Operator's Console

BusinessPhone Communication Platform

User Guide

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Welcome to the User Guide for the Operator's Console 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.

This guide will demonstrate how the Operator's Console helps operators handle the functions of the BusinessPhone Communication Platform. The dual-functions keys allow two functions to be combined on the same keys.

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

> **Note:** *Dialog 3214 is a system telephone, i.e. it can only be used for an Ericsson private branch exchange that supports this type of telephone.*

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CE *0344* X

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.

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Quick Reference Guide and Quick Reference Card
Operator's Console

System telephone for BusinessPhone Communication Platform

Answer calls

Answer:	⌨ **or** *Lift handset*
End the call:	***Clear*** ⟵ **or** *Replace handset*

Make calls

Internal calls:	*Ext. No.* **or** *Int. group No.*
General handling:	***Speech*** ⟶ ***Clear*** ⟶
External calls:	**0** *External No.*
Common abbreviated number:	*Abbreviated No.*
Individual abbreviated number:	*2nd* ⟳ *Airport* ⟳
Last external number redial:	✲✲✲
Save external number:	`save` *(Before you finish the call)*
Redial:	`redial`
Automatic redial:	*Automatic redial 1* ⟳ *Replace handset* *Lift handset when* called back
Cancel:	*Automatic redial 1* ⟳
Pause on/off:	*Pause auto redial* ⟳

Conference

Ongoing conversation:	*Call 3rd party* ***Speech*** ⟶ `conf`

Serial calls

Call to several extensions:	`serial` *Call first ext.* ***Speech*** ⟶ ⌨ *Place recall in the normal way*
Before last call:	`serial` *Call last ext.* ⌨

You get busy tone or no answer

Transfer to busy extension:	`info` *Press and hold* ⌨
Camp-on:	***Notify*** ⟳ ***Loop1*** ⟳ *Any free loop key)* *Press flashing key to retake* ***Speech*** ⟶ ⌨
Intrusion and forced release:	`info` *Press and hold* ***Speech*** ⟶ *(Call accepted)* ***Speech*** ⟶ ***Speech*** ⟵ ⌨

During calls

Switch to handsfree:	⟳ *Replace handset*
Switch to handset:	*Lift handset*
Group listening:	⟳
Individual hold:	***Loop1*** ⟳ *(Any free loop key)* *Press flashing key to retake* ***Speech*** ⟵

DISA and Message check:
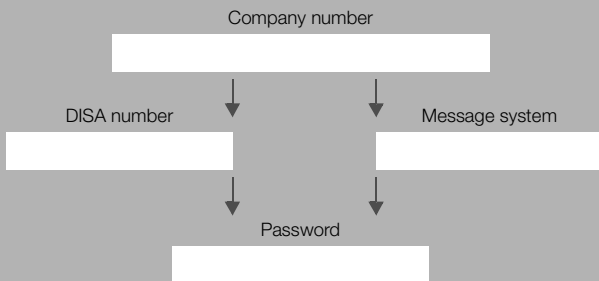
Company number

[   ]

DISA number	Message system
[ ]	[ ]

Password

[   ]

ERICSSON ⟩

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Transfer

Transfer a call:	*Extension* **or** *Int. group No.* ⇒ **Speech** ⊂⊃ *(If you want to announce the call first)* ⊙⁄□ ⊙⊙

Diversion

Change diversion address for another extension:

Change/activate internal diversion:	**✶ 2 1 ✶** *Ext. No.* ✶ ⇒ *New No.* **#** **Clear** ⊂⊃
Cancel internal diversion:	**# 2 1 ✶** *Ext. No.* **#** ⇒ **Clear** ⊂⊃
Program/activate external diversion:	**✶ 2 2 ✶** *Ext. No.* ✶ *Line access code External No.* **#** **Clear** ⇒ ⊂⊃
Cancel external diversion:	**# 2 2 ✶** *Ext. No.* **#** ⇒ **Clear** ⊂⊃
Re-activate external diversion:	**✶ 2 2 ✶** *Ext. No.* **#** ⇒ **Clear** ⊂⊃
Bypass diversion:	bypass **Speech** ⇒ ⊂⊃

Messages

Direct message:	**Message** ⊂⊃ send *Ext. No.* send call-back *Select type* **Message** ▬
Check received messages:	**Message** ⊂⊃ receive *Select options in display* **Message** ▬

Information

Enter information (pre-text):	**Info** ⊂⊃ chnge-no. *Ext. No.* activate leave absence pre-text *Select in displ.* next-info *Enter "Info code" and "Completing info" (see below)* activate **Info** ▬
Erase information:	**Info** ⊂⊃ chnge-no. *Dir. No.* erase absence **Info** ▬

	Info 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

Special account numbers for business calls:

	Project name		Account number
1		→	
2		→	
3		→	
4		→	

Table of Contents

Description

1   Display
5x40 characters. See section "Display Info" on page 90.

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

3   2nd
Key for access to secondary key functions (These functions are
stated on the second line of the corresponding key).

4   Message
To send and receive messages. See section "Internal Messages" on page 39.

5   Info
Enter information. See section "Information" on page 33.

6   Dual-function programmable keys (A-C)
Storing numbers, program functions. See section "Programming" on page 85.

7   Dual-function programmable key (B) / Headset key
a. Storing numbers and program functions.
b. The headset function is only available with option unit (DBY 410 02) installed. The headset key is programmed by the system administrator. See section "Optional Equipment" on page 81.

8   Clear left / Clear right
To disconnect the left or right call, see section "Incoming Calls" on page 11.

9   Speech left / Speech right
To have speech connection with the left or right displayed caller. Also used to intrude on a busy extension. See sections "Incoming Calls" on page 11 and "Outgoing Calls" on page 13.

10   Off duty
Sets the console in off duty state. See section "Attendance" on page 9.

11   Monitor
To monitor a call on hold. See sections "Supervise long distance calls" on page 20 and "Individual hold and monitor" on page 24.

12   Loop 1 / 2 / 3
To put calls on hold or camp-on calls. See sections "Outgoing Calls" on page 13 and "During Calls" on page 21.

13   Notify
To reserve an extension or external line when you receive busy extension or external line. See section "Outgoing Calls" on page 13.

14   Volume control
To adjust the volume. Also space/backspace in writing mode. See sections "Audible Adjustments" on page 94 and "Write Text" on page 101.

15   Mute
To switch the microphone on or off. See section "During Calls" on page 21.

16   Loudspeaker on/off
To switch the loudspeaker on or off. See section "During Calls" on page 21.

17   Answer/Extend / Enter
a.   To answer/extend calls. See sections "Incoming Calls" on page 11, "Outgoing Calls" on page 13, "Call Metering" on page 54, "Group Facilities" on page 63 and "Other Useful Facilities" on page 68.
b.   Enter/select information. See sections "Attendance" on page 9 and "Mailbox System" on page 48.

18   Microphone

19   Optional key panel (A-Q)
17 dual-function programmable keys per key panel.
Four panels can be connected.

> **Note:** *If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*

20   Loudspeaker

21   Handset with hearing aid function

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

Attendance

These facilities are for re-routing your incoming external calls to an alternative answering position.

Off duty

When you activate off duty, all incoming external calls to the operator queue will be routed to an alternative answering position.

Activate

Off duty ⬭

Press to activate
The lamp lights. Console is off duty.

Temporary change of alternative answering position is possible:

temp

Press (see display)

Type in the new alternative answering position

> **Note:** *This procedure can only be performed by the last active operator.*

○╱□

Press to confirm

```
12 May 10:35  +15°^||  OFFDUTY ACTIVATED
C= 0 I= 0         ||  ANSW.ADDR:    1210
                  ||
                  ||
directory  redial     temp     prog
```

Deactivate

Off duty

Press again to deactivate
The lamp extinguishes. Console attended.

Night switch

This function switches the whole system to the night switch mode. The night switch mode routes all incoming external calls to a defined night answering position e.g. an answering machine.

Night

Press to activate (pre-programmed)
The lamp lights. Night switch active.

Night

Press again to deactivate (pre-programmed)
The light extinguishes. Night switch passive.

Incoming Calls

Internal calls

A ringing signal indicates an incoming call. The display shows the number and the name of the internal caller.

External calls

A ringing signal indicates an incoming call. If you are connected to a digital trunk line (ISDN), the display shows the number of the external caller and in case of diversion in the public net the display shows the number of the diverted as well as the calling party, see also section "ISDN Facilities" on page 76. A trunk line is the same as an external line.

Answer calls

Either a new call (external or internal) or a recall (recall from hold, from no answer, from camp-on or a serial call). The left side of the display shows the type of call.
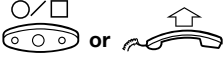
Press or lift the handset to have speech connection
If you don't lift the handset the call is in handsfree mode, via the loudspeaker and microphone, or connected directly to your headset (if installed).

```
12 May 10:35  +15°^||
C= 0 I= 0          ||
> 701      SPEECH<||
>123456       NEW<||
directory  redial     serial.
```

Clear

Press to end the call
How to transfer an incoming call, see section "Transfer" on page 21.

Silent ringing

This function is useful if you do not want to be disturbed by the ringing of the telephone. Incoming calls will only be indicated on the display.

> **Note:** *This function requires a certain release number of your telephone (for the Operator's Console it is R5B or higher, see the underside of your telephone).*

In idle mode:

Press to mute the ringer for incoming calls

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 internal calls

How to make internal calls.

Dial an extension number or internal group number
The status of the extension is displayed.

or

Thomas P

Press a pre-programmed key
The status of the extension is displayed.

General handling:

Speech

Press to call an extension

Clear

Press to end a call

Make external calls

How to make external calls.

0   **Press the digit(s) for external call access**
External dial tone.

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

or

Line out   **Press a pre-programmed line key**
External dial tone.

Dial the external number

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

Save external number

When you make an external call, you can save the number in
order to redial it easily. Previously saved number is erased.
The number may consist of up to 24 digits.

Save number

save   **Press before you finish the call (see display)**

Redial number

redial   **Press to redial the saved number (see display)**

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. See also section "Automatic redial" on page 15.

✳✳✳ **Press to redial the last dialled external number**
The display will show the dialled number.

Automatic redial

If you call an external number and receive busy tone or get no answer, you can instruct the system to automatically redial the number until it is available.

This function is activated via function keys, so you first have to program a programmable key (one key required per number). See section "Program a function" on page 86. You can activate automatic redial on up to five external numbers at the same time.

Activate

During the call:

Automatic redial1 ⊂▭⊃ **Press to activate (pre-programmed)**
The automatic redial lamp is rapidly flashing and is lit when the request is stored and activated. Verification tone.

Replace the handset

or

Clear ⊂▭⊃ **Press to finish the procedure**
You are called back if the called number finishes the ongoing call or the next time the extension finishes a new call. The display shows:

```
AUTO REDIAL CALL
C= 0 I= 0          ||
                   ||
                   ||
  directory  redial          Prog
```
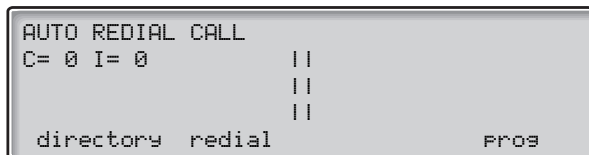
Lift the handset when you are called back
(You can also press the answer/extend key to answer in handsfree mode.)

Notes: *It is not possible to do a new request on a key holding an already activated request until the existing one is cancelled.*

When the automatic redial lamp is rapidly flashing, your telephone is busy and you cannot receive or make new calls.

The number of redial attempts and how long the function is active is programmed by your system administrator.

Cancel

Automatic redial1

Press the relevant programmable key to cancel the automatic redial request (pre-programmed)

> **Note:** *Depending on system programming, the automatic redial request could be cancelled automatically.*

Pause

It is possible to pause all of your successfully activated requests by programming a separate pause key, see section "Program a function" on page 86.

Pause auto redial

Press to pause (pre-programmed)
The requests are paused and the key lamps of the automatic redial keys are slowly flashing.

Pause auto redial

Press to resume automatic redial (pre-programmed)

Busy extension

An incoming call would like to be transferred to a specific extension, but the called extension is busy. You have several options:

> **Note:** *You can intrude on a busy extension, see section "Intrusion and forced release" on page 18.*

Option 1

To transfer the call to the busy extension:

`info`   **Press and hold (see display)**
The conversation partner of the busy extension, is shown in the display.

Press to place the call
The call will be placed automatically when the extension becomes free. The extension will hear a call waiting signal.

Option 2

To camp-on the call:

Notify   **Press**

Loop 1   **Press any free loop key**
The key lamp shows steady light. The call is now in camped on state, with notification of free extension. You can answer new incoming calls.

> **Note:** *Calls cannot be camped on to internal group numbers.*

A ringing signal and the loop key lamp flashing indicates that the extension is free. Answer within eight seconds by pressing the loop key, otherwise the call will be placed automatically.

Loop 1   **Press**
The loop key light extinguishes.

Speech   **Press to call the extension**

Press to place the call

or

If the caller wants another extension:

Loop 1   **Press**

Clear   **Press**
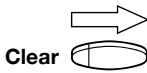Call the new extension and place the call in the normal way.

Option 3

The caller prefers to call again later:

Clear Press to disconnect

Clear Press to disconnect

Intrusion and forced release

If a called extension is busy, you can break into ongoing calls and give new calls priority. To intrude on the busy extension:

info **Press and hold (see display)**
The conversation partner of the busy extension, is shown in the display.
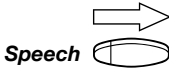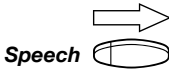
Speech **Press**

Speech **Press to intrude**
A warning tone is heard. Inform the extension of the new call.

Select option 1 or 2

Option 1

The extension accepts the call:
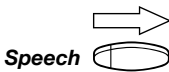
Speech **Press again**
The person talking to the extension is disconnected.

Speech **Press**
Speech connection with the caller. Inform the caller.

Press to place the call

Option 2

The extension asks the caller to wait:
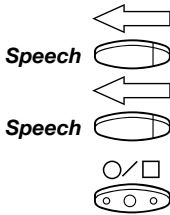
Speech   **Press**

Speech   **Press again**
Speech connection with the caller. Inform the caller.

Press to place the call
The call will be placed automatically when it becomes free.

> **Note:** *If the intrusion isn't allowed, ask the caller to call back.*

Busy external line

If no external line is available for your call:

Notify   **Press**
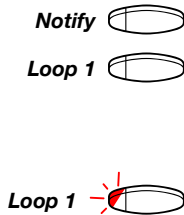
Loop 1   **Press any free loop key**
The key lamp shows steady light. You can answer new incoming calls.

A ringing signal and the loop key lamp flashing indicates that an external line is available.

Loop 1   **Press again**
The loop key light extinguishes. External dial tone. Continue making the external call.

Intrusion on a busy external line

You can break into a busy external line.
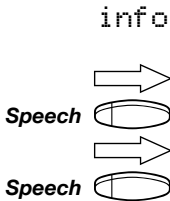
info   **Press and hold (see display)**
The conversation partner of the busy external line, is shown in the display.

Speech   **Press to intrude**
A warning tone is heard. Inform the external line of the new call.

Speech   **Press again**
The person talking on the external line is disconnected.

Supervise long distance calls

You have dialled an external number and want to handle new calls while you wait for it to be answered.

Monitor ⬭   **Press**
The key lamp shows steady light. The call is supervised.
You can answer new incoming calls.

When the long distance call is answered:

Monitor ⬭   **Press again**
The monitor key lamp extinguishes. You have speech connection.

> **Note:** *If you have an ongoing call, it must first be transferred, camped on or finished, before you can press "Monitor".*

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, create a conference or put the call on hold to perform other tasks.

Transfer

You want to transfer an incoming call to an extension.

Dial the extension number or an internal group number
The status of the extension is displayed.

or

Thomas P

Press a pre-programmed key
The status of the extension is displayed.

Select option 1 or 2

> **Note:** *If the extension is busy, see section "Busy extension" on page 16.*

Option 1

Transfer right away:

> **Note:** *Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful Hints" on page 102.*

Press

or
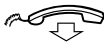
Replace the handset
The call is transferred. External calls might only be transferred with the Transfer-key, if this state of connection is allowed by the system-programming.

Option 2

Announce the call first:
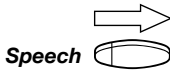
Speech **Press to call the extension**
Announce the call when the extension is answered.

Press

or

Replace the handset to place the call

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.

Operator hold

Several incoming calls can be put on hold using this function.

You have speech connection with the caller.

Hold

Press (pre-programmed)
The call is put on hold. The key lamp shows a steady light.
You can answer new incoming calls and also put calls on hold by pressing the key again during an ongoing call.

When you want to retake one of the calls on hold, you must be free from ongoing calls:

Hold

Press (pre-programmed)
The oldest call on hold is shown in the display.

Speech

Press to retake
The call is retaken. The "Hold"-key lamp remains lit if more calls are still on hold.

or

Hold

Press (pre-programmed)
The call is put on hold again. The next call on hold is shown.

Repeat until the required call is shown
When all calls are retaken the key lamp extinguishes.

Individual hold

Incoming calls can be put on hold for retake. You have speech connection with the caller.
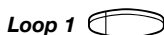
Loop 1

Press any free loop key
The key lamp shows steady light. The call is put on hold. You can answer new incoming calls or put new calls on hold.

Loop 1

Press again
The loop key light extinguishes.

Speech

Press to retake

Individual hold and monitor

Incoming calls can be put on hold for monitoring. You are able to listen to the call on hold.
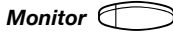
Monitor **Press**
The key lamp shows steady light. The call is put on hold. You can answer new incoming calls.

Monitor **Press again**
The monitor key light extinguishes. The call is retaken.

Serial calls

The external caller wants to speak to several extensions in a certain order:

serial **Press (see display)**

Call the first extension
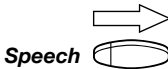
Speech **Press**
Inform the extension that he/she will be connected with a serial call which cannot be transferred and the call is rerouted back to the operator if you go on-hook.

Press to place the call

Recall after the first conversation:

Place the call with the next extension in the normal way and repeat until one requested extension remains

Before the last call in the serial call:

serial **Press (see display)**
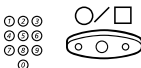
Call the last extension and press to place the call
After the last conversation, the serial call is terminated.

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 "Audible Adjustments" on page 94.*

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 "Audible Adjustments" on page 94.*

Clear **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.

Conference

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

Dial the extension number of the third party

> **Note:** *Is the ongoing conversation partner shown on the right display, then you have to press left Speech before you can call the third party.*

Speech **Press to call the third party**

When the third party answers:

conf **Press to establish a three party conference (see display)**
Conference tone will be sent.

Select option 1 or 2

Option 1

Finish the conference:
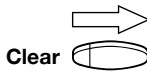
Depending on which partner you want to disconnect from the conference, you can press the left or right clear button.

Clear   **Press to finish conference**

or

Clear   **Press to finish conference**

Option 2

If you want to connect your conference partners:

extend   **Press to connect (see display)**

> **Note:** *Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful Hints" on page 102.*

Call Ordering

These functions allows you to order internal calls, external calls or an external line for other extensions. The ordering extension may or may not remain on line.

Dial tone ordering

An extension calls and orders an external line with dial tone. The caller remains on the line.

Ask the caller to wait

0 **Press the digit(s) for external call access**
External dial tone.

or

Line out **Press a pre-programmed line key**
External dial tone.

Press
The ordering extension receives the external line with dial tone.
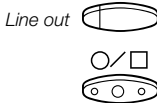
Call ordering on line

An extension calls and orders a call to an external or internal party. The caller remains on the line.

Ask the caller to wait and call the requested party
The normal way of making an internal or external call.
See sections "Outgoing Calls" on page 13.

Press to place the call

Call ordering off line

An extension calls and orders a call to an external or internal party. The caller does not remain on the line after ordering.

Call the requested party
The normal way of making an internal or external call.
See sections "Outgoing Calls" on page 13.
You can reserve a line for the call, see below.

Ask the called party to wait

Speech **Press**
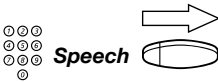
Speech **Call the extension that ordered the call and press**
Announce the call when the extension is answered.

Press to place the call

Reserve a line

You can key the caller's extension number first and then the requested number in order to reserve one of the caller's lines.

Speech **Call the extension that ordered the call and press**
The extension will be transferred to the left display and one of the caller's line will be blocked.

Call the requested party
The normal way of making an internal or external call.
See sections "Outgoing Calls" on page 13.

Ask the called party to wait

Speech **Press**
The ordering extension is called. Announce the call when the extension is answered.

Press to place the call

Diversion

You may be the answering position for calls that are diverted from the extensions in the office.

Receive info for diverted calls

You have answered a call that is diverted to you. Information is registered on the extension.

div-info **Press and hold (see display)**
The information is shown. Inform the calling party.

```
12 May 10:35  +15°^|| 1 TIME OF RETURN
C= 0 I= 0         || BACK         17:30
> 207       SPEECH<||
>CHAMBERS      DIV<||
directory bypass     div-info
```

If there is voice information, you will hear it.

Speech **Press**
Inform the caller. You can place or disconnect the call.

Bypass diversion

This is useful if you have to place an urgent call with or contact an extension that is diverted. You have called an extension with diversion:
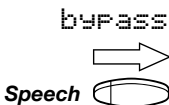
bypass **Press (see display)**

Speech **Press to bypass the diversion and call the extension**

Change diversion address for another extension

As an operator you have the possibility to change, activate or cancel the diversion address for another extension, for example when someone is ill and wants his calls to be answered by another person. You can control both internal and external diversions.

Note: *A blocked extension will be bypassed.*

Change and activate internal diversion

To change and activate a programmed internal diversion.

✳ **2 1** ✳   **Dial**

✳   **Dial the extension number and press**

   Enter the new diversion address

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

Clear   **Press to finish the procedure**

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

Cancel internal diversion

 # 2 1 ✳   **Dial**

**Dial the extension number and press**
The programmed internal diversion is deactivated.

Clear   **Press to finish the procedure**

Program and activate a new external diversion address

To set a new individual external diversion address:

22   **Dial**

○○○ *   **Dial the extension number and press**
○○○
○○○
○

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.

Clear   **Press to finish the procedure**

Cancel external diversion

#22*   **Dial**

○○○ #   **Dial the extension number and press**
○○○   The programmed external diversion is deactivated.
○○○
○

Clear   **Press to finish the procedure**

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

Re-activate external diversion

To activate a programmed external diversion.

22   **Dial**

○○○ #   **Dial the extension number and press**
○○○
○○○
○

Clear   **Press to finish the procedure**

Information

You can insert text or voice information for any extension in the system. This is useful for keeping the stored information up-to-date for colleagues who are out of their offices.

Information can be of three kinds:

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

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

3) Free text information (only to display phones)
Activate a personal text.

Enter information

In order to enter information, you first have to select the address (extension number).

Info ⬭⬭⬭   **Press**

```
12 May 10:35  +15°˚|| OPERATOR        200
C= 0 I= 0            ||
                    ||
ABSENCE INFORMATION FOR:              200
           leave              chnge-no.
```

chnge-no.   **Press (see display)**
The info lamp shows a steady light. This function may not be allowed, please ask your system administrator.

⌗⌗⌗   **Dial the extension number**

activate   **Press (see display)**

leave   **Press (see display)**

absence   **Press to activate (see display)**
Now you can register information on the extension.

```
12 May 10:35  +15°˚|| OPERATOR        200
C= 0 I= 0            ||
                    ||
ABSENCE INFORMATION FOR:              207
           pre-text    voice  free-text
```
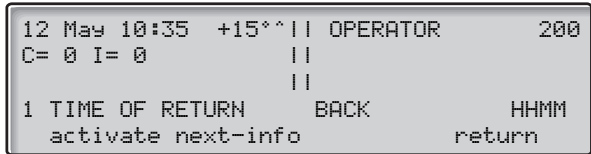
Select "Pre-defined text", "Voice" or "Free text information"

Pre-defined texts

You have selected the address.

pre-text   **Press (see display)**

```
12 May 10:35  +15°^||  OPERATOR        200
C= 0 I= 0            ||
                    ||
1 TIME OF RETURN     BACK         HHMM
  activate next-info          return
```

next-info   **Select appropriate info using next-info (see display)**

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

In case of a typing error, press to delete the latest entered digit

activate   **Press (see display)**
The programmed absence info will be shown in the display.
Internal callers receive the information on the display
(or as spoken information to callers without display phone).

Info   **Press to finish the procedure**

Pre-defined texts example:

Vacation, back June 27

pre-text   **Press (see display)**

next-info   **Select appropriate info using next-info (see display)**

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0             ||
                      ||
5 VACATION          BACK           MMDD
  activate next-info        return
```

0627   **Enter month and day**

activate   **Press (see display)**
Information active.

Voice information

You have selected the address.

voice **Press (see display)**
After a short tone the voice recorder starts.

```
12 May 10:35  +15°°||  OPERATOR        200
C= 0 I= 0             ||
                      ||
RECORDING                             020
  record   play-back   pause  activate
```

record **Press and speak (see display)**

play-back **Press to play-back and listen to your recording (see display)**

pause **Press to pause the recording (see display)**

activate **Press to activate the recording (see display)**
Internal callers will hear the information via the handset or the loudspeaker.

Info **Press to finish the procedure**

Free text information

You have selected the address.

> **Note:** *Free text information will only be seen by display phones.*

free-text **Press (see display)**

Enter the text and press to store the information
Information stored. The complete information is shown constantly on the extension. Internal callers receive the information in the display.

> **Note:** *How to write text is described in section "Write Text" on page 101.*

Info **Press to finish the procedure**

Change information

Info ⬭ **Press**
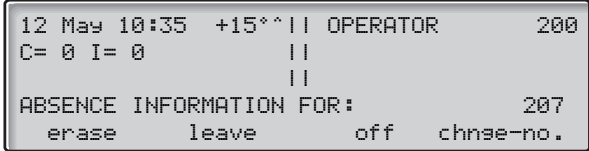
chnge-no. **Press (see display)**
The info lamp shows a steady light. This function may not be
allowed, please ask your system administrator.

Dial the extension number

```
12 May 10:35  +15°ˆ|| OPERATOR        200
C= 0 I= 0              ||
                       ||
ABSENCE INFORMATION FOR:           207
   erase     leave       off   chnge-no.
```

Erase

erase **Press (see display)**

absence **Press to erase the information (see display)**

Change

leave **Press to leave another information (see display)**

or

on/off **Press to activate/deactivate information (see display)**

Internal Messages

You can send a call-back, voice or text 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. Your incoming messages are indicated on your telephone by a rapidly flashing message-key.

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.*

The following display is shown:

```
12 May 10:35  +15°^||  OPERATOR        200
C= 0 I= 0            ||
                    ||
FIRST MBX USE-ENTER NEW PASSWORD:
```

Enter your new password and press
If you use the default password, you are requested to try again.

Enter your password again and press
The new password is saved.

Message **Press to finish the procedure**

or

Continue with any of the message functions
If you want to change your password again, see section "Select password" on page 73.

Send message

You can send a message without calling an extension (direct message) or when you call an extension and receive busy tone or get no answer.

Direct message

Message ⬭ **Press**

send **Press (see display)**

```
12 May 10:35  +15°ˆII OPERATOR        200
C= 0 I= 0              II
                       II
FROM NUMBER:    200  TO NUMBER:
    send   chnge-no.            chnge-no.
```

⠿ send **Dial the extension number and press (see display)**

```
12 May 10:35  +15°ˆII OPERATOR        200
C= 0 I= 0              II
                       II
FROM NUMBER:    200  TO NUMBER:    201
         call-back    voice     text
```

call-back **Select message type (see display)**

> **Note:** *After sending, you can repeat to other extensions. You can also change the sending extension number, if you want the message to be sent from someone else (if this function is allowed). Please ask your system administrator if you require this function.*

Message ⬭ **Press to finish the procedure**
The message is sent. The message lamp extinguishes.

During an unanswered call

When you call an extension and receive busy tone or get no answer, you can send a call-back, voice or text message.

Message ⬭   **Press**

```
12 May 10:35  +15°ˆ|| OPERATOR      200
C= 0 I= 0          ||
                   ||
FROM NUMBER:   200  TO NUMBER:    201
          call-back   voice    text
```

Select message type (see display)

> **Note:** *After sending, you can repeat to other extensions.*

Call-back

call-back   **Press to send a "call me" message (see display)**

Voice

voice   **Press to send a voice message (see display)**

Use the menu keys to record your message and send it (see display)
See section "Information" on page 33.

Text

text   **Press to send a text message (see display)**
Only possible to display phones. See section "Write Text" on page 101.

Message ⬭█   **Press to finish the procedure**
The message is sent. The message lamp extinguishes.

Repeat message

You can easily send the same message to several destinations.
When the message is sent, the display shows:

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                    ||
MESSAGE IS SENT. REPEAT TO ANOTHER ?
   yes        no
```

yes   **Press to select a new message (see display)**

⌗   **Enter the new extension number**

send   **Press to send the message (see display)**
Repeat the procedure to send the message to the next destination.

Message ⬭🔴   **Press to finish the procedure**

Change sending extension

When you have dialled the receiving extension number, you can
define another extension as sender. The display shows:

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                    ||
FROM NUMBER:    200  TO NUMBER:    205
   send    chnge-no.        chnge-no.
```

chnge-no.   **Press (see display)**
The second function key from the left (F2).

⌗   **Enter the new extension number**
Continue sending the message.

Returned messages

Messages that have been left unanswered too long are sent back to you. To check returned messages:

Message **Press**

```
12 May 10:35  +15°°|| OPERATOR      200
C= 0 I= 0           ||
                    ||
SELECT FUNCTION
    send     receive  administr sent-back
```

sent-back   **Press (see display)**

Use the menu keys to check returned messages (see display)
You can erase or re-send the message.

Message **Press to finish the procedure**

Check sent messages

You can check messages that you have sent, for instance if you want to erase a message. You can also check messages received at other extensions (not allowed by default, ask system administrator).

Message **Press**

administr   **Press (see display**

check   **Press (see display)**

```
12 May 10:35  +15°°|| OPERATOR      200
C= 0 I= 0           ||
                    ||
CHECK MESSAGES - OWN OR OTHERS ?
   return              own      others
```

Own messages

own   **Press to check your own messages (see display)**
Enter the receiving extension number. You can check and erase the messages that you have sent (see display).

Others

others   **Press to check messages for another extension (see display)**
Enter the receiving number that you want to check. All messages
will be presented with senders name. You can check and erase
the messages (see display).

Message ⬭🔴   **Press to finish the procedure**

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 or read)

- Heard/Read messages

- Stored messages

Voice messages can also be forwarded to other mailbox numbers
(individual or common), see section "Forward a voice message" on
page 45.

> **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.*

Message ⬭🔴   **Press to view mailbox**
If the mailbox contains heard messages only, the lamp shows
steady light instead.

> **Note:** *Depending on the configuration, you might be asked*
> *for your password before you can retrieve your messages.*
> *See section "Security" on page 72.*

receive   **Press (see display)**

```
12 May 10:35  +15°°||  OPERATOR        200
C= 0 I= 0           ||
                    ||
MESSAGE        3           2         12
  return      new        heard     stored
```

new   **Select message category (see display)**
New, heard, read or stored.

`call-back`   **Select message type (see display)**

> **Note:** *If only one message type is available (call-back, voice or text messages), this step is excluded.*

Use the menu keys to check the message (see display)
Voice messages will be heard via the speaker or the handset.
"Call me" messages will call the sender automatically.
Text messages are read in the display.

Select options below:

`next`   **Press to check the next message (see display)**

`erase`   **Press to erase the message (see display)**

`store`   **Press to store the message (see display)**
Up to 20 messages can be stored. Call-back messages cannot
be stored.

Message   ⬭   **Press to finish the procedure**

Forward a voice message

Your received voice messages (in the common 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 48.

> **Note:** *Returned messages cannot be forwarded.*

Message   ⬭   **Press to view the mailbox**

> **Note:** *Depending on the configuration, you might be asked
> for your password before you can retrieve your messages.
> See section "Security" on page 72.*

`receive`   **Press (see display)**

`new`   **Select message category (see display)**
New, heard or stored.

voice   **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                    ||
OPERATOR                200
  play     next         erase      >>>
```

>>>   **Press (see display)**

forward   **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                    ||
FORWARD TO:
          forward           chnge-no.
```

Dial the mailbox number to where you want to forward the message

forward   **Press (see display)**
The message is forwarded.

> **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

Message   **Press 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 44.

Record message

To start the recording:

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

```
12 May 10:35  +15°ˆ|| OPERATOR      200
C= 0 I= 0           ||
                    ||
RECORDING
  record  play-back   pause   activate
```

Select options below:

pause **Press to pause the recording (see display)**

play-back **Press to play-back (see display)**

record **Press and speak to re-record (see display)**

activate **Press to stop the recording and save the message (see display)**

Mailbox System

While you are away from the office, callers can leave messages in a common mailbox.

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 39.

The mailbox system is a part of the message system.

Common mailbox system

If you divert your telephone to a common mailbox, the callers are able to leave messages there.

Activate

Divert your extension to the mailbox system.

Off duty **Press**

temp **Press (see display)**

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

> **Note:** *This procedure can only be performed by the last active operator.*

When the diversion to your mailbox is activated, the Off duty lamp shows steady light.

Press to confirm

Deactivate

Off duty

Press
The lamp extinguishes.

Retrieve messages - internally

Common mailbox

Press the common mailbox key (pre-programmed)

Speech

Press to connect
During the procedure you will be asked for your extension
number and your password. See section "Security" on page 72.

Retrieve messages - externally

To retrieve your messages from an external position:

Dial your company's telephone number

Dial the common mailbox number
During the procedure you will be asked for your extension number
and your password. See section "Security" on page 72.

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

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. A total of 71 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used on the keys A to C on the telephone, and on the key-panel keys.

> **Note:** *Functions that you activate/deactivate via a dial code, e.g. *32* and #32# for reminder, can also be stored as individual abbreviated numbers.*

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.

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 2nd layer of a programmable key. This procedure can also be used if you want to program a function that is activated/deactivated via a dial code.

2nd **Press**
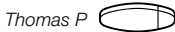
Thomas P **Press to make a call or activate a dial code (pre-programmed)**

Program individual abbreviated number

How to program external numbers or dial codes on the keys A to C on the telephone and on the key-panel keys.

Prog **Press (see display)**

```
12 May 10:35  +15°°||  OPERATOR         200
C= 0 I= 0            ||
                     ||
PHONE PROGRAMMING
   key   short-no.   settings   ringing
```
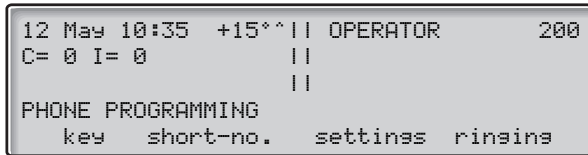
short-no. **Press (see display)**

Press a programmable key

0 **Dial the digit(s) for external call access and dial the number**
Which digit to press for external call access, depends on the configuration of the system. The number can consist of up to 24 digits.

> **Note:** *If your public network requires waiting for a second dial tone, press "2nd 2".*

or

✳ # **Dial a code (2 digits)**

store **Press to store the number or the code (see display)**

Clear **Press to finish programming**

> **Note:** *The dual-function keys allow individual abbreviated numbers and other functions e.g. dial-by-name to be combined on the same keys. You can remove the transparent cover in order to write the names beside the keys. Put the name referring to the individual abbreviated number in the field below the line to indicate that it is the secondary function.*

Dial-by-name

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys.

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

Program dial-by-name

How to program an internal directory number on a programmable key.

Prog   **Press (see display)**

key   **Press (see display)**

⬭   **Press a programmable key**
The pre-programmed function will be shown in the display.

change   **Press (see display)**

```
12 May 10:35  +15°ˆ|| OPERATOR        200
C= 0 I= 0            ||
                     ||
SELECT FUNCTION -    NAMECALL          10
 backward  forward      enter     return
```

> **Note:** *If programmed names already exist, press backward or forward until the function "Namecall" is shown (see display).*

enter   **Press (see display)**

```
12 May 10:35  +15°ˆ|| OPERATOR        200
C= 0 I= 0            ||
                     ||
ASSOCIATED NUMBER
 store                          return
```

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

store   **Press (see display)**

Clear ⬭   **Press to finish programming**

Integrated telephone directory

You can search for all directory numbers and common abbreviated numbers in the integrated telephone directory.

directory **Press (see display)**
The display shows:

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0           ||
                    ||

 internal external            return
```

You can choose between *internal* telephone directory that contains all directory numbers, and *external* telephone directory that contains all common abbreviated numbers.

internal **Press (see display)**
To search in the internal telephone directory.

external **Press (see display)**
To search in the external telephone directory.

You can press "search" (see display) to step through the whole directory or use the keypad to select the first or more characters of the second name.

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0           ||
                    ||
B_
                    search  disconn
```

Note: *How to write text is described in section "Write Text" on page 101.*

search **Press (see display)**
If the proposal is correct, call the number (see display). If not, use backward or forward to step through the directory.

Call Metering

When the BusinessPhone Communication Platform is provided with metering information from the public net, the call metering function can be used to check the costs of outgoing calls. The BusinessPhone platform offers several options to obtain this information.

Cost of the last call

After finishing an outgoing external call, you have the possibility to see the cost of the last call.

✶46#

Dial
The display shows the cost of the last call.

Clear
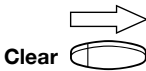
Press to finish the procedure

Read out your own cost counter

This is useful, when you want to check the accumulated costs of your own counter.

✶45#

Dial
The system shows the accumulated costs since the last reset.

Clear
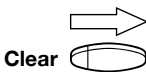
Press to finish the procedure

Read out cost counter for others

You can read out and reset the cost counters for other extensions and trunk lines. If your system is equipped with a printer you have the opportunity to initiate a printout.

✳45# **Dial**
The system shows the accumulated costs of your own extension since the last reset.

```
12 May 10:35  +15°ˆ||
C= 0 I= 0         ||
                  ||
OWN COSTS: EUR       50
  other    check         return
```

other **Press (see display)**
The system requires a password.

Enter the password
Ask your system administrator for the defined password.

In case of a typing error, press to delete the latest entered digit.

activate **Press to confirm the password (see display)**
Select the type of meter you want to read out.

```
12 May 10:35  +15°ˆ||
C= 0 I= 0         ||
                  ||
SELECT TYPE OF METER
  caller    trunk         return
```

caller **Press to read out an extension counter (see display)**
If the system is included in a network, you will be able to read out the costs of the tie lines in this menu.

or

trunk **Press to read out a trunk line counter (see display)**

```
12 May 10:35  +15°^||
C= 0 I= 0          ||
                   ||
ENTER DIRECTORY NUMBER:
   display   print      reset      return
```
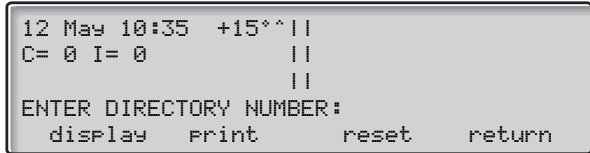
Enter the directory number of the desired extension or trunk line
(If you do not enter a directory number the accumulated costs of the entire system will be shown.)

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

reset **Press to reset counter (see display)**

> **Note:** *The reset function in this menu is only applicable when a printer is connected to the system. To initiate a reset procedure you require a special class of service (please ask your system administrator if this feature is available on your phone). To avoid different countervalues for total extensions and total trunk lines in the system, we recommend to reset all the extensions and trunk line-counters at the same time.*

print **Press to initiate a printout on the printer (see display)**
This function is applicable when a printer is connected to the system. You also require a special class of service to initiate a printout. For a detailed description of the printout, see section "Printout" on page 58.

display   **Press to show the counter on the display (see display)**

```
12 May 10:35  +15°ˆ||
C= 0 I= 0         ||
                  ||
COST 201: EUR         50
          print    reset   return
```

In this menu you have the same possibilities as in the previous menu. It is also possible to reset without a printer.

If you have not entered a specific directory number in this procedure, you will see the accumulated costs of the entire system.

```
12 May 10:35  +15°ˆ||
C= 0 I= 0         ||
                  ||
200-280: EUR         380
  detail                  return
```

detail   **Press to read out the detailed counters of each extension/trunk line (see display)**
In this menu you have the same possibilities as the previous menu for reading out a single counter.

```
12 May 10:35  +15°ˆ||
C= 0 I= 0         ||
                  ||
COST 200: EUR         20
  next    print    reset   return
```

next   **Press to step through all the counters (see display)**

Clear   **Press to finish the procedure**

Printout

The printout covers the following information:

Example:

```
Call Metering Information BusinessPhone

Date: 02 05 12                    Time: 10:53

ERICSSON AUSTRIA GmbH
Pottendorfer Str. 25-27
1121 Vienna
AUSTRIA



Reason for print out : Read
Division : Total system
Group : Callers
Directory number range : 4736
Currency : EUR



Dir. No.        Name        Pulses    Cost    Cost/Pulse

4736            Mr.Plattner   76      38.00      0.50

Total                         76      38.00
```

Printout contents

Date: Shows the date of the print out.

Time: Shows the time of the print out.

Ericsson Austria GmbH   4 lines with 50 characters per line are free for definition.
Pottendorfer Str. 25-27   For example, for the company address.
1121 Vienna
AUSTRIA

Reason for print out: This field shows if the print out was initiated only to read out the
                                   counter or if the print out was caused because of a reset
                                   procedure.

Division: This field is prepared for future applications. Currently it always
                                   shows "Total system".

Group: Shows if the desired directory number(s) are related to the
                                   extension (caller) or trunk group.

Directory number   Shows the directory number of the desired extension or trunkline.
range: When no directory number is entered then "ALL" will be shown in
                                   this field and you will see all the counters of the extensions and
                                   trunk lines on the display.

Currency: Shows the defined currency.

Dir.No.:   Shows the directory number of the desired extension/trunk line.

Name: Shows the name of the extension or trunk line.

Pulses: Shows the accumulated pulses for the desired extension/trunk line
                                   since the last reset.

Cost: Shows the accumulated cost for the desired extension/trunk line
                                   since the last reset.

Cost/Pulse: Shows the actual price per pulse.

Total: Shows the accumulated pulses and costs of all the extensions/
                                   trunk lines on the printout.

Integrated system check

To avoid a loss of the counter values during reconfigurations of the system, an integrated system check offers you the opportunity to read out all the counters which were not reset before the reconfiguration. To initiate the system check you need a special class of service (please ask your system administrator if this feature is available on your phone).

✶45#
Dial
(Same procedure as used for reading out accumulated costs).

```
12 May 10:35  +15°ˆ||
C= 0 I= 0          ||
                   ||
OWN COSTS:      20  EUR
  other    check        return
```

check
Press to initiate a system check (see display)
When a fault is found the following information will be shown:

```
12 May 10:35  +15°ˆ||
C= 0 I= 0          ||
                   ||
CALLER RECORD FAULTY
  display              return
```

display
Press to display the fault records (see display)
The display shows the first fault record in the system. The display information includes the extension numbers which have been deleted during the reconfiguration and the related costs for these extensions.

```
12 May 10:35  +15°ˆ||
C= 0 I= 0          ||
                   ||
202     EUR      50.00       COSTS
  next   cost/pulse   reset  return
```

next
Press to step through the faulty records (see display)

cost/pulse
Press to toggle between the indication in pulses or costs (see display)

reset **Press to reset the faulty record (see display)**
In this case no print out will be initiated to the connected printer.

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

Operator supervised call

An extension can order an external call to be metered. The caller can remain on the line or hang up (off line) while you establish the call.

Option 1

Registration on the callers individual call meter:

Set up the external line
See section "Make external calls" on page 14.

External dial tone.

```
12 May 10:35  +15°^||
C= 0 I= 0            ||
> 701       SPEECH<|| 207         FREE 1
>123456        MET<|| SMITH
            save                meter
```

meter **Press (see display)**
Continue setting up the external call, see section "Call Ordering" on page 28.

Recall after the call is terminated:

O╱□ **Press**
The display informs about call duration, number of pulses or costs (depending on the configuration). Note the information.

```
12 May 10:35  +15°^||
C= 0 I= 0           || SMITH
  701       RECALL || DURATION  00.00.50
               MET || PULSES          3
```

If you want to register the cost information:

Press again
The call is registered on the callers individual call meter.

Clear   **Press to disconnect the call**

Option 2

Registration on a specified account number:
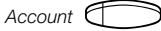
Account   **Press (pre-programmed)**

Dial the account number

Account   **Press again (pre-programmed)**
Continue setting up the external call.

Group Facilities

When you are working together in a team the following group facilities can be very useful. You can page your colleagues, give them telephone attendance or pick-up their incoming calls.

Loudspeaker paging

You can page all extensions in a group and give a voice message.

Paging

Press (pre-programmed)
All extensions in a group are called.

Paging

Press again and hold the key (pre-programmed)
Give the voice message and then release the key. Now you can wait for answer, or terminate. If you do not get an answer within 30 seconds, the paging function will be terminated automatically.

Answer paging

A short signal and a flashing "Paging"-key will inform you when a loudspeaker paging is received.

Paging

Press (pre-programmed)
An internal call is established with the paging party.

Key System

With this function, all (or selected) external lines are represented by pre-programmed keys on all phones.

External line

Press to answer or make calls (pre-programmed)
A flashing lamp beside the key indicates an incoming call.

Supervision/Telephone attendance

A function-key can also be programmed for supervision and handling calls for a group of extensions.
If a supervision/ attendance-key is programmed on your telephone, you are able to call the other group-members or answer incoming calls for the group by pressing the key and monitor the activity of other extensions (free, busy, called).

Traffic situation

Michael **Ongoing conversation (lamp is on)**

Michael **Free extension (lamp is off)**

Michael **The extension is called (flashing lamp)**

Pick-up calls for the group

Your colleague's extension is indicated on your phone by a pre-programmed key.

Michael **Press to answer the calls directly (pre-programmed)**
A flashing lamp beside the key indicates an incoming call.

Call a group-member

Michael **Press to make a call (pre-programmed)**

> **Note:** *If the key is flashing, you will automatically pick-up your colleague's ongoing call.*

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:

✳28✳ **Dial**

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

Press

To log in to all hunt groups:

✳28✳ **Dial**

✳# **Press**

Answer calls

Answer group hunting calls in the normal way

Log out

To log out from one hunt group:

 # 2 8 ✳ **Dial**

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

**Press**

> **Note:** *If you are logged in to more than one hunt group and log out from one of them, the display will show the following text:*

```
12 May 10:35  +15°^||
C= 0 I= 0        ||
                 ||
LOGGED OUT FROM AT LEAST ONE PBX GROUP
directory  redial      temp     prog
```

To log out from all hunt groups:

 # 2 8 ✳ **Dial**

✳ # **Press**

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.

Dial the common bell pick-up code
Please ask your system administrator for the common bell pick-up code.

You will immediately be connected with the calling party. 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 and their displays will show the message "No call waiting at common bell". 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.*

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, listen to music via the loud-speaker and much more ...

Account number

You can place the costs for external calls on a selected account number (up to 15 digits). The account number can be used *before* or *during* the call.

✳*9*✳

Dial
This code cannot be entered during the call.

or

Account number

Press (pre-programmed)

\#

Enter account number and press
Valid digits 0-9.

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.

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

Reminder

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

✳32✳　**Dial**

Dial reminder time
(00-23) hour + (00-59) minute. Example: 1430.

```
12 May 10:35  +15°^||
C= 0 I= 0         ||
                  ||           ✳32✳
REMINDER TIME                  1430
  activate   clear
```

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

–

In case of a typing error, press to delete the latest entered digit.

activate　**Press to activate (see display)**

Clear　**Press to finish programming**
When the reminder time is reached, your phone rings with recall signal.

Cancel reminder

#32#　**Dial to cancel all settings**

Clear　**Press to finish the procedure**

Background music

You can listen to background music over the loudspeaker on your phone by pressing a pre-programmed Music key, or by entering the number for the music channel. Please ask your system administrator for the configured number.

Background music

Press to activate the music (pre-programmed)
The music automatically switches off when you make or receive calls and switches on again when the call is finished.

Press to cancel the music

> **Note:** *You can adjust the volume, see section "Audible Adjustments" on page 94.*

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

Doorphone

Press (pre-programmed)
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 by dialling the door-opener's directory number.

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

Intercom line

A two-way direct call function between two extensions, for instance in executive-secretary communication.

Intercom secretary **Press (pre-programmed)**
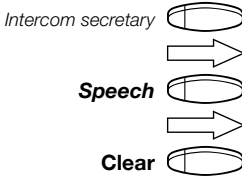
Speech **Press to establish an intercom call**

Clear **Press to cancel the intercom 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 73.*

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 68.*

Dial the external number

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

*72#
Dial to block your extension
Verification tone.
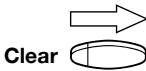
Clear
Press to finish the procedure

Un-block extension

#72*
Dial

Dial your password
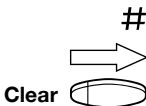
#
Press to re-open
Verification tone. Your extension is open for use.

Clear
Press to finish the procedure

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 39.*

 # ✳ 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.

```
12 May 10:35  +15°ˆ||
C= 0 I= 0        ||
                 ||    #*72*----*1234#
                 ||
```
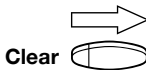
Clear ⬆ **Press to finish the procedure**

Bypass blocked extension

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

Bypass own extension

✳ *7 2* ✳   **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.

✳ *7 2* ✳   **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

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.

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

> **Note:** *You can also program the LCR code on a function key.*

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 all the (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.

```
12 May 10:35  +15°^||
C= 0 I= 0        ||
> 745       SPEECH<||
>01811004736   NEW<||
directory  redial     serial
```

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 the number of the answering party is different from the dialled one (for example, after a diversion), you will also be informed about the answering party's number.

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 four cases will occur.

Example 1:

The public net provides the number of the caller.

Mr. Plattner with public number 0 181100 4736 is calling.

```
12 May 10:35  +15°^||
C= 0 I= 0        ||
> 745      SPEECH<||
>01811004736  NEW<||
directory  redial    serial
```

Example 2:

The caller has activated "number secrecy". (The calling number will be suppressed.)

```
12 May 10:35  +15°^||
C= 0 I= 0        ||
  745      NEWCALL ||
 DISPLAY REST  NEW<||
directory  redial    serial
```

Example 3:

The public net cannot provide the calling number, in this case the normal number of the external line will be shown.

```
12 May 10:35  +15°^||
C= 0 I= 0        ||
  745      NEWCALL ||
 EXTERNAL     NEW ||
directory  redial    serial
```

Make an external call on an ISDN-line

Establish an external call in the normal way.

If the called party is also connected to a digital trunk line, your public number is shown on the called party's display.

If the connected party number differs from the dialled one (for example: diversion or pick-up from another extension), your display shows the new number.

Example:

Called Party number 0 181100 Extension 4736

```
12 May 10:35  +15°^||
C= 0 I= 0          ||
                   ||  738    RING FREE
                   || 01811004736
          save              meter
```

The desired extension 4736 will be answered by extension 5446.

```
12 May 10:35  +15°^||
C= 0 I= 0          ||
                   ||> 738      SPEECH<
                   ||>01811005446    <
          save              meter
```

When the connected party has activated "number secrecy" (number suppression), your display shows the following information.

```
12 May 10:35  +15°^||
C= 0 I= 0          ||
                   ||> 738      SPEECH<
                   ||>DISPLAY REST   <
          save              meter
```

Malicious call identification

If you are disturbed by malicious external incoming calls, you can request a number tracing from the network provider.

If you cannot see the number of the caller or connected party (because of an activated number suppression), you have the possibility to register the number in the public network during the call.

Malicious call id. ⬭⬭⬭ **Press to register the connected number (pre-programmed)**

or

✳39# **Dial to register the connected number**

If the function is accepted in the public net, your display shows the following information.

```
12 May 10:35  +15°^||
C= 0 I= 0         ||
> 701      SPEECH<||
>MCID  ACCEPT  NEW<||
directory   save      serial
```

If you cannot identify the connected party, your display shows the following information.

```
12 May 10:35  +15°^||
C= 0 I= 0         ||
> 701      SPEECH<||
>MCID  REJECT  NEW<||
directory   save      serial
```

After 3 seconds the display will return to the previous display.

Number secrecy

By pressing a pre-programmed "number secrecy" key you can choose not to show your complete number (public + extension number) to the connected party.

```
12 May 10:35  +15°^||
C= 0 I= 0           ||
                    ||> 738      SPEECH<
                    ||>DISPLAY REST     <
          save      serial      meter
```

Number secrecy ⬭▭

Press a pre-programmed key to suppress your complete number to the public net
The lamp beside the key shows a steady light and the function remains activated until the key is pressed again.

Optional Equipment

This chapter describes optional features that can be used together with your BusinessPhone telephone.

Expansion key panel

Each key panel offers 17 additional keys for storing of your most frequently used telephone numbers and functions, and for supervising extensions. Your telephone can be expanded with up to four key panels.

> **Note:** *If one or two key panels are used, the optional key panel DBY 409 01 may be used. However, if three or four key panels are used, all optional key panels must be of type DBY 409 02.*

Conference unit

For conferences with many participants, the conference unit enhances the speech quality. It provides full duplex and high quality conversation possibilities.

Alarm interface unit

This plug-in module is fitted into the bottom of the telephone.It makes it possible to transfer alarm signals from various devices via the telephone to the exchange and to a pre-defined extension. A special circuit layout provides maximum functional security.

To a telephone fitted with an alarm interface unit you can connect devices such as bathroom alarms for hotel rooms, emergency alarms for hospitals, bank security alarms and supervision of machines.

Option unit

The Option unit DBY 410 02 is an optional accessory, to be installed on the bottom of your telephone set. The following devices can be installed via the Option unit:

- Tape recorder
- Extra bell or busy indication outside your door
- Enhanced headset functionality or a conference unit
- PC sound card
- Second handset

> **Note:** *For people with impaired hearing the Option unit offers the possibility to amplify the receiving volume in the handset and headset.*

Extra handset

Useful for involving a second person in your conversation, for talking or just listening.

Tape recorder

When a recording of the telephone conversation is needed, for evidence purposes, a tape recorder can be connected.

Headset

The following headset functions are available.

> **Note:** *To use the headset functions your telephone has to be equipped with option unit DBY 410 02. How to install the option unit, see separate installation instructions provided with the option unit.*

Activate/Deactivate the headset

Headset **Press the headset key to activate/deactivate (pre-programmed)**
See section "Description" on page 6. All calls can be handled via the headset.

Answer calls

Press to have speech connection with the caller

Clear **Press to terminate a headset call**

Make calls

Dial the number
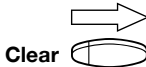
Clear **Press to terminate the call**

Headset to handset

Lift the handset

Handset to headset

Headset **Press the headset key (pre-programmed)**

Headset with group listening

Press to toggle between headset with or without group listening

Headset to handsfree

Press

Headset **Press the headset key (pre-programmed)**

Handsfree to headset

Headset **Press the headset key (pre-programmed)**

Programming

If you require frequent use of certain functions, you may program them on the programmable keys. When you want to use the function, just press the key.

> **Notes:** *The dual-function keys allow programmed functions and short numbers to be combined on the same keys. Remove the transparent cover in order to write the name beside the key. Put the name referring to the programmed function in the field above the line to indicate that it is the primary function. If a function is already programmed on the key, this will be displayed when you start programming.*
>
> *Programming of dial-by-name keys and individual abbreviated numbers are described in section "Abbreviated Numbers" on page 50 and how to program a new diversion address is described in section "Diversion" on page 30.*

Program a function

How to program a function on a programmable key.

> **Note:** *Some functions can also be programmed as individual abbreviated numbers, see section "Abbreviated Numbers" on page 50.*

Pros **Press (see display)**

key **Press (see display)**

⬭ **Press the desired programmable key**

change **Press (see display)**

forward **Select function code (see display)**
See section "Function codes and required data" on page 89.

enter **Press (see display)**

⌗ **Enter associated number**
See section "Function codes and required data" on page 89.

store **Press (see display)**

Continue with section "Select ringing character"

or

Clear ⬭ **Press to finish programming**
After approximately 10 seconds, the function key is active.

Select ringing character

⌗

Select ringing character (0-4)
See section "Function codes and required data" on page 89.

enter **Press (see display)**

⟹

Clear ⬭ **Press to finish programming**
After approximately 10 seconds, the function key is active.

Example:

You want to supervise extension 234 on a programmable key with one delayed ringing signal. For available function codes, see section "Function codes and required data" on page 89.

Prog **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0           ||
                    ||
PHONE PROGRAMMING
   key    short-no. settings  ringing
```

key **Press (see display)**

⬭ **Press the desired programmable key**
The pre-programmed function is displayed.

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0           ||
                    ||
NAMECALL
                  change    return
```

change **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0           ||
                    ||
SELECT FUNCTION −   NAMECALL        10
 backward  forward     enter    return
```

forward **Press until supervision is shown (see display)**

> **Note:** *You can also press "backward".*

enter **Press (see display)**

```
12 May 10:35  +15°ˆ|| OPERATOR      200
C= 0 I= 0            ||
                    ||
ASSOCIATED NUMBER
  store                      return
```

234 **Enter extension number**

store **Press (see display)**

```
12 May 10:35  +15°ˆ|| OPERATOR      200
C= 0 I= 0            ||
                    ||
RING TYPE   –      NO RINGING       0
  backward  forward      enter   return
```

4 **Enter the ringing character**

enter **Press (see display)**

Clear **Press to finish programming**

Function codes and required data

Programming name	Function name	Function code	Associated number	Ringing character
NAMECALL	Dial-by-name	10	Extension number	—
SUFFIX DIGIT	Camp-on	11	4	—
	Automatic call-back	11	5	—
	Answer calls, another extension	11	6	—
	Radio paging	11	7	—
	Intrusion	11	8	—
EXTERNAL LINE	External line	12	Directory number of line	0 – 4
SUPERVISION	Supervision/Tel. attendance	13	Extension number	0 – 4
DEDIC. LINE	Intercom line	14	Extension number	0 – 4
BUSY LINE 2	Free on 2nd access	26	—	—
CONFERENCE	Conference	27	—	—
IMMED. ANSWER	Immediate answer	28	—	—
EXT. VOICE M.	External voice mail	34	—	—
HOLD	Hold	35	—	—
TRANSFER	Transfer	36	—	—
SAVE	Save/Redial	37	—	—
READ &	Read &	38	—	—
NUMB SECRECY	Number secrecy	40	—	—
ARD REQUEST	Automatic redial	46	—	—
ARD PAUSE	Pause automatic redial	47	—	—

Note: *Accessible functions, depends on the programming of the system, if you require another function please contact your system administrator. The functions above are the default functions.*

Ringing character:
0 = No ringing.
1 = Ringing.
2 = Delayed ringing (after 10 seconds).
3 = One single ringing signal (muted signal).
4 = One delayed ringing signal (after 10 seconds. Muted signal).

Display Info

The display assist your actions on the phone with step-by-step instructions.

Display info

The tiltable display consist of 5 rows, with space for 40 characters on each row. The fields in the display consists of the following information.

```
DATE, TIME &  TEMP.|| SPECIAL INFO
QUEUE INFO         ||
INCOMING CALLS     || OUTGOING CALLS
CALLER INFO        || CALLER INFO
    menu1     menu2     menu3     menu4
```

When your phone is idle, the first (upper) line shows date, time, temperature, name and extension number.The second line presents queue information. The lower line presents the available menu key functions.

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0          ||
                   ||
                   ||
  directory  redial            prog
```

During an external outgoing call the third line will show the directory number of the external line and dialled/connected telephone number. The fourth line displays the call type.

```
12 May 10:35  +15°^||
C= 0 I= 0         ||
                  || 701      1234567890
                  || EXTERNAL
            save              meter
```

During an internal call the third line will show the extension number and traffic state. The fourth line displays the caller's name.

```
12 May 10:35  +15°^||
C= 0 I= 0         ||
                  || 1207        BUSY 0
                  || SMITH
                            info
```

If you make an internal call to someone who has activated a diversion, the first and second line shows the name and extension number of the person you called and the third and fourth line shows where the call is diverted.

```
12 May 10:35  +15°^|| 203
C= 0 I= 0         || CHAMBERS DAVID
                  || 201         FREE 1
                  || BURNES BOBBY
            bypass
```

During an external incoming call the third line will show the directory number of the external line and traffic state. The fourth line displays the caller's telephone number and call type.

```
12 May 10:35  +15°^||
C= 0 I= 0         ||
> 701      SPEECH<||
>123456       NEW<||
directory  redial
```

Status information

The status information of incoming and outgoing calls is sometimes given as an abbreviation and sometimes as a complete word:

ABSENT	Radio paging receiver not in use.
BLOCKED	Number or function blocked.
BUSY	Extension is busy (queue situation is displayed).
COMPLETE	Ordered paging is completed.
CONGEST.	Congestion in the system, call cannot be put through.
C= 0	Number of calls waiting in the common queue.
DIVERSION, DIV	Call redirected.
FREE 1	Line 1 on called extension is free.
FREE 2	Line 1 on called extension is busy, but line 2 is free.
I= 0	Number of calls waiting in the individual queue.
ICM	Intercom call.
INCOMPL.	The number was incomplete.
INF%	Voice information activated.
INF&	Text information activated.
INFO	The called extension has text or voice info stored.
INQUIRY, INQ	Inquiry call.
INTRUS.	Intrusion into ongoing call.
MCID ACCEPTED	Malicious call identification accepted.
MCID REJECTED	Malicious call identification rejected.
METER, MET	Call charging.
NEWCALL, NEW	Call not previously answered.
RECALL	Recall of previously answered call.
RERO	An external incoming call was rerouted to the operator.
RESTR., REST	Restricted extension, calls cannot be handled.
RING	Ring to announce call.
SERIAL, SER	Serial calls.
SPEECH	Speech connection.
TRF	Transferred call.
VACANT, NU	Non assigned number.
WAIT	Radio paging waiting.
+15°^	Indicates outside temperature and tendency (up or down) if your telephone system is equipped with optional temperature sensor.

Visible Signals

The key lamps on your telephone indicates with different signals the traffic state of the ongoing call or function.

Lamp indications

	Extinguished lamp	The function is not active.
	Steady light	The function is active.
	Slowly flashing lamp	The line (or function) is put on hold.
	Rapidly flashing lamp	An incoming call or message waiting.
	Light with short breaks	Ongoing call.

Audible Adjustments

In order to satisfy your personal needs, the BusinessPhone Communication Platform is equipped with many options to set and adjust a personal volume, ringing signal and answer mode.

Personal settings

Setting up the console to meet your requirements.

Prog **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0          ||
                   ||
PHONE PROGRAMMING
   key    short-no.  settings  ringing
```

settings **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR      200
C= 0 I= 0          ||
                   ||
PHONE PROGRAMMING
  answer   extend    signalling return
```

Continue by selecting which mode to change
(answer, extend or signalling).

Answer mode

You can select between three different answer modes:

1. Answer manually with hook (default value).
2. Answer manually with answer key.
3. Answer automatically. (The call is connected automatically without pressing a key.)

> **Note:** *If you have placed a call on a monitor or loop key with mode 3 selected, the mode will temporarily switch to mode 2 (to give the user a chance to pick-up incoming calls from operator queue or calls parked on a monitor/loop key).*

answer   **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                    ||
ANSWER MANUALLY WITH HOOK
 backward  forward      enter     return
```

forward   **Press to select answer mode (see display)**

enter   **Press to confirm the settings (see display)**

Clear   **Press to finish the procedure**

Extend mode

You can select between three different extend modes:

1. Extend manually with hook (default value).
2. Extend manually with extend key.
3. Extend automatically. (The call is extended automatically without pressing a key.)

extend   **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                     ||
EXTEND MANUALLY WITH HOOK
 backward  forward     enter    return
```

forward   **Press to select extend mode (see display)**

enter   **Press to confirm the settings (see display)**

Clear   **Press to finish the procedure**

Signalling mode

You can select between two different signalling modes:

1. Continuously (default value).
2. Burst.

signalling   **Press (see display)**

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                     ||
SIGNALLING MODUS: CONTINUOUSLY
 backward  forward     enter    return
```

forward   **Press to select signalling mode (see display)**

enter   **Press to confirm the settings (see display)**

Clear   **Press to finish the procedure**

Handset and loudspeaker volume

Use the volume keys. You can set different volume levels for internal and external calls and for background music. During a call, adjust handset listening volume in handset mode. Adjust loudspeaker volume in monitor mode or during background music.

- ◁ +

Press to change the volume

Ringing signal

By programming, you can adjust ringing type (2 types), ringing volume (10 steps) and ringing character (10 characters).

Prog   **Press (see display)**

ringing   **Press (see display)**
            Now you can select ringing type, volume or character.

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                    ||
RINGING - CHANGE
  type       volume    character  return
```

Ringing type

Select type 1 if you want to set the ringing volume at a constant level, select type 2 if you want gradually increasing volume when the phone rings.

type   **Press (see display)**
            You will hear the selected type.

next   **Press to change (see display)**

Clear   **Press to finish the procedure**

> **Note:** *When type 2 is selected, the programming of the ringing volume is not applicable.*

Ringing volume

volume
Press (see display)
You will hear the selected volume (0...lowest volume, 9...highest).

```
12 May 10:35  +15°^|| OPERATOR        200
C= 0 I= 0            ||
                    ||
PROGRAMMING VOLUME LEVEL:              4
              lower      higher    return
```
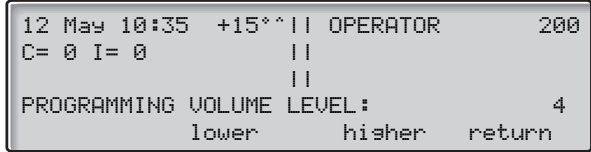
lower
Press lower or higher to change the level (see display)

Clear
Press to finish the procedure

> **Note:** *This programming is not applicable when you have selected ringing type 2.*

Ringing character

character
Press (see display)
You will hear the selected character.

next
Press to change (see display)

Clear
Press to finish the procedure

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

Signals

Ringing signals are emitted from the phone.

Internal ringing signal   ▬▬▬▬▬▬   - repeated after 4 s

External ringing signal   ▬   ▬   - repeated after 4 s

Automatic call-back signal   ▬▬ ▬▬ ▬▬ ▬▬ ▬▬ ▬▬ ▬▬ ▬▬ ▬▬ ▬▬

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

Write Text

It is necessary to write text, e.g. when you are typing absent information, sending a text message or searching the integrated telephone directory. Use the keypad to write text, e.g. when you are sending a text message. You have selected text mode.

Select characters by pressing digits repeatedly

Example:

Press a digit

1 time	result	J
2 times	result	K
3 times	result	L
4 times	result	5

> **Note:** *Key "1" is reserved for national characters.*

Press to enter the character
Moves cursor to next position. Use also for space.

Backspace to erase incorrect entry.

Example:

4 4 4

6 6 This sequence gives the word IN_

> **Note:** *You can also write the following characters:*
> *? -., !: /# **

Press repeatedly

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**

- **Cancel your calls by pressing the "Clear"-key**

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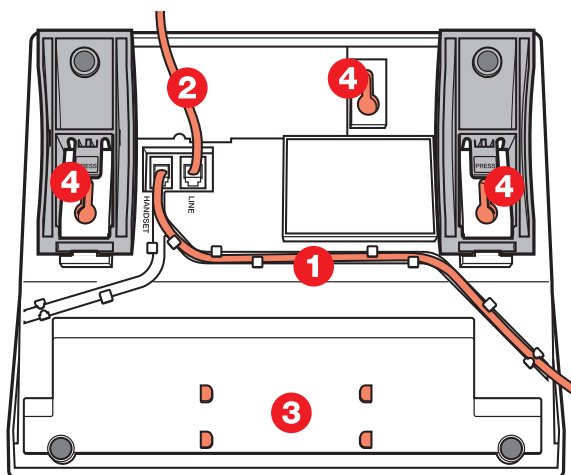
1 Cable to handset
2 Cable to exchange
3 Space for personal directory list (optional)
4 Wall mounting screw holes

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.
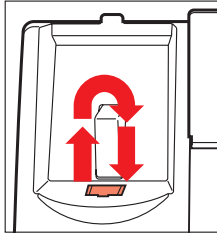
Install stand and adjust telephone
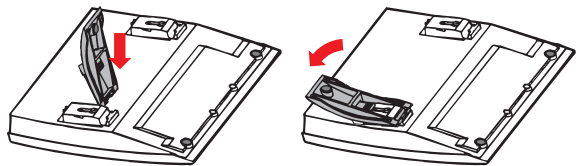
Press to decrease angle   Pull to increase angle
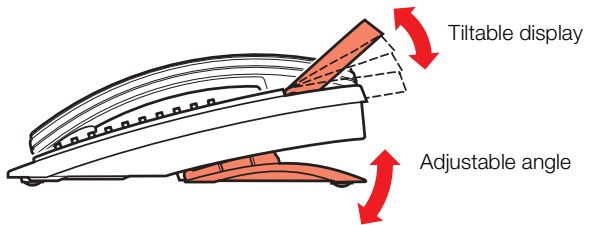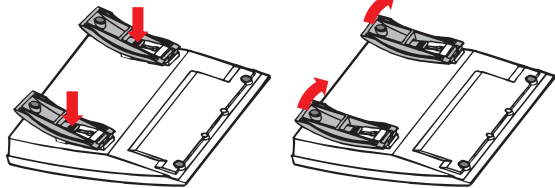
Tiltable display

Adjustable angle

Install key panel

24 V a.c. connection when more than two key panels are used. Connection must be to the first key panel
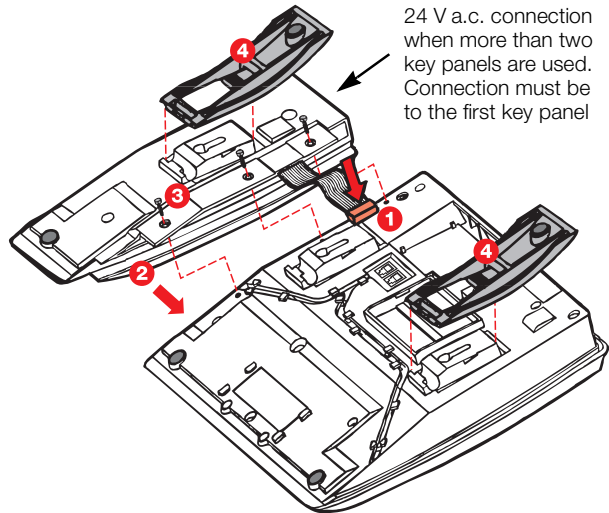
1   Connect cable
2   Attach key panel unit
3   Secure with screws
4   Install stand

When connecting one or two optional key panels to your telephone the DBY 409 01 key panel may be used. No external power cables are required for this key panel, as power is supplied from your telephone.

However, if three or four key panels are to be connected, then the DBY 409 02 optional key panel must be used for all key panels connected to your telephone. Whereby, a 24 V a.c. power cable must be attached to the first key panel connected to your telephone to provide power to all key panels.

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.

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 pro-grammed and used by each extension sepa-rately (71 numbers).

See section "Abbreviated Numbers" on page 50.

Account Number
To place costs for external calls on a selected account number (up to 15 digits).
See section "Other Useful Facilities" on page 68.

Announcing
The operator informs an extension of an incoming call before placing the call.

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 68.

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 39.

Camp-on
To place (queue) a call to a busy extension. The extension may have one or more calls camped on already. Camped on calls are presented to the extension in the order in which they arrive. See section "Outgoing Calls" on page 13.

Congestion
Lack of free voice channels prevents calls from being connected.

Counter
The counter keeps track of the time and cost of your calls. See section "Call Metering" on page 54.

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 50.

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 68.

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 "Diversion" on page 30.

Diversion Bypass
This is useful for letting urgent calls through to an extension where diversion is active. See section "Diversion" on page 30.

Extension
All telephones connected to the PBX have a unique internal number. If your telephone is equipped with a display, you can see your number.

Forced release
Disconnecting a third (undesired) party during intrusion. See section "Outgoing Calls" on page 13.

Function code
A digit code that corresponds to a specific function. See section "Programming" on page 85.

Group call
A group of extensions can have a common number beside their individual extension numbers. Any extension within the group can answer the call.

Hold
To park a call. See section "During Calls" on page 21.

Identification
If an extension is busy, the operator can identify the other conversation party.

Information
Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. The operator can insert text or voice information for any extension in the system. This is useful for keeping the stored information up-to-date for colleagues who are out of their offices. Information can be of three kinds:

1. Pre-programmed text information.
2. Text information (only to display phones).
3. Voice information.

Intercom line
A two-way direct call function between two extensions, for instance an executive-secretary communication. See section "Other Useful Facilities" on page 68.

Intrusion
To intrude on an ongoing call when a requested extension is busy. See section "Outgoing Calls" on page 13.

ISDN
Integrated Services Digital Network. Provides your system with supplementary services from the public net. See section "ISDN Facilities" on page 76.

Least cost routing
A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least Cost Routing" on page 75.

Loop keys
The operator can use the three loop keys to supervise call progress when placing calls with a free or a busy extension. A call that is being placed or is put on hold via a loop key can be retaken at any time.

Loudspeaker paging
All members of an extension group are "paged", i.e. receive a short, sharp tone on the loudspeaker followed by a voice message from the sender. See section "Group Facilities" on page 63.

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 48.

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

1."Call me" message.
2. Text message (only to a display phone).
3. Voice message.

See section "Internal Messages" on page 39.

Metering
Outgoing external calls can be metered on individual call meters or specified account numbers. See section "Call Metering" on page 54

Monitoring
Allows the operator to monitor a call while handling new calls. There is only one listening connection from the operator to the monitored call. The monitoring key can be used in the same way as a loop key. See section "During Calls" on page 21.

Music on hold
If a music source is connected to the system, all external callers that are on hold will hear music.

Mute
To switch the microphone temporarily off. See section "During Calls" on page 21.

Night switching
Used for directing all incoming calls to one extension (answering position), for example when the office is closed. See section "Attendance" on page 9.

Notification
Allows the operator to notify a busy extension of a new call. The operator will be recalled when the extension becomes free. See sections "Outgoing Calls" on page 13.

Off duty
A key on the operator console. When Off duty is activated all external calls to the operator queue will be routed to an alternative answering position. The operator can still use the console as a normal phone when off duty and can be called by its individual extension number. If a call is left unanswered for 30 seconds (this time can be changed) the console is marked unattended automatically. The lamp lights and flashes briefly.

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 72.

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

Place a call
Connecting a call to the requested extension.

Pre-defined text
Pre-programmed absent information. See section "Information" on page 33.

Put on hold
A call that cannot be placed for the moment, e.g. requested extension is busy, can be put on hold and, after recall, be placed later.

Queue
Calls to the operator are queued. New calls are placed in a common queue for all operators. Recalls are placed in the operator's individual call queue.

Recall
The operator is recalled after 30 seconds (this time can be changed) when a call has been camped on or placed with a non-replying extension.

Serial call
An external caller may wish to speak to several extensions sequentially. The serial call will recall the operator each time an extension terminates a conversation. See section "During Calls" on page 21.

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 21.

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 21 and "Useful Hints" on page 102.

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

Index

Notes

Notes

Telephone Toolbox

On the CD you will find helpful products
and your User Guide in electronical format.

Hardware requirements:
CPU Pentium 200MHz, 64 MB RAM,
20 MB free memory on hard disk (optional)
Sound card (recommended), CD-ROM drive (24X)

Software requirements:
Operating system: MS Windows 95/98
MS Windows 2000, MS Windows Me or
MS Windows NT 4 (service pack 3 or higher)

Voice guide for the integrated mailbox system

A pocket-size voice guide, that will help you with
the integrated mailbox system, for example
useful when you are on the move.

Answer calls

Answer:	⬭ **or** *Lift handset*
End the call:	***Clear*** ⬭ **or** *Replace handset*

Make calls

Internal calls:	*Ext. No.* **or** *Int. group No.*
General handling:	***Speech*** ⬭ ***Clear*** ⬭
External calls:	**0** *External No.*
Common abbreviated number:	*Abbreviated No.*
Individual abbreviated number:	*2nd* ⬭ *Airport* ⬭
Last external number redial:	✶✶✶
Save external number:	save *(Before you finish the call)*
Redial:	redial

Serial calls

Call to several extensions:	serial *Call first ext.* ***Speech*** ⬭ ⬭ *Place recall in the normal way*
Before last call:	serial *Call last ext.* ⬭

You get busy tone or no answer

Transfer to busy extension:	info *Press and hold* ⬭
Camp-on:	***Notify*** ⬭ ***Loop1*** ⬭ *Any free loop key)* *Press flashing key to retake* ***Speech*** ⬭ ⬭

During calls

Switch to handsfree:	◁ *Replace handset*
Switch to handset:	*Lift handset*
Group listening:	◁
Individual hold:	***Loop1*** ⬭ *(Any free loop key)* *Press flashing key to retake* ***Speech*** ⬭

Conference

Ongoing conversation:	*Call 3rd party* ***Speech*** ⬭ conf

Transfer

Transfer a call:	*Extension* **or** *Int. group No.* ***Speech*** ⬭ *(If you want to announce the call first)* ⬭

Messages

Direct message:	***Message*** ⬭ send *Ext. No.* send call-back *Select type* ***Message*** ⬭
Check received messages:	***Message*** ⬭ receive *Select options in display* ***Message*** ⬭

External diversion

Program/activate external diversion:	✶**22**✶ *Ext. No.* ✶ *Line access code* *External No.* # ***Clear*** ⬭
Cancel external diversion:	#**22**✶ *Ext. No.* # ***Clear*** ⬭
Re-activate external diversion:	✶**22**✶ *Ext. No.* # ***Clear*** ⬭

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