Dialog 5446 IP Premium

IP Phone for Ericsson BusinessPhone

USER GUIDE

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Abstract

Contents

Dialog 5446 IP Premium

1   Important User Information

IMPORTANT SAFETY INSTRUCTIONS (ENGLISH)

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

•   Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.

•   Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

•   Do not use the telephone to report a gas leak in the vicinity of the leak.

•   Use only the power cord indicated in this manual.

SAVE THESE INSTRUCTIONS

IMPORTANTES MESURES DE SÉCURITÉ (FRANÇAIS)

Certaines mesures de sécurité doivent être prises pendant l'utilisation de matériel téléphonique afin de réduire les risques d'incendie, de choc électrique et de blessures. En voici quelquesunes:

•   Ne pas utiliser l'appareil près de l'eau, p.ex., près d'une bagnoire, d'un lavabo, d'un évier de cuisine, d'un bac à laver, dans un sous-sol humide ou près d'une piscine.

•   Éviter d'utiliser le téléphone (sauf s'il s'agit d'un appareil sans fil) pendant un orage électrique. Ceci peut présenter un risque de choc électrique causé par la foudre.

•   Ne pas utiliser l'appareil téléphonique pour signaler une fuite de gaz s'il est situé près de la fuite.

•   Utiliser seulement le cordon d'alimentation indiqué dans ce manuel.

CONSERVER CES INSTRUCTIONS

INTRODUCTION

These directions for use describe the user procedures to handle the features available for the Dialog 5446 IP phone (also known as DBC 446).

All the procedures, suffix digits, tone messages and times used in this document are according to the standard application system.

Not all exchanges are equipped with all features. By categorization, it is possible to vary the number of features assigned to each individual extension. This can affect the display information. The person (department) responsible for telecommunications in your organization will inform you which features that have been assigned to you.

The Dialog 5446 IP phone conforms to the H.323 standard.

The phone supports Dynamic Host Configuration Protocol (DHCP) for determination of IP addresses.

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Note: Be careful not to keep credit cards near the phone, since they may be demagnetized due to the strong magnets in the phone.

This phone can be used without lifting the handset.

When stated Lift the handset before dialing a procedure or a phone number you can also dial directly without lifting the handset.

For more information, see Section 2.7.1 Using the Headset on page 15

* *

Important Safety Instructions

Save these instructions. Read these safety instructions before use! Note: When using your telephone or connected equipment, the following basic safety precautions should always be followed to reduce risk of fire, electrical shock and other personal injury.

Follow instructions in the equipment's user guide or other documentation.

Always install equipment in a location and environment for which it is designed.

For mains powered telephones: Only operate with the mains power voltage indicated. If you are uncertain of the type of power supplied to the building, consult property management or your local power company.

For mains powered telephones: Avoid placing the telephone's power cable where it can be exposed to mechanical pressure as this may damage the cable. If the power supply cord or plug is damaged, disconnect the product and contact qualified service personnel.

Headsets used with this equipment must comply with EN/IEC 60950-1 and for Australia AS/NZS 60950.1-2003.

Do not make any changes or modifications to equipment without seeking approval from the party responsible for compliance. Unauthorized changes or modifications could void the user's authority to operate the equipment.

Do not use the telephone to report a gas leak in the vicinity of the leak.

Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, and kitchen sink, in a wet basement or near a swimming pool.

Do not insert any object into equipment slots that is not part of the product or auxiliary product.

Do not disassemble the product. Contact a qualified service agency when service or repair work is required.

Do not use a telephone (other than cordless type) during an electrical storm.

Disposal of the Product

Your product should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

DECLARATION OF CONFORMITY

Hereby, Ericsson AB, declares that this telephone, is in conformity with the essential requirements and other relevant pros of the European R&TTE directive 1999/5/EC.

Details to be found at: http://www.ericsson.com/sdoc.

FCC Statement

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 antenna.

• 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.

HAC (Hearing Aid Compatible)

2   Dialog 5446 Description

The Dialog 5446 IP phone (also known as DBC 446) has a backlit display with a 478 x 270 pixel color touchscreen. Most features are activated from the display, and the phone is equipped with a stylus for this purpose. For more information on the display, see Section 2.3 Display on page 9.

Note: Clean the phone with a damp cloth soaked in a mild soap solution.

Figure 1   Dialog 5446 IP: Front View
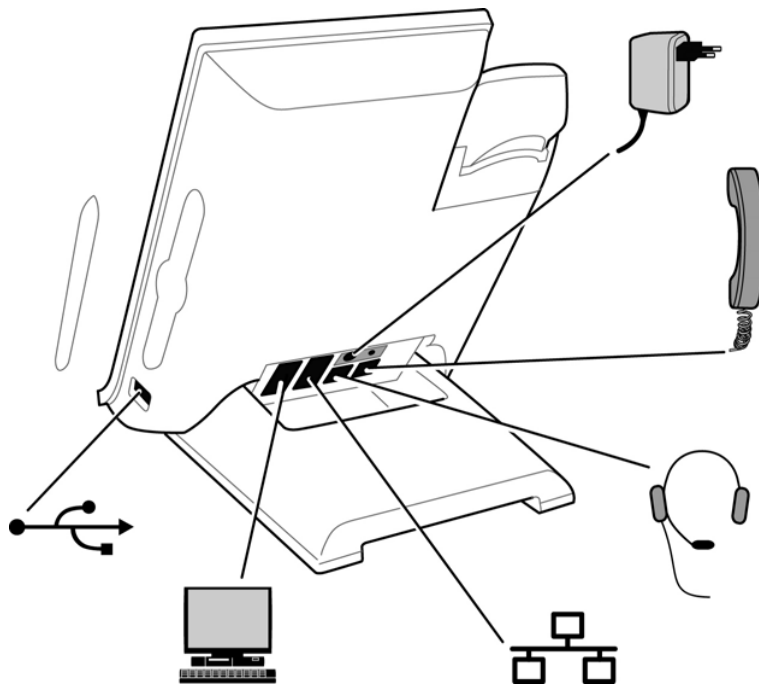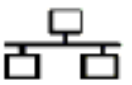
Figure 2   Dialog 5446 IP: Back View

All connections at the back of the phone are marked for easier identification. The tiltable stand makes it easy to connect the cables, and allows you to adjust the angle of the phone.

Table 1   Phone Connections

Type of Connection	Description
	(Optional) The phone is powered by an external 24 V AC/DC adapter (see details below) or, alternatively, over a Power over Ethernet (PoE) capable hub. • If you use the external power adapter, connect one end of the adapter to the phone connection marked "POWER", and the other end to a power outlet. • If you use the PoE connection, you only have to connect the phone to the LAN.
	Connect one end of the Ethernet cable to the phone connection marked "LAN", and the other end to a LAN connection. The phone conforms to the 802.1x standard for LAN authentication.

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	Connect one end of the PC cable to the phone connection marked "PC", and the other cable end to a RJ45 connection on your PC. When the telephone is starting up (booting), a connected PC will loose network connection for a few seconds.
	(Optional) You can connect a headset to the phone connection marked "HEADSET".
	Connect the handset to the phone connection marked "HANDSET".
	USB connection intended for a memory stick, and for future use.

Note: The phone does not work during power failure, unless powered through a PoE.
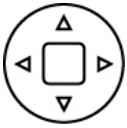
The phone can be powered either from the network or from a 24 V AC/DC plug-in power adapter. Only use the 24 V AC/DC plug-in adapter (power supply) listed below, or an adapter approved by your local retailer.

Ericsson Product Number	*Power Rating*
RES 141 316/1	20VA 230V/24V

2.1   Keypad

The phone is equipped with a standard alpha numeric keypad and 7 function keys used for the most basic telephony functions, see table below. Most other telephony functions are invoked from the display, see Section 2.3 Display on page 9.

Table 2   Dialog 5446 Function Keys

Key	Function
◁	Press the **loudspeaker key** to enable handsfree connection.
– ＋	Press the **volume control keys** to adjust the volume level of the ring signal and incoming speech in the handset, headset, or loudspeaker. Press the left volume control key to turn down the volume level, and the right volume control key to turn up the volume level.
⌒	Press the **headset key** to enable headset connection. Press and hold down the headset key for 4 seconds to activate the headset preset mode. Leave the headset mode by pressing the *speaker key* for 4 seconds (see above).
🎤/🔕	Press the **mute key** to turn off the microphone in speech state. This is useful when you do not want the person at the other end of the line to hear what you say to your colleague. If you press the **mute key** when the phone is in idle state, silent ringing is activated. Deactivate silent ringing by pressing any key.
C	Press the **clear key** to disconnect an ongoing call if you are using the handsfree mode. In idle mode, you can press **C** to exit a page, except from the internet page.
◁▷△▽	Press the **navigation key** to move between display tabs, to select menu items in a menu, and to move between fields in a screen. Press up, down, left, or right on the navigation key to move between items in a display window, and press the square in the middle of the navigation key to select an item, to enter information you have typed, or to confirm an action.

2.2   Navigation

Typically, you can highlight and select a display item such as an option or a setting in one of the following ways:

☐ Highlight and select the item by tapping it with the stylus or with your finger.

☐ Highlight the item using the navigation key and select it by tapping the **Select** button (or relevant button).

Note: To return to the previous page, you press the back key, ↰ , repeatedly.

Applications and Settings	Name Keys	Messages	Main page	Call List	Contacts	Internet

- Message Waiting
- Voice Mailbox
- My Dialog Contacts
- Corporate Directory

My Presence
My Settings
Administrator Settings
- Information
- Log Off Restriction
- Network

- Programmable keys — • Line 1 Key
- Ring Character
- Time & Date — • Time Format / • Date Format
- Language — • Display Menus / • Keypad Characters
- Backlight
- Option Unit
- Hearing Level
- Password

- Select Profile
- Follow-me
- External Follow-me
- Absence Reason

- LAN access control
- DHCP
- IP Address
- Subnet Mask
- Default Gateway
- Automatic SW Server
- SW Server
- Proxy Server
- Protocol
- Gatekeeper Discovery
- Gatekeeper
- VLAN for Phone Port
- VLAN for PC Port

Figure 3

2.3 Display

In the Dialog 5446 IP phone, most functions are invoked from the display. When you have logged on to the phone, the main page is displayed, see below.

Note: The look of the page may vary depending on which features are activated.
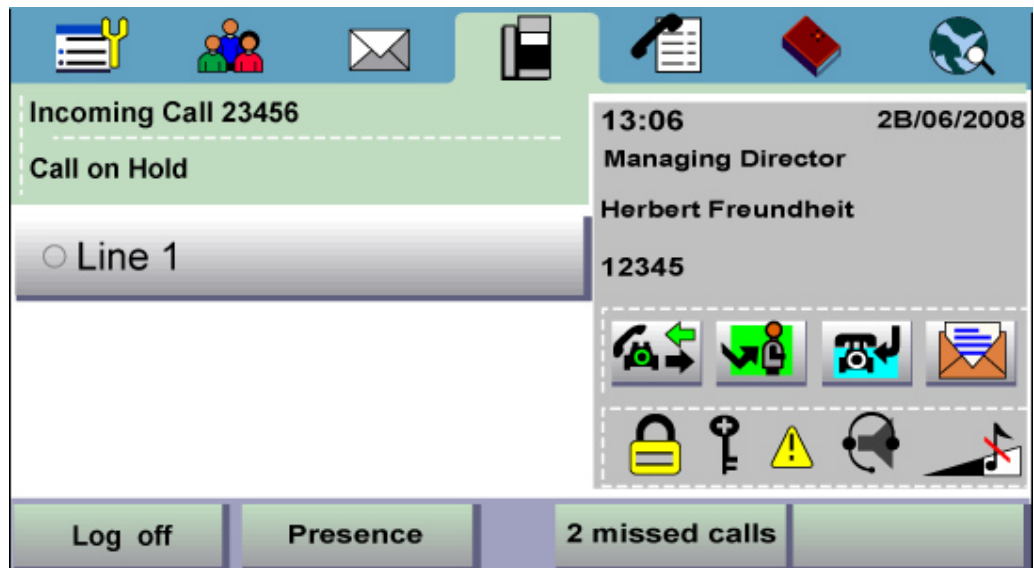
Figure 4   Display Layout

The top of the display contains a menu bar with tabs that each open a page where you can access a number of services that are available for your extension. The tabs are, from left to right, *applications and settings*, *name keys*, *messages*, *main page*, *call list*, *contacts*, and *internet*.

In idle mode, and when you log on to your phone, the main page is displayed by default. The main page contains the following information:

•   The right, central area of the page displays the date and time, as well as the name and number of the user logged in on the extension. Icons indicate the ring volume for your extension, or that there are messages in your mailbox (if available), as well as activated features such as Follow me.

    When you receive a call, the caller's number and possibly name are displayed here.

•   The left central area of the page displays status information on certain services for your extension. It also contains information on how an incoming has been obtained, directly or by transfer.

    When you make a call, the called party's number and possibly name are displayed here. The called party's status (that is, free, busy, and so on) is displayed here.

•   The bottom area of the page contains buttons as well as information on number of missed calls.

2.3.1   Menu Tabs

The menu tabs appear in the menu bar at the top of the display window. To open a page, tap the tab icon.

Tap the applications and settings tab to open the **Applications and Settings** page, which contains the sub-pages **My Presence**, **My Settings** and **My administrator Settings**.

- For information on presence settings, see Section 14.1 Presence Settings on page 65.

- For information on telephone settings, see Section 14.2 Telephone Settings on page 65.

- Most administrator settings are blocked from changing, but can be viewed by the user. See Section 14.3 Network Settings on page 69.

Tap the name key list tab to open the **Name Keys** page, where your can store frequently used phone numbers for easy access. For more information on Name Keys, see Section 5.5 Name Keys on page 29.

Tap the messages tab to open the **Messages** page, where you can retrieve your messages.

Tap the telephony tab to open the **Telephone** page. This page is the default screen where you make and receive calls, set presence options, log off the phone, etc. For detailed information on how to make and receive calls, see Section 4 Incoming Calls on page 23 and Section 5 Outgoing Calls on page 25.

Tap the call list tab to open the **Call List** page.

The phone keeps a call list of 50 positions listing answered incoming calls, outgoing calls, and missed and rejected calls. Next to the number, you can see how calls have been made from that number.

When you select a contact number in the call list, that number is highlighted and appears as a button. To call the number, tap the button. There is a position indicator showing where in the phone book the present page is located.

In case of power failure, or if another user (extension number) logs on from this phone, the call list is cleared. For information on how to use the call list, see Section 5.4.2 Redial A Call From the Call List on page 28.

Tap the contacts tab to open the **Contacts** page. For more information on contacts, see Section 8 Managing Contacts on page 41.

Tap the web browser tab to open the **Internet** page where you can enter web address you wish to load. For more information on the web browser, see Section 15 Web Browser on page 71.

2.3.2   **Message Icons**

On the right side of the main page, a number of message icons may appear in different situations. The icons are described below.

System warning. Indicates reduced system access, which means that some features may not work. Reduced system access occur when the phone is registered towards another exchange than the usual one.

Silent ringing/mute. Indicates that the ring signal is switched off. The icon appears in the same position as the volume level bar.

Volume level. Depending on the mode, this icon indicates the volume level of the ring signal, the speech level of the ear piece, or the headset volume.

Headset. Indicates that incoming and outgoing calls will be connected to the headset when you answer or make a call without lifting the handset.

Incoming call. Indicates an answered incoming call.

Outgoing call. Indicates an answered outgoing call.

Missed call. Indicates a missed incoming call.

Message. Indicates that you have one or more unread messages waiting. You can retrieve the messages by tapping the message tab in the top menu bar. When you have read the message, the icon changes so that it looks like an open envelope.

Soft keyboard. The built-in soft keyboard appears as an icon on pages where it is possible to enter text, for example when you want to add a contact by typing the name and number manually. Tap the icon to enlarge the keyboard. By tapping the keyboard buttons at the bottom of the soft keyboard, you can change character sets, and switch between numbers and letters.

2.4 Indicator Lights

Instead of LED indicators on the phone keys, the IP phone has indicator lights built into the display buttons. The indicator lights indicates line status using different flash patterns, see below.

Off	Indicates idle status
Fast blinking	Indicates an incoming call
Fast blinking	Indicates a parked call
Steady glow with fast blinking	Indicates a busy line

2.5 Tones And Signals

The Ring Signals settings page contains the **Ring tone** and **Select Ring Melody** settings. You can choose between 10 different ring tones (between 0 and 9) and a number of ring melodies. Ring melodies can also be downloaded from the web. In order to distinguish between internal, external and call back calls, the signal you choose will be used with different ring cadences/characteristics for each call type. You can also distinguish between callers by giving each phone number its own ring signal.

This section describes the ring signals and tones characteristics available in the phone.

2.5.1 Ringing Volume

To adjust the ring volume, press the **-** and **+** keys on the phone in idle mode (when no call is connected), or when the phone is ringing.

2.5.2   Silent Ringing

Pressing the **mute key** when the phone is ringing or is in idle mode, activates the *silent ringing* mode. This means that the tone ringer will be inactivated for incoming calls. When there is an incoming call, the **Line 1** or **Line 2** button is flashing. The silent ringing mode remains active until you press any key. The

silent ringing mode is indicated by the mute icon,   .

2.6   Handset And Speakerphone

2.6.1   Handsfree

Most features are described using the handset. However, you can answer and make calls without using the handset.

2.6.2   Using the Handset And the Headset

In handsfree mode, you do not lift the handset to start a procedure, and instead of replacing the handset after a call, you press the **C** key (Clear).

Note: Everything that works with the handset, also works with the headset.

2.6.3   Using the Speakerphone

Using handsfree with the loudspeaker enables you to dial a number, and monitor the progress of a call.

Note: Make sure that the phone is placed on a flat surface, otherwise the handsfree feature may not work properly.

Answer a call	Tap the line button that indicates an incoming call (the button's light indicator is blinking).
Make a call	Dial the number you want to call. When someone answers, the speakerphone is activated. You can then either pick up the handset, or continue to use the speakerphone.
Clear a call	Press the **C** key.
Switch from speakerphone to handset	Lift the handset.
Switch from handset to speakerphone	Press ◁ and replace the handset.

| Switch from speakerphone to headset | Press ⌒. |
| Switch from headset to speakerphone | Press ◁. |

2.7 Headset

2.7.1 Using the Headset

Using a headset enables you to make and receive calls without using the handset.

Make a call	Press ⌒ and dial the desired number and. In headset preset mode, you are not required to press the headset key.
Receive a call	Press ⌒.
Switch from headset to handset	Lift the handset.
Switch from handset to headset	Press ⌒ and replace the handset.
Clear a call	Press the C key.

2.7.1.1 Call Handling Via the Line Buttons

By default, the phone is set to connect calls to the loudspeaker when you answer incoming calls, or when you make calls by tapping a **Line** button. This default setting is known as the *loudspeaker preset mode*. When you dial a number without lifting the handset, the call is also connected to the loudspeaker by default.

When you use a headset, you can switch to the *headset preset mode* to have calls connected to the headset. If the *headset preset mode* is activated and you press ◁, the call is connected to the loudspeaker.

| Activating Headset Preset Mode | To activate the headset preset mode, press and hold down ⌒ for 4 seconds. When you hear a ring signal, and the headset icon appears in the display to the right, the headset preset mode is activated. |

Deactivating Headset Preset Mode To deactivate the headset preset mode, press and hold down ◁ for 4 seconds. When you hear a ring signal, and when the headset icon disappears from the display to the right, the headset preset mode is deactivated.

Note: The *headset preset mode* can only be activated and deactivated when the phone is in idle mode. When you lift the handset to answer an incoming call, the call is automatically connected to the handset, regardless of which *preset mode* is active.

3   Starting the Phone

3.1   Starting and Logging On

All the system settings for your IP phone must be set by the system administrator before you can use the phone.

Depending on the settings in your network and telephone system, the start up procedure may differ from phone to phone. Check the display on your phone and read the relevant sections in this chapter to continue with the startup procedure.

When the phone is connected to the network, your phone automatically initiates the startup procedure when connected to the mains.

After a power failure the phone restarts automatically.

Note: During power-up, the phone display is black for a little while.

LAN access control

Your telephone might require a network authentication to gain access to the network. You then have to enter a valid user name and password.

Note: The user identity and password used for the network authentication are not the same user identity and password you use to log on to the telephony system. Contact the system administrator to obtain a new password or change an old password.

1.   On the main page, tap the **Log on with** field and enter your user name (typically the extension number).

      If you need to edit the input, tap the **Erase** button.

2.   Tap the **Enter password** field and enter your password. If you need to edit the input, tap the **Erase** button.

      Note: You can enter the password from the keypad on the phone, or from the soft keyboard in the display.

3.   Tap the **Log on** button to continue the startup procedure.

      If your user name and password are not accepted, an error message is displayed. Contact your system administrator.

Continued startup procedure

After you have logged on successfully, the display shows the logon progress. When the self test has been successfully completed, the phone either logs on automatically, or prompts you to enter your user name and password.

Update software

If the system detects new software, the following display appears during the startup procedure:
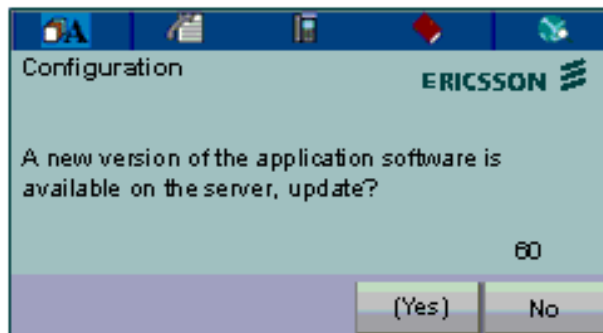
You have two options:

☐ Select **No** to skip the update and keep the current software version.

☐ Select **Yes** to start downloading the software update from the software server. The update process takes approximately 60 seconds to complete, and the progress is displayed on screen.

If you do nothing, the software update will start automatically after 60 seconds. In the lower right corner of the window, a counter indicates how many seconds remain before the automatic update will start.

Note: Be careful not to disconnect the phone during the update since a power failure during the software update will require you to restart the update.

3.2 Logon Options

Depending on the user logon settings, your phone may require a logon.

Note: Changing the logon settings requires administrator rights.

There are three logon options:

☐ **Log Off Allowed:** You are allowed to log on and log off the phone. This is the most common option.

☐ **Default Number Used**: The phone is always logged on with a default number. You cannot log on or log off. This option can be used for phones in conference rooms, receptions, etc.

☐ **Permit Individual Log On**: The phone is always logged on with a default number, as in option 2 above, but you can log on with your own extension number and get your personal categories. This option can used in a free seating environment.

To view which option is active in your phone, see Section 3.3.1 Viewing the Logoff Restriction Settings on page 20.

3.2.1 Option 1: Log Off Allowed

When the log on screen appears, do the following:

1. Enter your personal extension number in the **Log on with** field. The extension number that was used for the last logon is automatically displayed. To clear the field and enter a new number, tap **Erase**.

2. If you are prompted for a password, enter your password in the **Enter password** field. If no password is required, your name and extension number are displayed immediately.

   Note: You can enter the password from the keypad on the phone, or from the soft keyboard in the display.

   The password is the RAC initiated for this extension.

3. Tap **Log on**. The display shows your extension number, and the phone is now ready to use.

   Note: If the emergency call function is disabled, the text *For SOS calls, dial 112* is not displayed. For more information on emergency calls, see Section 5.3 Emergency Calls (SOS Calls) on page 27.

3.2.2 Option 2: Default Number Used

The idle mode screen is displayed, and the phone is ready to use.

Note: It is not possible to log off a phone that has been programmed for this option.

3.2.3 Option 3: Permit Individual Log On

The phone is logged on with the default number, but you can log on with your individual number and get your personal categories.

To log on with your personal number, do the following:

1. On the main page, tap **Log off** to log off the current user.

2. When the message **Log off?** appears, tap **Yes** to confirm. The logon display appears.

3. Enter your personal extension number in the **Log on with** field. To clear the field and enter a new number, tap **Erase**.

4. If you are prompted for a password, enter your password in the **Enter password** field. If no password is required, your name and extension number are displayed immediately.

> **Note:** You can enter the password from the keypad on the phone, or from the soft keyboard in the display.

The password is the RAC initiated for this extension.

5. Tap **Log on** again. The display shows your extension number, and the phone is now ready to use.

Note: When you log off your personal extension number, the phone settings automatically return to the default number. Also, the phone is automatically logged off with your individual number during the night and logged on with the default number.

3.3 Logging Off The Phone

To log off from the phone, do the following:

1 On the main page, tap the **Log off** button.

2 When the message **Log off?** appears, tap **Yes** to confirm. The logon display appears.

3.3.1 Viewing the Logoff Restriction Settings

Changing the logoff restriction settings requires administrator rights, but you can view the current settings.

To view the current logoff restrictions settings, do the following:

1. Tap to open the **Applications and Settings** page.

2. Select **Administrator Settings** and then **Log Off Restriction**.

For a description of the log off restriction settings, see Section 3.2 Logon Options on page 18.

Note: The logoff restriction currently selected is marked with a filled radio button.

3. Tap until you return to the main page.

3.4   Software Version and Communication Protocol

You can check which software version is currently installed in the phone. You can also view the active communication protocol.

To view the software version and protocol, do the following:

1. Tap   to open the **Applications and Settings** page.

2. Select **Administrator Settings**, **Information,** and then **Log Off Restriction**.

    These are the log off restriction settings:

Protocol	Displays the protocol used (H.323).
Software version	The currently installed software version. The system automatically checks for new software versions, and when an update is available, a message appears during logon, asking you if you want to install it.

3. Tap   until you return to the main page.

4   Incoming Calls

Incoming calls are indicated by a ring signal and a presentation of name or number or both on either line button.

The ring signal differs depending on whether the incoming call is internal or external:

* Internal calls are identified by one long signal followed by a long pause.

* External calls are identified by two short signals followed by a short pause.

4.1   Answer Calls

An incoming call is indicated by a ring signal and a flashing indicator lamp.

☐   *Handset:* Lift the handset. The call is automatically received on **Line 1**.

☐   *Handsfree:* Press the **Line 1** button to answer without lifting the handset. (You can then switch to the handset simply by lifting the handset.)

To reject an incoming call, tap the **Reject** button.

4.2   Picking Up Calls

You can answer calls to your extension from another phone. This feature is known as *picking up calls*.

To pick up a call, do the following:

1.   Lift the handset and wait for a dial tone.

2.   Dial the extension number and wait for a busy tone.

3.   Tap the numeric key **6**. Start the conversation.

   Note: Austria, Belgium, Brazil, Denmark, Germany: **8**.

5 Outgoing Calls

5.1 Making Calls

5.1.1 Calling an Extension

To make a call to another extension, do the following:

1 Lift the handset and wait for a dial tone.

2 Dial the desired *extension number* and wait for an answer.

5.1.2 Calling An External Number

To make an external call, do the following:

1 Lift the handset and wait for a dial tone.

2 Dial the *external access code* and the desired *external number* and wait for an answer.

5.2 When You Receive a Busy Tone or No Answer

When the number you have called is busy or does not answer, you have several options available: try again later, or order automatic callback, call waiting, or intrusion.

5.2.1 Callback

When the number you have called is busy or does not answer, you can request automatic callback. You can only have one callback on a busy external line activated at the same time.

While you are waiting for a call back answer, you can make and receive calls as usual.

You can request automatic callback in the following cases:

☐ If the extension you have called (in your exchange or in your private network) is busy or does not answer. You can have several callbacks activated at the same time.

☐ If all external lines are busy. You can have only one callback on busy external line activated at the same time.

As soon as the extension or line becomes free (or, when there is no answer, when the extension has been used), you will be called back.

Note: When you return to the office, you can tell the system that you are present by lifting the handset and immediately replacing it.

5.2.1.1   Ordering Callback

To order callback, do the following:

1   Tap the **Callback** button, or press the numeric key **5**.

   Note: Austria, Belgium, Brazil, Denmark, Germany: **6**.

2   Replace the handset when the callback indicator icon is highlighted.

5.2.1.2   Answering Callback

As soon as an external line becomes free, you will be called back. Then lift the handset (or press the loudspeaker button to use the speakerphone). You will hear the connection tone. You have to answer within 8 seconds, otherwise the callback is cancelled. When you answer, the system calls the number you have requested for callback

5.2.2   Call Waiting

If the calling party has activated the **Camp on** as active feature and **CallWaiting** as passive feature in their phone, and the system administrator has configured your phone to accept CallWaiting calls, you will hear the Call Waiting tone during an ongoing conversation.

5.2.2.1   Activating CallWaiting

To send a call waiting signal to the busy number, do the following:

Press the numeric key **4** when you get a busy tone.

Note: Austria, Belgium, Brazil, Denmark, Germany: **5**.

If the CallWaiting feature cannot be used due to categorization, you will continue to hear a busy tone.

If the busy extension ignores the CallWaiting indication, you can order automatic Callback, see Section 5.2.1 Callback on page 25.

5.2.2.2   Answering a Call Waiting Signal

To terminate and ongoing call and answer a waiting call do the following:

1   Replace the handset to finish the ongoing call. The waiting call is signalled on your phone.

2   Lift the handset to answer the new call or press and replace the handset to answer in handsfree mode.

5.2.3   Intrusion

Depending on the authorization of your extension, you can get through to a busy extension using the Intrusion feature, which connects you to the ongoing call after a short tone burst.

If intrusion is not allowed for the called extension, you will continue to receive busy tone.

Before the intrusion is executed, an intrusion tone is sent to the parties in the ongoing call. As long as the three parties are connected, you will hear an intrusion tone.

To intrude on an ongoing call at a busy extension, do the following:

Press the numeric key **8**.

Note: Austria, Belgium, Brazil, Denmark, Germany: **4**.

5.2.4   Bypass

If you need to get through to a certain extension currently being forwarded by follow-me or external follow-me, you can bypass the extension. This requires that you have a category for bypass. There are two ways to order a bypass, by an extension or by assistance.

Bypass Ordered By An Extension

To request a bypass ordered by an extension, do the following:

1   Lift the handset and wait for a dial tone.

2   Dial ** 60 * wanted number #* .

Note: North America: **1**.

3   Wait for answer.

5.3   Emergency Calls (SOS Calls)

You can always make an emergency call, regardless of whether you the phone is logged on to the exchange or not. However, the procedure differs depending on the logon status.

When the phone is logged on

When the phone is logged on to the exchange, dial the emergency number
(SOS number).

When the phone is logged off

When the phone is logged off from the exchange, you can dial the emergency
number (SOS number) provided the emergency call feature is enabled.

Dial the emergency number and wait for an answer. After the call is terminated,
the emergency centre can call back to your phone although it is logged off.

Note: If the emergency call feature is disabled, the SOS text is not displayed.
In that case, you have to log on the phone to be able to make
emergency calls. The feature is enabled by the network administrator.

5.4 Redial Calls

5.4.1 Redial An External Number

To redial the last dialed external number, do the following:

1 Lift the handset and wait for a dial tone.

2 Dial *** (while in idle state or with dial tone).

The last dialed external number is redialed automatically.

Note: Finland, Sweden: ****0**.

5.4.2 Redial A Call From the Call List

To make a call using the call list, do the following:

1 Lift the handset and wait for a dial tone.

2 Tap in the menu bar to open the call list page.

3 Scroll the call list by tapping the scroll bar, or by pressing **up** or **down**
on the navigation key.

4 Select the desired contact and tap the **Call** button, or press the navigation
key, and wait for an answer.

Note: The call list is cleared in case of power failure or in case another user
(extension number) logs on to the same phone.

5.5 Name Keys

The **Name Keys** page contains buttons which you can program with for quick access to frequently used numbers. When you tap a name key, the number associated with it, is called. If the number you enter exists in the **My Dialog Contacts**, the name key button will automatically display the contact's name, or else the number.

The **Name Key** page can store a total of 30 contacts, arranged in two columns per page, with five rows per column.

5.5.1 Calling Using Name Keys

To call using the name keys, do the following:

1   Lift the handset and wait for a dial tone.

2   Tap in the menu bar to open the **Name Keys** page.

3   Tap the desired name key button and wait for an answer.

5.5.2 Programming Name Keys

Before you can program a dial by function key, make sure the phone is logged on to the exchange. Otherwise, contact the system administrator.

To program a name key, do the following:

1.   Tap in the menu bar to open the **Name Keys** page.

2.   Tap **more...** and select the name key button you wish to program.

3.   Tap **Edit** .

4.   Enter a new or change the currently displayed number in the **Number** field and tap **Save** to confirm.

   Note: If you wish to delete the last entered character, tap the **Erase** button.

5.6 Monitoring Keys

The **Name Keys** page can be used for monitoring and extension numbers instead of or in addition to the name keys you program. The monitoring keys (MNS) service, allows you to answer calls to the extensions, and enables you to see which extensions are free or busy, and is suitable for boss-secretary

applications, and group functions. The MNS service must be initiated in the exchange by the system administrator.

The following status can be indicated on the MNS key:

- The monitored extension is free (the indicator light is turned off)

- An incoming call is received by the monitored extension (the indicator light flashes quickly and the calling party number appears in the display)

- The monitored extension is busy (the indicator light is turned on)

- The monitored extension has performed common parking (the indicator light flashes slowly)

Note: The monitoring keys service does not work with software R1B.

5.7 Abbreviated Numbers

By using Abbreviated Numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as Common Abbreviated Numbers in the exchange.

Your personal most frequently used external numbers can be stored and used on the programmable keys on the telephone or on the keys 0 to 9.

5.8 Common Abbreviated Numbers

External numbers are stored centrally in your BusinessPhone Communication Platform. Common Abbreviated Numbers can be dialled from every extension that has the authority to do so.

To dial a Common Abbreviated Number, do the following:

Enter the Common Abbreviated Number. Please refer to your telephone directory.

5.9 Individual Abbreviated Numbers

You can program and activate your most frequently used external numbers on the numeric keys 0 to 9.

Note: To program individual abbreviated numbers, your extension has to be authorized by the system administrator

To activate an individual abbreviated number, do the following:

1. Lift the handset and dial * *.

2. Enter the Abbreviated Number. The number can be between 0 and 9.

5.9.1 Programming Individual Abbreviated Numbers

To program external numbers on the numeric keys do the following:

1. Lift the handset and wait for the dial tone.

2. Dial *51* to enter programming mode.

3. Select an abbreviated number between 0 and 9 and press *.

4. Enter the digit(s) for external line access and the public number. The number can consist of up to 24 digits.

   Note: Which numeric key to press for external line access depends on the configuration of the system. If your public network requires waiting for a second dial tone, press *.

5. Press #.

5.9.2 Cancelling one specific Individual Abbreviated Number

To cancel one specific Individual Abbreviated Number, do the following:

1. Lift the handset and wait for the dial tone.

2. Dial #51*.

3. Enter an abbreviated number between 0 and 9 and press #.

5.9.3 Cancelling all Individual Abbreviated Numbers

To cancel all Individual Abbreviated Numbers, do the following:

1. Lift the handset and wait for the dial tone.

2. Dial #51# and wait for the verification tone.

6 During Calls

6.1 Inquiry

When you have an ongoing call on **Line 1**, you can make an inquiry to another extension or to an external line.

6.1.1 Making an Inquiry

To make an inquiry to a third party during an ongoing call, do the following:

1   Tap **Line**. The ongoing call is automatically put on hold.

2   Dial the extension or external number.

6.1.2 Referring Back

During inquiry you can switch between the ongoing call and the parked call.

To switch between calls tap **Line** and tap numeric key **2**.

To terminate a call tap **Line** and tap numeric key **1**.

6.2 Transfer

You can transfer a call to another extension (in your exchange or private network), to an external number, or to the operator. If you have several parked calls, the call that was parked last will be transferred. You can to transfer the call before or after answer.

To transfer an ongoing call to another number, do the following:

1   Tap **Line** and wait for a dial tone.

2   Dial the desired extension or external number.

3   Replace the handset. The parked call is transferred.

6.3 Conference

You can include up to six parties in a conference. Only the conference leader, that is the person initiating the conference, can admit participants.

Note: The conference tone might be disabled for your system.

If you have an ongoing conversation on Line 1 and want to establish a phone conference, you will become the conference leader.

To establish a conference, do the following:

1   Tap the **Line** button.

2   Dial the number to the third party and wait for an answer.

3   Tap **Line** and the numeric key **3**.

4   Repeat the procedure to add more conference members.

5   Replace the handset or press **C** to leave the conference.

Note: A tone is heard each time a participant enters or leaves the conference. When the conference leader leaves the conference, the conference will continue with the other included parties. The conversation is changed back to a normal two party connection when there are only two parties left.

6.4   Parking

You can temporarily put the ongoing call on hold. Calls put on hold can be resumed on your own or on another phone.

To put a call on hold, do the following:

1   Tap the **Line** button.

2   Replace the handset.

6.4.1   Resuming a Call On Hold

To resume a call that has been put on hold, do the following:

1   Tap the **Line** button where you have the parked call.

6.5   Suffix Dialing (Dialing During Speech)

When communicating with and controlling a voice mail system, or when retrieving information about your bank account through your phone, you must use Dual Tone Multi-Frequency (DTMF) signals, also known as suffix dialing. The suffix dialing function is always active for all calls in speech.

All digits entered are automatically converted by the exchange into DTMF signals, which then are transmitted along the connected lines.

6.6   Sending Messages

You can send a message to an extension when you receive busy tone or get no answer.

6.6.1   Callback messages

To send a Call Me message, do the following:

Dial *9 #* .

6.6.2   Voice messages

To send a voice message, do the following:

1.   Press the numeric keys **99** and speak.

2.   Press *∗* to playback and listen to your recording.

3.   Press the numeric key **9** to speak and re-record.

4.   Press *#* to send the message.

7   Call Forwarding

Follow-me is a feature that lets you divert all calls to an internal extension or to an external phone number of your choice.

7.1   Follow-me

This feature enables you to redirect incoming calls to other extensions. Even if the feature is enabled, you can still accept incoming calls to your extension.

With the Follow-me feature, you can divert calls to your extension to another extension within the private network. If, for example, you are temporarily working in another room and want your calls to follow you to that room, you can use the internal Follow-me feature.

When Follow-me is activated on your phone, a reminder text appears in the display.

Note: When Follow-me is activated on your phone, you can still make calls from the phone as usual.

7.1.1   Ordering Follow-me From Your Phone

From the Display

To order Follow-me from the display, do the following:

1. Tap the **Presence** button at the bottom of the display window.

2. Select **Follow-me**.

3. Enter the *the extension number of the answering position* and tap **OK**. The Follow-me information will appear on the display.

From the Keypad

To order Follow-me from the keypad, do the following:

1   Dial ** 21 * the extension number of the answering position #* .

    The Follow-me information will appear on the display.

2   Replace the handset.

7.1.2 Redirecting From Another Phone

If you are already in the room with extension 1234 and are unable to return to your own room before moving to another (third) room you can order a new answering position from extension 1234 or from the new answering position.

From the Display

To redirect Follow-me using the display, do the following:

1   Press **Presence**.

2   Select **Follow-me**.

3   Enter *your own extension number * the extension number of the new answering position*.

4   Tap the **OK** button.

From the Keypad

If you have ordered Follow-me to a room with, for example, extension number 2222, and you are unable to return to your room before moving to another (third) room, you can order a new answering position from the extension 2222 or from the new answering position. To redirect calls from an answering position, do the following:

1   Lift the handset and wait for a dial tone.

2   Dial ** 21 * own extension number * the extension number of the new answering position #* and wait for a special dial tone.

   Note: If you do not know the extension number in advance, you can order Follow-me to unknown extension from extension 2222. Then dial ** 21 * own extension number * own extension number #* instead.

3   Replace the handset.

7.1.3 Canceling Follow-me From Your Phone

You can tap the **Presence** button, select **Follow-me** and then **Deactivate**.

7.1.4 Canceling Follow-me From the Answering Position

To cancel Follow-me from the answering position, do the following:

1   Dial *# 21 * own extension number #* and wait for a dial tone.

2   Replace the handset.

7.2   External Follow-me

This feature enables you to redirect incoming calls to other phone numbers. You can predefine default numbers that your extension will be redirected to.

With the External Follow-me feature, you can forward calls to your phone number to any external phone number you desire.

When External Follow-me is activated on your phone, a reminder text appears in the display.

Note: When External Follow-me is activated on your phone, you can still make calls from the phone as usual.

7.2.1   Ordering External Follow-me from Your Phone

To order external follow-me from your phone, do the following:

From the Display

1.   Select the **External Follow-me** menu and press **Select**.

2.   Enter the *external number* and tap **OK**. The Follow-me indicator icon is highlighted.

From the Keypad

1   Dial ** 22 #*.

      Note: North America: **23**.

2   Dial the *route access code* and *external number #*.
The special dial tone and the Follow-me indicator icon are turned on.

3   Replace the handset.

7.2.2   Canceling External Follow-me from Your Phone

From the Display

Tap the in the right central area of the main page. The Follow-me indicator icon is turned off.

Note: You can also tap the **Presence** button, select **External Follow-me** and then **Deactivate**.

From the Keypad

1   Lift the handset and wait for a dial tone.

2   Dial *# 22 #* .

The dial tone and the Follow-me indicator icon are turned off.

Note: North America: **23**.

3   Replace the handset.

7.3   Selecting a Profile

A profile is a priority list of extension numbers where a specific user can be reached. The profiles are predefined in the exchange and cannot be changed by the user.

7.3.1   Selecting a Profile from Your Phone

To select a profile from your phone, do the following:

1. Tap the **Presence** button.

2. Select the **Select Profile** menu.

3. Enter the desired profile number and press **OK** on the navigation key.

7.3.2   Deselecting a Profile from Your Phone

To deselect a profile from your phone, do the following:

1. Tap the **Presence** button.

2. Select the **Select Profile** menu.

3. Tap **No Profile** to deselect the profile.

8   Managing Contacts

From the Contacts page you can add, edit, and search contacts.

- You can add and edit contacts either by pressing the keys on the phone keypad, or by tapping the keys on the built-in soft keyboard. Activate the soft keyboard by tapping the keyboard icon.

- When entering the name by using the keypad, the most common letters are written above each key on the phone. To get the letter A press key 2 once, for B press key 2 twice, to get C press key 2 three times and so on.

- When entering the name by using the built-in soft keyboard, to enter digits you have to switch to the numeric keyboard by tapping the **123** button in the lower left corner of the keyboard.

- Press * to switch between upper and lower case, and vice versa.

- By default, the first character you enter is written in upper case, and the rest of the word is written in lower case. Every new word starts with an upper case character (that is, after an entered space).

Note: You can select a different character set from the **Settings** page, see Section 14.2.4 Language on page 67.

8.1   Microsoft® Outlook® Contacts

You can copy your Microsoft® Outlook® Contacts to your local contacts list, the My Dialog Contacts list. The numbers will then be available in your phone in the same way as they are stored in Microsoft® Outlook® Contacts. My Dialog Contacts can store up to 1,000 contact entries.

Before you can copy Microsoft® Outlook® contacts, you need to install the My Dialog 4000 Contacts application on your PC. Contact the system administrator to obtain a link to the installation page.

8.1.1   Installing My Dialog 4000 Contacts

To install the My Dialog 4000 Contacts on your PC, do the following:

1. On your PC, click the **Install My Dialog 4000 Contacts now** link to start the installation.

2. To complete the installation, follow the instructions on screen.

3. Start the My Dialog 4000 Contacts application on your PC. The following screen appears:

4. Enter the phone number, password, and the IP address to the phone.

    •   The password is the same as the one you use to access the web
        interface.

    •   You will find the IP address in the phone's administrator settings menu.

8.2   My Dialog Contacts

8.2.1   Retrieving Contacts

To retrieve a contact using the display, do the following:

From the Display

1   Tap to open the **Contacts** page.

2   Select **My Dialog Contacts**.

3   Retrieve the desired contact by tapping the key with the contact's initial
    letter until the contact is displayed.

    Scroll the contacts list by tapping the scroll bar, or by pressing **up** or **down**
    on the navigation key.

4   Select the desired contact and tap the **Call** button to initiate the call.

From the Keyboard

To retrieve a contact using the keyboard, do the following:

1   Press one of the numeric keys **2** - **9** and hold down for 2 seconds. The
    phone book displays the first entry starting with the first letter represented
    by the key you pressed. If, for example, you press and hold down the
    numeric key **2** for 2 seconds, the phone book entries starting with the letter
    B are displayed.

    Scroll up and down in the contacts list by pressing **up** or **down** on the
    navigation key.

2   To call the number displayed, tap the **Call** button or press in the middle of
    the navigation key, and wait for an answer.

3   Replace the handset to clear the call.

8.2.2   Adding An Entry In My Dialog Contacts

To add a contact, do the following:

1. Tap ![notepad icon] to open the **Call List** page.

2. Select the number you wish to add.

3. Select **AddContact** , edit the number and add a name.

4. Click **Save** to make the contact available in the phone.

Note: Numbers beginning with the digit 0 are preceded by the digit or digits required to reach an external line. The digits can also be stored by adding the country code number after a plus sign, for example +46 8 719 0000.

Note: To add a contact from the **Contacts** page

1 Tap ![book icon] to open the **Contacts** page.

2 Select **My Dialog Contacts**.

3 Select **AddContact**, edit the number and name.

4 Click **Save** and **OK** to make the contact available in the phone.

8.2.3 Editing An Entry In My Dialog Contacts

To edit a contact's name or number, do the following:

1. Tap ![book icon] to open the **Contacts** page.

2. Select **My Dialog Contacts** and tap **more...**.

3. Select the contact you wish to edit and tap **Edit**.

4. Make the changes you want and tap **Save**.

8.2.4 Deleting An Entry In My Dialog Contacts

To delete a contact, do the following:

1. Tap ![book icon] to open the **Contacts** page.

2. Select **My Dialog Contacts** and tap **more...**.

3. Select the contact you wish to delete and tap **More**.

4. Tap **OK** to confirm the deletion.

9   Corporate Directory

To access the Corporate Directory, the Corporate Directory feature has to be activated by the system. Contact the system administrator.

9.1   Finding A Contact

To search for a contact in the corporate directory, do the following:

1.   Open the **Contacts** page and select **Corporate Directory**.

2.   Enter the search criteria in the appropriate field and tap **Search**.

9.2   Calling A Contact

To call a contact in the corporate directory, do the following:

1.   Select the search result and tap **Select**.

2.   Select the phone number and tap **Select**. The call is initiated.

10   Presence Information

The presence information feature allows you to specify an absence reason, including *Lunch, Trip, Vacation, Ill, Meetings,* and *Absent*. Callers will then be informed of your whereabouts. The absence reason is displayed to the exchange operator. For all of the absence reasons, you are prompted to specify the return time or date.

Note: A text message is also visible in the display.

You can make calls as usual although you have enabled absence.

10.1   Selecting an Absence Reason

To activate the absence feature from your phone, do the following:

1. Tap the **Presence** button and then the **Absence reason** button.

2. Select an absence reason and enter date or time of return (if required).

3. Tap **OK** . Absence information will appear on the display.

10.2   Canceling Absence

To cancel the absence feature from your phone, tap to the right in the display window.

Alternatively, you can do the following:

1. Tap the **Presence** button and then the **Absence Reasons** button.

2. Tap **No Absence**. Absence information will disappear from the display.

11 Voice Mailbox

You may be connected to a Voice Mail application. The Voice Mail application allows you to leave a voice message to the caller when you are unable to answer calls, for example, when out of office, in a meeting, etc. The caller can then leave a message in your mailbox. When you return to your office you can enter your mailbox and listen to the received messages. If you use the Personal Number feature, it is recommended to program Voice Mail as the last answering position for all search profiles.

The first time you enter the mailbox system (only possible from own extension), you might be requested to change your password if it is default (0000). See section **Changing Password** on Section 11.8 Changing Password on page 54 or follow the voice announcements.

Note: To use the mailbox system, your extension has to be authorized by the system administrator

11.1 Activating the Mailbox

To divert your extension to the mailbox system, do the following:

1. Dial *21 *.

2. Enter the number of the mailbox system. Ask the system administrator for the defined mailbox system number.

3. Press # to activate the diversion and wait for the verification tone.

4. Press **C** to finish the procedure.

Note: For daily use, it is recommended to ask your system administrator to define the mailbox system as your pre-programmed diversion address. Once this is defined, you only have to dial *21 # to activate your mailbox.

The system administrator can also define whether or not the mailbox should be activated if you do not answer your phone after a certain time or if your extension is busy.

11.2 Deactivating the mailbox

To deactivate your mailbox, do the following:

1. Dial #21 # and wait for the verification tone.

2. Press **C** to finish the procedure. New incoming calls will be signalled on your phone again.

> **Note:** The mailbox is still active if it is defined as pre-programmed diversion address for the feature Diversion when there is no answer and Diversion when your extension is busy.

11.3 Accessing the Mailbox

The following mailbox functions can be accessed from your own extension, any other internal extension or from an external position (for example, mobile phone):

- Listen to available messages

- Change your personal greeting

- Send messages

- Set up external notification (configuration dependent)

- Change your password

When you have one or more messages waiting, you can enter the voice

mailbox by tapping to the right in the display.

11.3.1 Accessing the mailbox from your own extension

To access the mailbox from your own extension, do the following:

1. Press the messages tab to open the **Messages** page.

2. Listen to and follow the voice announcements.

> **Note:** Depending on the configuration, you might be asked for your password before you can enter your mailbox.

11.3.2 Accessing the mailbox from any other extension.

To access the mailbox from any other extension, do the following:

1. Enter the directory number of the mailbox system. Listen and follow the voice announcements in the main menu.

11.3.3 Accessing the mailbox from an external position

To access the mailbox from en external position, do the following:

1. Enter the public number of your company.

2. Enter the directory number of the mailbox system. Listen and follow the voice announcements in the main menu.

11.4   Listening to your Messages

Received messages are divided into the following three categories:

- New messages (not heard); indicated by a flashing message led and a special dial tone.

- Heard messages; indicated by a lighting message led and a special dial tone.

- Stored messages; not indicated.

Note: Messages are deleted from the system after a certain time. Please ask your system administrator regarding this.

To listen to your messages, do the following:

1. Access the mailbox. (See section **Accessing the Mailbox** on Section 11.3 Accessing the Mailbox on page 50.)

2. Press the numeric key **1** to listen to available messages.

    Note: If there are no messages in your mailbox, the option to listen to your messages will not be available.

3. Select one of the three message categories (new, heard, stored). Listen to your messages and follow the voice announcements in the dedicated menu.

    - play message again

    - forward a message

    - get date and time info

    - pause during play

    - play previous message

    - store message

    - play next message

    - erase message

    Note: Voice messages will be heard. "Call me" messages will call the sender (these messages cannot be stored).

4. Press **C** to finish the procedure.

11.4.1   Forwarding a Voice Message

A copy of your received voice messages (in the individual mailbox) can be forwarded to other mailbox numbers (individual or common). When you forward

a voice message (heard or stored) to an individual mailbox, the mailbox number is the same as the extension number.

Note: The forwarded message is a copy, that is, it can be deleted without deleting the original message.

There are no distribution list numbers available. Forwarding the same message to more than one mailbox must be done in single operations.

11.5 Changing your Personal Greeting

Depending on the type of call diversion to the mailbox, you can leave three different personal greetings for the caller. You can activate a diversion when a caller receives busy tone, when there is no answer, or you can activate a fixed or individual diversion for all your calls.

To change your Personal Greeting, do the following:

1. Access the mailbox. (See section **Accessing the Mailbox** on Section 11.3 Accessing the Mailbox on page 50.)

    Listen and follow the voice announcements in the main menu.

2. Press the numeric key **2** to change your Personal Greeting.

3. Select the desired diversion type. Listen and follow the dedicated voice announcements.

    When you activate the diversion, the recorded greeting is played to the next caller.

4. Press **C** to finish the procedure.

Note: When you have activated a diversion with a Personal Greeting, callers will receive this greeting instead of your activated absence information.

11.6 Sending messages via your mailbox

With this function, the mailbox system allows you to record and send messages from your mailbox to any other internal mailbox without calling the respective mailbox owner. A recorded message can either be sent to one or to multiple mailboxes.

Note: There are no distribution list numbers available. Sending the same message to more than one mailbox must be done in single operations.

To send messages via your mailbox, do the following:

1. Access the mailbox. (See section **Accessing the Mailbox** on Section 11.3 Accessing the Mailbox on page 50.)

    Listen and follow the voice announcements in the main menu.

2. Press the numeric key **3** to record and send messages. Listen and follow the dedicated voice announcements.

    Messages can be heard or re-recorded before they are sent to a mailbox.

Note: A message can also be sent during a call, see section **Sending Messages** on Section 6.6 Sending Messages on page 35.

11.7   Outgoing (External) Notification

With this function, the message system can notify you when new voice messages arrive. You can specify an external number where you will be called at a pre-programmed time or as soon as a new message arrives.

Note: This feature may be restricted or not available. Ask the system administrator for the availability and more information.

You can be notified in two different ways (depending on the programming of the system:

*   Notification with mailbox access:

    You acknowledge the notification via your password (has to differ from the default value 0000). See section **Changing Password** on Section 11.8 Changing Password on page 54 to select a new password. You have full access to the mailbox system.

*   Notification without mailbox access:

    You get a short voice announcement informing you that someone has left a message for you. You acknowledge the notification by pressing any key. You have to call back the mailbox system to retrieve the message.

    Note: If you do not acknowledge the notification within the pre-programmed time, the connection is cancelled and repeated later (ask the system administrator for the programmed number of notification attempts).

To activate an external notification, do the following:

1. Access the mailbox. (See section **Accessing the Mailbox** on Section 11.3 Accessing the Mailbox on page 50.)

    Listen and follow the voice announcements in the main menu.

2. Press the numeric key **4** to set up an external notification.

    You can program the external notification number, the notification time and activate/deactivate the function. The external number (including the digit(s) for external line access) can consist of up to 24 digits. The time is entered in the 24 h format, for example, 2030 for half past eight with values automatically set to even quarters, that is, 2013 will be 2015.

> **Note:** The notification number and time must be programmed before you activate the notification.

3. Press **C** to finish the procedure.

11.8 Changing Password

11.8.1 Changing the password via your mailbox

To change the password via your mailbox, do the following:

1. Access the mailbox. (See section **Accessing the Mailbox** on Section 11.3 Accessing the Mailbox on page 50.) Listen and follow the voice announcements in the main menu.

2. Press the numeric key **5** to change the password. Listen and follow the dedicated voice announcements.

3. Press **C** to finish the procedure.

Note: The password can also be changed without accessing the mailbox by using the procedure **Changing the password via the telephone** on Section 11.8.2 Changing the password via the telephone on page 54.

11.8.2 Changing the password via the telephone

To change the password via the telephone, do the following:

1. Dial *# * 72 ** to select a new password.

2. Enter your present password. The default password is 0000.

3. Press *.

4. Enter your new password.

5. Press *#* and wait for the verification tone.

6. Press **C** to finish the procedure.

11.9 Dictaphone Function

If you want to record and retrieve personal voice messages you can use the Dictaphone function. A Dictaphone message is treated as a normal message. For information on how to retrieve Dictaphone messages, see **Listening to your Messages** on Section 11.4 Listening to your Messages on page 51.

To record a message, do the following:

1. Lift the handset and wait for the dial tone.

2. Dial *58 # and record your message. The maximum recording time is four minutes and 15 seconds.

3. Select from the options below:

   • Press * to play-back.

   • Press the numeric key **9** to speak and re-record.

   • Press # to stop the recording and save the message.

4. Press **C** to finish the procedure.

12 Group Features

12.1 Group Call-pick-up

The group call-pick-up feature allows any member of a group to answer any individual calls to the members of that group.

You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.

12.2 Group Hunting

An internal group hunting number is a common directory number for a group of extensions. Calls to the group will be indicated at a free extension in the group. Your telephone can be included in one or several hunt groups. In a hunt group all members are represented with one common directory number. 16 hunt groups can be programmed, each containing 1 to 20 members. A member can be either an extension number, an operator console or a fictive number. Please ask your system administrator if you require this function.

Note: The number of cordless extensions in a hunt group are limited to eight (including Tandem configurations).

Incoming calls to the hunt group are directed to free extensions in the group. The hunt order within the group can be changed to suit your needs. If all members of the hunt group are busy, an incoming call is being queued. If no one answers this call before the programmed time, the call is forwarded to the programmed answering position (for example, the operator).

Note: If all members in a hunt group are busy, the Callback or Intrusion function is not available.

12.2.1 Log in to one hunt group

Before you can answer group hunting calls, you must log in. To log in to a hunt group, do the following:

1   Lift the handset and wait for a dial tone.

2   Dial *28 * hunt group code #* and wait for the verification tone.

3   Replace the handset.

12.2.2 Log in to all hunt groups

Before you can answer group hunting calls, you must log in. To log in to all hunt groups, do the following:

1 Lift the handset and wait for a dial tone.

2 Dial *28 * #* and wait for the verification tone.

3 Replace the handset.

12.2.3 Answering a Group Call

A group call is answered in the normal way.

12.2.4 Log out from one hunt group

To log out from one hunt group, do the following:

1 Lift the handset and wait for a dial tone.

2 Dial *# 28 * hunt group code #* and wait for the verification tone.

3 Replace the handset.

12.2.5 Log out from all hunt groups

To log out from all hunt groups, do the following:

1 Lift the handset and wait for a dial tone.

2 Dial *# 28 * * #* and wait for the verification tone.

3 Replace the handset.

12.3 Common Bell

The Common Bell function allows all extensions of the system (operator included) to pick up the call from an extension that has been predefined as a Common Bell extension.

To activate the Common Bell function, do the following:

Enter the Common Bell pick-up code. Please ask your system administrator for the Common Bell pick-up code.

If two or more extensions simultaneously attempt to answer a call from the Common Bell extension, only the first extension will pick it up. The other extensions will receive the number unobtainable tone. This will also happen

if you dial the Common Bell pick-up code and there are no calls waiting at the Common Bell extension.

Note: You can also program the Common Bell code on a Function key.

13   Other Features

13.1   Tandem Configuration

The Tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the primary and the other one as the secondary. This function enhances the communication for users that, for example, have a wired phone on their desk (the primary telephone) and need to be mobile within their company's building with their own portable (the secondary telephone).

13.1.1   Activating Tandem configuration

To activate the Tandem configuration, do the following:

1. Dial *28 #* to log on the secondary phone.

2. Press **C** to finish the procedure.

For incoming calls:

• Both telephones are treated as 1 single extension.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.

13.1.2   Deactivating Tandem configuration

To deactivate the tandem configuration, do the following:

Dial *# 28 #* to log off the secondary phone.

For incoming calls:

• The secondary telephone cannot be called and the primary telephone works as a normal standalone telephone.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.

13.1.3   Transferring a call between members of a Tandem unit

To transfer a call between members of a Tandem unit, do the following:

1. Press the **Line** button.

2. Enter your own directory number.

3. Press **C** to finish the procedure.

13.2   Reminder

The phone can be set to remind you at any time within the next 24 hours (multiple settings are allowed).

13.2.1   Programming Reminder

To program the Reminder, do the following:

1. Dial *32 *.

2. Enter Reminder time and press #. Valid numbers are (00-23) hour + (00-59) minute. When the time is reached your phone rings with a recall signal.

    Note: If you receive a busy tone, your extension does not have the authority to set a Reminder

3. Press **C** to finish the programming.

13.2.2   Canceling Reminder

To cancel the Reminder, do the following:

1. Dial # 32 # to cancel all settings.

2. Press **C** to finish the procedure.

13.3   Door Phone

The door phone is used to monitor the admission to your company, that is, you can open the door lock from your phone.

13.3.1   Answering Door Phone calls

To answer a door phone call, do the following:

Lift the handset. You will be in speech connection with the calling party.

13.3.2   Opening of the Door Lock

After you have answered the door phone, you can open the door by making an inquiry to the door-opener's directory number.

To open the door, do the following:

1. Press the **Line** button.

2. Enter the door opener's directory number. Please ask your system administrator for the number.

   Note: You can also program the door-opener's directory number as a Common Abbreviated Number or a Function key.

13.4 Account Number

An Account Number can be entered to debit telephone costs to different accounts. Depending on the system configuration the Account Number has to be entered from a Verified Account Number list (predefined) or you can invent an own Account Number. The following prerequisites apply:

- With the Verified Account Number you can restrict the making of external calls (not a specific number or area), so everyone who is allowed to make external calls will receive an Account Number which has to be used each time he/she wants to make an external call.

- Verified Account Numbers contain up to 10 digits.

- Own Account Numbers contain up to 15 digits.

To use verified or your own Account Numbers, do the following:

1. Dial *9 *.

2. Enter Account Number and press #. Valid digits 0–9.

3. After the internal dial tone make the external call.

13.5 Hot-line (Non-dialed Connection)

You can define an extension number as a direct hot-line number.

To make a call from this type of phone, do one of the following:

- Lift the handset.

- Press a Line key.

A call is automatically generated to a predefined number (either an extension number or an external subscriber number).

The only call that can be placed from this type of line is the direct hot-line call.

13.6 Least Cost Routing

Least cost routing (LCR) is a feature that automatically selects the least expensive way to connect an external call.

The LCR feature can be accessed by dialing the Least Cost Routing Access Code (LAC).

By using LAC you will automatically be routed over the least expensive route available. You cannot choose the route yourself, this is done automatically by the LCR feature.

Note: The least expensive way is not always the shortest distance.

13.6.1   Making an Outgoing Call Using LAC

To make a call using LAC, do the following:

1   Lift the handset.

2   Dial the LAC.

If provided, a dial tone is received.

3   Dial with the external number.

If no free trunk is selected, you will hear a busy tone.

You enable on-hook queuing by dialing the suffix digit for callback towards the busy route.

If the selected route is marked as expensive, you will receive an Expensive Route Warning Tone which enables you to stop further call routing.

4   Replace the handset to end the call.

14   Settings

14.1   Presence Settings

The page **My Presence** includes a number of presence settings that you can adjust according to your preferences.

To open the **My Presence** page, do the following:

1.   Tap the   icon at the top menu bar and select **My Presence**.

2.   The following settings are displayed on the **My Presence** page:

- **Follow me**. See Section 7.1 Follow-me on page 37.

- **External Follow me**. See Section 7.2 External Follow-me on page 39.

- **Absence reasons**. See Section 10 Presence Information on page 47.

14.2   Telephone Settings

The page **My Settings** includes a number of telephone settings that you can adjust according to your preferences.

To open the **My Settings** page, do the following:

1.   Tap the   icon at the top menu bar and select **My Settings**.

2.   The following settings are displayed on the **My Settings** page:

- **Programmable keys**. See Section 14.2.1 Programmable Keys on page 66.

- **Ring Character**. See Section 14.2.2 Ring Character on page 66

- **Time & Date**. See Section 14.2.3 Time & Date on page 66

- **Language**. See Section 14.2.4 Language on page 67

- **Backlight**. See Section 14.2.5 Backlight on page 68

- **Option Unit**. Not implemented.

- **Hearing Level**. See Section 14.2.6 Hearing level on page 68.

- **Password**. See Section 14.2.7 Password on page 68

14.2.1 Programmable Keys

The **Programmable Keys** page includes one key that is predefined: **Line 1**. You can change the ring signal for this key.

14.2.2 Ring Character

The ring signal setting contains the **Ring Character** setting. You can choose between 10 different ring tones (between 0 and 9) and a number of ring melodies. Ring melodies can also be downloaded from the web. In order to distinguish between internal, external and call back calls, the signal you choose will be used with different ring cadences for each call type. You can also distinguish between callers by giving each phone number its own ring signal.

14.2.2.1 Setting the Ring Character

Ring tones are generated by a tone ringer in the phone loudspeaker.

To change the ring tone, do the following:

1. From the **My Settings** page, select **Ring Character**.

2. The current setting is displayed.

3. Enter a number between **0** and **9** in the desired ring tone field.

   Select a field by tapping it, or by pressing **up** or **down** on the navigation key. You can choose between the following formats:

   - Set new ring tones for incoming and outgoing calls and callback calls

   - Set incoming external call signal

   - Set incoming internal call signal

   - Set Call Back ring signal

4. Tap **Save** to confirm the change and ➡ to return to the previous page.

14.2.3 Time & Date

The time and date are updated automatically through the exchange, but you can adjust the format in which the time and date are displayed.

14.2.3.1 Changing the Time Format

To change the time format, do the following:

1. From the **My Settings** page, select **Time & Date**.

2. Select **Time Format**.

3. Select a time format. Available options are the **24 hour** and **12 hour** formats.

4. Tap **Select** to confirm the setting and return to the previous page.

14.2.3.2 Changing the Date Format

To change the date format, do the following:

1. From the **My Settings** page, select **Time & Date**.

2. Select **Date Format**.

3. Select a date format. Example: *ww dd mmm yyyy* can be expressed as *We 30 Apr 2008*.

4. Tap **Select** to confirm the setting and return to the previous page.

14.2.4 Language

You can change the language used in the display texts, and you can also change the character set, that is, the alphabet used for text that you enter. The system administrator defines which languages are available.

Note: Before you can change the language settings, make sure the phone is logged on to the exchange, and that the desired language is available. Contact the system administrator if your phone is not logged on to the exchange, or if you cannot find the desired language.

14.2.4.1 Changing the Display Menu Language

To change the display text language, do the following:

1. From the **My Settings** page, select **Language**.

2. Select **Display Menus** to change the language of the displayed texts.

3. Select a language. Available options are English, French, German, Spanish, Italian, Swedish, Danish, and Norwegian.

4. Tap **Select** to confirm the selection and return to the previous page.

14.2.4.2 Changing the Keypad Characters

To change the keypad characters, do the following:

1. From the **My Settings** page, select **Language**.

2. Select **Keypad Characters** to change the character set of the input texts.

3. Select a character. Available options are Default (Latin), Cyrillic, and Greek.

4. Tap **Select** to confirm the selection and return to the previous page.

14.2.5 Backlight

To change the display backlight, do the following

1. From the **My Settings** page, select **Backlight**.

2. Drag the backlight bar to the desired position by tapping the desired position, or by pressing **left** or **right** on the navigation key.

    •   Drag the bar to the *right* to *increase* the backlight level.

    •   Drag the bar to the *left* to *decrease* the backlight level.

3. Tap **Save** to confirm the selection and return to the previous page.

14.2.6 Hearing level

14.2.6.1 Setting the Hearing Level

It is possible to get increased hearing level in the handset and the headset.

To set the hearing level, do the following:

1. From the **My Settings** page, select **Hearing Level**.

2. Select a setting. Available options are **Standard** and **Increased**.

3. Tap **Save** to confirm the selection and return to the previous page.

14.2.7 Password

On the password setting page you define whether a password is required for the active user account.

To change the password settings, do the following:

1. From the **My Settings** page, select **Password**.

2. Tap **Select** to confirm.

3. Select a setting. Available options are **No password** (which means that a password is required at logon) and **Use password**.

4. Tap **Save** to confirm the selection and return to the previous page.

14.3   Network Settings

The **Network** page includes a number of network settings that require administrator rights. However, you can view most of these settings, although you cannot change them.

To open the **Network** page, tap the icon at the top menu bar, select **Administrator Settings** and then **Network**. The Network page is displayed with all settings greyed out.

The page **Administrator Settings** includes a number of settings that you are not allowed to change; these settings require administrator rights.

15 Web Browser

The Dialog 5446 IP phone has a built-in web browser which can be accessed from the menu bar at the top of the display window.

15.1 Opening the Web Browser

To open the web browser, do the following:

1. Tap in the menu bar to open the **Internet** page, see below.
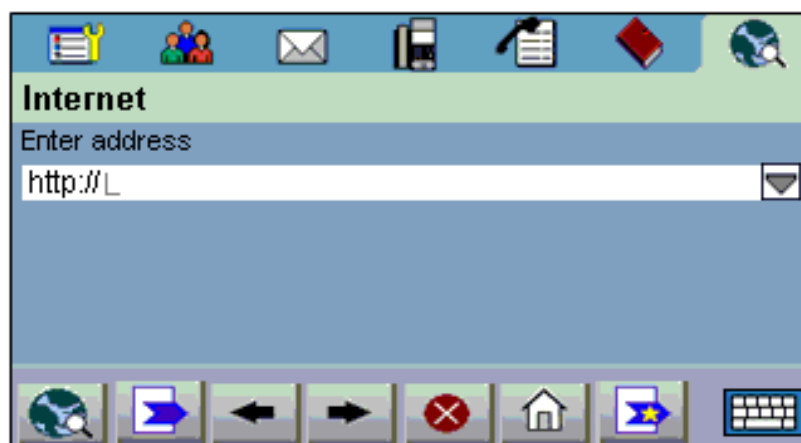
2. Tap in the input field to activate it and enter a valid web address. The requested page starts loading.

   Note: For faster downloading, you are recommended to use only web pages that are optimized for mobile phones.

15.2 Using the Web Browser

The built-in web browser contains a number of icons which you use to navigate the web, to handle bookmarks, and to exit the current page or the browser:

The **go/exit** button. Tap to go to the web address you have entered in the address field at the top of the Internet page.

The **bookmark** button. Tap to open the list of bookmarks.

The **back** navigation button. Tap to return to the last web page you viewed.

The **next** navigation button. Tap to go to one of the pages you have previously viewed.

The **stop** navigation button. Tap to stop loading a requested page.

The **reload** navigation button. Tap to reload the currently requested page.

The **home** navigation button. Tap to go to the start page.

The **add bookmark** button. Tap to bookmark the current page. Bookmarks you create are automatically stored in a bookmark list.

The **display keyboard** button. Tap to enlarge the display keyboard in order to enter text using it.

15.3   Exiting the Web Browser

To exit the web browser, do the following:

1. Tap the **go/exit** icon in the lower left corner of the screen. A message appears asking if you wish to disconnect.

2. . Tap **Yes** to confirm and return to the main page with the menu bar at the top.

    Note: If you wish to continue browsing the web, tap **No**.

16 Web Interface

You can access your IP telephone from the web browser in your PC, and manage your telephone remotely.

Before you can access the telephone's web interface, you need to enter your telephone's web or IP address in the web browser's address field, see below.

16.1 Accessing the Telephone's Web Interface

To access the telephone's web interface, do the following:

1. To find out which web address or IP address the telephone has, go to the **Settings** page and select **Network**.

2. The **Web address** and **IP address** options show the web and IP addresses of the IP phone in parentheses.

3. Enter the web address or the IP address in the address field of the web browser in your PC.

4. Start using the features in the web interface, see next section.

16.2 Using the Telephone Through the Web Interface

To be able to use the telephone's features through web interface, do the following:

1. Log on to the telephone by entering a password in the **Password** text box.

   Use the same (RAC) password as for the exchange logon. If you have no exchange logon password, use the default password **Welcome** (case sensitive) the first time you log on to the web interface.

2. Click on the **Log on** button. If you used the default password, you need to change it to your own personal password. The password must be at least 6 characters long. You cannot use this password to log on to the exchange.

   Note: If you have forgotten your password, contact the system administrator to receive a new one.

3. Click the plus signs to open the sub menus.

4. Click on the desired feature. You can select among the following features:

   Contacts   Select if you want to add or delete entries.

   Call list   Select if you want to delete the call list.

Settings   Includes the options Programmable keys, Hearing Level, and Ring Character.

5. Click **Log off** to exit.

17   Troubleshooting

This section describes common operational problems and warnings, and suggests actions to solve the problems.

Trouble: **The message "No connection to network" appears**

Cause: There is no connection to the LAN.

Solution: Check the LAN cable between the LAN port and the phone.

Trouble: **The phone is locked**

Cause: There is disturbance in the LAN.

Solution: Restart the phone by pressing the **C** (clear), **mute** and **#** keys simultaneously for 2 seconds.

Trouble: **The access warning triangle appears in the display**

Cause: There is disturbance in the LAN or in the exchange.

Solution: Although some features may not work, the phone can still be used for making and receiving calls. If the trouble persists, contact the system administrator.

Trouble: **You receive a congestion tone when you dial an area code**

Cause: You are not allowed to call the area code.

*Solution:*Call the operator and ask for help to establish the call.

Trouble: **The phone does not work properly**

Cause: The network settings may be incorrectly configured.

*Solution:*Contact your system administrator.

18   List of Features and Procedures

Table 3 on page 77 summarizes the procedures for the Dialog 5446 IP phone.

Table 3   Features and Procedures

Features	Procedure
ACCOUNT CODE	*61*account code#
AUTOMATIC CALLBACK	
- to order:	
- busy extension or no reply	Press key 6
- busy external line	Press key 6
BYPASS	*60*B-number#
CALL PICK UP	
- individual	Press key 8
- group	*8#
CALL WAITING	
- not applicable	
CONFERENCE	Press key 3
EXTERNAL FOLLOW-ME	
- to order	*22#route access code and external number#
- to cancel	#22#
FOLLOW-ME	
- to order from own extension	*21*B-number#
- to cancel from own extension	#21#
- to cancel from answering position	#21*A-number #
- to order new follow-me position	*21*A-number*C-number#

Table 4   Features and Procedures, cont.

Features	Procedure
INQUIRY	
- to initiate	Line/Hold
- to revert to original party	Let other party hang-up, and the original party will call-back

INTRUSION	Press key 4
LAST EXTERNAL NUMBER REDIAL	***
MANUAL MESSAGE WAITING	
- to order	*31*extension number#
- to cancel	#31#
NIGHT SERVICE	
Universal	8
Flexible	
- to order	*84*route number* external line number#
- to cancel	#84#
NUMBER PRESENTATION RESTRICTION	*42# B-number
REBOOT	Press the keys C, mute and # simultaneously for at least one second
SOFTWARE VERSION	Press the keys C, *and 4 simultaneously for at least one second
TRANSFER	Press key C or hang up handset

19   Telephony Function Codes

This section describes the country specific function codes that are relevant for the Dialog 5446 01 phone used in the BusinessPhone environment.

Service codes are activated with * *service code* #, and deactivated with # *service code* #.

Table 5   Standard and Alternative Codes

Function	Standard	Alternative
Alternation on Inquiry	N/A	Sweden: R
Conference	3	
Intrusion	8	Austria: 4 Belgium: 4 Brazil: 4 Denmark: 4 Germany: 4
Call Waiting Indication	4	Austria: 5 Belgium: 5 Brazil: 5 Denmark: 5 Germany: 5 France: 6 New Zealand: 6
Call Back	5	Austria: 6 Belgium: 6 Brazil: 6 Denmark: 6 Germany: 6
Common Parking or Individual Call Pick-up	6	Austria: 8 Belgium: 8 Brazil: 8 Denmark: 8 Germany: 8 France: 4 New Zealand: 4
Service Codes		
General Deactivation	001	North America: 0
Choice of Language	08	
Ordering or Cancellation of Active List (Personal Number)	10	

Follow Me	21	
External Follow Me	22	North America: 23
Ordering or Cancellation of Interception Message	23	North America: 24
Print Interception Message	26	Sweden: N/A
Manual Message Waiting	31	
Cancellation of Message Waiting	31	North America: 56
Automatic Call Back, Cancellation	37	North America: 6
Malicious Call Tracing	39	
Calling Line Identification Restriction Per Call	42	
By-pass of Diversion	60	North America: 1
Account Code Predialing	61	Finland: 71 Norway: 71
Authorization Code Predialing	72	Germany: 75 The Netherlands: 75 North America: 6 Sweden: 75
Lock/Unlock Common Authorization Code	73	North America: 71
Change Individual Authorization Code	74	
Dial With Individual Authorization Code	75	Germany: 72 The Netherlands: 72 Sweden: 72
Lock/Unlock Individual Authorization Code	76	
Customer Identity Storage	77	
Answer on Group Call Pick-up, and Answer on Night Time Connection (* and # in the service code can be excluded)	8	Finland: 0 North America: 59 Sweden: 0
Ordering of Night Time Connection	84	North America: 8
Repetition of the Last External Number Dialed	***	Finland: **0 Sweden: **0
Conference		
Maximum number of parties when external lines are connected	8	

Maximum number of parties in a conference	8	
Maximum number of public trunk lines in a conference	8	North America: 6
Maximum number of external lines in a conference	8	North America: 6
PBX Operator Service Codes		
Selection of a specific line within a route	0	North America: 3
Conference	3	North America: 4
Day/night status for the exchange	80	
Emergency switching	90	