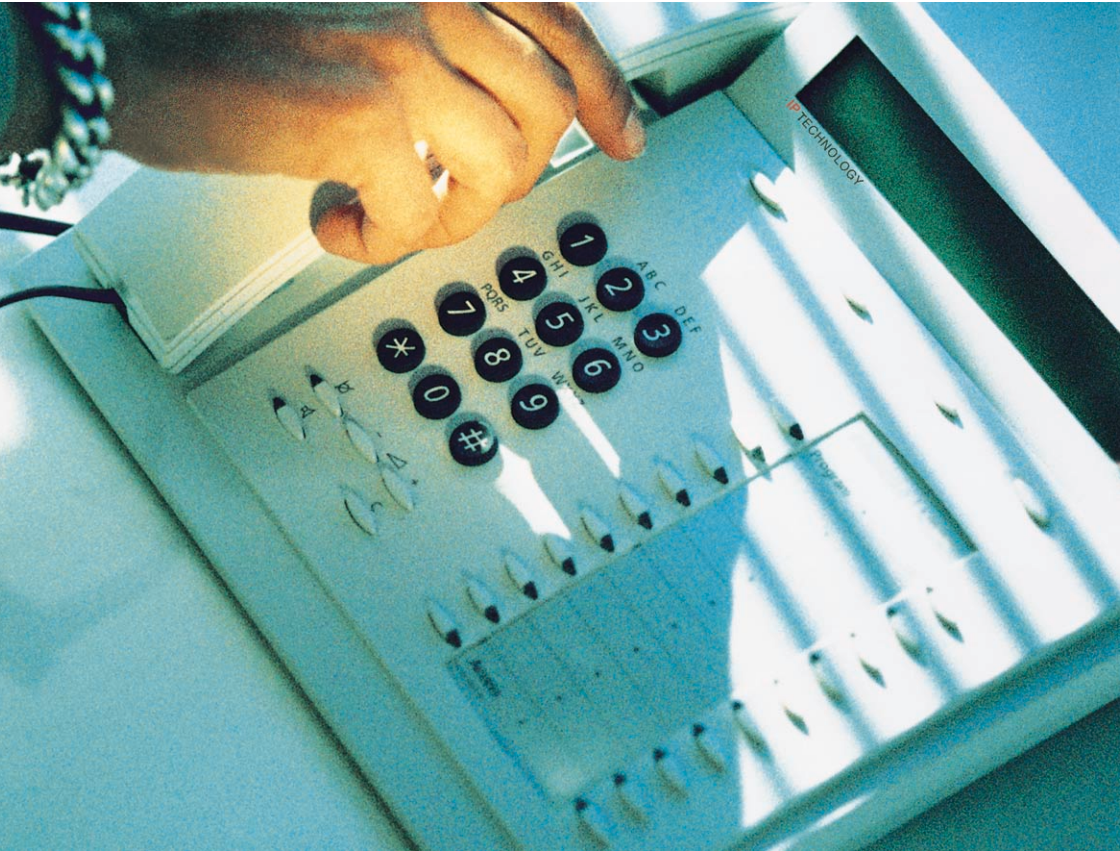# IP Telephone Dialog 3413

BusinessPhone Communication Platform

User Guide

ERICSSON ⧜

Welcome to the User Guide for the IP telephone Dialog 3413 in the BusinessPhone Communication Platform from Ericsson. The BusinessPhone Communication Platform consists of:

• BusinessPhone 50

• BusinessPhone 128i

• BusinessPhone 250

The features described in this User Guide are related to version 5.1 of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a hardware dongle that has to be bought separately.

The User Guide describes the facilities of the BusinessPhone Communication Platform and the IP phone with a factory defaults programming. There may be some differences in the way your phone is programmed.
Please consult system administrator if you need further information.

The latest version of this User Guide can also be downloaded from:
http://www.ericsson.com/enterprise/archive/manuals.shtml

> **Note:** *Dialog 3413 is an IP telephone conforming to the H.323 standard, i.e. it can only be used with a local area network (LAN) that supports this type of telephone.*

Function descriptions that do not include speaking in the handset, are described as off-hook, if nothing else is stated. Instead of pressing the "Clear-key", you can always replace the handset.

Hereby, Ericsson Austria GmbH, A-1121 Vienna, declares that this telephone, is in conformity with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC.

EN/LZTBS 151 345 R1A

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Table of Contents

Description

1 Alphanumeric display
3x40 characters. The first row displays the time and the date. The second row indicates incoming call or connected number, etc. The last row displays soft key information. Four angle tilt.

2 Menu function keys
The functions depend on the traffic state. When you are requested to "**(see display)**", press the required key to access the function.

3 Programmable keys
Storing numbers, program functions. Can be programmed as speed dial keys, function keys, etc. See section "Program a function on a programmable key" on page 57.

4   **Line**
To initiate or receive calls.

5   **Volume control**
To adjust the ringing volume and the incoming speech volume for the handset and loudspeaker.

6   **Mute**
To switch the microphone on or off during a call. See section "During Calls" on page 12.

7   **Loudspeaker on/off**
To enable hands free/loudspeaker connection.

8   **Clear**
To disconnect calls or to clear the display in programming.

9   **Handset with hearing aid function**

> **Please note:** *The handset may retain small metal objects in the earcap region.*

Log On / Log Off

To log on

After your phone has been installed and powered up, the following log on screen will be displayed:

```
┌─────────────────────────────────────────────┐
│ User not logged on!   12:11   12 May 2001    │
│ Enter extension number:                      │
│           Settings        Erase      Log on  │
└─────────────────────────────────────────────┘
```
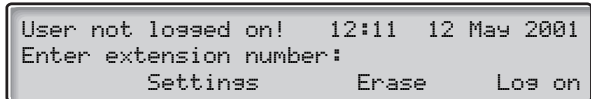
> **Note:** *An external 24 volt AC/AC adapter powers the Dialog 3413 IP phone. The power must be connected to the telephone before use. If the power fails, your IP phone will not work.*
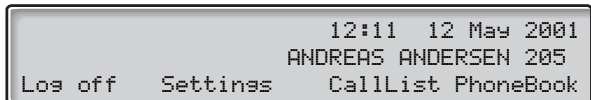
Log on   **Enter your extension number and press (see display)**

Log on   **Enter your password and press (see display)**
If you do not know your password/extension number or a screen other than the log on screen is displayed, contact your system administrator. When log on is complete, this screen will be displayed.

```
┌─────────────────────────────────────────────┐
│                       12:11   12 May 2001    │
│                       ANDREAS ANDERSEN 205   │
│  Log off    Settings     CallList PhoneBook  │
└─────────────────────────────────────────────┘
```

> **Note:** *This screen represents the display when the phone is ready to place, receive calls, etc. (normal state).*

To log off

Log off   **Press to log off (see display)**
The log on screen is displayed.

Incoming Calls

A ringing signal and a flashing Line key lamp indicates an incoming call.

Answer calls

Lift the handset

> **Note:** *You can reject an incoming call by pressing* Reject. *The rejected call is added to the call list, see section "Call List" on page 58.*

Handsfree

Line **Press without lifting the handset**

or

Press without lifting the handset
You are connected to the caller via the loudspeaker and microphone.

C **Press to terminate a handsfree call**

On another extension

You can answer a call to another extension from any phone in your office.

Lift the handset and call the ringing extension
You receive busy tone.

6   **Press**

Answer a second call

A call waiting tone will inform you, during a conversation, that a second call is waiting on your phone. (See also Camp-on.)
You have two options.

Option 1:

Finish the ongoing call:

Replace the handset
The new call will be signalled on your phone.

Lift the handset to receive the new call

Option 2:

Ask your conversation partner to wait:

Line   **Press**

Replace the handset
The waiting call will be signalled on your phone.

Lift the handset to receive the new call

After finishing the new call:

Replace the handset
Your first call will be signalled on your phone.

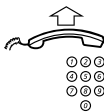**Lift the handset to receive the first call again**

Outgoing Calls

Sometimes you make a call but the person is not available. These functions will help you in your attempts to establish contact with the called party.

Make calls

How to make internal and external calls.

Lift the handset and dial either:

An extension number to make an internal call,

or

The digit(s) for external call access and the external number

> **Note:** *Which digit to press for external call access, depends on the configuration of the system.*

Replace the handset to end the call

> **Note:** *You can make your calls faster, using common abbreviated numbers and by programming your own abbreviated numbers.*

Handsfree

Without lifting the handset, just press the Line key, or the loudspeaker key, or the first digit of the number. The call is in handsfree mode, via the loudspeaker and microphone.

Last external number redial

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not. Stored numbers can consist of maximum 32 digits.
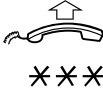
Lift the handset

✳✳✳ **Press to redial the last dialled external number**

Automatic call-back

You call an extension and receive busy tone or get no answer. This can also be used if no external line is free:

5 **Press**
Verification tone.

Replace the handset
You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds otherwise the call-back service is cancelled.

Lift the handset when you are called back
The requested extension is called automatically.

Busy extension

You call an extension and receive busy tone.

Camp-on

You can notify a busy extension of your call by a muted ringing call (if this function is allowed).

4 **Press to camp-on**
(Keep handset off hook) When the called extension replaces the handset it will be called automatically.

> **Note:** *If you receive the busy tone again, the desired extension does not allow camp-on.*

Intrusion

You can intrude on an ongoing call on a busy extension (if this function is allowed).

8 **Press to intrude**
Intrusion tone is heard and a three-party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

> **Note:** *If you still hear the busy tone, then your extension does not have the authority to intrude or the desired extension is protected against intrusion.*

During Calls

The BusinessPhone Communication Platform allows you to handle calls in many different ways. You can switch between handset and handsfree/group conversation, mute the microphones, make an inquiry, transfer the call or create a conference.

Group listening

You have an ongoing conversation via the handset.

Press to switch the loudspeaker on or off
When the lamp lights, the loudspeaker monitors the call.

> **Note:** *You can adjust the volume, see section ""Handset and loudspeaker volume" on page 56.*

From handset to handsfree

You have an ongoing conversation via the handset.

Press to switch the loudspeaker on
You are now in the group listening mode.

Replace the handset
Handsfree conversation.

> **Note:** *You can adjust the volume, see section "Handset and loudspeaker volume" on page 56.*

Press to end the call

From handsfree to handset

You have an ongoing handsfree conversation.

Lift the handset
Conversation via the handset.

Mute

You have an ongoing conversation.

Press to switch the microphone on or off
When the lamp lights, the caller will not be able to hear the conversation in your room.

Inquiry

During an ongoing conversation you like to make an inquiry to an internal or external party.

Line
Press
The first call is put on hold.

Call the third party
When the third party answers you can switch between the calls, create a conference and end one of the calls.

Refer back

You can switch between connected parties:
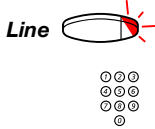
Line **2**
Switch between calls

Line **1**
Press to terminate
The ongoing call is terminated. The other call is connected.

Transfer

You have an ongoing internal or external conversation and you want to transfer the ongoing call.

Line **Press**

Call the third party
You can transfer the call before answer or wait for answer

> **Note:** *Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful Hints" on page 66.*

Replace the handset
The call is transferred.

Transfer to a busy extension

You can even transfer calls to busy extensions. The other party will hear a muted signal (camp-on), and the call will be extended, as soon as the ongoing call is terminated (if camp-on is allowed).

Call-back

You are called back, if you have transferred an external call and the other extension has not answered the call within a certain time. Your telephone will ring again.

Conference

You have an ongoing conversation and you want to establish a telephone conference.

Line **Press**

Call the third party

Line **3** **Press to establish a three party conference**
Now you have established a three party conference. To mark the conference, all conference members will hear a periodical conference tone.

Repeat the procedure to include other persons to the conference
In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.

Replace the handset to leave the conference

Call Forwarding

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position.

If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

Depending on the type of diversion you are also able to record your personal greeting, see section "Personal greeting" on page 33.

> **Note:** *You can still make calls as usual.*

Diversion on no reply

If you are not available to answer incoming calls (internal or external), your system administrator can program your extension to automatically divert calls to a programmed diversion address (default time: 15 seconds).
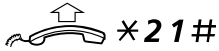
Diversion on busy

If your extension is busy and you receive an incoming call (internal or external), your system administrator can program your extension to automatically divert the call to a programmed diversion address.
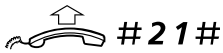
Fixed diversion

This function directs your calls to a pre-programmed answering position (e.g. secretary).

Activate fixed diversion

✆ ✶ *2 1* #   **Lift the handset and dial to activate diversion**

Cancel diversion

✆ # *2 1* #   **Lift the handset and dial to cancel diversion**

Individual diversion

This feature gives you the possibility to divert your calls to internal and external positions, e.g. to any directory number, a colleague's extension, an external number or a common abbreviated number (e.g. your car telephone).

> **Note:** *In order to prevent misuse, individual external diversion can be blocked for your extension, see section "Security" on page 46.*

Program and activate internal diversion

Divert your calls to an internal position.

Lift the handset

✶ 2 1 ✶ **Dial**

Enter the new diversion address

\# **Press to activate the individual diversion**
Verification tone. You can make outgoing calls as usual.

A special dial tone reminds you that call forwarding is active.

> **Note:** *An individual internal diversion cannot be activated if an individual external diversion is already activated.*

Cancel internal diversion

Lift the handset

\# 2 1 \# **Dial**

Program and activate a new external diversion address

To set a new individual external diversion address:

Lift the handset

✳22✳ **Dial**

0 **Dial the digit(s) for external call access and enter the new external diversion address**
A maximum of 24 digits.

> **Note:** *If your public network requires waiting for a second dial tone, press "✳".*

Press to activate the individual diversion
Verification tone.

> **Note:** *Individual external diversion can also be used via the DISA function, see section ""Other Useful Facilities" on page 40.*

Cancel external diversion

Lift the handset

#22# **Dial**

> **Note:** *The programmed diversion address is not removed from the memory, the diversion is just inactive.*

Re-activate external diversion

Divert your calls to an external position.

Lift the handset

✳22✳# **Dial to activate the programmed external diversion**
You can make outgoing calls as usual. A special dial tone reminds you that call forwarding is active.

Follow me

If you are in another room, you can still answer your calls by forwarding them to where you are. To activate Follow me, "Individual Diversion" must be active on your telephone.

Activate follow me

Note: *This procedure has to be executed from the telephone the calls are diverted to.*

Lift the handset

✳ **2 1** ✳ **Dial**

✳ **Dial your number and press**

Dial the new number to where incoming calls should be diverted

Press to activate follow me
Special dial tone.

Cancel follow me

Follow me and individual diversion can also be cancelled from the answering position.

Lift the handset

2 1 ✳ **Dial**

Dial your number

Press to cancel follow me
Dial tone.

Bypass call forwarding

Bypass call forwarding makes it possible to call a specific extension, even if call forwarding is activated on this extension.

Lift the handset

60 **Dial**

Enter extension number

Press
You will be connected to the specified extension, regardless of which type of call forwarding the called extension has activated.

Information

If you are not in the office for a certain period of time (e.g. meeting, vacation, lunch, illness), this feature allows you to inform your callers why you are absent. External callers will be routed to the operator who also has access to your absence info.

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

You can inform your callers with:

1) Pre-defined texts
Enter the reason for your absence and the date and time of your return.

2) Voice information
Record a voice message and name the reason of your absence.

Enter information

To store text or voice information.

Lift the handset

$\ast 23\ast$ **Dial to enter the information mode**

Select "Pre-defined text" or "Voice information".

Pre-defined texts

Enter "Code" and

Enter "Completing info" from the table below

	Code	Completing info
Time of return	1	hour (00-23) minute (00-59)
Date of return	2	month (01-12) day (01-31)
Lunch	3	back at, hour minute
Meeting	4	back at, hour minute
Vacation	5	back, month day
Illness	6	back, month day

Press to enter the information
Internal callers receive the information on the display (or as spoken information to callers without display phone).

External callers will be routed to the operator who also has access to your absent info.

Pre-defined texts example:

Vacation, back June 27

Lift the handset

$\ast 23\ast$ **Press**

5   **Enter code**

0627   **Enter month and day**

Press
Information active.

Voice information

Lift the handset

$*23*$ **Press to enter information mode**

9 **Press and speak**

$*$ **Press to play-back and listen to your recording**

9 **Press and speak to re-record**

$#$ **Press to activate**

Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absence info.

> **Note:** *You can dial your own extension number if you want to check your information.*

Erase information, Save information

$#23#$ **Lift the handset and press to erase info**

or

Lift the handset

$#23*#$ **Press to deactivate and save for later use**
Information is passive.

Use saved information

When the information is switched off:

Lift the handset

$*23*#$ **Press to activate saved info**
Information is active.

Internal Messages

You can send a call-back or a voice message when you call an extension and receive busy tone or get no answer.
This section also describes how to record a personal voice message and how to forward a voice message.

Password protection

The first time you enter the message system (only possible from own extension) you might be requested to change your password if it is default (0000).

> **Note:** *Some systems are programmed to allow the default password.*

Follow the voice announcements
You are requested to enter a new password, confirm and save it. If you use the default password, you are requested to try again.

Replace the handset to finish the procedure

or

Continue with any of the message functions
If you want to change your password again, it is possible from the message system or via the function "Select password" on page 47.

Send message

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

Call-back

To send a "call me" message.

9 #   **Press to send**

Voice

To send a voice message.

9 9   **Press and speak**

✳   **Press to play-back and listen to your recording**

9   **Press and speak to re-record**

**Press to send**

Check and store received messages

You can check and store your received messages.

Received messages are divided into following three categories:

- New messages (not heard)
- Heard messages
- Stored messages

Voice messages can also be forwarded to other mailbox numbers (individual or common), see section "Forward a voice message" on page 28.

> **Note:** *Messages are deleted from the system after a certain time. The time depends on which category the message belongs to. Please ask your system administrator regarding this.*

Lift the handset

✳ *59* #   **Dial**
You can check and store your received messages. Up to 20 messages can be stored.

Voice messages will be heard via the speaker or the handset. "Call me" messages will call the sender automatically (these messages cannot be stored).

> **Note:** *Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section "Security" on page 46.*

Forward a voice message

Your received voice messages (in the individual mailbox) can be forwarded to other mailbox numbers (individual or common). When you forward a voice message to an individual mailbox, the mailbox number is the same as the extension number. See also section "Mailbox System" on page 30.

Lift the handset

✳ *59* # **Dial**

> **Note:** *Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section "Security" on page 46.*

Follow the voice announcements
You can forward new, heard or stored voice messages.

> **Note:** *The forwarded message is a copy, i.e. it can be deleted without deleting the original message.*

Repeat the procedure to forward the message to another mailbox

Replace the handset to finish the procedure

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. How to retrieve dictaphone messages, see section "Check and store received messages" on page 27.

Record message

To start the recording:

Lift the handset

✶ *5 8* ⌗   **Dial and record your message**
The maximum recording time is four minutes and 15 seconds.

Select options below:

✶   **Press to play-back**

9   **Press and speak to re-record**

⌗   **Press to stop the recording and save the message**

Mailbox System

While you are away from the office, callers can leave messages in your individual mailbox. You are also able to record your personal greeting, see section "Personal greeting" on page 33.

The first time you enter the message system (only possible from own extension), you might be requested to change your password if it is default (0000). See section "Password protection" on page 25.

The mailbox system is a part of the message system.

Individual mailbox system

Callers are able to leave messages in your individual mailbox.

Activate

Divert your extension to the mailbox system.
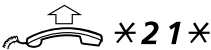
✱ 2 1 ✱   **Lift the handset and dial**

Dial the number to the mailbox system
Please ask the system administrator for your defined mailbox system number.

\#   **Press**

Deactivate

\# 2 1 \#   **Lift the handset and dial**
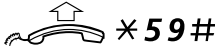
Retrieve messages internally

When you lift the handset and receive a special dial tone, either a diversion is activated or a message is waiting.

✖59#   **Lift the handset and dial**
See section "Check and store received messages" on page 27.

Retrieve messages - externally

To retrieve your messages from an external position:

Dial your company's telephone number

Dial the number to the mailbox system
During the procedure you will be asked for your extension number and your password.

The following mailbox functions can also be used from an external position:

- Change password

- Check and store received messages

- Forward a voice message

- Send message

- Outcall (External) notification

- Personal greeting

Outcall (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 for 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 "Select password" on page 47 to select a new password. You have full access to the mailbox system.

Notification without mailbox access:

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

Programming

✱ 5 9 # **Lift the handset and dial**

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

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

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

Replace the handset to finish the procedure

Personal greeting

Depending on the type of diversion you want to activate, you can leave three different personal greetings to the caller. The diversion state can be on no reply, on busy or an activated individual diversion.

Lift the handset

✳ *5 9* #

Dial
During the procedure you will be asked for your extension number and your password.

2

Press to configure your personal greeting

Enter diversion code
Select an option below and follow the voice announcements.

Type of diversion	Code
Diversion greeting on busy	1
Diversion greeting on no reply	2
Individual diversion greeting	3

#

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

Replace the handset 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.*

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.

Up to 10 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used on the keys "**0" to "**9".

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.
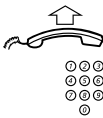
Lift the handset

Dial the common abbreviated number
Please refer to your telephone directory.

Individual abbreviated numbers

You can program and activate your most frequently used external numbers on the keys "**0" to "**9".
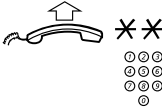
✳✳ **Lift the handset and press**

Dial the abbreviated number
A number between 0 and 9.

Program individual abbreviated number

How to program external numbers on the keys 0 to 9.

Lift the handset

✳ 5 1 ✳ **Enter programming mode**

✳ **Select an abbreviated number between 0 and 9 and press**

0 **Dial the digit(s) for external call access and dial the number**
The number can consist of up to 24 digits.

> **Note:** *If your public network requires waiting for a second dial tone, press "✳".*

Press

Cancel one specific individual abbreviated number

Lift the handset

5 1 ✳ **Press**

Enter an abbreviated number between 0 and 9 and press

Cancel all individual abbreviated numbers

Lift the handset

5 1 # **Press**
Confirmation tone.

Dial-by-name

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys. Stored numbers can consist of maximum 16 digits.

Lift the handset

Head Office   **Press to make a call (pre-programmed)**

Program dial-by-name

How to program a directory number on the programmable keys.

Settings   **Press (see display)**
The settings menu is displayed.

Select   **Press (see display)**
The following menu is displayed.

```
Programmable Keys
Press the key to program
    Exit
```

Press a programmable key
If the key has been programmed previously, the function or telephone number programmed is shown in the display.

```
Current number
Enter new number:
  Cancel                      Save
```

Dial the number
You can use any directory number, e.g. a common abbreviated number or a colleague's extension number.

Save   **Press to store the number (see display)**

Exit   **Press (see display)**

Exit   **Press again to exit to the settings menu (see display)**

> **Note:** *You can remove the transparent cover in order to write the names beside the keys.*

Group Facilities

When you are working together in a team the following group facilities can be very useful.

Group hunting

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 (e.g. operator).

> **Note:** *If all members in a hunt group are busy, the call-back or intrusion functions are not available.*
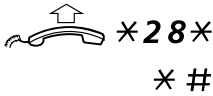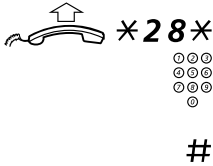
Log in

Before you can answer group hunting calls, you must log in.

To log in to one hunt group:

✱ 2 8 ✱ **Lift the handset and dial**

Dial the hunt group code
Please ask your system administrator for the configured number.

Press

To log in to all hunt groups:

✱ 2 8 ✱ **Lift the handset and dial**

✱ # **Press**

Answer calls

Answer group hunting calls in the normal way

Log out

To log out from one hunt group:

2 8 ✱ **Lift the handset and dial**

Dial the hunt group code
Please ask your system administrator for the configured number.

Press

To log out from all hunt groups:

2 8 ✱ **Lift the handset and dial**

✱ # **Press**
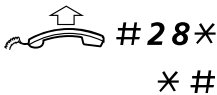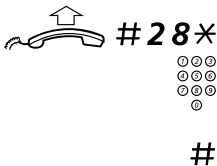
Group call pick-up

In a Pick-up group, any member can answer any individual call to group members. You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.
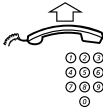
Lift the handset

Dial the group call pick-up code

Common bell

The common bell facility 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.
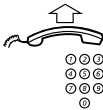
Lift the handset

Dial 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.

Other Useful Facilities

By using these facilities your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts and much more ...

Reminder

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

Lift the handset

✶*32*✶ **Dial**

Dial reminder time and press
(00-23) hour + (00-59) minute. When the time is reached your phone rings with recall signal.

> **Note:** *If you receive busy tone, your extension does not have the authority to set a reminder.*

Cancel reminder

Lift the handset

#*32*# **Dial to cancel all settings**

Automated attendant

The Automated Attendant facility sends voice instructions to external and internal callers, informing them of all possible options they can choose. Voice instructions lead the callers step by step to the desired destination.
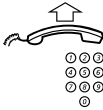
Lift the handset

Dial the Automated Attendant directory number
Please ask your system administrator for the Automated Attendant directory number.

Doorphone

The doorphone is used to monitor the admission to your company, i.e you can open the doorlock from your phone.

Answering doorphone calls

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

Opening of the doorlock

After you have answered the doorphone, you can open the door making an inquiry to the door-opener's directory number
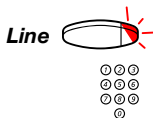
Line **Press**

Dial the door-opener´s directory number
Please ask your system administrator for the number.

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.

The account numbers can also be used via the DISA function, see section "Direct Inward System Access (DISA)" on page 43.

Verified or own account number

Before an outgoing call:

Lift the handset

✶ **9** ✶   **Dial**

Enter account number and press
Valid digits 0-9. Internal dial tone. Make the external call.

Direct Inward System Access (DISA)

If you are working externally and you have the need to make business calls, call your company and use the company PBX to make an external call to the desired party. You just pay the costs for the phone call to your company. The other costs will automatically be placed on your extension number or on a special project.

> **Note:** *To activate this function, you have to change the default password from "0000" to a personal one. Which code to use and how to change it, see section "Select password" on page 47.*

You can also divert calls from your office extension to your external position, see section "Call Forwarding" on page 16. During the procedure you will be prompted for your password. Use the quick reference card at the beginning of the guide to remember these specific numbers.

Dial the public number of your company

followed by the DISA number
Ask the system administrator for the defined DISA number.

> **Note:** *If want to register the call on an account number, you should use the account number procedure before you enter the external number, see section "Account number" on page 42.*

Dial the external number

or

Use the external diversion function
Procedure, see section "Call Forwarding" on page 16.

> **Note:** *If you program a new diversion address, remember to reset it when you return to your office.*

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"). Basically the tandem configuration works as follows:

To activate the tandem configuration

Lift the handset

✳ *2 8* #   **Dial to log on the secondary telephone**

Replace the handset

For incoming calls:

• Both telephones are treated as 1 single extension.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.

To deactivate the tandem configuration

Lift the handset

2 8 #   **Dial to log off the secondary telephone**

Replace the handset

For incoming calls:

• The "secondary" telephone cannot be called and the "primary" telephone works as a normal "stand-alone" telephone.

For outgoing calls:

• Both telephones are treated as 2 separate extensions.

Transferring a call between members of a tandem unit

Line ⬭ **Press**

Dial own directory number

Replace the handset

Security

You can block your extension in order to prevent unauthorized use of your telephone, e.g. if your external calls are placed on a specific account number.

Block extension

Lift the handset

✳**72**# **Dial to block your extension**
Verification tone.

Un-block extension

Lift the handset

#**72**✳ **Dial**

Dial your password

Press to re-open
Verification tone. Your extension is open for use.

Select password

You can use your four-digit password for blocking your phone from unauthorized use, for making external calls from any blocked extension, for entering the message system or when you are using the DISA function.

> **Note:** *The first time you enter the message system you might be requested to change your password if it is default (0000). This procedure is performed directly in the message system. See section "Internal Messages" on page 25.*

Lift the handset

✲ 7 2 ✲ **Dial to select a new password**

Dial your present password
The default password is "0000".

✲ **Press**

Dial your new password

\# **Press**
Verification tone.

Bypass blocked extension

In order to make a call, you can temporarily bypass a blocked extension.

Bypass own extension

Lift the handset

✳72✳ **Dial**

Dial your password

**Press**
Dial tone. You can make one call from your extension.

Bypass another extension

This makes it possible to make a call on another, blocked extension, by using your password.

Lift the handset

✳72✳ **Dial**
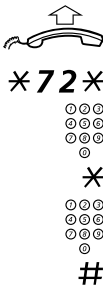
Dial your password

✳ **Press**

Dial your extension number

**Press**
Dial tone. You can make one call from the blocked extension.

Least Cost Routing

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system. If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.
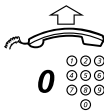
Use least cost routing

Lift the handset

0 **Dial the digit(s) for external call access and the external number**
The usual way of making an outgoing external call.

Calling least cost routing

If LCR has been installed in your system, but your extension is not configured to use it automatically, you also have the opportunity to get the cheapest connection by dialling the LCR code before you dial an external number.
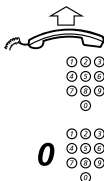
Lift the handset

Dial the LCR code
Please ask your system administrator for the LCR code.

0 **Dial the digit(s) for external call access and the external number**

ISDN Facilities

This chapter is only relevant when your system is connected to a digital trunk line (ISDN-trunk line). It provides a general view of some (supplementary) services available from the public net which are supported by the system. The services from the public net differ from market to market. Please ask your system administrator which features are available.

Number identification

The main difference compared to the analog public net is the number identification between the connected parties.

```
201                       12:11  12 May 2001
                               431811004736
```
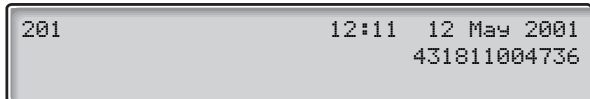
When you establish an outgoing external call, the public number of your system and your extension number will be sent to the called party. If you call someone who has diverted his extension, the display shows the number of the extension where the call is diverted to.

When you answer an incoming external call on your phone (or from another phone), you will see the caller's number on the display. Your public number will be sent to the caller.

Answer an incoming call from an ISDN-line

A ring signal and a flashing lamp indicates an incoming call, answer the call in the normal way. One of the following cases will occur.

Example 1:

The public net provides the number of the caller.

Mr. Plattner with public number +43 1 81100 4736 is calling.

```
201              12:11  12 May 2001
Incoming...           431811004736
                           Reject
```

Example 2:

The caller has activated "number secrecy" or the public net cannot provide the calling number. (The calling number will be suppressed.)

```
201              12:11  12 May 2001
Incoming...
                           Reject
```

Settings and Programmable Functions

After you log in to the IP telephone, the following settings and programmable functions are available:
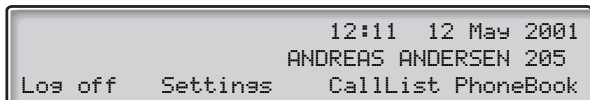
- Time and date (format)
- Language
- Ringing signal tone character
- Handset and loudspeaker volume
- Program a function on a programmable key

Time and date

> **Note:** *The time and date functions require certain installation options. If you are unable to change the time and date format please contact your system administrator.*
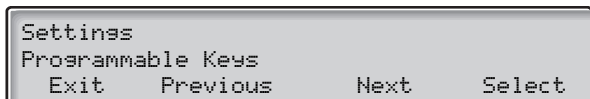
To set the date format

```
                        12:11  12 May 2001
                     ANDREAS ANDERSEN 205
   Log off    Settings     CallList PhoneBook
```

Settings   **Press (see display)**

```
 Settings
 Programmable Keys
   Exit    Previous      Next      Select
```
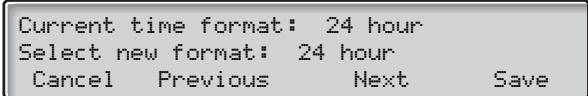
Next   **Press to display the time and date menu (see display)**

Select
: **Press to select date format (see display)**
The date format menu is displayed.

```
Current date format:  12 May 2001
Select new format:  12 May 2001
 Cancel   Previous      Next      Save
```

Select one of the date format menu options

Date format menu options:

Cancel
: **Press to go back to the previous menu without storing (see display)**

Next
: **Press to change the date format (see display)**
The following date formats are available:

- DD MM YYYY

- DD Month YYYY

- Wd DD Month YYYY (e.g. Th 11 May 2002)

- YYMMDD

- YYYY-MM-DD

- MM/DD/YYYY

- DD-MM-YYYY

- Wd DD-MM-YYYY (e.g. Th 11-05-2002)

Save
: **Press to save the new format (see display)**

Exit
: **Press to exit to the time and date menu (see display)**

Exit
: **Press again to exit to the settings menu (see display)**

To set the time format

Settings   **Press (see display)**

Next   **Press to display the time and date menu (see display)**

Select   **Press to select time format (see display)**
             The time format menu is displayed.

```
Current time format:  24 hour
Select new format:  24 hour
 Cancel   Previous       Next       Save
```

Select one of the time format menu options

Time format menu options:

Cancel   **Press to go back to the previous menu without storing (see display)**

Next   **Press to change the time format between 24 and 12 hour mode (see display)**

Save   **Press to save the new format (see display)**

Exit   **Press to exit (see display)**

Language

Note: *If this function is not available, please contact your system administrator.*

To change the language:

Settings **Press (see display)**

Next **Press to display the language menu (see display)**

Select **Press to select language format (see display)**
The language format menu is displayed.

```
Current language:  English
Select new language:  English
 Cancel   Previous      Next      Save
```
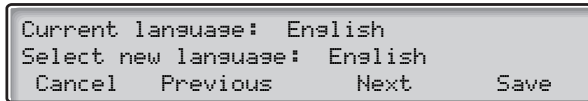
Select one of the language format menu options

Language format menu options:

Cancel **Press to go back to the previous menu without storing (see display)**

Next **Press to change the language (see display)**

Save **Press to save the new language (see display)**

Exit **Press to exit (see display)**
The phone returns to normal state.

Ringing signal tone character

There are 10 different programmable ringing signal tone characters on your telephone, each corresponding to a digit between 0 and 9.

Settings   **Press (see display)**

Next   **Press to display the ring character menu (see display)**

Select   **Press to select ring character format (see display)**
The ring character format menu is displayed.

```
Current ring character:  9
Enter new character (0-9):
 Cancel                        Save
```
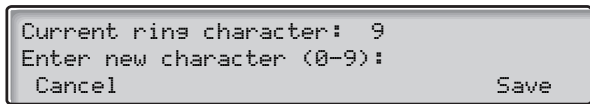
Press the corresponding digit (0-9)
The telephone rings with the chosen character.

Save   **Press to store the character and return to the previous menu (see display)**

Cancel   **Press to go back to the previous menu without storing (see display)**

Exit   **Press to exit to the ring character menu (see display)**

Exit   **Press again to exit to the settings menu (see display)**

Handset and loudspeaker volume

Use the volume keys to change the volume of the handset or loudspeaker during a call.

Press to change the volume

> **Note:** *You can also set the hearing level of the handset via the settings menu. Two different levels are available. See previous sections on how to access the settings menu.*

Program a function on a programmable key

Any frequently used function, such as call forwarding or frequently dialled internal/external telephone numbers may be stored on any available programmable key for single key access to that function or number.

Example:

To program external call forwarding to your home number:

Settings   **Press (see display)**

Select   **Press to select programmable keys (see display)**
The programmable keys format menu is displayed.

```
Programmable Keys
Press the key to program
   Exit
```

Press a programmable key
If the key has been programmed previously, the function or telephone number programmed is shown in the display.

```
Current number
Enter new number:
  Cancel                          Save
```

✷22✷   **Dial**

0   **Dial the digit(s) for external call access and enter your home number**
A maximum of 24 digits.

**Press to activate the individual diversion**
Verification tone.

Save   **Press to store the number (see display)**

Exit   **Press (see display)**

Exit   **Press again to exit to the settings menu (see display)**

Call List

Your incoming calls (answered, missed and rejected) are stored in the call list. The calls in the call list can also be added to the phone book, see section "Phone Book" on page 61. Up to 50 calls can be stored in the call list.

Answered calls

CallList   **Press (see display)**

```
<02>Answered            12:11  12 May 2001
COOPER CAROL                            203
  more...  Previous        Next        Call
```

more...   **Press to get more options (see display)**
The edit menu is displayed.

or

Next   **Press to see the next call (see display)**

or

Call   **Press to call (see display)**

Edit menu options:

```
<02>Answered          12:11  12 May 2001
COOPER CAROL                          203
  Exit      Back        Delete    AddPhBook
```

Exit   **Press to return the normal display (see display)**

       or

Back   **Press to return to the previous menu (see display)**

       or

Delete   **Press to delete the call from the call list (see display)**

       or

AddPhBook   **Press to add the number to the phone book (see display)**
See section Add missed, rejected or answered calls to the phone book.

Missed/Rejected calls

```
                      12:11  12 May 2001

 Log off   Settings      2Missed  PhoneBook
```

2Missed   **Press (see display)**

```
<02>Incoming          12:11  12 May 2001
COOPER CAROL                          203
 more... Previous       Next        Call
```

more...   **Press (see display)**

```
<02> Incoming    12:11  12 May 2001
COOPER CAROL                          203
  Exit      Back        Delete    AddPhBook
```

Add missed, rejected or answered calls to the phone book

AddPhBook **Press (see display)**

```
PhoneBook Add
COOPER CAROL                                      203
   Edit                                           OK
```

OK **Press to add the call to the phone book (see display)**

or

Edit **Press to edit the number before you add it to the phone book (see display)**
Via the display options you can change or erase the name and number before you add it to the phone book.

```
PhoneBook Add
COOPER CAROL                                      203
   Exit     Number          Erase        Save
```
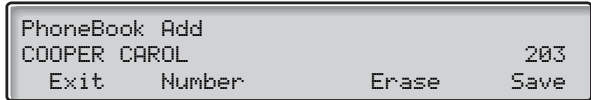
Phone Book

Your IP phone is equipped with a personal phone book where you can make up to 100 entries (names and numbers).

PhoneBook   **Press to access the phone book (see display)**
The phone book menu is displayed.

```
PhoneBook
Dial Name
  Exit     Previous        Next      Select
```

Next   **Press to choose a different menu (see display)**
You can select between; "Dial Name", "Edit", "Add" or "Delete".

Dial-by-name

You can call someone by pressing the first character(s) of a name and then scroll the name list to search for the name and number.

When the "Dial Name" option is shown in the phone book menu:

Select   **Press (see display)**

```
PhoneBook Dial Name
Enter name:
  Exit                    Erase     Search
```

Search   **Enter the first character(s) of the name and press (see display)**
The first name beginning with the selected character is displayed.

```
PhoneBook Dial Name
BURNES BOB                             202
  Exit     Previous        Next       Call
```

Call   **Press to make the call (see display)**

Add a name and number to the phone book

When the "Add" option is shown in the phone book menu:

Select **Press (see display)**

```
PhoneBook Add
Enter name:
  Exit                      Erase      Save
```

Save **Enter the name and press (see display)**

```
PhoneBook Add
Enter number:
  Exit                      Erase      Save
```

Save **Enter the number and press (see display)**

```
PhoneBook Add
BURNES BOB                             202
  Edit                                  OK
```

OK **Press to save and go back to the settings menu (see display)**
The name and number is stored in the phone book.

or

Edit **Press to edit the name and number again (see display)**

Edit a name and number in the phone book

When the "Edit" option is shown in the phone book menu:

Select **Press (see display)**

```
┌─────────────────────────────────────────────┐
│ PhoneBook Edit                               │
│ Enter name:                                  │
│   Exit                      Erase   Search   │
└─────────────────────────────────────────────┘
```

Search **Enter the first character(s) of the name and press (see display)**
The first name beginning with the selected character is displayed.

```
┌─────────────────────────────────────────────┐
│ PhoneBook Edit                               │
│ BURNES BOB                            202    │
│   Exit    Previous      Next          Edit   │
└─────────────────────────────────────────────┘
```

Next **Press to select another name to edit (see display)**

```
┌─────────────────────────────────────────────┐
│ PhoneBook Edit                               │
│ DAVIES DAVE                           202    │
│   Exit    Number        Erase         Save   │
└─────────────────────────────────────────────┘
```

Erase **Press to erase the name (see display)**

Save **Enter the new name and press (see display)**
If you want to delete a name from the phone book, just press Save.

Number **Press (see display)**

Save **Enter the new number and press (see display)**
The new name and number is stored in the phone book.

Delete a name and number in the phone book

When the "Delete" option is shown in the phone book menu:

Select   **Press (see display)**

```
PhoneBook Delete
Enter name:
  Exit                      Erase   Search
```

Search   **Enter the first character(s) of the name and press (see display)**
The first name beginning with the selected character is displayed.

```
PhoneBook Delete
BURNES BOB                            202
  Exit     Previous      Next      Delete
```

Delete   **Press (see display)**

```
PhoneBook Delete
BURNES BOB                            202
  Cancel                               OK
```
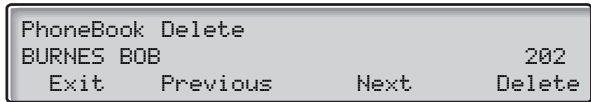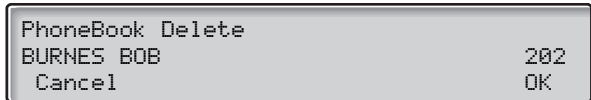
OK   **Press to delete the name and number (see display)**
The name and number is deleted from the phone book.

or

Cancel   **Press to abort (see display)**

Tones and Signals

Tones

Tones are audible in the handset.

Dial tone
(System ready to accept digits)

Special dial tone
(System ready to accept digits,
active diversion on telephone)

Ringing tone
(Ringing signal to called party)

- repeated after 4 s

Special ringing tone
((Ringing signal to line 2)

- repeated after 4 s

Busy tone
(Called party is busy)

Number unobtainable tone
(Called number not accessible or vacant)

Blocking tone
(Call cannot be executed due to
congestion or called party blocked)

Verification tone
(Verification that ordered function is
accessed)

Intrusion tone
((Sent to all parties during intrusion)

Conference tone
(Sent to all participants in a conference)

- repeated after 15 s

Note: *The tones in this guide refer to the standard system
but may vary between countries.*

Useful Hints

Connections between external lines

With your BusinessPhone PBX, you can establish an external call diversion or a conference with more than one external party or transfer an external call to another external destination (e.g. a mobile phone). These features are very useful for everyday business life.

> **Note:** *When these features are used, your BusinessPhone will occupy at least two external lines.*

However, there may be disadvantages in connecting to several external lines. We would therefore like to draw your attention to the following:

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**

- **Try to avoid diverting calls to third parties before they have answered**

- **If you are connected to two external lines, cancel one call by pressing "Line" and "1"**

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by re-programming your system.

Please ask your system administrator or contact our service center for more information.

Installation

Install cables
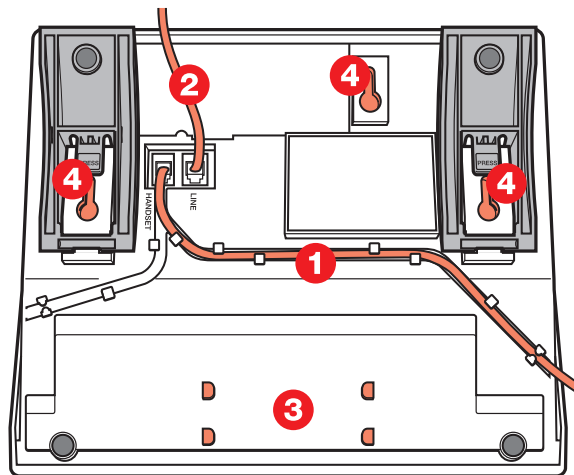
1   Cable to handset
2   Cable to exchange
3   Space for personal directory list (optional)
4   Wall mounting screw holes

You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in "LINE".

Change cables

To remove a cable, push down the plug's stop. Use a screw-driver to unlock the stop.

Wall mounting handset hook

When mounting on a wall, you have to pull out and turn the hook.
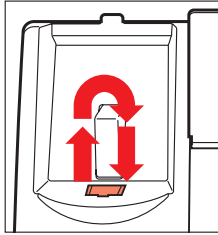
Install stand and adjust telephone
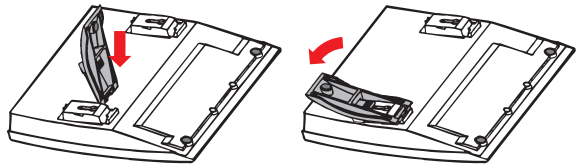
Press to decrease angle   Pull to increase angle
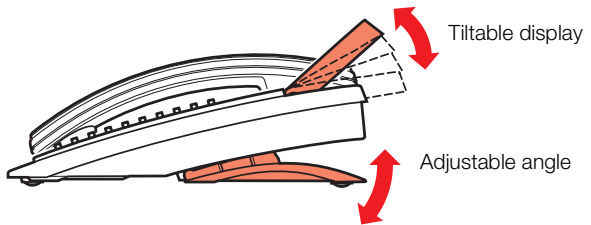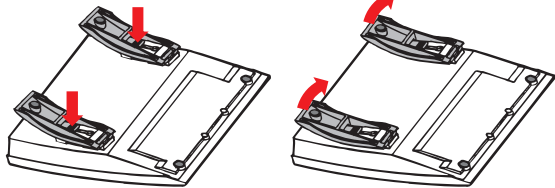
Tiltable display

Adjustable angle

Placing the telephone

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.

- Do not place your telephone near sources of extreme heat, e.g. near the radiator.

- Make sure that the line cable isn´t creased.

Cleaning the telephone

Use a slightly moistened (not wet) cleaning-rag or an anti-static rag and wipe off the telephone carefully. Do not use rough rags, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.

Troubleshooting

This section contains information on how to solve common operational problems. Go through the following steps if you encounter any problems. If this does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

Fault check list

1. **Read the Installation chapter**
   To make sure that you have done everything correctly and that everything is properly connected.

2. **Disconnect all extra equipment**
   If your telephone is working properly when done, the problem lies in the extra equipment.

3. **Connect a functioning telephone instead of the faulty one**
   If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.

4. **Check for operational problems**
   If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

Glossary

Abbreviated Number Dialling
Initiating a call to a pre-programmed number by dialling a code or pressing a key.
Short numbers can be:

1. Common, which means that all extensions can use them.
2. Individual, which means that they are programmed and used by each extension separately (10 numbers).

See section "Abbreviated Numbers" on page 34.

Account Number
To place call costs on an account number. See section "Other Useful Facilities" on page 40.

Automated attendant
A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination. See section "Other Useful Facilities" on page 40.

Call-back
An indication to a busy extension, to inform the person that you want to speak to him/her. See sections "Internal Messages" on page 25 and "Outgoing Calls" on page 9.

Camp-on
To place (queue) a call to a busy extension. See section "Outgoing Calls" on page 9.

Dial-by-name
Initiation of a call by operating a single key. Internal numbers (or common abbreviated numbers) can be stored on each extension. See section "Abbreviated Numbers" on page 34.

Directory number
Numbers with 1 – 8 digits which are assigned to extensions or external lines or as common abbreviated numbers.

Direct Inward System Access (DISA)
If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section "Other Useful Facilities" on page 40.

Diversion
Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are three possibilities:

1. Direct, which means that all calls to an extension are forwarded directly.
2. On no reply, which means that a call is forwarded if it is not answered within a certain time.
3. On busy, which means that a call is forwarded if the extension is busy.

See section "Call Forwarding" on page 16.

Diversion Bypass
This is useful for letting urgent calls through to an extension where diversion is active. See section "Call Forwarding" on page 16.

Extension
All telephones connected to the PBX have a unique internal number (up to 3 digits).

Information
Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds:

1. Pre-programmed text information.
2. Voice information.

Intrusion
To intrude on an ongoing call when a requested extension is busy. See section "Outgoing Calls" on page 9.

Least cost routing
A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).

Mailbox
The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox System" on page 30.

Message
A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of message:

1."Call me" message.
2. Voice message.

See section "Internal Messages" on page 25.

Mute
To switch the microphone temporarily off. See section "During Calls" on page 12.

Password
A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own password. See section "Security" on page 46.

PBX
Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

Pre-defined text
Pre-programmed absent information. See section "Information" on page 22.

Third party
A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During Calls" on page 12.

Tie line
An external line from the private network.

Transfer
During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During Calls" on page 12 and "Useful Hints" on page 66.

Trunk line
A trunk line is the same as an external line. Can be either digital or analog.

Index

Log on / Log off

Log on:	*Ext. No.* Log on
	Password Log on
Log off:	Log off

Answer calls

Answer:	*Lift handset*
Answer on another ext.:	*Lift handset Ext. No.* **6**

Make calls

Internal calls:	*Lift handset Ext. No.*
External calls:	*Lift handset* **0** *External No.*
Common abbreviated number:	*Lift handset Abbreviated No.*
Individual abbreviated number:	*Lift handset* ✳✳ *Abbreviated No.* **0 - 9**
Last external number redial:	*Lift handset* ✳✳✳

You get busy tone or no answer

Automatic call-back:	**5** *Replace handset*
	Lift handset when called back
Camp-on:	**4** *Keep handset off hook*
Intrusion:	**8**

During calls

Switch to handsfree:	🔊 *Replace handset*
Switch to handset:	*Lift handset*
Group listening:	🔊

Inquiry

Ongoing conversation:	**Line** 〰 *Call 3rd party*

Refer back

Switch between calls:	**Line** 〰 **2**
To terminate:	**Line** 〰 **1**

Conference

Ongoing conversation:	**Line** 〰 *Call 3rd party*
	Line 〰 **3** *(To establish)*
	Replace handset (To leave)

Transfer

Transfer a call:	**Line** 〰 *Call 3rd party*
	Replace handset
	Before or after answer)

Messages

"Call me":	**9** #
Voice:	**9 9** *Speak*
Play-back:	✳
Re-record:	**9** *Speak*
Send:	#
Receive messages:	*Lift handset* ✳ **5 9** #

Call forwarding

Fixed diversion:	*Lift handset* ✳ **2 1** #
Internal diversion:	*Lift handset* ✳ **2 1** ✳
	New No. #
Cancel:	*Lift handset* # **2 1** #
Follow me, re-direct from answering extension:	*Lift handset* ✳ **2 1** ✳
	Own No. ✳ *New No.* #
Cancel:	*Lift handset* # **2 1** ✳
	Own No. #
Bypass call forwarding:	*Lift handset* ✳ **6 0** ✳
	Ext. No. #
External diversion:	
Program:	*Lift handset* ✳ **2 2** ✳
	Line access code
	External No. #
Cancel:	*Lift handset* # **2 2** #
Re-activate:	*Lift handset* ✳ **2 2** ✳ #

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