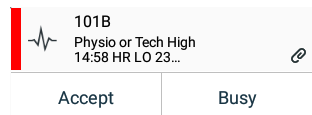
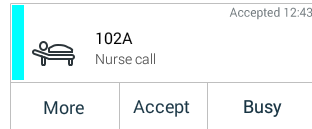
	Lavatory call
	Medical call
	Monitoring
	Nurse call
	Personal alarm
	Personal alarm sent
	Phone call
	Push-to-talk call
	Service call
	Technical alert
	Test alarm
	Test alarm sent
	Workflow 1
	Workflow 2
	Workflow 3
	Workflow 4
	Workflow 5
	X-ray result

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

7. Alerts

7.4 Alert Response Options

Alerts often requires you to respond, for example to accept an alert or to indicate that you are busy. Below are examples of alert response options:



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

7.5 View Alerts on a Locked Handset

Active alerts are shown on the lock screen. Refer to [11.4 Lock Screen Notifications](#) on page 59 for details on how to use lock screen notifications.

8. Messaging

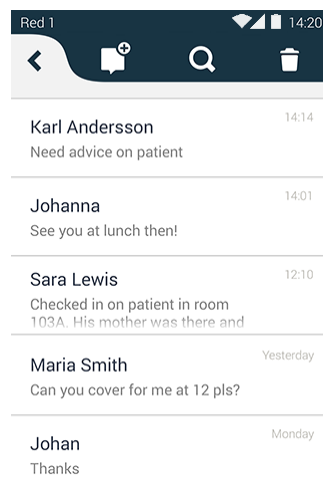
NOTE: The Conversation view can be replaced with third-party functionality, and might differ from what is described in this chapter.

In the Conversation view you can send messages to other handsets in the system.

On the Alert view, swipe left, or tap , to open the Conversation view.

In the Alert view and App view, incoming messages are shown as conversation- or text notifications on the screen until they are responded to or dismissed. In sleep mode, incoming messages are shown in the top display, together with a top LED indication. New messages are also shown on the lock screen, refer to [11. Notifications](#) on page 58.





Tap the notification to open the message. Received messages can always be opened by tapping them in the Conversation view. Messages are sorted in conversations, specific to each recipient.





This chapter includes the following sections:

- [8.1 Write and Send Message](#) on page 52
- [8.2 Reply to Message](#) on page 53
- [8.3 Search for Message](#) on page 53
- [8.4 Copy, Delete and Forward Messages](#) on page 53
- [8.5 Delete Conversations](#) on page 53
- [8.6 Call Contact from a Message](#) on page 53




8.1 Write and Send Message

- 1 On the Conversation view, tap .
- 2 Type a name, or a phone number. in the **To:** field, or tap  and select a contact.
TIP: For more information about how to use the phonebook, refer to [6. Contacts](#) on page 43.
- 3 Tap the **Message** field and type a message.
NOTE: A message can contain up to 5000 characters.
 - Tap  to send the message.
 - Tap  to return to the main conversation view without sending the message.

8.2 Reply to Message

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

8.3 Search for Message


- 1 Tap .
- 2 Type a search criteria, such as a phone number in the **Search** field. The messages are dynamically filtered to match the search criteria.
 - Tap  to clear the Search field.
 - Tap  to return to the main Conversation view.

8.4 Copy, Delete and Forward Messages


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

8.5 Delete Conversations


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

- 1 Tap .
- 2 Select one, or several, conversations, or tap **Select all** to select all conversations.
- 3 Tap **Delete**, and then tap:
 - **Delete** to delete the selected conversations.
 - **Cancel** to return to the conversations view without deleting the conversations.

8.6 Call Contact from a Message

- 1 Open the message, and tap .
- 2 In the menu that appears, tap **Call name/number** to call the contact.

8.7 Add Contact from a Message

- 1 Open the message, and tap .
- 2 In the menu that appears, tap **Add contact** to add the contact to the phonebook.
TIP: Refer to [6. Contacts](#) on page 43 for instructions on how to use the phonebook.

9. Connectivity

9.1 Ascom IR Location¹

The Ascom IR Location feature is used to keep track of and report the location of handsets. It is implemented through IR location devices, which transmit location information continuously. IR location is used to indicate the location of the handset in critical situations when the handset alarm button is pressed.

9.2 NFC²

The Ascom Myco handset is equipped with an NFC implementation, making it possible to use the handset for NFC related tasks. The Ascom Myco NFC solution consists of an NFC chip in the handset and NFC antenna in the battery of the handset.

NOTE: The NFC antenna is incorporated into the handset's original battery. Replacing the battery with anything else than an original Ascom Myco battery will render the NFC function unusable.

9.2.1 Use NFC

- 1 Make sure that the screen is unlocked.
- 2 Place the NFC antenna (the battery on the back of the handset) on the object being read from (or written to).

1.Only available for Ascom Myco 2.
2.Only available for Ascom Myco 2.



10. Personal Alarm

This chapter includes the following sections:

- [10.1 Top Button Alarm](#) on page 55
- [10.2 Man-Down and No-Movement Alarm](#) on page 55
- [10.3 Automatic Call after Alarm](#) on page 57

10.1 Top Button Alarm

Double press, or long press, the top handset button to send out a personal alarm (for instructions on how to use the double press and long press input modes, refer to [3.1.7 Multifunction, and Alarm Button](#) on page 10). Two different alarms can be set, one for each input mode. An alarm can be either a personal alarm with a functionality, or a test alarm to test the personal alarm. The type of alarms used are selected by the system administrator. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for information on how to configure personal alarms.

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

The location of the handset is also sent when the alarm is triggered. IR location is used to indicate the location of the handset.

The handset can be programmed to automatically call a predefined number after the alarm has been sent, see [10.3 Automatic Call after Alarm](#) on page 57.

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

10.2 Man-Down and No-Movement Alarm


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

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

TIP: The handset can be programmed to automatically call a predefined number after the alarm has been sent, see [10.3 Automatic Call after Alarm](#) on page 57.

10.2.1 Activate, or Deactivate, the Man-Down and No-Movement Alarms



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

- 1 In the App view, tap **Personal security** .

10. Personal Alarm

- 2 Tap:
 - **Man down tracking** to activate/deactivate the Man-down alarm.
 - **No movement tracking** to activate/deactivate the No-movement alarm.

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

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

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

10.2.2 Man-Down and No-Movement Indication

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



- beep and vibrator signals
- an orange LED flash
- "/  Warning..." on the top display
- a warning message popup on the front display (see [Figure 26](#) and [Figure 26](#))

Figure 25. Man-down warning message popup on a locked handset with PIN, or password protection.

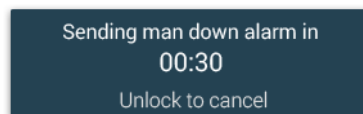
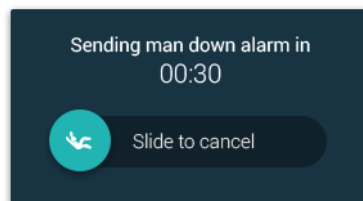




Figure 26. Man-down warning message popup on an unlocked handset, or on a handset with swipe lock protection.




To cancel the alarm before it's sent out, refer to [10.2.3 Cancel a Man-Down, or No-Movement Alarm](#) on page 57.

A successfully sent alarm is indicated with:

- beep and vibrator signals
- an orange LED flash
- "/  Sent" on the top display, and on the message popup on the front display.

10.2.3 Cancel a Man-Down, or No-Movement Alarm

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

- On the warning message popup (see [Figure 26](#) on page 56), slide the  to the right before the counter reaches 00:00.
- Press the Volume button (up, or down).

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

10.3 Automatic Call after Alarm

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

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

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

Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for instructions on how to configure the automatic call after alarm.

11. Notifications

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

This chapter includes the following sections:

- [11.1 Sound and Vibration](#) on page 58
- [11.2 Color-Coded LED Signals](#) on page 58
- [11.3 Top Display Notification](#) on page 59
- [11.4 Lock Screen Notifications](#) on page 59
- [11.5 Status Bar](#) on page 61
- [11.6 Notifications](#) on page 61
- [11.7 Notification Drawer](#) on page 63
- [11.8 Icons Used for Notification](#) on page 64

11.1 Sound and Vibration

Incoming alerts and messages, in addition to various status notifications, can be indicated by sound and vibration.

11.2 Color-Coded LED Signals

The LED priority beacon in front of the top display is used to indicate the priority level, or the category, of incoming alerts. When a high priority alert also has a category color, the LED alternates between red and category color flashes.




The LED is also used to indicate incoming text messages and phone calls, and to show the battery and charging status.

Figure 27. LED and top display notifications.












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

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

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

11. Notifications

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

11.3 Top Display Notification

The top display shows active alerts, warnings, incoming calls, and incoming text messages, without the need to look at the front display (see [Figure 27](#) on page 58). For further details on how alerts are indicated in the top display, refer to [7.2.1 Top Display](#) on page 46.

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

NOTE: The top display text can be flipped upside down, if the handset is carried in a way that makes it difficult to read, refer to [16.1.5 Rotate Top Display](#) on page 72.

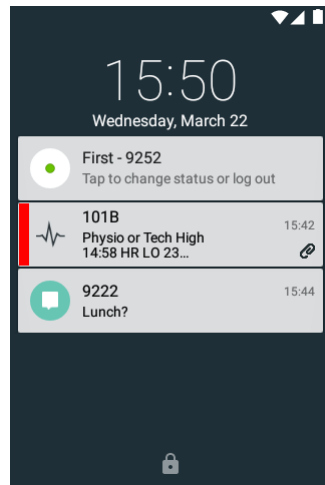
11.4 Lock Screen Notifications

Notifications from Ascom Myco as well as third-party developers are displayed on the lock screen. Ascom Myco specific notifications receive a higher priority than third-party notifications and are therefore displayed higher up on the screen.

The notifications are sorted by type. The notifications of the same type are sorted by time stamp. Order from top to bottom are: Alarms, warnings, alerts, messages, missed calls, 3rd party notifications.

11. Notifications

Figure 28. Lock screen notifications



11.4.1 Interacting with Notifications on the Lock Screen

Open a Message or Alert

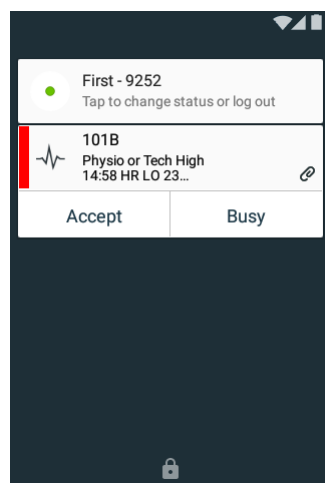
To open a notification directly from the lock screen, do the following:

- 1 Tap a notification to highlight it, then immediately tap the notification again to open it. If screen lock is enabled, you will be prompted for the code to unlock the handset.
- 2 You are now taken straight to the message/alert that prompted the notification.

Interact with a Message or Alert Directly on the Lock Screen

Tap and hold on a notification and swipe downwards to reveal different ways to interact with the notification. In the example below, this will reveal the options **Accept** and **Busy**. The handset does not have to be unlocked to access these options.

Figure 29. Interacting with lock screen notifications



Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for instructions on how to enable interactions with notifications on the lock screen.

11.5 Status Bar

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

Figure 30. Status bar.



NOTE: An exclamation point may at some point be shown next to the Wi-Fi indicator. The exclamation point is shown when the Wi-Fi signal strength is determined to be of a lower quality. It indicates limited or no connectivity to the internet. Additionally, it may also indicate that mobile data is turned off. This is a feature that was introduced in Android 5.0 (Lollipop) and above and is not Ascom Myco specific. Please contact an administrator if the limited connectivity causes issues.

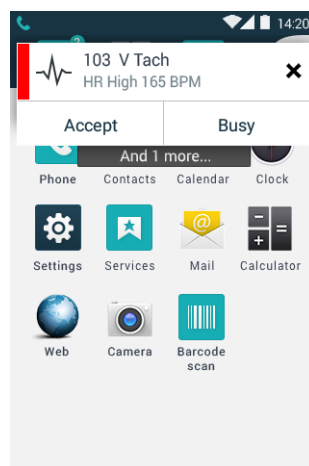
11.6 Notifications

Notifications arrive at the top of the screen and indicate that there is a new alert, conversation message, warning or third-party notification etc. If the screen is locked, notifications will appear on the lock screen instead. If an alert is displayed, conversations and third-party notifications will not show up as notifications.

To hide a notification, swipe up or to either side on the notification.

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

Figure 31. Example of a notification.



There are four types of notifications:

Alert notifications

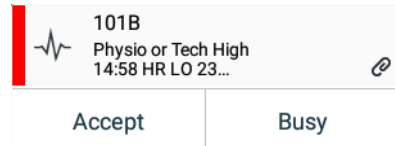
The alert notification shows color coded alerts when they reach the handset. Tapping on the notification will open up the alert in the same way as in the alert view, i.e. in full screen. See chapter 7. Alerts on page 45 for details on how to handle alerts.

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

11. Notifications

NOTE: Alert notifications will not appear while in the Alert view.

Figure 32. Alert notification.

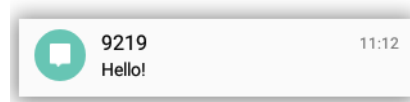


Conversations

The conversation notification appears when a new conversation message is received. Tap the notification to open up the conversation view. See chapter 8. [Messaging](#) on page 52 for details on how to view and reply to conversation messages. The notification remains on screen until it is dismissed.

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

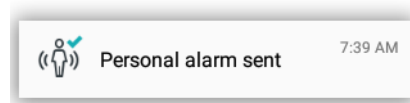
Figure 33. Conversation notification.



Alarms

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

Figure 34. Alarm notification.



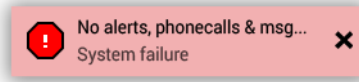
Warnings

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

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

11. Notifications

Figure 35. Warning notification.




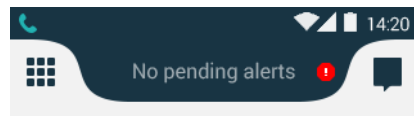
If the notification is closed the warning will stay in the top bar until solved. Tap  to reopen the notification.

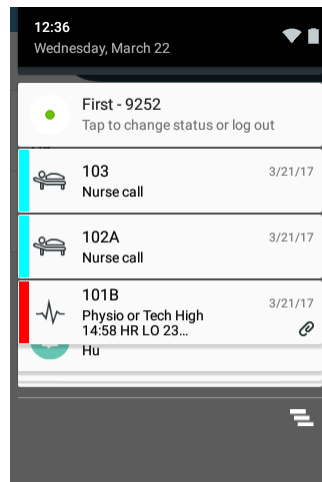
Figure 36. Warning indication in the top bar.





11.7 Notification Drawer

Swipe down from the status bar to open the notification drawer. The notification drawer shows information about missed calls and cellular text messages (cellular handset version only). It also shows alerts, conversation messages, warnings, third-party notification etc..

Figure 37. Notification drawer.



While in the notification drawer:









- Tap the notification to take action on it, or swipe down to reveal additional options.
- Flick the notification to the left, or right, to dismiss a notification from the notification drawer.
- Tap  to clear all notifications from the notification drawer (some status notifications cannot be cleared).
- Tap  to change the display brightness.
- Tap **Tap to change status** to set status to **Available**, **Busy** or **Logout**.
- Swipe the notification drawer up to close it.

11. Notifications

11.8 Icons Used for Notification

The following are examples of icons that can be used for notification. For alert type icons, refer to [7.3.3 Alert Type Icons](#) on page 49.

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

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

^a System dependent.

12. Apps

Apps installed on the handset can be found in the App view ([4.7.2 App View](#) on page 17).

Available apps on the handset are installed remotely by a system administrator, and cannot be changed by the user. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for instructions on how to add and remove handset apps.










For further instructions on how to work with apps, refer to [4.8 Use Apps](#) on page 18.

This chapter includes the following sections:


- [12.1 Stock Apps](#) on page 65

12.1 Stock Apps

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

Icon	App Name	Functionality
	Browser	Access the Internet.
	Calculator	Use the calculator.
	Camera	Take a photo, or record a movie. 13. Camera and Gallery on page 68
	Clock	View the time, or use the alarm, or timer functionality.
	Gallery	View photos and images stored on the handset. 13. Camera and Gallery on page 68
	My Services	Access the My Services shortcuts. 15. My Services on page 70
	Messaging	Read, or send SMS messages (applicable for the cellular handset version only).
	Contacts	Search the local and central phonebooks. 6. Contacts on page 43
	Personal security	Enable, or disable the Man-down and No-movement alarm. 10.2 Man-Down and No-Movement Alarm on page 55
	Phone	Make a phone call. 5. Calling on page 29
	PTT	Start a push-to-talk group call. 5.7 Push-to-Talk Group Call on page 38

12. Apps











	Settings	Change the handset configuration. 16. Settings on page 71
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12.2 Google™ Mobile Services¹ - GMS²

Google Mobile Services (GMS) is a suite of apps and services provided by Google. GMS promotes greater privacy and security of personal information by preventing location tracking and data collection. GMS can be enabled for workers that depend on apps such as Google Play™, Gmail™ or Google Maps™.



12.2.1 List of GMS Apps Delivered with the Handset³

The following are examples of GMS apps that can be configured on the handset by a system administrator. The actual apps available on the handset will differ depending on configuration⁴.

Icon	App Name	Functionality
	Gmail™	Google mail service.
	Google Chrome™	Google web browser.
	Google Drive™	Provides a way for a Google account to store and sync files.
	Google Maps™	Google map application.
	Google Now™	Google search app.
	Voice Search™	Voice Search via Google.
	Google Play Music™	Listen to radio stations and play music.
	Hangouts™	Google messaging service.
	Google Photos™	Google photo service for storing, viewing and sharing photos.
	Google Play Movies & TV™	Google Play Movies & TV makes it possible to watch movies and TV shows purchased or rented on Google Play

1.Only available for Ascom Myco 2, GMS handset version.
 2.Optional. Only available if configured by an administrator.
 3.For full functionality with the GMS apps, a Google account is required.
 4.Additional apps can be installed on the handset.

12. Apps

Icon	App Name	Functionality
	Google Play Store™	Download Android apps to your handset, using the Google Play Store.
	Youtube™	YouTube is an online site which allows people to share and view videos.

13. Camera and Gallery


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

This chapter includes the following sections:

- [13.1 Camera](#) on page 68
- [13.2 Gallery](#) on page 68
- [13.3 Screenshot](#) on page 68

13.1 Camera


To open the camera:

- In the App view, tap **Camera** .

13.2 Gallery

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

To open the gallery:

- In the App view, tap **Gallery** .

13.3 Screenshot

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

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

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

14. Barcode Scanning

NOTE: To use the barcode scanning function an optional barcode scanning license is required. Refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for instructions on how to add licenses to a handset.

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

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

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


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

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



15. My Services

The My Services app contains shortcuts that can be used for functionality such as open an app, or a webpage, communicate with external equipment, or set up a phone call. The My Services shortcuts are configured in the Device Manager, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone*.

Tap **My Services**  in the App view to open the My Services app.

The My Services app can provide the following functionality:

Open an App, or a Webpage

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

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

Call a Number

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



Communicate with External Equipment

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

16. Settings

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

The Settings app provides the possibility to customize the handset:

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

This chapter includes the following sections:

- [16.1 Display Settings](#) on page 71
- [16.2 Sound Settings](#) on page 72
- [16.3 Languages Settings](#) on page 73
- [16.4 Time and Date Settings](#) on page 73
- [16.5 Telephony Settings](#) on page 73
- [16.6 Admin Settings](#) on page 73
- [16.7 About Phone Settings](#) on page 73

16.1 Display Settings

Settings related to the two handset displays, such as brightness, font size, name, the sleep timeout for the lock screen, and the rotation of the top display.

16.1.1 Change Brightness

The display brightness can be adjusted either automatically, or manually:

Automatic Adjustment

- 1 In the Settings app, tap **Display**.
- 2 Select the **Automatic brightness** check box to let the handset automatically adapt the brightness of the display to the brightness of the surrounding light in the room.

Manual Adjustment

- 1 In the Settings app, tap **Display**, and then tap **Brightness**.
- 2 Drag the slider to adjust the brightness level.

TIP: The brightness can also be selected from the notification drawer, refer to [11.7 Notification Drawer](#) on page 63.

16.1.2 Set Font Size

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

- 1 In the Settings app, tap **Display**, and then tap **Font size**.
- 2 Select a font size.

16.1.3 Owner ID and Name

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

- 1 In the Settings app, tap **Display**, and then tap **Owner ID/name**.
- 2 Type an ID, or a name for the handset.

16.1.4 Sleep Timeout

If idle, the display is automatically turned off after a specified time.

- 1 In the Settings app, tap **Display**, and then tap **Sleep timeout**.
- 2 Choose a sleep timeout for the handset.

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

16.1.5 Rotate Top Display

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

- 1 In the Settings app, tap **Display**, and then tap **Rotate top display**.
- 2 Set the rotation to **On**, or to **Off**.

16.2 Sound Settings

Sound settings such as volume and ringtones.

16.2.1 Volumes

- 1 In the Settings app, tap **Sounds**, and then tap **Volumes**.
- 2 Tap one of the following sound types:
 - **Music & video**
 - **Ringtones & notifications**
 - **Reminders**
- 3 Drag the slider to change the volume.

16.2.2 Ringtones

- 1 In the Settings app, tap **Sounds**, and then tap **Ringtones**.
- 2 Select a ringtone.

16.2.3 Notification Sound

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

- 1 In the Settings app, tap **Sounds**, and then tap **Notification sound**.
- 2 Select a notification sound.

16.2.4 Set Tones

- 1 In the Settings app, tap **Sounds**.
- 2 Select one, or several, of the following check boxes to enable vibration, or tones:
 - **Vibrate when ringing**
 - **Dial pad touch tones**
 - **Touch sound**
 - **Screen lock sound**

16.2.5 Hearing Aid Compatibility

- 1 In the Settings app, tap **Sounds**.
- 2 Select the **Hearing Aid Compatibility** check box to enable the use of hearing aid equipment.

16.3 Languages Settings

- 1 In the Settings app, tap **Languages**, and then tap **Language**.
- 2 Select a language.

16.4 Time and Date Settings

- 1 In the Settings app, tap **Date & time**.
- 2 Select the **Use 24-hour format** check box to use 24 hour time format.
- 3 Tap **Choose date format**, and select a date format from the list.
TIP: Select **Regional** to use the date format most suitable for the current language configured in the handset.

16.5 Telephony Settings

16.5.1 Use the Power Button to End Calls

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

The Power button can be used to end calls:

- 1 In the Settings app, tap **Telephony**.
- 2 Select the **Power button ends call** check box to enable the functionality.

16.6 Admin Settings

The admin settings menu can only be accessed by system administrators, refer to the *Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone* for details.

NOTE: Not all system settings are available in the default Settings view. To access additional system settings tap "Admin settings", then enter the administration code and click OK (refer to the handset Configuration Manual for information about additional system settings). For normal use, it's recommended to use the default system settings set by your system administrator.

16.7 About Phone Settings

Tap **About phone** to show information about the handset, such as the software version, legal information, baseband version etc..

17. Operation Notice

This chapter includes the following sections:

- [17.1 Accessibility and Voice Quality](#) on page 74

17.1 Accessibility and Voice Quality

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

Operating Area

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

Out of Range (No Network)

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

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

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

18. Maintenance

This chapter includes the following sections:

- [18.1 Cleaning the Handset](#) on page 75
- [18.2 Battery Maintenance](#) on page 75
- [18.3 Replace the Color Pad for the Hinge-Type Clip](#) on page 75

18.1 Cleaning the Handset

Chemical Resistance

The exterior of the handset has been tested and found resistant to chipping, fading, or wearing off, when the handset is treated with common cleaners, disinfectants, or perspiration. The following chemicals are safe to use for cleaning the handset:

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

CAUTION: Avoid using acetone to clean the handset, as it damages the handset's plastic casing.

18.2 Battery Maintenance

Battery Life

Refer to the *Battery Storage and Maintenance Guidelines, For Ascom Lilon/LiPol battery packs* document.

18.3 Replace the Color Pad for the Hinge-Type Clip

Pads with different colors can be attached to the hinge-type clip for easy identification of the handset. The different colors can, for instance, represent a workgroup or a shift.

18.3.1 Remove the color pad

- 1 On the back of the hinge-type clip, the colored pad is fastened with tabs in two places. Use a paper clip, or a thin 3-4 mm flat screwdriver, to push against one of the tabs.
- 2 Once the colored pad bulges slightly outward (when applying slight pressure to one of the tabs on the back of the colored pad) use a finger to pull downward from the center of the colored pad until the pad comes off.

18.3.2 Attach the color pad

- 1 Align the colored pad with the cut-out for the pad on the hinge-type clip.
- 2 Attach the pad by pushing down on one end of the pad first. Then do the same thing on the other end of the pad. Make sure that the color pad is flush to the clip.

19. Troubleshooting User Manual

This chapter contains information on how to solve common problems and warning messages.

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

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

This chapter includes the following sections:

- [19.1 Operational Problems](#) on page 77
- [19.2 Warning Messages](#) on page 78

19. Troubleshooting User Manual

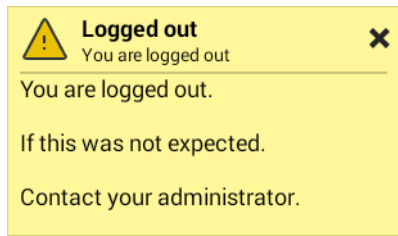
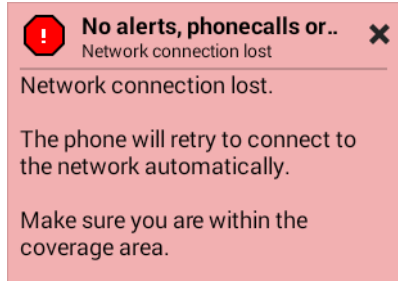
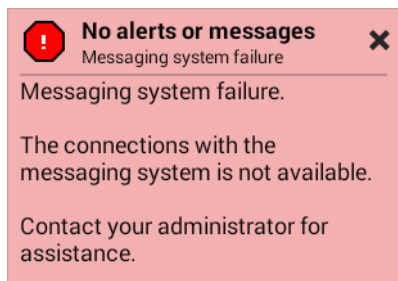
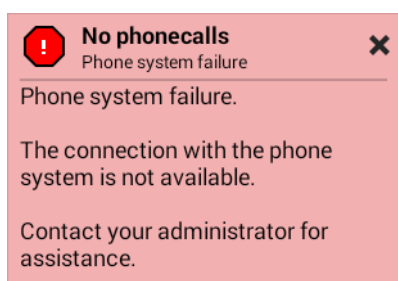
19.1 Operational Problems

Fault	Probable Cause	Action/Comment
<p>No network.</p> <p>The handset beeps once a minute (for max 30 minutes) in a low tone, followed by a high tone (if enabled, the vibrator also follows the beeps).</p>	<p>The handset has lost connection and is in one of the following states:</p> <ul style="list-style-type: none"> - No network - No access - Voice only - Messaging only 	<p>Acknowledge the warning notification or, press the Volume down button (the later keeps the dialog window visible).</p> <p>You can configure the beep to Sound off, or Sound once (for each new state), contact the system administrator.</p> <p>Note: When leaving a bad state for another bad state, the warning notification reopens, and the beep sounds again (if enabled).</p>
<p>Nothing is displayed on the front display.</p>	<p>The battery is empty, the screen is broken, or the handset is defective.</p>	<p>Charge/replace the battery, or contact the system administrator.</p>
<p>Front display is too dark.</p>	<p>Brightness is too low, or on automatic.</p>	<p>Manually select the brightness level, refer to 16.1.1 Change Brightness on page 71.</p>
<p>No ringtone when a call is received, or no sound when an alert/ notification is received.</p>	<p>The ringtones and notifications volume is silent, or vibrator only, or the loudspeaker is defective.</p>	<p>Increase the volume by pressing the Volume up button, or by adjusting the slider in Settings > Sound > Volumes > Ringtones & notifications, or contact the system administrator.</p>
<p>Not possible to select a louder ring volume than Silent.</p>	<p>Minimum volume is configured as a value other than Silent (no restriction), restricting the handset from setting the volume to silent.</p>	<p>Ask an administrator to change the Minimum volume parameter to Silent (no restriction), refer to the <i>Configuration Manual, Ascorm Myco Wi-Fi and Cellular Smartphone</i>.</p>
<p>Wrong time, or wrong date.</p>	<p>The handset hasn't received the right time and date from the NTP server.</p>	<p>Restart the handset. If the time, or date, is still wrong, contact a system administrator.</p>
<p>The handset calls an emergency number when trying to call another handset, or when calling an international number.</p> <p>NOTE: Cellular handset version only.</p>	<p>The number sequence begins with the same numbers as an emergency number. Usually the handset receives a list of locally used emergency numbers from the SIM card, but if no SIM card is inserted a general list of possible emergency numbers is used instead.</p>	<p>If the handset is used without a SIM card, insert a SIM card to limit the number of possible emergency numbers.</p>

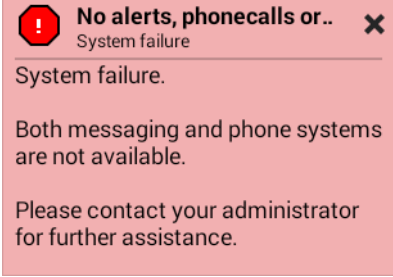
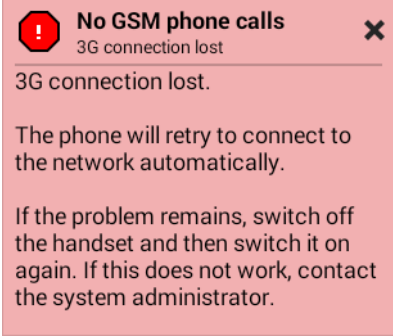
19. Troubleshooting User Manual

Fault	Probable Cause	Action/Comment
The signal strength indicator fluctuates a lot, or shows a lower value compared to other devices such as commercial smartphones.	The signal strength indicator on the handset is configured to be more sensitive compared to commercial smartphones, to prevent interruptions to the mission critical communication.	Do not compare the signal strength indication on the handset to other non-mission critical devices such as commercial smartphones.

19.2 Warning Messages

Message	Details
	Shown when automatically logged out from the handset. This most commonly happens when the same user logs in on a different handset, using a shared phone.
	The Wi-Fi connection has been lost. No alerts, messages or Wi-Fi calls. Try moving to another part of the room/building, or move inside a network connected building if you are outside.
	Connection to the Unite CM/Unite CS has been lost. No alerts or messages can be received. Wait until the connection is restored.
	The PBX connection has been lost. Wi-Fi calls are unavailable. Wait until the connection is restored. NOTE: This warning is not shown on cellular handsets with an active cellular connection.

19. Troubleshooting User Manual

Message	Details
 <p>No alerts, phonecalls or.. ✕ <small>System failure</small></p> <p>System failure.</p> <p>Both messaging and phone systems are not available.</p> <p>Please contact your administrator for further assistance.</p>	<p>Connection to both the Unite CM/Unite CS and the PBX has been lost. Wi-Fi calls are unavailable, and no new alerts or messages can be received. Wait until the connection is restored.</p>
 <p>No GSM phone calls ✕ <small>3G connection lost</small></p> <p>3G connection lost.</p> <p>The phone will retry to connect to the network automatically.</p> <p>If the problem remains, switch off the handset and then switch it on again. If this does not work, contact the system administrator.</p>	<p>The cellular connection has been lost. No cellular phone calls can be made. Wait until the connection is restored, or try restarting the handset.</p> <p>NOTE: Only applicable for the cellular handset version.</p>

20. Related Documents User Manual

Data Sheet, Ascom Myco Wi-Fi Smartphone	TD 93097EN
Data Sheet, Ascom Myco Wi-Fi and Cellular Smartphone	TD 93057EN
Configuration Manual, Ascom Myco Wi-Fi and Cellular Smartphone	TD 93072EN
Data Sheet, Unite Connectivity Manager	TD 92739EN
Configuration Manual, Unite Connectivity Manager	TD 92735EN
Configuration Manual, Unite Communication Server	TD 92761EN
Data Sheet, CR5 Charging Rack	TD 93053EN
Data Sheet, CR6 Battery Charging Rack	TD 93054EN
Installation and Operation Manual, CR3 and CR5 Charging Racks	TD 92480EN
Installation Guide, CR4 and CR6 Battery Charger Racks	TD 92724EN
Function Description, Push to Talk	TD 92493EN
Battery Storage and Maintenance Guidelines, For Ascom Lilon/LiPol battery packs	TD 92982EN
Troubleshooting Guide, Ascom Myco Wi-Fi and Cellular Smartphone	TD 93128EN

21. Document History User Manual

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

Version	Date	Description
A	2 April 2015	First version.
B	14 October 2015	<p>New:</p> <ul style="list-style-type: none"> 2. Quick Installation Steps for Administrators on page 5 (partly based on sections from the removed "Getting Started" chapter). 4. Basics on page 12 (based on sections from the removed "Getting Started" and "Using the Ascum Myco Launcher"). 10. Personal Alarm on page 55. 11. Notifications on page 58 (partly based on the "Notifications" section from the removed "Using the Ascum Myco Launcher" chapter). 14. Barcode Scanning on page 69. <p>Renamed:</p> <ul style="list-style-type: none"> Chapter "Description" to "Handset Description". Chapter "Alert View" to "Alerts". Chapter "Conversation" to "Messaging". <p>Moved:</p> <ul style="list-style-type: none"> Appendix A. Safety Precautions on page 85 where moved from chapter 2 to the Appendix. <p>Several other chapters and sections where moved around in the manual.</p> <p>Updated:</p> <ul style="list-style-type: none"> 1.1 Abbreviations and Glossary User Manual on page 3. 2.2 Install and Configure the Handset on page 5. 3.1.7 Multifunction, and Alarm Button on page 10. 7.5 View Alerts on a Locked Handset on page 51. 12. Apps on page 65. 8. Messaging on page 52. 4.9 Battery Level Indication on page 19. [MYCO-3196] <p>Other changes:</p> <ul style="list-style-type: none"> Added several new images and icons. Specified that the Myco uses micro-SIM cards. General quality checks and text improvements. Removed Appendix B. Added "Exposure to Radio Frequency Signals for EU and EFTA." Changed Frequency Range. Removed redundant text about SAR. Minor editorial changes.

21. Document History User Manual

Version	Date	Description
C	15 December 2015	<p>Updated:</p> <p>1.2 Features on page 4 3.1 Handset Overview on page 8 Added the Battery Storage and Maintenance Guidelines document to 20. Related Documents User Manual on page 80. Edit Text on page 16 4.10 Charge the Handset Battery on page 19 4.11 Change the Battery on page 22 5.1 Answer or Reject a Call on page 29 5.2.2 Call Using the Call List on page 31 5.2.3 Call Using the Central Phonebook on page 31 5.4 Functions During a Call on page 34 20. Related Documents User Manual on page 80 Removed "SH1" from the document title.</p> <p>Added:</p> <p>3.1.8 Top Display on page 10 4.12 Log In, or Log Out on page 23 5.4.8 Transfer Call on page 36 5.4.9 Navigate the Handset during a Call on page 36 5.4.10 The Phone Bar on page 37 5.7 Push-to-Talk Group Call on page 38 10.2 Man-Down and No-Movement Alarm on page 55 15. My Services on page 70</p> <p>Other:</p> <p>Added link sections to the beginning of each chapter/section to make navigation on Confluence easier. Document links now link to the corresponding document on Confluence. Other fixes related to Confluence publishing.</p>
D	26 April 2016	<p>New:</p> <p>About This Document on page -5. Added a "save this manual" section. 4.13 Availability Status on page 26. New section about "Availability status". MYCO-4797 5.2.6 Advanced Dialing on page 32. New section about advanced dialing techniques. MYCO-3910 5.4.3 Show the Keypad on page 35. New section describing how to show the keypad during a call. 5.6 Voicemail on page 38. New section about voicemail. MYCO-4694 7.2.3 Lock Screen on page 46 12.1 Stock Apps on page 65. Added icons and descriptions, and more apps to the list 13.3 Screenshot on page 68. New section with instructions on how to take a screenshot. 16.6 Admin Settings on page 73. New short section describing the Admin settings menu.</p>

21. Document History User Manual

Version	Date	Description
		<p>Updated: 3.1.7 Multifunction, and Alarm Button on page 10. Added text about using the top button for third-party apps. MYCO-3461 4.10 Charge the Handset Battery on page 19. Changed the charging time estimations. 4.10.3 Charge with a Micro-USB Cable on page 21. Added text saying that the USB power supply unit is delivered with interchangeable plugs. 4.10.4 Charging Indication on page 21. Added a voicemail icon to the icon list table. MYCO-4694 4.12 Log In, or Log Out on page 23. Changed the description regarding the Login functionality a bit (it can now be used to transfer messaging and alert numbers between handsets). 5.2.3 Call Using the Central Phonebook on page 31/ 5.2.6 Advanced Dialing on page 32. Updated the instructions about using the phonebooks to make a call. 5.7 Push-to-Talk Group Call on page 38. Added a Note saying that the handset cannot receive call while in a PTT call. 6. Contacts on page 43. Updated the whole chapter. 7.2 Alert Indication on page 46. Minor updates. 7.3 Alert Classification on page 47. Rearranged this section and added several new parts. Sort color is now called "category color" instead. MYCO-2669 8.1 Write and Send Message on page 52. Added the maximum number of characters a message can contain. MYCO-5228 11.2 Color-Coded LED Signals on page 58. Updated this section with new text, and a table describing the LED colors. MYCO-2669 11.8 Icons Used for Notification on page 64. Moved the list of icons used for notification here (from the Alert chapter), and updated the text. 15. My Services on page 70. Minor text updates. 19.1 Operational Problems on page 77. Added the emergency call issue to the table. MYCO-5086 Appendix A. Safety Precautions on page 85. Removed and rearranged several parts in the Safety precautions appendix.</p>

21. Document History User Manual

Version	Date	Description
E	27 October 2016	<p>Whole document: Google trademarks added. MYCO-5569 New images throughout the manual. MYCO-6416 MYCO-5879 MYCO-5733 Text and layout fixes based on review feedback.</p> <p>New: 19.2 Warning Messages on page 78. MYCO-6887</p> <p>Updated: 1.1 Abbreviations and Glossary User Manual on page 3. Added items to the list. 4.10 Charge the Handset Battery on page 19. Added a table with charging times. 5. Calling on page 29. Specified that the calling chapter is only applicable for Wi-Fi calling (cellular calling instructions should be added in an upcoming documentation release). MYCO-7050 7.1 Alert View on page 45. The Alert view can store up to 100 alerts. MYCO-5969 7.2.4 Top Bar on page 46. The number of pending alerts now shown in the top bar. MYCO-5113 7.3.1 Priority Level and Color on page 47, 11.2 Color-Coded LED Signals on page 58. How High priority alerts are indicated. MYCO-5879 7.3.2 Category Color on page 48, 11.2 Color-Coded LED Signals on page 58. Additional category colors. MYCO-6148 7.3.3 Alert Type Icons on page 49. Additional alert type icons. MYCO-5612 8. Messaging on page 52. Conversation view can be replaced by a third party app. 19.1 Operational Problems on page 77. The signal strength indication explained. MYCO-4189 MYCO-5239 20. Related Documents User Manual on page 80. Troubleshooting guide added to the Related documents list.</p>

Appendix A. Safety Precautions

Read through this chapter before using the handset.

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

Safe Operation

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

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

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

A.1 Frequency Range

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

EU (ETSI):	b/g/n: 2.4–2.4835 GHz (Ch 1-13), and a/n: 5.15–5.35 GHz (Ch 36-64), 5.47–5.725 GHz (Ch 100-140)
USA/ Canada (FCC):	b/g/n: 2.4–2.4835 GHz (Ch 1-11), and a/n: 5.15–5.35 GHz (Ch 36-64), 5.47–5.725 GHz (Ch 100-116 & 132-140), 5.725–5.850 GHz (Ch 149-165)

A.2 Regulatory Information (EU and EFTA)

A.2.1 Exposure to Radio Frequency Signals

	Close to ear	Handheld/body mounted
SH1-ACAA	0.468 W/kg (10 g)	0.848 W/kg (10 g)
SH1-ACBA + SH1-ACBB	0.467 W/kg	1.040 W/kg
SH1-ABAA	0.117 W/kg (10 g)	0.144 W/kg (10 g)
SH1-ABBA + SH1-ABBB	0.121 W/kg	0.194 W/kg

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

The exposure guidelines for mobile devices employ a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit stated in the ICNIRP guidelines is 2.0 W/kg averaged over 10 grams of tissue. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The actual SAR level of an operating device can be below the maximum

Appendix A. Safety Precautions

value because the device is designed to use only the power required to reach the network. That amount changes depending on a number of factors such as how close you are to a network base station. The highest SAR value under the ICNIRP guidelines for use of the device at the ear is 0.201 W/kg and at the body is 0.278 W/kg (The measure distance of 1.5 cm). Use of device accessories and enhancements may result in different SAR values. SAR values may vary depending on national reporting and testing requirements and the network band.

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

FCC ID: BXZSH1B & BXZSH1B2 SH1-ABAA: BXZSH1B SH1-ABBA & SH1-ABBB: BXZSH1B2 SH1-ACAA: BXZSH1C
ISED: 3724B-SH1B & 3724B-SH1B2 SH1-ABAA: 3724B-SH1B SH1-ABBA & SH1-ABBB: 3724B-SH1B2 SH1-ACAA: 3724B-SH1C

A.3.1 FCC and ISED Compliance Statements

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

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

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

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

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

A.3.2 Exposure to Radio Frequency Signals

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg.

The maximum SAR value measured:

	Head	Body
SH1-ACAA	0.580 W/kg	1.229 W/kg
SH1-ABAA	0.405 W/kg	0.544 W/kg
SH1-ABBA + SH1-ABBB	0.324 W/kg	0.518 W/kg

Appendix A. Safety Precautions

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

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

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

A.3.3 Band Restrictions (Canada)

The band 5150-5250 MHz is restricted to indoor-only operation

A.4 Precautions and Environmental Requirements

A.4.1 Handset

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

A.4.2 Battery

- Do not immerse the battery into water. This could short-circuit and damage the battery.
- Do not expose the battery to an open flame. This could cause the battery to explode.
- Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
- Do not leave the battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
- Use the Micro-USB cable (together with the USB power supply), the Charging Rack, or the Battery Charging Rack for charging. Charge the battery for at least one hour the first time you use the battery.

Appendix A. Safety Precautions

- Do not charge the battery when the ambient room temperature is above 40 °C, or below 5 °C (above 104 °F, or below 41 °F).
- Do not attempt to take the battery apart.
- Do not remove the battery unless it needs to be replaced.
- Turn off the handset before removing the battery (recommendation).

Battery Disposal

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