

MiVoice 4223 Office (DBC 223) for MiVoice MX-ONE

DIRECTIONS FOR USE



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INTRODUCTION

These directions for use describe the user procedures to handle the features available for the DBC 223 telephone, and for one to four extra key panel(s) DBY 419.

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

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

This telephone can be used without lifting the handset.

When stated Lift the handset before dialing a procedure or a telephone number you can dial directly without lifting the handset, 2.8 Loudspeaker function on page 18

This telephone can be equipped with headset, 11.5 Headset function on page 109

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TELEPHONE INSTRUMENT DBC 223

2.1

DBC 223

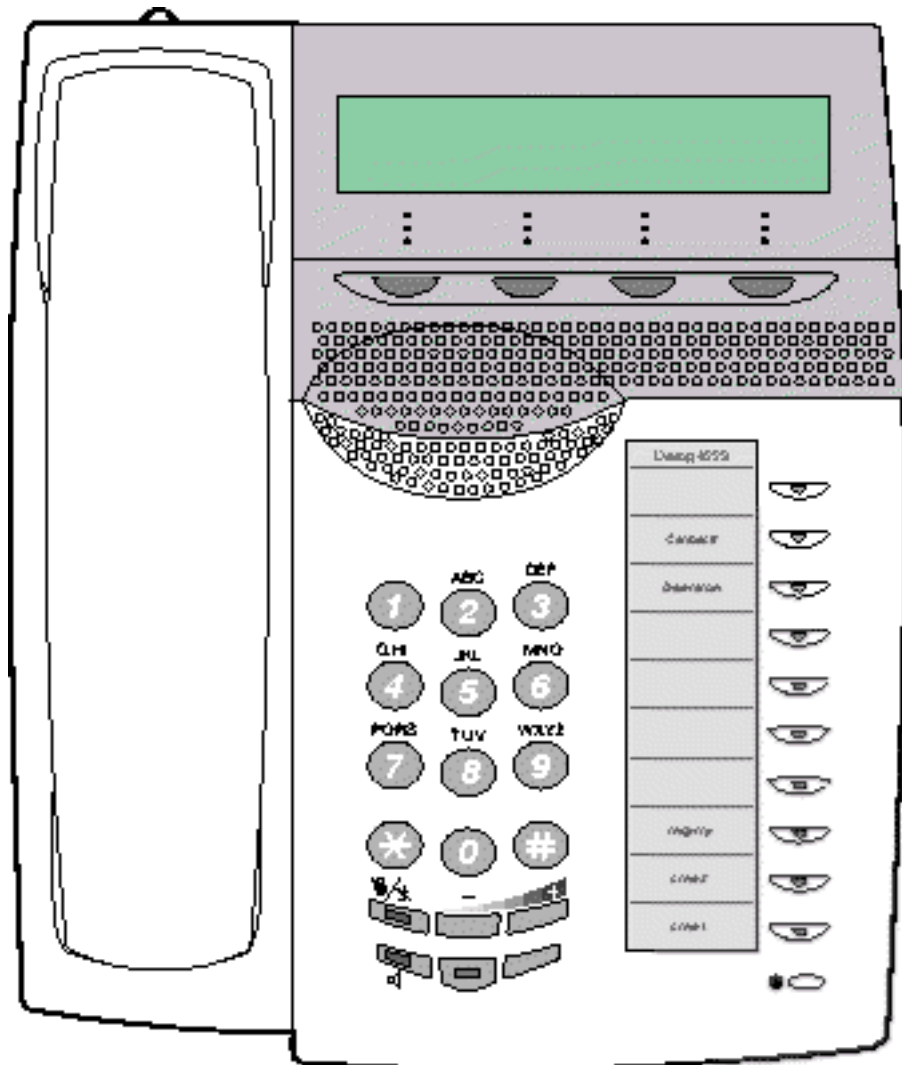


Figure 1: DBC 223

The DBC 223 has a rectangular graphic display of 240 * 39 pixels and a handsfree, headset and loudspeaking function.

The Diversion-key and Call back-key above are default placed on those keys, they can be moved or removed if you wish.

The headset key will allow you to activate/deactivate the voice transmission mode.

Up to four extra key panels, DBY 419 01, can be connected.

2.2

DBY 419 01

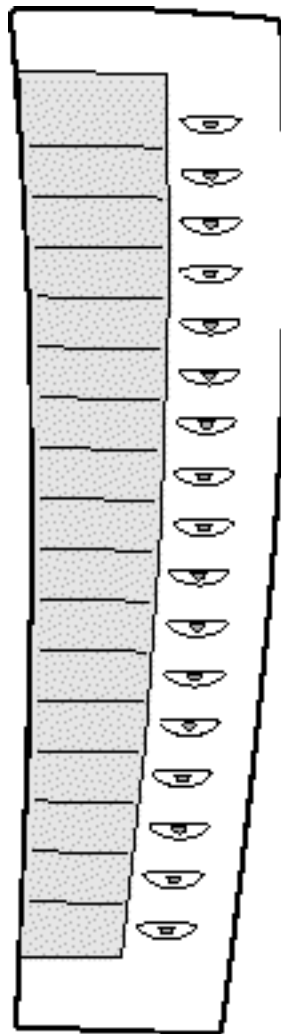


Figure 2: DBY 419 01

The DBY 419 01 is an extra key panel with 17 extra keys, each one provided with a LED which can be added to a DBC 223. Up to four DBY 419 01 can be added to a DBC 223.

The extra keys are programmable keys (TNS), and they can be programmed in the same way as TNS keys on the telephone.

2.3

KEY FUNCTIONS FOR DBC 223

The following are the key-functions for DBC 223:

Diversion

The Diversion-key is used to activate/deactivate diversion and follow-me.

Line 1

The Line 1-key is used for initiating and receiving calls.

Line 2

The Line 2-key is used for initiating calls, and can also be used for receiving calls.

Inquiry

The Inquiry-key is used only for initiating calls.

Mute

In speech the Mute-key is used to disconnect the microphone. When the Mute-key has been pressed you can confer and the connected party will not hear.

In idle, activates the silent ringing.

In ringing, cancels the ringing signal for the current call, and activates silent ringing for the next call.

Speaker

The Speaker-key is used for handsfree/loudspeaking connection.

Clear

The Clear-key is used to disconnect a call.

Call back

The Call back-key is used to activate call back at busy or no answer.

Function keys

There are 7 function keys with LED that can be used for programming of facilities or Dial-by-Function key.

Volume +

To control the volume for incoming speech (handset and loudspeaker) and the ringing volume as well, increasing the level.

Volume -

To control the volume for incoming speech (handset and loudspeaker) and the ringing volume as well, decreasing the level.

Headset-key

To activate/deactivate the headset mode.

Soft-keys F1-F4

The Soft-keys are used to access different features (the feature changes with the traffic state).

2.4

TRIPLE ACCESS LINE

Your telephone has two incoming/outgoing lines, Line 1 and Line 2 (your extension number) and one Inquiry-key on which you can only make calls. You can make or receive calls on Line 1 and Line 2 by pressing the corresponding key and make calls by pressing the Inquiry-key. When pressing a line key the previous call will automatically be parked.

You can also have additional lines (additional directory numbers) assigned to keys on your telephone for making and receiving calls, 9.2 Additional directory number, ADN on page 85.

The telephone can also supervise other telephones by means of Multiple represented directory number assigned to a key and from this line key you can make and receive calls, 9.14 Multiple represented directory number, MDN on page 93.

2.5

DISPLAY

A display text can be terminated by three dots (...) or by exclamation mark (!) and this means:

- ... Functions are available for the user or an activity is ongoing. Example: if the text Busy... is shown, the user can make call back. If the text Calling... appears, the user knows that connecting is ongoing.
- ! Feedback on an action that cannot be performed by the system. Example: if the text Congestion! is shown, there is nothing the user can do but trying later.

2.5.1 DISPLAY LAYOUT

2.5.1.1 DBC 223

The display on DBC 223 has a rectangular graphical display with 240 * 39 pixels. This rectangular graphic display is divided in three virtual rows with the same size.

- The first row is used to indicate own extension name and number and also time and date information in idle state. It is also used to show traffic information.
- The second row is used to indicate traffic cases information.
- The last row is used to indicate soft-key information (2.6 Soft-keys on page 12).

Incoming call information is displayed if the call is addressed to your own access line, to the additional line or to a supervised extension (9.14 Multiple represented directory number, MDN on page 93).

The name has higher priority to the number. Generally, name and number are displayed in the same field, the first, left aligned and the second, right aligned. A 20 character name will be displayed and the remaining space in the field will be used to display as many digits of the number as possible. If it is clearly expected that a 20-character name will not leave any space to display the number, a 10-character name will be displayed (according to the name presentation rules: show first name/show second name). If the number of digits that can be displayed is less than 5, the number is not shown at all. If there is neither name nor number, a text string will be shown instead: corporate/external/anonymous

The following two figures cover all the fields defined for the DBC 223.

1	FIELD 1	FIELD CALENDAR
2	FIELD 2	FIELD TIME FIELD DATE
3	FIELD SKG	FIELD ICONS

The information to be displayed in each field is:

FIELD 1 -

In idle, OWN DIRECTORY NAME and OWN DIRECTORY NUMBER. During traffic, additional information (CALLED NAME and/or NUMBER). If there is no additional traffic information, last PARKED NAME and/or NUMBER is displayed. Call progress and display messages.

FIELD 2 -

Call progress and display messages.

FIELD CALENDAR -

Calendar information. Incoming calls (CALLING NAME or NUMBER) in register or speech state.

FIELD TIME -

Time.

FIELD DATE -

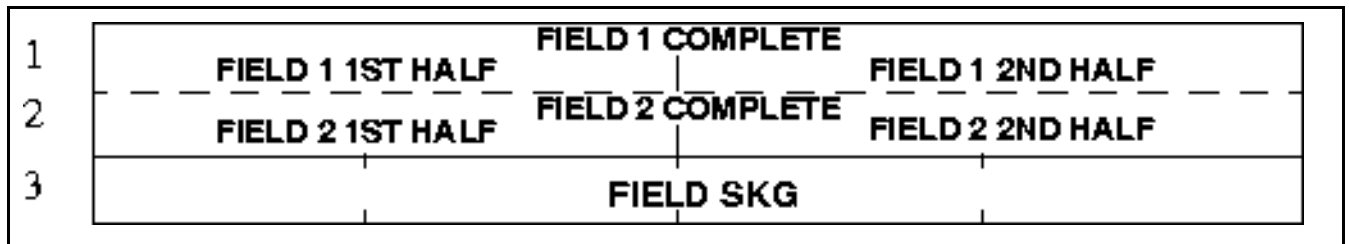
Date or timer is displayed.

FIELD ICONS -

Idle icons.

FIELD SKG -

Soft-key information or idle string. Hospitality info string.

**FIELD 1 COMPLETE -**

Incoming calls (CALLING NAME and/or NUMBER) in register or speech state, with no additional info to be displayed. ACD queue information.

FIELD 1 1ST HALF -**FIELD 1 2ND HALF -****FIELD 2 COMPLETE -**

NAME and/or NUMBER for DIALED, CALLED, CONNECTED, ANSWERING position.

FIELD 2 1ST HALF -**FIELD 2 2ND HALF -**

OWN DIRECTORY NAME/NUMBER when ACD queue is displayed.

FIELD SKG -

Soft-key information or idle string. Hospitality info string.

2.5.2 DISPLAY MESSAGES WHEN THE TELEPHONE IS IDLE

2.5.2.1 *Normal*

The time and date information is shown on the first row and also your own directory name and number.

In the example below your own directory number is 40345 and your own directory name is N.Amstrong.


N.Amstrong		40345	15:45	12 Feb 2004
SKG				
F1	F2	F3	F4	

2.5.2.2

Diverted

The diversion information is shown on the second row and your own directory number is displayed on the first row on DBC 223.

In the example below your own directory number is 40345 and your own directory name is N.Amstrong, and you have diverted your call to 40174.

N.Amstrong		40345	15:45	12 Feb 2004
 DivertedTo 40174				
SKG				
F1	F2	F3	F4	

2.5.2.3

Display Text

The text received from CSTA is shown on the second row and your own directory number and own directory name is displayed on the first row on DBC 223.

The display text from CSTA has higher priority over the display information of other features like Direct Diversion or Follow Me.

In the example below your own directory number is 40345 and your own directory name is N.Amstrong and display text received from CSTA is "You have 2 messages"

N.Amstrong		40345	15:45	12 Feb 2004
You have 2 messages				
SKG				
F1	F2	F3	F4	

2.5.3 DISPLAY MESSAGES WHEN MAKING AN OUTGOING CALL

2.5.3.1 *Normal*

The traffic state information that is indicated as a text and the called name and number information are indicated on the second row on DBC 223.


In the example below the user is calling an extension with number 40345 (R.Towers) which is free.

Calling...		15:45	12 Feb 2004
R.Towers			40345
	SKG		
F1	F2	F3	F4

2.5.3.2 *Diverted*

The name of the dialed number and the reason for the diversion are indicated on the first row and the answering party's name is shown on the second row on DBC 223.

In the example below the user has dialed number 40345 (not shown) with dialed name R.Towers, which has direct diversion to number 40174 (P.Hill). The text **>Direct** is an abbreviation for direct diversion.

 R.Towers >Direct	15:45		12 Feb 2004
P.Hill			40174
	SKG		
F1	F2	F3	F4

2.5.4 DISPLAY MESSAGES FOR AN INCOMING CALL

2.5.4.1 *Normal*

The calling party's number and name are indicated on the second row on DBC 223. Number information will be displayed as a flashing number. The calling name, if it is available, will be displayed steadily.


In the example below, number 40353 (R.Towers) is the calling party and 43345 (N.Armstrong) is the own directory number.

			15:45	12 Feb 2004
R.Towers			40353	
SKG				
F1	F2	F3	F4	

2.5.4.2 *Diverted*

The diverting extension number and the reason for the diversion are indicated on the first row and the calling party's number and name (if it is available) are indicated on the second row as a flashing number information on DBC 223.

In the example below 40345 (R.Towers) has dialed P. Hill which has direct diversion to your extension. The text **>Direct** is an abbreviation for direct diversion.

 P.Hill >Direct		15:45	12 Feb 2004
R.Towers		40345	
SKG			
F1	F2	F3	F4

2.5.5 DISPLAY MESSAGES WHILE MAKING AN INQUIRY CALL

The last parked party name is displayed on the first row with a corresponding text and the inquiry call connection information is displayed on the second row on DBC 223.

In the example below extension R.Towers is parked while the user is connected to number 40174 (P.Hill).

R.Towers		15:45	L1 On Hold
P.Hill		40174	
SKG			
F1	F2	F3	F4

2.6 SOFT-KEYS

The function of the soft-keys is to indicate for you which features are available from your telephone at a certain traffic case (that is, idle, busy, calling... and so on). You can request any of the available features by pressing the corresponding soft-key.

The keys F1, F2, F3 and F4 are called soft-keys and they have their functions changed according to the traffic state and categories. The current functions for the F1-F4 keys are shown on the third row of the display for the DBC 223.

When there are more than four available functions, different levels are needed in order to show all of them. In this case the keys F1, F2 and F3 are used to provide the functions, leaving the F4-key for navigation through the different levels. Usually the F4-key provides the **more...** option to reach the next level, except for the last level where there is a **Return** option to get back to the first level. The available functions are displayed in a established order, that is, the functions have different priorities.

2.6.1 EXAMPLE OF SOFT-KEY INFORMATION

2.6.1.1 Extension is idle

In this example the telephone which has directory number 43345 is idle. The last row indicates that the functions available in the first level are missed calls (F1), phone book administrated by the system administrator (F2) and absence services (F3). The key F4 has the **more...** option because there are more available functions in a second level.

N.Armstrong		43345	15:45	12 Feb 2004
2 Missed	CallList	PhoneBook	more...	
F1	F2	F3	F4	

The soft-key **more...** has been pressed. The last row indicates that the functions available in the second level are authorization code (F1), lock (F2) and Free seating logon (F3). The key F4 has the **more...** option because there are more available functions in a third level.

N.Amstrong		43345	15:45	12 Feb 2004

Authority	Lock	LogOn	more...	
F1	F2	F3	F4	

The soft-key **more...** has been pressed. The last row indicates that the functions available in the third level are timer (F1), redial (F2) and hide the soft-key menu (F3). The key F4 has the **Return** option to come back to the first level because this is the last one.

N.Amstrong		43345	15:45	12 Feb 2004

Timer	Redial	HideMenu	Return	
F1	F2	F3	F4	

Note: The soft-key information depends on the traffic case, the system priorities and the extension categories. Because of this the available functions displayed on each level can change significantly.

2.6.2

SUMMARY OF THE SOFT-KEY FUNCTIONS

The following are all the functions that can be provided in the soft-keys:

+ / -	To increase or decrease the display contrast
Absence	Absence service
Account	Account Code
Activate	Activate service (Absence service)
AddMember	Make an Inquiry call to add a new member into the Conference
Authority	Authorization Code
Back	Return to previous level (PhoneBook, Absence service or Programming Melody)
Call	Dial the displayed number (PhoneBook or CallList)
CallBack	Request Call Back
CallList	Show list of logged calls
CallPager	Call to Pager
CallPickUp	Request Individual Call Pick Up
CallWaiting	Request Call Waiting

CancelDND	Deactivate Do not Disturb service
Change	To change a setting
Clear	Clear all the dialed digits when entering different codes or numbers. Also reset the Timer (Not available to reset the timer, when automatic timer is set)
CommonHold	Request Common Parking
Conference	Request Conference
Conf/Transf	Make an Inquiry call as a first step to Conference or Transfer initiation
Connect	Connect (Data Mode)
CostInfo	Display Cost Information
Deactivate	Deactivate service (Absence service)
Delete	Delete last dialed digit when entering different codes, characters or numbers. Also delete the displayed number in CallList.
Details	Details of profile (Absence service)
DialICS	Call to message diversion position
Down	Show the next element (several features)
Enter	Send dialed code or number
Exit	Exit (several features)
Find	Find (PhoneBook, level 1)
ForcedRel	Force the call release of the party connected to the intruded one
GrpPickUp	Request Group Call Pick Up
HideMenu	Hide Soft-key Menu
Intrusion	Request Intrusion
Lock	Lock the telephone
LogOn	Freeseating Log On
LogOff	Freeseating Log Off
Missed	Show new missed calls (the number is displayed before)
more ...	Display more Soft-key functions
Next	Next stored call (CallList)
NoDiversion	Cancel Diversion services (except Div on busy, no reply)
Open	Unlock the telephone
PhoneBook	Access to directory function (PhoneBook, level 1)
PhoneSet	Access to the telephone settings
Program	Enter into programming mode
Qualify	Call qualification (ACD agent)
Queue	Display ACD queue information
Redial	Last external number redial
Return	Return to first level in the Soft-key information
Save&Exit	To save local settings and exit the menu.
Select	Select an option (several features)
ShowDate	Show Date when Timer is being displayed
ShowMenu	Show Soft-key Menu
ShowTimer	Show Timer when Date is being displayed

Space	Insert a whitespace character (PhoneBook, level 1)
Start	Start the Timer (Not available when automatic timer is set)
Stop	Stop the Timer (Not available when automatic timer is set)
Timer	Enter the Timer function
Tones	End to end DTMF
TraceMalC	Request Malicious Call Tracing
Transfer	Make transfer between two calls
Up	Show the previous element (several features)

2.6.3 TO REQUEST A TELEPHONE FEATURE BY USING A SOFT-KEY

By pressing a soft-key, you invoke the corresponding feature. Refer to the corresponding chapters for further information about the features.

2.7 SOFT-KEYS MENU FUNCTIONS AND ABSENCE SERVICES

2.7.1 SOFT-KEYS MENU FUNCTIONS

The Menu function is only available when the telephone is idle or if the timer function is activated.

2.7.1.1 *Menu function while in idle state*

When the telephone is in idle state, there is an option of displaying either an idle message or a soft-key information on the last row. The idle message is a message defined by the system administrator for the whole exchange.

The selection of the type of message shown during idle state is controlled by the soft-keys **ShowMenu** and **HideMenu** functions.

While the telephone is in idle state and the display shows an idle message:

- Press the soft-key **ShowMenu** and the display (last row) shows the soft-keys available during idle state.

While the telephone is in idle state and the display shows the soft-key information:

- Press the soft-key **HideMenu** and the display shows the idle message.

The MENU soft-keys functions have a bistable function. That is, if the display is set to show an information during idle (either idle message or the soft-key information), it will always show the same information whenever the telephone reverts to idle state.

2.7.2 SOFT-KEY ABSENCE SERVICES

The soft-key **Absence** appears in idle or idle clerical time state. The Absence functionality allows the user to select one of the absence services presented in a list format. When an absence service is selected then the user will be required to introduce additional information to carry out the service. Finally the user will have confirmation about the performed service. Once the absence service has been activated a soft-key (in idle

state) allows the cancellation of the service. Depending on the active services this soft-key is called **NoDiversion** or **Cancel DND**

All the services offered by this soft-key **Absence** are:

- Select Profile
- Direct Diversion to nnnn*
- Follow Me
- Absence reason
- External Follow Me
- Do not Disturb
- Diversion on no answer to nnnn*
- Diversion on busy to nnnn*

*nnnn Current number is shown

The display with the absence services has the following appearance:

N.Amstrong		43345	15:45	12 Feb 2004
<hr/>				
Absence	xxxx	xxxx	more...	
F1	F2	F3	F4	

Figure 3: Display, soft-keys from idle state.

xxx: soft-key not relevant for this example.

Once the soft-key **Absence** is selected:

<div> <div>Select Profile</div> <div>Direct Diversion to 3000</div> </div>				
Select	Up	Down	Exit	
F1	F2	F3	F4	

Figure 4: Display, after selecting Absence. Directory number 3000 is just an example.

If a service is available it is displayed in a 100% grey scale. Otherwise, the option will be displayed in a softer grey scale (30%).

After pressing the soft-key **Down** three times:

<div> <div>Follow Me</div> <div>Absence Reason</div> </div>			
Select	Up	Down	Exit
F1	F2	F3	F4

Figure 5: Display, scroll down in absence list.

After pressing the soft-key **Down** two times:

<div> <div>Ext Follow Me</div> <div>Do not Disturb</div> </div>			
Activate	Up	Down	Exit
F1	F2	F3	F4

Figure 6: Display, scroll down in absence list.

After pressing the soft-key **Down** two times:

<div> <div>Div on no answer to 3000: Active</div> <div>Div on busy to 3000: Not active</div> </div>			
Activate	Up	Down	Exit
F1	F2	F3	F4

Figure 7: Display, scroll down in absence list. Directory number 3000 is just an example.

Four soft-key options are available when the Absence list is shown. In the first soft-key two possibilities:

- The soft-keys **Activate** or **Deactivate** for the following services: Direct Diversion, Diversion on busy, Diversion on no answer and Do Not Disturb. The soft-key is dependent on the state of the service on the telephone.
- The soft-key **Select** the services which need more information to be entered: Select Profile, Follow Me, Absence reason and External Follow Me.

The soft-keys **Up** and **Down** allow scrolling through the list. The soft-key **Exit** allows leaving the programming absence functionality.

2.8 LOUDSPEAKER FUNCTION

2.8.1 WARNING TONE

Note: Not applicable.

2.8.2 HANDSFREE

This function offers you the possibility to dial and monitor the progress of a call as well as having a conversation without using the handset.

2.8.2.1 *To make calls*

- Dial the wanted number.
- Press the Clear-key to finish your call.

2.8.2.2 *To receive calls*

- Press the Line 1 or the Line 2-key or any other key that indicates a call.

2.8.2.3 *To change from handsfree to handset*

- Lift the handset.

2.8.2.4 *To change from handset to handsfree*

- Press the Speaker-key.
- Replace the handset.

2.8.2.5 *To change from handsfree to headset*

- Press the Headset-key.

2.8.2.6 *To change from headset to handsfree*

- Press the Speaker-key.
- Press the Headset-key.

2.8.2.7 *To clear the call*

- Press the Clear-key.

2.8.3 CALL PROGRESS MONITORING

Note: Not applicable.

2.8.4 LOUDSPEAKING

This function offers you the possibility of speaking in the handset and at the same time letting the conversation be heard in the loudspeaker.

2.8.4.1 *To make calls*

- Lift the handset.
- Press the Speaker-key.
- Dial the wanted number.
- Wait for answer.

2.8.4.2 *To change from loudspeaking with handset to handset*

- Press the Speaker-key.

2.8.4.3 *To change from handset to loudspeaking with handset*

- Press the Speaker-key.

2.8.4.4 *To change from loudspeaking with handset to loudspeaking with headset*

- Press the Headset-key.

2.8.4.5 *To change from loudspeaking with headset to loudspeaking with handset*

- Lift the handset.

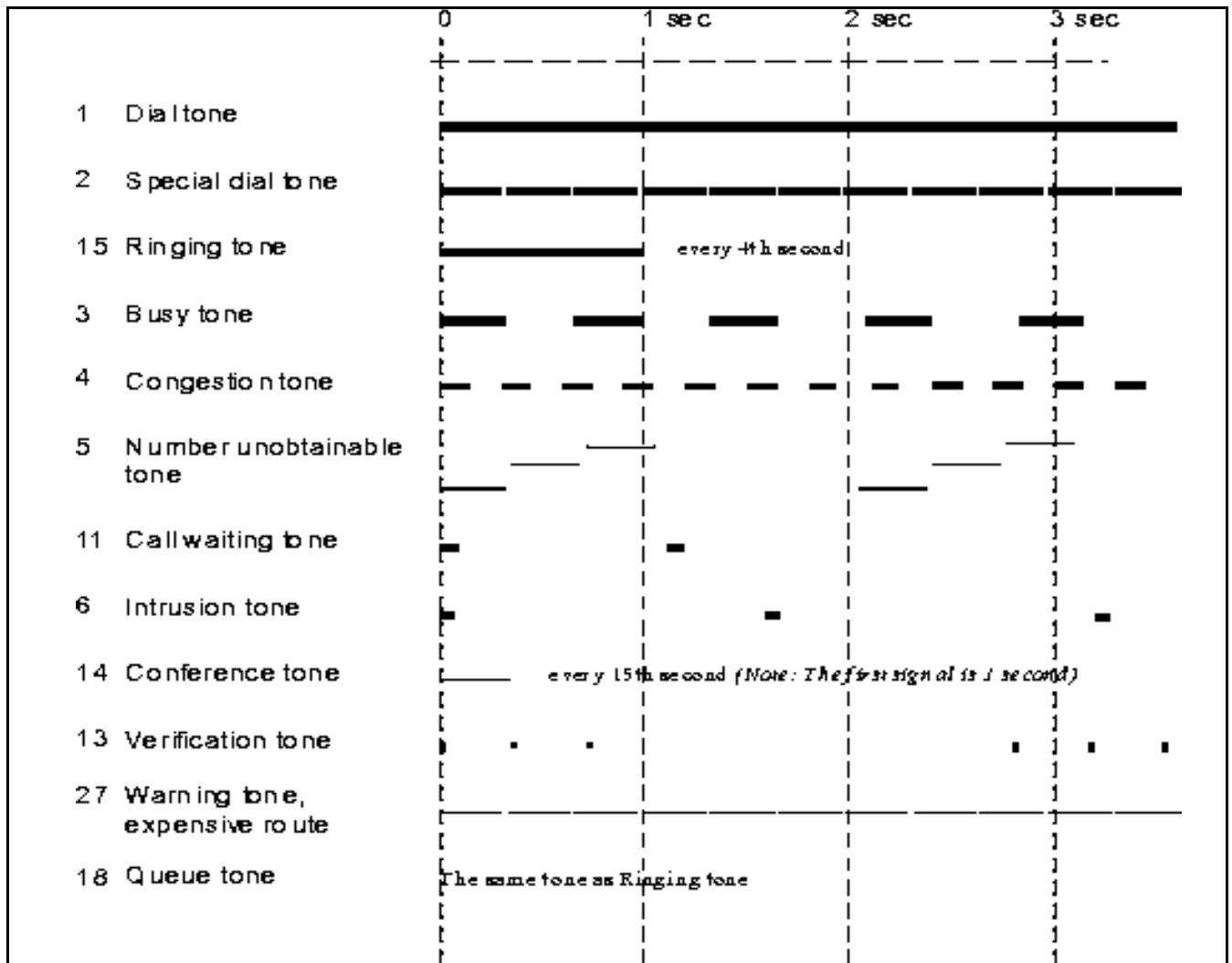
2.8.4.6 *To clear the call*

- Press the Clear-key.

2.9 TONES AND RINGING SIGNALS

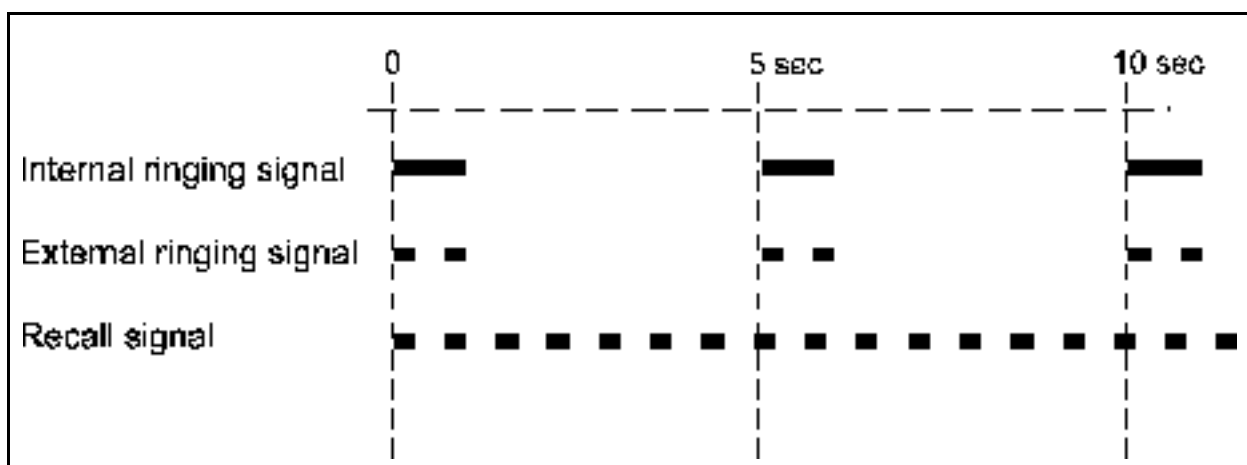
2.9.1 TONE CHARACTERISTICS

The different tone signals sent from the exchange to your telephone are as follows:



2.9.2 RINGING SIGNALS

The following types of ringing signals are described:



In addition to these signals, melodies can be programmed. These are stored locally in the telephone and can be used as a substitute for the ordinary ringing signals, see 10.10 To program ringing signal melody on page 104 for details.

2.9.3

RINGING OPTIONS

The following ringing options can be programmed for triple access lines, additional lines and multiple represented lines, 10.8 To program ringing options on page 103.

- 0 silent
- 1 periodic ringing signal
- 2 delayed periodic ringing signal
- 3 one muted ringing signal
- 4 one muted delayed ringing signal
- 5 immediate speech connection with single tone burst controlled by function key
- 6 permanent immediate connection with single tone burst

Options 5 and 6 do not apply for multiple represented lines.

2.9.4

RINGING SIGNAL VOLUME

You can control the ringing signal volume by pressing the + key and the - key when the telephone is idle (no call connected), when the telephone is ringing or when you are in programming mode (10 Settings on page 99).

2.9.5

SILENT RINGING

If the Mute key is pressed during idle or when ringing, the tone ringer will not be activated for the subsequent call(s). The indication for the LED for Line 1 will be flashing at incoming call. The silent ringing function will be active until you activate a function in the telephone, for example lift the handset or press the key. To indicate that the function is active the Mute LED is lit.

2.9.6

LAMP INDICATIONS

Off	Indicates free or non-requested function.
Fast flash	Indicates an incoming call.
Slow flash	Indicates a parked call.
Lit with fast blink	Indicates a key that is using the line.
Lit	Indicates an activated function or a supervised line is busy (multiple representation).

2.10

CHOICE OF LANGUAGE

10.1 Choice of Language on page 99 .

3 INCOMING CALLS

An incoming call is announced by ringing signals and a flashing lamp. There are two different ringing signals, one for internal and one for external calls.

3.1 RECEIVING CALLS ON LINE 1-KEY (NORMAL CASE)

- Lift the handset.

3.2 RECEIVING CALLS ON ANY OTHER KEY

- Lift the handset.
- Press the key that indicates an incoming call.

3.3 TO RECEIVE A SECOND CALL

A new incoming call (second call) can be indicated on a free line-key even if there is another line-key that is already in speech.

You have a call on the Line 1-key and a second call is signaled on the Line 2-key (the Line 2 lamp flashes and a muted ringing signal is heard).

A second call can only be accepted when the function key Free on Second Line is activated on your telephone or the calling party has initiated a call waiting (and your telephone has category for receiving call waiting calls). Two incoming calls cannot be indicated simultaneously on the line-keys.

The second call can be answered in one of the following ways:

After terminating the ongoing call

- Press the Clear-key to terminate the ongoing call.
- Press the Line 2-key to answer.

After parking the ongoing call

- Press the Line 2-key to answer (the ongoing call is automatically parked).

After transferring the ongoing call

- Press the Inquiry-key.
- Dial the extension number or the external number.
- Press the soft-key **Transfer** (the ongoing call is transferred).
- Press the Line 2-key to answer.

3.4 DO NOT DISTURB, DND

This feature is used to prevent incoming calls from being indicated in a telephone. However, you can still use the telephone for outgoing calls as usual.

The calling party receives a number unobtainable tone and a display message giving information about this feature.

3.4.1 TO ORDER DO NOT DISTURB

Using the soft-key **Absence**

- Press the soft-key **Absence** .
- From the menu select **Do not Disturb** option.
- Press the soft-key **Activate** (DND lamp is turned ON).

Using DND-key

- Press the soft-key **NotDisturb** or the DND-key (the DND lamp is turned ON if exists).

Using a procedure

- Lift the handset (dial tone).
- Dial *27# (DND the lamp is turned ON).
- Replace the handset.

Note: For an additional line, the DND lamp is not affected, but the ADN LED itself will flash.

3.4.2 TO CANCEL DO NOT DISTURB

Using the soft-key **Absence**

- Press the soft-key **Absence** .
- From the menu select **Do not Disturb** .
- Press the soft-key **Deactivate (DND lamp is turned OFF)**.

Using DND-key

- Press the DND-key or the soft-key **NotDisturb** (the DND lamp is turned OFF if exists).

Using a procedure

- Lift the handset (special dial tone).
- Dial #27# (dial tone and the DND lamp is turned OFF).
- Replace the handset.

Note: For an additional line, the DND lamp is not affected

Using the soft-key CancelDND

- Press the soft-key **CancelDND** (the diversion lamp is turned OFF).

3.5

IMMEDIATE SPEECH CONNECTION

With this feature a call is signaled with a tone burst after which the call is answered automatically (you get a speech connection) in handsfree mode (2.8 Loudspeaker function on page 18).

This feature can be permanently active or activated by means of a specially programmed automatic answer key.

3.5.1

PERMANENTLY ACTIVE

For the feature to be permanently active program the ring option with permanent immediate connection with single tone burst on the line-key (10.8 To program ringing options on page 103).

3.5.2

ACTIVATED BY AUTOMATIC ANSWER-KEY

First you have to program the ring option with immediate speech connection with single tone burst controlled by function key on the line-key (10.8 To program ringing options on page 103). Now you can control the automatic answer with the function key AUTOMATIC ANSWER. When the lamp lights up, the calls will be answered automatically.

To order

- Press the Automatic answer-key (the automatic answer lamp is turned ON).

To cancel

- Press the Automatic answer-key (the automatic answer lamp is turned OFF).

3.6

INDIVIDUAL CALL PICK UP

If you hear your telephone ringing when you are in a colleague's room, you can answer your call from the colleague's extension. In the same way, you can help out nearby colleagues by answering their calls if they happen to be out of their rooms. To answer these calls, you just pick up the nearest telephone and use the following procedure:

To pick up a call

- Lift the handset (dial tone).
- Dial the extension number (busy tone).
- Press the soft-key **CallPickUp** or Park/Pick up-key or dial 8.

4 OUTGOING CALLS

4.1 TO CALL ANOTHER EXTENSION

You can call another extension either by dialing the latter's number or an abbreviated number:

- Lift the handset (dial tone).
- Dial the wanted extension number or the abbreviated number.

4.1.1 CALLED EXTENSION IS FREE AND ANSWERS

- Pass on your message to the extension.

4.1.2 CALLED EXTENSION IS FREE BUT DOES NOT ANSWER

New call

- Replace the handset and call later.

Automatic call back

- Dial 6.
- Replace the handset.

4.2.4 Automatic call back on page 28 .

Paging

- Dial 7.

Use paging if your exchange has this feature.

4.1.3 CALLED EXTENSION IS BUSY

New call

- Replace the handset and call later.

Automatic call back

- Dial 6.
- Replace the handset.

4.2.4 Automatic call back on page 28 .

Call waiting

- Dial 5.
- Wait for answer.

If call waiting to the wanted extension cannot be performed due to categorization, you will continue to receive busy tone.

Note: If the busy extension selects to ignore the call waiting indication, you can initiate automatic call back.

Intrusion

- Dial 4.

5.5 Intrusion on page 57 .

Paging

- Dial 7.

Use paging if your exchange has this feature.

4.2 TO CALL THE PBX OPERATOR ASSISTANT

4.2.1 COMMON PBX OPERATOR ASSISTANT

- Lift the handset (dial tone).
- Dial the common PBX operator assistant number.

4.2.2 INDIVIDUAL PBX OPERATOR ASSISTANT

Use this to talk to a specific PBX operator

- Lift the handset (dial tone).
- Dial the individual directory number of the PBX operator assistant.

4.2.3 TO MAKE AN EXTERNAL CALL

4.2.3.1 *Normal external calls*

You can make an external call either by the usual dialing procedure or by dialing an abbreviated number.

Using dialing procedure

- Lift the handset (dial tone).
- Dial the route access code and wait for a new dial tone.
- Dial the wanted subscriber number.

Using abbreviated dialing

- Lift the handset (dial tone).
- Dial the wanted abbreviated number.

4.8 Speed dialing on page 52 .

4.2.3.2 *External calls on individual external line*

- Dial *0*individual external line number# route access code and external number.

4.2.3.3 *Forbidden area code*

If you dial an area code and receive congestion tone, this probably means you are not permitted to call the area in question:

- Call the PBX operator and ask for help in establishing the call.

4.2.4 AUTOMATIC CALL BACK

If a called extension (in your exchange or private network) is busy or not answering, you can request the system to call back automatically as soon as the extension is free or when it has been used (in cases where no answer has been obtained). You can have several call backs activated at the same time. A call back made from another line than the triple access line will be referred to the triple access.

Please note that when you return to your office, by lifting and replacing the handset you will inform the system that you are present at your office.

While waiting for an answer to call back you can make and receive calls as usual.

4.2.4.1 *To order*

When you meet busy or no answer:

- Press the soft-key **CallBack** or the Call Back-key or dial 6 (the call back lamp is turned ON).
- Replace the handset.

Note: Call back from an additional line will recall you on your Line 1.

4.2.4.2 *To answer*

Answer in the normal way within 8 seconds otherwise the Call Back will be canceled. After answer the system will call the extension number on which you made the call back.

4.2.4.3 *To cancel a single call back*

- Lift the handset (dial tone).
- Dial #37*extension number#.
- Replace the handset.

4.2.4.4 *To cancel all call backs*

- Lift the handset (dial tone).
- Dial #37# (the call back lamp is turned OFF).
- Replace the handset.

This procedure cancels call backs to internal parties, busy extensions in private network as well as call back to busy external lines.

4.2.5 AUTOMATIC CALL BACK IF ALL EXTERNAL LINES ARE BUSY

You can initiate automatic call back, if you receive busy tone because all external lines are busy. You can only have one call back on busy external line activated at the same time.

While waiting for an answer to call back you can make and receive calls as usual.

4.2.5.1 *To order*

- Press the soft-key **CallBack** or the Call back key or dial 6 (dial tone).
- Dial the complete external number, part of it or no number.
- Dial # (the call back lamp is turned ON).
- Replace the handset.

Note: Call back from an additional line will recall you on your Line 1.

4.2.5.2 *To answer*

When a suitable external line becomes free, you will be called back. Answer in the normal way within 8 seconds otherwise the call back will be canceled. After answer, the dialed external number is automatically transmitted, you may need to dial any remaining digit.

4.2.5.3 *To cancel a call back to external line*

- Lift the handset (dial tone).
- Dial #37*route access code#.
- Replace the handset.

4.2.6 EXTERNAL NUMBER REDIAL

4.2.6.1 *To redial last external number*

- Lift the handset (dial tone).
- Dial *** or press the soft-key **Redial** while in idle state or with dial tone. The last dialled external number is automatically redialed.

4.2.6.2 *To redial any external number*

By using the external number redial key you can store an external number and redial that same number later on. You can have several external number redial keys for storing different numbers.

To store an external number

- Press the Redial-key after receiving busy tone or no answer or in conversation. The external number is stored until a new number is stored.

To redial a stored number using the redial key

- Lift the handset (dial tone).
- Press the Redial-key. The external number is redialed but it will be kept until a new number is stored.

4.3

AUTHORIZATION CODE

4.3.1

GENERAL

To each authorization code a CIL (Call Information Logging) code is affiliated. The CIL code is used as the calling party's identity.

To each authorization code a common category or common service profile is affiliated. This is the category or service profile which is used, instead of that of the extension, when a call is made using an authorization code.

Authorization code is divided into two different functionality groups:

- Common authorization code

This is a code that does not have to be affiliated to any directory number in the system. The authorization code can, however, be limited to one telephone. The authorization code cannot be changed by the user.

The common authorization code provides two different functions:

- Locking/unlocking of an extension. When locked a lower common category code or common service profile is used.
- Authorization code dialing. This enables the calling party to use other categories or service profiles than those the extension is programmed with.

- Individual authorization code

This is a code that is always affiliated to a directory number in the system.

The individual authorization code provides three different functions:

- Locking/unlocking of an extension. When locked a lower common service profile is used.
- Authorization code dialing. This enables the calling party to use other categories or service profiles than those the extension is programmed with.
- Changing the authorization code from the phone. This enables the authorization code user to change the code when suitable.

Using Last Number Redial on external calls after dialing with common/individual authorization code:

- An UNLOCKED extension is allowed to use LNR without a call discrimination check.
- A LOCKED extension is allowed to use LNR together with a call discrimination check.

4.3.2 PROCEDURE

4.3.2.1 *Dialing from extension with common authorization code*

A specific procedure dialed from the extension must be used when making an authorization code call. The procedure is:

- Dial * FC * authorization code #, where FC is the function code for common authorization code dialing.
- Verification tone is received.
- Continue with external number.

The authorization code call will only be accepted if the authorization code is valid.

The common service profile associated with the authorization code will be used for the call, except if the authorization code cannot be verified, then the default common service profile will be used instead. If the category/common service profile of the authorization code is too low for the dialed external number, the call is rejected.

4.3.2.2 *Locking extension with common authorization code*

A specific procedure dialed from the extension will lock the extension. The procedure is:

- Dial * FC * authorization code #, where FC is the function code for common authorization code locking/unlocking.
- Verification tone.

The extension will only be locked if the authorization code is valid, the CIL code corresponds to the extension's directory number and the extension is not locked yet by either common authorization code or individual authorization code. Calls from a locked extension, when no authorization code is given, will use the default common service profile.

Calls from a locked extension, using a valid authorization code will use the common service profile associated with the authorization code.

4.3.2.3 *Unlocking extension with common authorization code*

The extension can be unlocked in the same manner as for locking. The procedure is:

- Dial # FC * authorization code #, where FC is the function code for common authorization code locking/unlocking.
- Verification tone.

The extension will only be unlocked if the CIL code corresponds to the extension's directory number and is not locked by individual authorization code.

Calls from an unlocked extension, when no authorization code is given, will use the common category or common service profile programmed for that extension.

4.3.2.4 *Dialing with individual authorization code from own telephone*

A specific procedure dialed from the extension must be used when making an authorization code call. The procedure is:

- Dial * FC * authorization code #, where FC is the function code for individual authorization code dialing.
- Verification tone is received.
- Continue with external number.

The authorization code call will only be accepted if the authorization code is valid.

If the category of the authorization code is too low for dialed external number, the call is rejected.

4.3.2.5

Dialing with individual authorization code from other telephone

A specific procedure dialed from the extension must be used when making an authorization code call. The procedure is:

- Dial * FC * authorization code * DIR #, where FC is the function code for individual authorization code dialing and DIR is your own directory number.
- Verification tone is received.
- Continue with external number.

The authorization code call will only be accepted if the authorization code can be verified and is valid.

If the category of the authorization code is too low for dialed external number, the call is rejected.

4.3.2.6

Locking extension with individual authorization code

A specific procedure dialed from the extension will lock the extension. The procedure is:

- Dial * FC * authorization code #, where FC is the function code for individual authorization code locking/unlocking.
- Verification tone is received.

The extension is only locked if the authorization code is valid and the extension is not locked yet by either common authorization code or individual authorization code.

Calls from a locked extension, when no authorization code is given, will use the default common service profile if it is a generic extension or the minimum common category if it is other extensions.

Calls from a locked extension, using a valid authorization code, will use the common category or common service profile associated with the authorization code.

4.3.2.7

Unlocking extension with individual authorization code

The extension can be unlocked in the same manner as for locking. The procedure is:

- Dial # FC * authorization code #, where FC is the function code for individual authorization code locking/unlocking.
- Verification tone is received.

The extension is only unlocked if the authorization code is valid and if the extension is locked with individual authorization code.

Calls from an unlocked extension, when no authorization code is given, will use the common category or common service profile programmed for the extension.

4.3.2.8

Changing individual authorization code

The individual authorization code can only be changed from your own telephone.

A specific procedure dialed from the extension must be used when changing an individual authorization code. The procedure is:

- Dial * FC * previous authorization code * new authorization code #, where FC is the function code for changing the individual authorization code.
- Verification tone is received.

The authorization code will only be changed if the previous authorization code is valid.

4.4

BYPASS

Ordered by an extension

If you urgently need to talk to a person whose calls are currently being diverted (Direct diversion, diversion to paging, follow-me, external follow-me and message diversion) and you have a category for bypass:

- Lift the handset (dial tone).
- Dial *60*wanted number#.
- Wait for answer.

Ordered by help of assistance

- Request assistance from the person answering the call (the answering position or the PBX operator).

The answering position can always call the diverted extension and also transfer calls to the latter.

4.5

DIAL BY NAME

The Dial by name feature is used to make a call by entering a name. This name must be found in the name list containing names and their assigned directory numbers for an internal extension or entity (group number, PBX operator number, and so on) or for an external number (public/ private network). The name list is a database created by the system administrator that contains all the names that can be found by the function. You can only read from this list, you cannot modify it.

The name can be searched in the list and entered by using the different options on the display. Characters are entered by means of the alphanumeric keys of the telephones. It is not necessary to enter the complete name to search for it. Search can be done just by entering the first letter(s) of the searched name.

The search can be done by entering first the family name followed by a blank and the given name, by entering an incomplete name or without introducing any character (just scrolling through the data base).

4.5.1

DIAL BY NAME KEY FUNCTIONS

4.5.1.1

Soft-keys

Keys F1, F2, F3 and F4 are called soft-keys and they have a specific function for handling the different display menus used for the Dial by name feature.

The soft-keys functions, when the function is entered, are shown in the bottom row of the display.

The functions assigned to the soft-keys when the directory function is accessed, depend on the menu that is displayed:

Enter the functionality:**1- Soft key: PhoneBook with sub menu**

To access the directory function.

Menu level 1:**F1 Delete**

To delete the last displayed character to the left of the cursor.

F2 Space

To enter a space.

F3 Find

To search a name in the name list using the displayed characters as search string.

F4 Exit

To go back to the previous menu (Main menu).

Menu level 2:

More than four soft-keys are available through the more... soft-key option. Before pressing more...:

F1 Call

To dial the number assigned to the selected name.

F2 Up

To scroll up through the name list.

F3 Down

To scroll down through the name list.

F4 more...

To display more soft-key options.

After pressing more...:

F1 Details

To show auxiliary information about the name selected.

F2 Exit

To go back to the initial menu (Main menu).

F3 Back

To go back to the previous menu (Menu level 1).

F4 Return

To display the previous soft-key options.

Menu level 3 :

F1 Call

To dial the number assigned to the selected name.

F2 Exit

To go back to the initial menu (Main menu).

F4 Back

To go back to the previous menu (Menu level 2).

4.5.1.2

Alphanumeric keys

Keys 1, 2, 3, 4, 5, 6, 7, 8, 9 and 0 are used to enter characters when the directory function is active (Standard English characters from key 2 to key 9, and additional characters in keys 0 and 1).

Alphanumeric keys are keys with more than one function. This means that by pressing one key once, the first assigned character to the key is entered, pressing it twice, the second assigned character is entered, pressing it three times, the third assigned character is entered, and as follows all the characters assigned to the key can be entered.

4.5.2

PROCEDURES

4.5.2.1

Accessing the directory function

The directory function is entered by pressing the soft key PhoneBook.

The directory function can be entered when the telephone is in idle state or when there is a parked call, but when the directory function is already initiated it is only possible to setup a call by dialing the name. If there is already an established call, it is possible to park the call without releasing it and access the function, so the call can be resumed after exiting the function.

If you are using this feature, incoming calls can be received and answered in a normal way. Once the call is finished, the telephone will return to the same state in which it was before answering the call.

When accessing the function, and if there is no action for ten seconds, the display will return to the Main menu. F4 soft-key (Exit) is used to exit the function.

Example

Access to the Directory function.

M Anderson		25485	12:02	09 Oct 2003

xxxx	xxxx	PhoneBook	xxxx	

xxxx Soft key not relevant for this example.

Note: The position of the soft key could be any of the four possibilities.

Press PhoneBook.

The display text will appear as below and you can then enter characters on the blinking cursor in the second row.

M Anderson	25485	12:03	09 Oct 2003
Delete	Space	Find	Exit

4.5.2.2

Entering or deleting characters

Characters are entered by pressing the alphanumeric keys of the telephone and will appear where the cursor is blinking in the second row.

The way of entering the characters is pressing a key and releasing it, pressing immediately a second time to get the second character, and a third time to get the third character assigned to the key. After waiting for two seconds, the selected character is changed to steady state and the blinking cursor is moved one position to the right.

The options Del and Space on the display can be used to delete or enter spaces on the display.

To go back to the Main menu, press F4 (Exit).

Example 1

Enter P K.

1. Press key-7 once.
2. Wait for two seconds and P character will be changed to steady state and the cursor will move one position to the right.
3. Press F2 soft-key (Space) and the cursor will move one position to the right (one blank is entered).
4. Press key-5 twice. The second pressing must be made within two seconds.

M Anderson	25485	12:06	09 Oct 2003
P K 			
Delete	Space	FInd	Exit

Example 2

Correction of an entered character.

PERES is entered and it should be displayed as PEREZ, so S character must be replaced by Z.

1. Press F1 soft-key once. S character will be deleted.

M Anderson	25485	12:06	09 Oct 2003
PERE 			
Delete	Space	FInd	Exit

2. Enter Z character in the way explained in Example 1.

M Anderson	25485	12:06	09 Oct 2003
PEREZ 			
Delete	Space	FInd	Exit

4.5.2.3

Searching a name

There exists a name list containing names and their assigned directory numbers. Only the stored names in the list can be dialed. The Directory function consists of searching a name from that list and making a call using its assigned directory number just by pressing a soft-key.

If that list is empty, an auxiliary message on the second row Empty directory! will be displayed.

The beginning or the complete name can be entered to search into the directory name list.

Once the desired information is entered on the display, search will be done by pressing the F3 soft-key (Find).

The Name result of the search will be displayed in a list format together with its adjacent data base entries. If no characters have been entered before pressing F3, the first names in the data base will be displayed, and the first one will be highlighted. If there is no name matching the entered string, the name in the list that alphabetically precedes it (in English) will be used as a reference to show the list of data base entries in the display (two entries for DBC 223 and four entries for DB C 225). If the searching string precedes alphabetically the first name in the data base, a list of the first entries in the data base will be displayed. Only name and number of each entry will be displayed for the entries listed in the display (see Example 5).

To go back to the previous menu press F4 (Exit).

EXAMPLES

The following names are stored in the name list to be used by the Directory function:

Name	Dir. No.	Aux.
ERIKSSON PETER	25388	ENGLAND
ERIKSSON PETER	27432	SWEDEN
FEIERTAG THORSTEN	25345	
FERRAZ JUAN	27554	
FERRETTI CARLO	27335	ITALY
HUDSON JOHN	25339	
PEREZ PILAR	27367	SPAIN
RODIN PAUL	45065	
SMITH ALAN	23667	
STEELE THOMAS	27099	

This list is used for the different search examples shown below:

Example 1

Search for PEREZ PILAR entering the whole name.

Enter the whole name by using the alphanumeric keys and then press F3 (Find).

M Anderson		25485	12:06	09 Oct 2003
PEREZ PILAR				
Delete	Space	Find	Exit	

The search result is a list including the entry associated with the entered name, together with its adjacent ones. For each entry, its name and number are displayed.

<div> <div>PEREZ PILAR 27367</div> <div> <div>■</div> <div>RODIN PAUL 45065</div> </div> </div>			
Call	Up	Down	more...

Example 2

Search for RODIN PAUL entering only the first letter of the name R and then press F3 (Find).

MENU LEVEL 1			
M Anderson	25485	12:06	09 Oct 2003
R			
Delete	Space	Find	Exit

SEARCH RESULT			
<div> <div>RODIN PAUL 45065</div> <div> <div>■</div> <div>SMITH ALAN 23667</div> </div> </div>			
Call	Up	Down	more...

Example 3

Search for FERRETTI CARLO and check that the auxiliary information (Italy) is displayed in the second row for DBC 203/213.

Example 4

Search for a name not stored in the name list.

M Anderson	25485	12:06	09 Oct 2003
SOARES MARIA			
Delete	Space	FInd	Exit

The name alphabetically preceding the entered one will be taken as reference to show the list of data base entries in the display.

SMITH ALAN 25667			
■	STEELE THOMAS 27099		
Call	Up	Down	more...

Example 5

Search for a name containing an additional character (Ñ) defined in the system. The name is not stored in the name list.

M Anderson	25485	12:06	09 Oct 2003
ÑAGO EDUARDO			
Delete	Space	FInd	Exit

As search result, the name alphabetically preceding (in Spanish) the entered one will not be displayed. The preceding name in this example is the last one in the name list because the additional character Ñ comes after the last standard English character.

The last entries in the data base are displayed in a list format, and the last one is highlighted.

SMITH ALAN 25667			
■	STEELE THOMAS 27099		
Call	Up	Down	more...

4.5.2.4

Displaying detailed information

After the search a list with the result of the search and its adjacent entries in the data base are displayed. The name and number are displayed for each entry in the list displayed.

Soft-key more... allows to access a different soft-key menu. Between the new soft-key options, soft-key Details allows displaying detailed information about the entry highlighted when it is pressed. Name, number and auxiliary information will be shown on the display about the selected entry.

EXAMPLES**Example**

Search for FERRETTI CARLO, show the auxiliary information (Italy), and check it is displayed in the second or third row respectively for each kind of telephone.

M Anderson		25485	12:06	09 Oct 2003
FERRETTI CARLO				
Delete	Space	Find	Exit	

After pressing Find and more... soft-keys:

SEARCH RESULT				
■	FERRETTI CARLO		27335	
	HUDSON JHON		25339	
Details	Exit	Back	Return	

When Details soft-key is pressed, name, number and auxiliary information will be presented for the highlighted entry.

FERRETTI CARLO			27335
ITALY			
Call	Exit	Back	

4.5.2.5

Scrolling the list

After the search the rest of the names in the list can be displayed by scrolling up and down through the list.

The beginning or end of the list is indicated by the scroll bar associated with the list.

EXAMPLES

Example 1

Search for FERRETTI CARLO entering just the first character of the name F.

1. Enter F and press F3 (Find).

M Anderson		25485	12:06	09 Oct 2003
F				
Delete	Space	Find	Exit	

As the first name of the list beginning with F is FEIERTAG THORSTEN, that name will be highlighted.

■	FEIERTAG THORSTEN	25345		
	FERRAZ JUAN	27554		
Call	Up	Down	more...	

2. To look for the next name beginning with F press F2 (Down).

■	FEIERTAG THORSTEN	25345		
	FERRAZ JUAN	27554		
Call	Up	Down	more...	

3. As before press F2 (Down) to find the desired name.

■	FERRAZ JUAN	27554		
	FERRETI CARLO	27335		
Call	Up	Down	more...	

Example 2

Scroll up through the list by pressing Up, this is indicated by the scroll bar associated with the list.

■	ERIKSSON PETER	25388	
	ERIKSSON PETER	27432	
Call	Up	Down	more...

If the **Up** soft-key is pressed when the first name in the list is highlighted, the last names in the list will be displayed and the last one will be highlighted.

	SMITH ALAN	23667	
■	STEELE THOMAS	27099	
Call	Up	Down	more...

Example 3

Scroll down through the list by pressing **Down**, this is indicated by the scroll bar associated with the list.

	SMITH ALAN	23667	
■	STEELE THOMAS	27099	
Call	Up	Down	more...

If the **Down** soft-key is pressed when the last name in the list is highlighted, the first names in the list will be displayed and the first one will be highlighted.

■	ERIKSSON PETER	25388	
	ERIKSSON PETER	27432	
Call	Up	Down	more...

4.5.2.6

Dialing a name

Once the wanted name is found and displayed, the call can be set up to the selected name by pressing the F1 soft-key (**Call**) in Menu level 2 or 3.

Example

■ FEIERTAG THORSTEN 25345			
FERRAZ JUAN 27554			
Call	Up	Down	more...

MENU LEVEL 3			
FEIERTAG THORSTEN			25345

Call	Exit		Back

Calling...	12:08	09 Oct 2003	
T Feiertag			25345
xxxx	xxxx	xxxx	xxxx

xxxx - soft-key related to the state of calling party. Several services are offered in this state.

4.6 NAME AND NUMBER LOG

4.6.1 ACCESS TO THE NLOG HANDLING FUNCTION

You have access to the NLOG handling by pressing the soft-keys x Missed (x refers to the number of new missed calls stored and only appears when there are any), or Call-List soft-key. It is also possible to initiate an NLOG key for the same use and the same way of work as for the rest of telephones. Nevertheless, this is not possible when you are making or receiving a call, or speaking.

After pressing the soft-key to enter the functionality or the NLOG key, the indication (LED blinking) on the NLOG function key is cleared, if there was any. It is activated again if a new unanswered call is logged.

The access to the functionality through Missed soft-key allows the user to see the missed logged calls list. But in case of accessing through CallList soft-key the options offered can be described as follows:

- Unanswered: List of unanswered calls, which are incoming calls to the ODN or ADN of the telephone not answered from the user.
- Incoming: List of incoming calls to the ODN or ADN of the telephone which are answered by the user, and they have already been read from the Call List.
- Outgoing: List of outgoing calls perform from the user from the ODN, ADN or MDN of the telephone.

- **Call List:** List of unanswered, incoming, outgoing or answered calls. These last ones are incoming calls to the ODN or ADN of the telephone which have been answered by the user.

If there are any logged calls in the NLOG, the two latest pieces of logged call information (type of call indicated with an icon, name, number, date and time) are displayed. If there is no logged call information in the NLOG, a default string will be displayed instead.

These are the icons used to show the type of logged call.

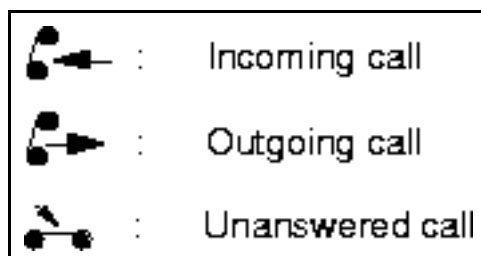


Figure 8: Type of calls icons



Inside the functionality the user can do several actions associated with the soft-keys:



Up	Let the user go one element up in the list.
Down	Let the user go one element down in the list.
Call	The number corresponding to the displayed logged call information entry is dialed. If no number is being displayed, no action is taken.
Delete	Deletes the highlighted entry, and the list shows the next element in its position.
Exit	Exits the function at any time.
more....	Shows the following soft-keys.
Return	Goes back to the previous soft-keys.

Example 1

The x Missed soft-key is pressed when there is one or more not read unanswered calls stored in the NLOG. The user moves through soft-key.

BEFORE			
M MARTIN	45693	15:59	20 Dec 1998
2 Missed	CallList	PhoneBook	more...

AFTER PRESSING Missed SOFT-KEY				
	P ERIKSSON	40383	20 Jan 2002	13:22
	M SMITH	50331	16 Jan 2002	18:45
Call	Up	Down	more...	

AFTER PRESSING more...				
	P ERIKSSON	40383	20 Jan 2002	13:22
	M SMITH	50331	16 Jan 2002	18:45
Exit	Delete	Return		

Example 2

The CallList soft-key is pressed to access stored numbers in the NLOG. In this example there is no call information stored at all in the selected list.

BEFORE			
M MARTIN	45693	15:59	20 Dec 1998
CallList	PhoneBook	Absence	more...

AFTER			
1. Call List			
2. Unanswered calls			
Select	Up	Down	Exit

AFTER PRESSING Down SOFT-KEY THREE TIMES			
3. Incoming calls			
4. Outgoing calls			
Select	Up	Down	Exit

AFTER PRESSING Select SOFT-KEY			
			No logged calls
Call	Up	Down	more...
There are no outgoing calls logged			



4.6.2 SCROLL THROUGH THE CALL LOGGING INFORMATION



When the NLOG is entered, it is possible to browse through the logged calls one by one using the Up and Down soft-keys. If the last logged call is reached and Down is pressed again the first logged calls are displayed.



If there are no logged calls stored in the NLOG and any soft-key different from Exit is pressed, no action will be taken.



Example 1

The Down soft-key is pressed when there are several logged calls in the NLOG to display. In this example there are only two logged calls.

AFTER ENTERING NLOG FUNCTIONALITY				
	P ERIKSSON	40383	20 Jan 2002	13:22
	M SMITH	50331	16 Jan 2002	18:45
Call	Up	Down	more...	




AFTER PRESSING Down SOFT-KEY				
	P ERIKSSON	40383	20 Jan 2002	13:22
	M SMITH	50331	16 Jan 2002	18:45
Call	Up	Down	more...	




AFTER ENTERING NLOG FUNCTIONALITY				
	P ERIKSSON	40383	20 Jan 2002	13:22
	M SMITH	50331	16 Jan 2002	18:45
Call	Up	Down	more...	




AFTER PRESSING Down SOFT-KEY				
	P ERIKSSON	40383	20 Jan 2002	13:22
	M SMITH	50331	16 Jan 2002	18:45
Call	Up	Down	more...	




Example 2

The Up soft-key is pressed when there are several logged calls in the NLOG to display. In this example there are three logged calls.

AFTER ENTERING NLOG FUNCTIONALITY				
		P ERIKSSON	40383	20 Jan 2002 13:22
		M SMITH	50331	16 Jan 2002 18:45
Call	Up	Down	more...	

AFTER PRESSING Up SOFT-KEY				
		M SMITH	50331	16 Jan 2002 18:45
		J BROWN	60312	15 Jan 2002 14:02
Call	Up	Down	more...	

AFTER PRESSING Up SOFT-KEY				
		M SMITH	50331	16 Jan 2002 18:45
		J BROWN	60312	15 Jan 2002 14:02
Call	Up	Down	more...	

AFTER PRESSING Up SOFT-KEY				
		P ERIKSSON	40383	20 Jan 2002 13:22
		M SMITH	50331	16 Jan 2002 18:45
Call	Up	Down	more...	

4.6.3




DIAL LOGGED CALL INFORMATION SHOWN ON THE DISPLAY

When a logged call information is shown on the display, the shown number can be dialled by simply pressing the Call soft-key. The NLOG handling will be temporarily suspended while the call lasts. Once the call is finished, it will be restored again and it will show first logged call in the current list.

When no calling number is being displayed (that is, when a default NLOG text string is displayed), the pressing of the Call soft-key will be ignored.

Example 1

The Call soft-key is pressed when a valid NLOG logged call information is displayed.

BEFORE				
		P ERIKSSON	40383	20 Jan 2002 13:22
		M SMITH	50331	16 Jan 2002 18:45
Call Up Down more...				

AFTER			
Calling...		15:59	21 Jan 2002
P ERIKSSON		40383	
CallBack	CallPager	Timer	

4.6.4 DELETE LOGGED CALL INFORMATION SHOWN ON THE DISPLAY




When a logged call information is shown on the display, it can be deleted by simply pressing the Delete soft-key. The logged call information will be removed from the NLOG and the next logged call information in the NLOG will be displayed.




If the end of the NLOG is reached or the last unanswered call information in the NLOG is deleted, a default string is displayed.




When no calling number is being displayed (that is, when a default NLOG text string is displayed), the pressing of the Delete soft-key will be ignored.




Example 1

The Delete soft-key is pressed when there are several logged calls stored in the Call-List list.

BEFORE PRESSING more...				
		P ERIKSSON	40383	20 Jan 2002 13:22
		M SMITH	50331	16 Jan 2002 18:45
Call Up Down more...				



BEFORE PRESSING Delete				
		P ERIKSSON	40383	20 Jan 2002
		M SMITH	50331	16 Jan 2002
Exit		Delete		Return

AFTER PRESSING Delete				
		M SMITH	50331	16 Jan 2002
		SUE CORLETT	15342	29 Dec 2001
Exit		Delete		Return

AFTER PRESSING Delete				
		SUE CORLETT	15342	29 Dec 2001
		M MATHEWS	77777	29 Dec 2001
Exit		Delete		Return

Example 3

The Delete soft-key is pressed when the unique logged call information in the list is displayed.

BEFORE PRESSING Delete				
		M MATHEWS	77777	29 Dec 2001
Exit		Delete		Return

AFTER PRESSING Delete				
No logged calls				
Exit		Delete		Return

4.6.5




EXIT THE NLOG HANDLING FUNCTION




The NLOG can be exited at any time by simply pressing the Exit soft-key.

Example

The Exit soft-key is pressed when a valid logged call information is displayed.

Example 2

AFTER PRESSING Missed SOFT-KEY				
		P ERIKSSON	40383	20 Jan 2002 13:22
		M SMITH	50331	16 Jan 2002 18:45
Call Up Down more...				

AFTER PRESSING more...				
		P ERIKSSON	40383	20 Jan 2002 13:22
		M SMITH	50331	16 Jan 2002 18:45
Exit Delete Return				

AFTER PRESSING Exit				
M MARTIN 45693 15:59 20 Dec 1998				
CallList PhoneBook Absence more...				

4.7

NUMBER PRESENTATION RESTRICTION

This function allows the user to restrict its name and number presentation per call on the B-party display.

To order the restriction of the name and number presentation from your telephone:

- Dial *42# and wait for dial tone.
- Dial B-number.

4.8

SPEED DIALING

A lot of time can be saved by programming frequently needed telephone numbers either in the exchange or on your own telephone.

4.8.1 COMMON SPEED DIALING NUMBERS

External telephone numbers that are of importance, and frequently used by everybody in the company are provided directly by the exchange. These speed dialing numbers consist of 1-5 digits.

To use

- Lift the handset (dial tone).
- Dial the abbreviated number.

4.8.2 INDIVIDUAL SPEED DIALING NUMBERS

Up to ten of your most important and frequently needed telephone numbers can be programmed on your telephone as individual abbreviated numbers from 0-9, 10 Settings on page 99 for programming.

To use

- Lift the handset (dial tone).
- Dial **Digit.

4.8.3 DIAL-BY-FUNCTION KEY

Any function key can be programmed with a telephone number and labelled with a name. This means that when you press that function key the desired telephone number is automatically dialled, 10 Settings on page 99 for programming.

To use

- Lift the handset (dial tone).
- Press the Dial-by-Function key.

5 DURING CALLS

5.1 CALL WAITING

If you urgently wish to contact an engaged extension, you can indicate to that extension that there is a call waiting. The call waiting is indicated either by a tone (engaged extension is an analog extension) or as a second call (engaged extension is a digital system telephone). If the called extension is not allowed to receive Call Waiting signals, you will continue to hear a busy tone. If the busy extension ignores the Call waiting tone, you can initiate Call back.

The capability of initiating or receiving a call waiting indication is controlled by a category (programmed by the system administrator).

5.1.1 TO REQUEST CALL WAITING INDICATION

When meeting busy

- Press the soft-key **CallWaiting** or the Call waiting-key or dial 5.
- Wait for an answer.

Note: If the busy extension ignores the call waiting indication, you can initiate automatic call back.

5.1.2 TO ANSWER A CALL WAITING CALL

Call Waiting is indicated as an incoming call on Line 2-key (lamp flashes and a muted ringing signal is heard), 3.3 To receive a second call on page 22 .

5.1.2.1 *To terminate an ongoing call*

- Replace the handset.

Your telephone now rings to announce the waiting call.

5.1.2.2 *To park an ongoing call*

5.9 Parking on page 59

Your telephone now rings to announce the waiting call.

5.1.2.3 *To refer back between parked party and current call partner*

5.10 Refer back on page 59

5.1.2.4 *To transfer an ongoing call*

5.7 Transfer on page 57

5.2 CONFERENCE

You can establish speech connections with up to seven parties. Only the conference leader (that is, the person initiating the conference call) can invoke participants.

Note: The conference tone can by categorization be disabled.

The following is an example of display information when you are the conference leader:

R.Towers		43345	10:36	12 Feb 2004
Conference Leader : 5 Members				
SKG				
F1	F2	F3	F4	

The following is an example of display information when you are a conference member:

R.Towers		43345	10:36	12 Feb 2004
Conference Member : 5 Members				
SKG				
F1	F2	F3	F4	

5.2.1 TO INITIATE A CONFERENCE

- A call to the first party is established on Line 1-key.
- Press the soft-key **Conf/Transf** , the Inquiry-key, or the Line 2-key.
- Dial the second party's extension number (inform about the conference).
- Press the soft-key **Conference** or the Conference-key or dial 3.

During the conference, conference tone will be heard.

5.2.2 TO ADD A NEW PARTY IN A CONFERENCE

- Press the soft-key **AddMember** , the Inquiry-key, or Line 1 or Line 2.
- Dial the new party's extension number (inform about the conference).
- Press the soft-key **Conference** or the Conference-key or dial 3.

5.2.3 INTERNAL CONSULTING DURING A CONFERENCE

As conference leader you can make an Inquiry call to one of the conference members.

Doing this you will get busy tone and to reach the person in question you must use the Intrusion procedure, 5.5 Intrusion on page 57 .

- Press the Inquiry key (dial tone).

- Dial the extension number (busy tone).
- Press the soft-key **Intrusion** or Intrusion key or dial 4.

You will now be connected with this conference member outside the conference for consultation. You can also release the member from the conference.

Returning to the conference is possible as follows:

- Return to the conference together with the consulted conference member - dial 3.
- Refer back to conference - you will return to the conference and the consulted conference member will be disconnected from the conference.
- Clear the call and then refer back - the consulted conference member will be disconnected from the conference.
- Make an Inquiry call - the consulted conference member will be disconnected from the conference.

5.2.4

TO LEAVE A CONFERENCE

- Replace the handset.

Note: A tone burst is heard each time a participant enters or leaves the conference. The conversation is changed back to a normal two party connection when there are only two parties left. When the conference leader leaves the conference, the conference will continue and the first one to park the conference will be the new conference leader.

5.3

CUSTOMER IDENTITY STORAGE USING FEATURE CODE

This function allows a customer identity (CID) to be associated with an external caller by dialing a feature code when an external call is connected to the extension.

To enter a customer identity

- You are in speech with an external party.
- Park the external party by pressing a free line key on your telephone, wait for dial tone.
- Dial *77*wanted customer identity# (dial tone). The wanted customer identity is a number that can consist of 1 to 20 digits.
- You can now either return to the external party by pressing the line key of the parked call or prepare for a transfer of the external party by dialing the number you want to transfer to.

5.4

INQUIRY

During the course of an ongoing call, you may call another extension or subscriber.

To use

You have a speech connection on one of the Line-keys.

- Press the Inquiry-key or Line 1 or Line 2. The connected party is automatically parked. The soft-keys **Conf/Transf** and **AddMember** can also be used to

provide this functionality (5.2 Conference on page 55 and 5.7 Transfer on page 57).

- Dial the extension/external number.

To revert to original party

- Press the Clear-key (if you have finished the inquiry).
- Press the Line-key that is parked.

Other features available during inquiry are:

- Refer back (5.10 Refer back on page 59).
- Transfer (5.7 Transfer on page 57).
- Conference (5.2 Conference on page 55).

5.5

INTRUSION

Depending on the authorization of your extension there is another option for getting through to a busy extension. You can use Intrusion which means that you are connected to ongoing call after a short tone burst.

To order intrusion when meeting busy

- Press the soft-key **Intrusion** or the Intrusion-key or dial 4.

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

Before the intrusion is performed a warning tone is sent to the parties in the ongoing call. During the time the three parties are connected a warning tone will be heard.

Note: The warning tone, both before and during the intrusion, can by categorization be disabled

5.6

INTRUSION ON A SPECIFIC EXTERNAL LINE

If the external line is busy you can intrude. You can use Intrusion, which means that you are connected to ongoing call after a short tone burst.

5.6.1

TO INTRUDE

- Dial *44*individual external line number# and external destination code (busy tone).
- Press the soft-key **Intrusion** or Intrusion-key or dial 4.

5.7

TRANSFER

You can transfer a call to another extension (in your exchange or private network), subscriber or the PBX operator. If you have more than one parked call it will be the last parked call that will be transferred.

5.7.1 TRANSFER AFTER ANSWER

- Make an inquiry call (press the soft-key **Conf/Transf** or the Inquiry-key and wait for dial tone).
- Dial the extension or external number and wait for answer.
- Announce the call.
- Press the soft-key **Transfer** .

5.7.2 TRANSFER BEFORE ANSWER

- Make an inquiry call (press the soft-key **Conf/Transf** or the Inquiry-key and wait for dial tone).
- Dial the extension or external number and wait for ringing tone.
- Press the soft-key **Transfer** .

Note: If the wanted extension is busy or transfer to this extension is forbidden the transfer will not be performed.

5.8 DISPLAY OF CHARGING

This function allows you to have the cost of a call (charged external connection) shown in the display while the call is connected. The cost information in the display is continuously updated during the connection, if the exchange supports this function.

The following is an example of display information when the telephone is in speech with an external subscriber and the feature display of charging information is active.

Cost In \$		39.99	10:36	12 Feb 2004
John Smith		00916820823		
		SKG		
F1	F2	F3	F4	

5.8.1 TO ACTIVATE DISPLAY OF CHARGING INFORMATION

The feature display of charging information can be activated while in speech.

- Press the soft-key **CostInfo** .

The cost information is shown in the first row in the display after a short delay. If the feature is activated, the cost information will be automatically displayed for all charged calls. That is, you do not need to press the soft-key for each connection.

5.8.2 TO DEACTIVATE DISPLAY OF CHARGING INFORMATION

The feature display of charging information can be deactivated while in speech.

- Press the soft-key **CostInfo** .

The cost information is no longer shown and the feature is deactivated.

5.9 PARKING

5.9.1 INDIVIDUAL

You can park an ongoing call temporarily and then readmit it on your own telephone.

To park

- Press the line-key where you have the call in conversation.
- Replace the handset.

To readmit the call

- Press the line-key where you have the call parked.
- You have now speech connection with the original conversation partner.

5.9.2 COMMON

You can park an ongoing call temporarily and readmit it on your own telephone or on someone else's telephone.

To park

- Press the soft-key **CommonHold** or the Park/Pick-up-key or dial 8 (lamp indicates common parking in all telephones where the number is multiple represented when the line is multiple represented).
- Replace the handset.

To readmit a call from your own telephone

- Press the line-key where you have the call parked.
- You have now speech connection with the original conversation partner (lamp indicates busy on all telephones where your number is multiple represented when the line is multiple represented).

To readmit the call from any telephone

- Dial the extension number where the call is parked (busy tone).
- Press the Park/Pick-up key or dial 8.

To readmit a call from a telephone that has your number multiple represented

- Press the key that multiple represents your line.

5.10 REFER BACK

During inquiry you can switch between the connected party and the calls parked on Line1 and Line 2 or Inquiry-key.

To use

- Press the Line 1 or the Line 2 or the Inquiry-key.

To end

- Press the Line 1 or the Line 2 or the Inquiry-key.

- Press the Clear-key.

5.11 SUFFIX DIALING (DIALING DURING SPEECH)

When communicating with and controlling a voice mail system, or for example, retrieving information via your telephone about your bank account, you need to use Dual Tone Multi-Frequency (DTMF) signals, this is known as suffix dialing. The suffix dialing function can either be permanently active for all calls in the exchange or activated by a feature code for each call.

5.11.1 SUFFIX DIALING - PERMANENTLY ACTIVE

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

If your system is set up to check the parking status in case of permanently active suffix dialing, the post dialed digits are treated as function keys in case of individual parking or as DTMF tones in case of common parking.

5.11.2 SUFFIX DIALING - ACTIVATED BY A FEATURE CODE

The suffix dialing feature is activated by dialing the digit 9 or pressing the soft-key **Tones** in speech. The digits keyed in after the feature is activated will be transmitted as DTMF signals along the connected line. This allows you, when in speech mode, to access other features (such as conference calls and parking) without having these on function keys.

If a call is parked when suffix dialing was active or if refer back is used when suffix dialing was active, the feature is canceled when referring back to the originating party.

5.12 TIMER

The timer functions allow you to measure and read the elapsed time in two ways. The two ways are:

- **Manual Timer** (default setting if no previous settings are made) 5.12.1 Manual timer on page 60
- **Automatic Timer** 5.12.2 Automatic Timer on page 63

Note: To change the settings, please contact your system administrator.

The automatic timer starts when the called person answers, and automatically stops when the call is finished. Both outgoing and incoming calls are measured. If inquiries, conferences, or put calls on hold, and so on are made during the call, the timer is not stopped. It means that the time measured is the total time from when the first called person answers, until the call to the last connected person is finished.

Note: The timer shows the elapsed time from the last call until a new call has been answered. Therefore, always write down the time at once when a call has been finished.

5.12.1 MANUAL TIMER

The following functions are available.

5.12.1.1

To activate the timer

The timer function can be activated when the telephone is in one of the following states:

- idle.
- ready for dialing (with dial tone).
- outgoing call.
- speech connection.

The following is the procedure to activate the timer function:

- Press the soft-key **Timer**.

The timer function is now active but the timer is not running. The first row in the display is ready to show the elapsed time (00.00). The last row indicates the timer functions (soft-keys) available when the timer is activated:

F1 Start

Start the time measurement.

F2 Clear

Reset the time measurement.

F3 ShowDate

Show date.

F4 Exit

Exit the time measurement.

Example of displayed information if the timer function is activated while the telephone is idle. The picture shows the display information for DBC 223. The clock time is 15:45 and 00:00 indicates the timer counter.

John Smith		4621	15:45	00:00
<hr/>				
Start	Clear	ShowDate	Exit	

If the soft-key **Timer** is pressed while the timer is already active and running (but not displayed) the elapsed time information and the corresponding soft-keys are displayed.

5.12.1.2

To start the time measurement

The time measurement can be started if the timer function is activated.

- Press the soft-key **Start** (F1).

The timer function is now running. The first row in the display shows the elapsed time. The last row indicates a new set of soft-keys available when the timer is activated and running:

F1 Stop

Stop the time measurement.

F2 Clear

Reset the time measurement.

F3 ShowDate

Show date.

F4 Exit

Exit the time measurement.

5.12.1.3

To stop the time measurement

The time measurement can be stopped if the timer function is activated and the timer is running.

- Press the soft-key **Stop** (F1).

The timer function has stopped but is still active. The first row in the display shows the elapsed time (stopped). The last row indicates the soft-keys available when the timer is active but not running.

F1 Start

Start the time measurement.

F2 Clear

Reset the time measurement.

F3 ShowDate

Show date.

F4 Exit

Exit the time measurement.

5.12.1.4

To reset the time measurement

- Press the soft-key **Clear** (F2).

The elapsed time information (shown in the first row) is reset and if the timer is running it starts counting from zero again. The soft-key functions are not affected.

5.12.1.5

To change from time measurement to date

- Press the soft-key **ShowDate** (F3).

If the timer is running, it continues to run but the elapsed timer information is not shown in the first row. Instead the display shows time and date in the first row.

The last row indicates a new set of soft-keys available when the timer is still active but the elapsed time is not shown:

F1 Stop/Start

Stop/start time measurement. That is, the previous function for that key (start or stop) is kept unchanged.

F2 Clear

Reset the time measurement.

F3 ShowTimer

Display the time measurement.

F4 Exit

Exit the time measurement.

5.12.1.6

To display the time measurement

- Press the soft-key **ShowTimer** (F3).

The first row will show the elapsed time information. The last row indicates a new set of soft-keys available when the timer is active and displayed:

F1 Stop/Start

Stop/start time measurement. That is, the previous function for that key (start or stop) is kept unchanged.

F2 Clear

Reset the time measurement.

F3 ShowDate

Show date.

F4 Exit

Exit the time measurement.

5.12.1.7

To exit the time measurement

- Press the soft-key **Exit** (F4).

The timer function is deactivated and the display is used to show the corresponding traffic information.

5.12.2

AUTOMATIC TIMER

The following functions are valid for both incoming and outgoing calls.

Note: The soft-keys F1 and F2 have no function for this feature.

5.12.2.1

Timer start

The timer automatically starts on entering into speech state without any user interaction. The timer is not affected by switching between calls, inquiries, and so on.

The following is the procedure to show the timer function:

- Press the soft-key **Timer**

The first row in the display is ready to show the elapsed time (00.00). The last row indicates the timer functions (soft-keys) available when the timer is activated.

F3 ShowDate

Show date.

F4 Exit

Exit the time measurement.

Examples of displayed information if the timer function is activated while the telephone is idle. The picture shows the display information for DBC 223. The clock time is 15:45 and 00:00 indicates the timer counter.

John Smith	4621	15:45	00:00

		ShowDate	Exit

If the soft-key **Timer** is pressed while the timer is already active and running (but not displayed) the elapsed time information and the corresponding soft-keys are displayed.

5.12.2.2

Timer stop

The timer automatically stops at the end of the last call.

Note: The first row in the display shows the elapsed time (stopped). The last row indicates the soft-keys available when the timer is active but not running.

F3 ShowDate

Show date.

F4 Exit

Exit the time measurement.

5.12.2.3

To change from time measurement to date

- Press the soft-key **ShowDate** (F3)

If the timer is running, it continues to run but the elapsed timer information is not shown in the first row. Instead the display shows time and date in the first row.

The last row indicates a new set of soft-keys available when the timer is still active but the elapsed time is not shown:

F3 ShowTimer

Display the time measurement.

F4 Exit

Exit the time measurement.

5.12.2.4

To display the time measurement

- Press the soft-key **ShowTimer** (F3)

The first row will show the elapsed time information. The last row indicates a new set of soft-keys available when the timer is active and displayed:

F3 ShowDate

Show date.

F4 Exit

Exit the time measurement.

5.12.2.5

To exit the time measurement

- Press the soft-key **Exit** (F4)

The timer function is deactivated and the display is used to show the corresponding traffic information.

6 CALL FORWARDING

6.1 DIVERSION

6.1.1 DIRECT DIVERSION

If you are unable to accept calls, you can have them directly diverted to an individual or, if no such position exists, three predetermined common answering positions.

Depending on type of calling party (internal, private net or external party) the calls are diverted to either the individual or common answering position. This is set by the system administrator.

When your telephone is diverted you can still make calls from it as usual.

As a reminder that your telephone is diverted you will hear a special dial tone each time you lift the handset to make a call and the Diversion lamp indicates that your triple access line is diverted.

6.1.1.1 *To order from your own telephone*

Using the soft-key Absence

- Press the soft-key **Absence** in idle state.
- From the menu select **Direct Diversion to NNNN** (NNNN is the diversion number).
- Press **Activate** (the diversion lamp turns ON)

Using the diversion-key

- Press the Diversion-key (the diversion lamp turns ON).

Note: If this is done during reception of dial tone the diversion-key has to be pressed twice.

Using a procedure

- Lift the handset (dial tone).
- Dial *21# (special dial tone and the diversion lamp turns ON).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected

6.1.1.2 *To cancel from your own telephone*

Using the soft-key NoDiversion

- Press the soft-key **NoDiversion** (the diversion lamp turns OFF).

Using the diversion-key

- Press the Diversion-key (the diversion lamp turns OFF).

Using a procedure

- Lift the handset (special dial tone).
- Dial #21# (dial tone, the diversion lamp turns OFF).

- Replace the handset.

Note: For an additional line, the diversion lamp is not affected.

Using the soft-key **Absence**

- Press the soft-key **Absence** in idle state.
- From the menu select **Direct Diversion to NNNN** (NNNN is the diversion number).
- Press **Deactivate** (the diversion lamp turns OFF)

6.1.1.3

To order from the answering position

- Lift the handset (dial tone).
- Dial *21*own extension number*diversion position extension number# (special dial tone).
- Replace the handset.

6.1.1.4

To cancel from the answering position

- Lift the handset (dial tone).
- Dial #21*own extension number# (dial tone).
- Replace the handset.

6.1.2

DIVERSION ON NO ANSWER

If you are unable to accept calls, you can have them diverted to a predefined individual answering position.

When your telephone is diverted you can still make calls from it as usual.

Diversion on no answer is performed after 3 signals, that is, about 14 seconds. Different times are possible depending on whether a call has been answered or not before this call.

6.1.2.1

To order

Using the soft-key **Absence**

- Press the soft-key **Absence**
- From the menu select **Div on no answer to NNNN: Not active** . (NNNN is the diversion number)
- Press **Activate** .
- Press the soft-key **Exit** .

Using procedure

- Lift the handset (dial tone).
- Dial *211# (special dial tone).
- Replace the handset.

6.1.2.2

To cancel

Using the soft-key Absence

- Press the soft-key **Absence** .
- From the menu select **Div on no answer to NNNN: Active** . (NNNN is the diversion number)
- Press **Deactivate** .
- Press the soft-key **Exit** .

Using procedure

- Lift the handset (dial tone).
- Dial #211# (dial tone).
- Replace the handset.

6.1.3

DIVERSION ON BUSY

If you are unable to accept calls you can have them diverted to a predefined individual answering position.

When your telephone is diverted you can still make calls from it as usual.

To order

Using the soft-key Absence

- Press the soft-key **Absence** .
- From the menu select **Div on busy to NNN: Not active** . (NNNN is the diversion number)
- Press **Activate** .
- Press the soft-key **Exit** .

Using procedure

- Lift the handset (dial tone).
- Dial *212# (special dial tone).
- Replace the handset.

To cancel

Using the soft-key Absence

- Press the soft-key **Absence** .
- From the menu select **Div on busy to NNN: Active** . (NNNN is the diversion number)
- Press **Deactivate** .
- Press the soft-key **Exit** .

Using procedure

- Lift the handset (dial tone).
- Dial #212# (dial tone).
- Replace the handset.

6.1.4

DIVERSION TO PAGING

To order

- Lift the handset (dial tone).
- Dial *218# (special dial tone and the diversion lamp turns ON).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected.

To cancel

- Lift the handset (special dial tone).
- Dial #218# (dial tone and the diversion lamp turns OFF).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected.

6.1.5

DIVERSION TO PAGING FROM DIVERTEE POSITION

To order

- Lift the handset (dial tone) of the divertee position.
- Dial *218*your own extension number# (special dial tone in the divertee position and the display on your own extension changes to *Diversion to paging*).
- Replace the handset.

To cancel

- Lift the handset (special dial tone) of your own extension position.
- Dial #218# (dial tone and the diversion lamp turns OFF).
- Replace the handset.

6.1.6

DIVERSION TO EXTRA PAGING NUMBER, USED BY VISITORS

To order

- Lift the handset (dial tone).
- Dial *218*extra paging number# (special dial tone and the diversion lamp turns ON).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected.

To cancel

- Lift the handset (special dial tone).
- Dial #218*extra paging number# (dial tone and the diversion lamp turns OFF).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected.

6.2

FOLLOW-ME

This feature makes you accessible by telephone at any location in the private network that your exchange belongs to. For example, when you are working in another room and want your calls to follow you to that answering position.

When your telephone has follow-me you can still make calls from it as usual.

As a reminder that your telephone has follow-me you will hear a special dial tone each time you lift the handset to make a call and the Diversion lamp indicates that your triple access line has follow-me.

6.2.1

TO ORDER FOLLOW-ME FROM YOUR OWN TELEPHONE

Using the soft-key **Absence**

- Press the soft-key **Absence** .
- From the menu select **Follow Me** .
- Press the soft-key **Select** .
- Dial the extension number of the answering position.
- Press the soft-key **Enter** (diversion lamp turns ON).

Using a procedure

- Lift the handset (dial tone).
- Dial *21*the extension number of the answering position# (special dial tone and diversion lamp is turned ON).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected.

6.2.2

TO CANCEL FOLLOW-ME FROM YOUR OWN TELEPHONE

Using the soft-key **NoDiversion**

- Press the soft-key **NoDiversion** (diversion lamp turns OFF).

Using the diversion key

- Press the Diversion-key (the diversion lamp is turned OFF).

Using a procedure

- Lift the handset (special dial tone).
- Dial #21# (dial tone and the diversion lamp is turned OFF).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected

6.2.3

ORDERING FOLLOW-ME FROM ANOTHER TELEPHONE

You can order follow-me of your own extension number from another telephone.

The first step is to allow that follow-me is permitted from another telephone. Do the following from your own telephone:

Using the soft-key **Absence**

- Press the soft-key **Absence** .
- From the menu select **Follow Me** .
- Press the soft-key **Select** .
- Dial own extension number.
- Press the soft-key **Enter** (diversion lamp turns ON).

Using a procedure

- Lift the handset (dial tone).
- Dial *21*own extension number#.
- Replace the handset.

If you are a member of an internal group hunting group, this procedure makes you temporarily out of the group, 8.2 Internal group hunting on page 81 .

To order follow me from another telephone:

- Lift the handset (dial tone).
- Dial *21*own extension number*the extension number of the new answering position# (special dial tone).
- Replace the handset.

6.2.4

TO CANCEL FOLLOW-ME FROM ANOTHER TELEPHONE

- Lift the handset (dial tone).
- Dial #21*own extension number# (dial tone).
- Replace the handset.

6.2.5

ORDERING FOLLOW-ME REMOTELY

With this feature you can order follow-me of any extension number from any telephone.

The prerequisite is that all the involved telephones have the right service profile.

Follow the steps below to activate follow-me for another extension number:

- Lift the handset (dial tone).
- Dial * 21 * *extension number to divert* * *extension number of the new answering position* #
- Replace the handset.

6.2.6

CANCELLING FOLLOW-ME REMOTELY

Follow the steps below to terminate Follow-me for another extension:

- Lift the handset (dial tone).
- Dial # 21 * *diverted extension number* #
- Replace the handset.

6.3 EXTERNAL FOLLOW-ME

Calls to your telephone number can be forwarded to any external telephone number you want by using external follow-me.

When your telephone has external follow-me you can still make calls from it as usual.

As a reminder that your telephone has external follow-me you will hear a special dial tone each time you lift the handset to make a call and the Diversion lamp indicates that your triple access line has external follow-me.

6.3.1 TO ORDER EXTERNAL FOLLOW-ME

Using the soft-key **Absence**

- Press the soft-key **Absence** .
- From the menu select **External follow me** .
- Press the soft-key **Select**
- Dial route access code and external number.
- Press the soft-key **Enter** (diversion lamp turns ON).

Using a procedure

- Lift the handset (dial tone).
- Dial *22# (display message requesting a external number).
- Dial route access code and external number# (the verification tone and the diversion lamp is turned ON).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected

6.3.2 TO CANCEL EXTERNAL FOLLOW-ME

Using the soft-key **NoDiversion**

- Press the soft-key **NoDiversion** (the diversion lamp is turned OFF).

Using the diversion key

- Press the Diversion-key (the diversion lamp is turned OFF).

Using a procedure

- Lift the handset (dial tone).
- Dial #22# (dial tone and the diversion lamp is turned OFF).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected.

6.3.3 ORDERING EXTERNAL FOLLOW-ME REMOTELY

With this feature you can order external follow-me of any extension number from any telephone.

The prerequisite is that the involved telephones have the right service profile

Follow the steps below to order external follow-me for another extension:

- Lift the handset (dial tone).
- Dial * 22 * *extension number to divert* #
- Dial *route access code and the external number* #
- Replace the handset.

6.3.4

CANCELING EXTERNAL FOLLOW-ME REMOTELY

Follow the steps below to terminate External follow-me for another extension:

- Lift the handset (dial tone).
- Dial # 22 * *diverted extension number* #
- Replace the handset.

6.4

PERSONAL NUMBER

6.4.1

GENERAL

This section describes the user procedures for handling the personal number feature. Every personal number can have up to 5 profiles. You can activate or deactivate them by using the Personal Number key, or by dialing a procedure. The latter can be done:

- From your own telephone assigned to the personal number, PN.
- From the operator assistant.

No matter which method is used, the current active profile is shown in the display of your own telephone. If no profile is active, the display shows the normal idle state.

However, if the Boss-secretary service is initiated, PN profile1 is reserved. This results in limiting the number of PN profiles to four (profiles 2,3,4 and 5). The Boss-secretary service can be activated and deactivated by both the boss and secretaries by dialing a procedure. The feature can also be deactivated by the system administrator. When the Boss-secretary service is active, active profile1 is shown in the display of boss telephone, and Personal number key LED lights on both the boss's and the secretaries' telephones. If the Boss-secretary service is inactive, the display shows the normal idle state.

Leilla Skywalker		40404	14:34	29 Feb 2001
Profile 1				
F1	F2	F3	F4	

6.4.2

PROCEDURES

The value of Profile is 1 to 5.

PN indicates the personal number of the extension with the facility available. In most cases the personal number is the same number as your directory number.

Please contact your system administrator in order to change the contents of the profile.

6.4.2.1

From your own telephone

The recommended value of the function code is 10, but other values can be used.

Activation

The procedure used is:

*10*Profile#

To change the active profile the same procedure is used with the new profile number.

Deactivation

The procedure used is:

#10#

6.4.2.2

From your own telephone via the Absence soft-key

Activation

- Press the **Absence** soft-key
- Frame the **Select Profile** option from the absence list and press the soft key **Select**
- Frame the desired profile option and press the soft key **Select** .

Deactivation

- Press the **Absence** soft-key
- Frame the **Select Profile** option from the absence list and press the soft key **Select**
- Frame the **No profile** option and press the soft key **Select** .

Check the numbers belonging to a profile

- Press the **Absence** soft-key
- Frame the **Select Profile** option from the absence list and press the soft key **Select**
- Press the soft-key **more...**
- Frame the desired profile and press the soft key **Details** .
- Press the soft-key **Exit** to exit the feature or **Back** to go back one step

6.4.2.3

From your own telephone via the Personal Number key

This option is only available on digital telephone sets. The Personal Number key (PEN key) and the different profiles must be defined by the administrator via I/O commands. Programming of the profile related to the key is allowed from the telephone.

Activation

Press the PEN key, which must not be active, that is, its LED must be off. The key LED changes to on.

Deactivation

Press the PEN key, which must be active, that is, its LED must be on. The key LED changes to off.

Programming of the Personal Number Key

The procedure used is:

1. Press PROG key (DTS enters programming mode).
2. Press PEN key (current profile number displayed).
3. Enter Profile (by pressing a number key).
4. Press PEN key (if wrong profile is activated, the LED flashes).
5. Press PROG key (the keys are updated and programming mode is exit).

Where Profile is the number of the profile to be activated.

6.4.2.4

Boss-secretary service activation/deactivation

Boss-secretary service can be activated and deactivated by using a PEN key on DTS telephones of boss or secretary. But the Boss-secretary can only be deactivated when another personal number list is activated. But activation of list 0 when Boss-secretary is active will not deactivate the Boss-secretary feature.

On the boss telephone the PEN key is associated with PN list 1. On the secretary telephone a PEN key is associated with the corresponding boss directory number.

Activation from boss telephone

Press the PEN key, which must not be active, that is, its LED must be off. At activation, the PEN key LED lights at the boss's and the secretaries' telephones.

Activation from secretary telephone

Press the PEN key which is associated with the boss directory number, when it is not active, that is, its LED must be off. On corresponding boss's and co-secretaries' telephones, the PEN key LED changes to on.

Deactivation from boss telephone

Press the PEN key, which must be active, that is, its LED must be on. On boss's and corresponding secretaries' telephones, the key LED changes to off.

Deactivation from secretary telephone

Press the PEN key which is associated with boss directory number, which must be active, that is, its LED must be on. On corresponding boss's and co-secretaries' telephones, the PEN key LED changes to off.

6.4.3

PROFILE DESIGNING AND ORDERING

The search profiles are installed or changed by the system administrator. In order to set up your profiles, copy the setting form, fill in your new or changed profiles, and give it to your system administrator.

6.4.3.1

Important when designing your search profiles

- Avoid a ringing time longer than 45 seconds for your profiles. Usually the caller hangs up after 3-6 ringing signals. If you do need a longer ringing time, the maximum time is 60 sec.

- Consider the time you need to react and answer on each answering position in your profiles. You might need up to 15 seconds to react and answer on a desk telephone, and 20-25 seconds for a mobile telephone.
- There must be an answering position at the end of every profile (voice mail or operator assistant/secretary). If not, calls might end up unanswered.
- Consider what should happen when you are busy on a telephone. The available options are:
 - Busy (the search will stop here)
 - Activate Free on 2nd (if available)
 - Diversion to Voice mail
 - Diversion to the operator assistant
- If an answering machine, a FAX or other answering service is used as an early answering position, it might interrupt the searching, so it is recommended to put it last in the search order.
- Design the different profiles to fit your most used positions. Make sure you use as few answering positions as possible for each profile. Profile examples:
 - In office
 - At home
 - On travel
 - Absent/not reachable
- Consider to associate a name with the personal number profile. The maximum length for the name is 10 characters. Name for personal number profile examples are:
 - In office
 - At home
 - On travel
 - On Vacation
 - In Hospital

6.4.3.2

How to fill in a setting form for search profiles, examples:

Name: In office

Search order	Type of telephone or answering position*	Telephone number	Ringling time (seconds)	Busy choice
1	Desk	1234	10	
2	Mobile	0706666666	25	
3	Voice Mail	1299		
4				

* Examples: Desk, Mobile, External, Voice mail, operator assistant

Name: At home

Search order	Type of telephone or answering position*	Telephone number	Ringing time (seconds)	Busy choice
1	External	222222	20	
2	Mobile	0706666666	25	
3	Voice Mail			
4				

* Examples: Desk, Mobile, External, Voice mail, operator assistant

Name: Boss

Search order	Type of telephone or answering position*	Telephone number	Ringing time (seconds)	Busy choice
1	Desk	4521	10	Busy
2	Desk	4522	15	Busy
3	Desk	4523	10	Busy
4	Desk	4524		

* Examples: Desk, Mobile, External, Voice Mail, operator assistant.

6.4.3.3

Setting form for the Personal number search profiles

Name..... Department.....

Telephone No..... Account.....

Profile 1 Name

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Profile 2 Name

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
5				
6				
7				
8				
9				
10				

Profile 3 Name.....

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Profile 4 Name

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Profile 5 Name

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
4				
5				
6				
7				
8				
9				
10				

7 MESSAGES

7.1 INTEGRATED VOICE MAIL

Note: Not applicable

7.2 MANUAL MESSAGE WAITING, MMW

7.2.1 MANUAL MESSAGE WAITING INDICATION

A function key with a lamp on a digital system telephone can be initiated as a manual message waiting key (MMW-key).

If there is a message waiting, the corresponding lamp will be ON and you will hear a special dial tone after lifting the handset.

7.2.2 CALLING THE PARTY THAT REQUESTED MANUAL MESSAGE WAITING

- Press the MMW-key that is ON and a call is initiated to the number that requested message waiting. The lamp is turned OFF after answer.

7.2.3 CHECKING THE PARTY THAT REQUESTED MANUAL MESSAGE WAITING

- Press the soft-key **Program** (all lamps turns OFF).
- Press the MMW-key (the display indicates the number that requested message waiting).
- Press the soft-key **Exit** .

7.2.4 ORDER MANUAL MESSAGE WAITING INDICATION

To order manual message waiting to another extension

- Lift the handset (dial tone).
- Dial *31*extension number#.
- Replace the handset.

7.2.5 CANCEL MANUAL MESSAGE WAITING INDICATION

To cancel manual message waiting to another extension

- Lift the handset (dial tone).
- Dial #31*extension number#.
- Replace the handset.

To cancel manual message waiting at own extension

- Lift the handset (dial tone).
- Dial #31#.
- Replace the handset.

8 GROUP FEATURES

8.1 CALL PICK UP GROUP

8.1.1 OWN GROUP

If you are a member of a call pick up group you can answer calls to any other member (extension) in the group:

- Lift the handset (dial tone).
- Press the soft-key **GrpPickUp** or dial *8# and answer the call.

8.1.2 ALTERNATIVE ANSWER GROUP

One call pick up group can serve as alternative group for another call pick up group. You are only able to answer calls to the alternative group provided no calls exist to your own group:

- Lift the handset (dial tone).
- Press the soft-key **GrpPickUp** or dial *8# and answer the call.

8.2 INTERNAL GROUP HUNTING

An internal group hunting number is a common directory number for a group of extensions (triple access lines or additional lines). Calls to the group will be indicated at a free extension in the group.

8.2.1 TO ANSWER A GROUP CALL

A group call is answered in the normal way.

8.2.2 TO LEAVE A GROUP TEMPORARILY

Group member can logoff from a particular group, which it is part of by executing the following procedure.

Using a procedure

- Lift the handset (dial tone).
- Dial #29* Group number# (special dial tone).
- Replace the handset

By making follow-me to your own extension number you can leave a internal group hunting group temporarily:

Using the soft-key Absence

- Press the soft-key **Absence** .
- From the menu select **Follow Me** .
- Press the soft-key **Select** .

- Dial own extension number.
- Press the soft-key **Enter** (diversion lamp turns ON).

Using the diversion key

- Lift the handset (dial tone).
- Press the Diversion-key.
- Dial the own extension number.
- Press the Diversion-key (special dial tone and the diversion lamp is turned ON).
- Replace the handset.

Using a procedure

- Lift the handset (dial tone).
- Dial *21* own extension number# (special dial tone and diversion lamp is turned ON).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected

8.2.3

TO RE-ENTER THE GROUP

Group member can logon to a particular group, which it is part of by executing the following procedure.

Using a procedure

- Lift the handset (dial tone).
- Dial *29* Group number# (special dial tone).
- Replace the handset

To re-enter an internal group hunting group the follow-me to your own extension number has to be canceled.

Using the soft-key NoDiversio

- Press the soft-key **NoDiversio** (the diversion lamp is turned OFF).

Using the diversion-key

- Press the Diversion-key (the diversion lamp is turned OFF).

Using a procedure

- Lift the handset (special dial tone).
- Dial #21# (dial tone and the diversion lamp is turned OFF).
- Replace the handset.

Note: For an additional line, the diversion lamp is not affected

8.2.4

TO DIVERT THE GROUP TO AN ANSWERING POSITION

The calls to the internal group hunting group can be diverted to an answering position. To do that, you must have the category master extension.

- Lift the handset (dial tone).
- Dial *24*the group number*the answering position# (special dial tone).

- Replace the handset.

8.2.5

TO REVERT TO THE INTERNAL GROUP HUNTING GROUP

- Lift the handset (dial tone).
- Dial #24*the group number# (dial tone).
- Replace the handset.

8.3

GROUP DO NOT DISTURB

The group do not disturb feature allows a user (with a directory number defined as master extension by a command) to mark a group of extensions as group do not disturb, that is, calls to extensions in the group are not indicated.

An extension with group do not disturb activated can still make outgoing calls in the normal way.

The master extension category can be assigned either to a triple access line or to an additional line.

8.3.1

TO ORDER GROUP DO NOT DISTURB

An extension defined as master extension can activate group do not disturb by dialing the following procedure:

- Lift the handset (dial tone).
- Dial *25*group number# (special dial tone).
- Replace the handset.

8.3.2

TO CANCEL GROUP DO NOT DISTURB

An extension defined as master extension can cancel group do not disturb by dialing the following procedure:

- Lift the handset (dial tone).
- Dial #25*group number#.
- Replace the handset.

8.3.3

BYPASS OF GROUP DO NOT DISTURB

An extension defined as master extension can bypass the group do not disturb feature by dialing the following procedure:

- Lift the handset (dial tone).
- Dial *60*extension number#.

The call is indicated on the dialed extension number.

9 OTHER FEATURES

9.1 ACCOUNT CODE

9.1.1 GENERAL

The feature account code provides two different functions:

- Charge a call to an account code instead of charging it to the calling extension's number.
- Prevent unauthorized telecommunication use by forcing the user to dial an account code before dialing an external number.

Extensions and the external numbers for Least cost routing can be initiated with account code categories. With these two categories it is possible to decide if the user will have forced or optional account code dialing.

Forced means that the user must have dialed a valid account code before the destination number otherwise the call is rejected.

Optional means that it is not necessary with an account code for the call. The call is in this case always accepted.

The procedure for account code normally has to be dialed before the wanted number. It is also possible to tie an account code to an ongoing call, both incoming and outgoing. Any previous stored account code will then be overwritten.

9.1.2 PROCEDURE

9.1.2.1 *Predialing of account code*

- Lift the handset.
- Dial the procedure for account code *FC* account code #, where FC is the function code for using account code. If provided, dial tone is received.
- Continue with the external number. If the category check is negative (in case of forced account code dialing) the call is rejected.
- After conversation replace the handset.

9.1.2.2 *Dialing of account code in speech*

- You are in speech with an external party.
- Park the connected party.
- Dial the procedure for account code *FC*account code#, where FC is the function code for using account code. If provided, dial tone is received.
- Return to the parked party.
- After conversation replace the handset.

9.2 ADDITIONAL DIRECTORY NUMBER, ADN

You can be assigned one or more additional directory numbers. These are programmed on free function keys on your telephone. When using the additional line, use the following procedures:

9.2.1 TO RECEIVE A CALL

Incoming call to an additional line-key is indicated by a flashing lamp (the additional line-key's lamp) and a ringing signal is heard.

- Lift the handset (dial tone).
- Press the additional line-key.

9.2.2 TO RECEIVE A CALL IN HANDSFREE MODE

- Press the additional line-key.

9.2.3 TO TERMINATE THE CALL

- Press the Clear-key or replace the handset.

9.2.4 TO MAKE A CALL

- Lift the handset (dial tone).
- Press the additional line-key (dial tone).
- Dial the wanted number.

9.2.5 USING FEATURES FROM AN ADDITIONAL LINE

Features have the same procedure as for triple access line if nothing else is stated with the exception that the additional line-key has to be pressed after lifting the handset.

9.2.6 MULTIPLE DIRECTORY DIVERSION AND DND

This facility allows you to order and cancel the following features for all ADNs on the telephone, without doing the procedure for each ADN:

- When follow-me, direct diversion or message diversion is ordered or canceled from the ODN, the diversion is also ordered or canceled for all ADNs assigned to your extension. The same rules are applied as if the procedure to order or cancel the diversion had been dialed from the ODN and each ADN on the extension.
- When DND is ordered or canceled from the ODN, DND is also ordered or canceled for all ADNs assigned to your extension. The same rules are applied as if the procedure to order or cancel DND had been dialed from the ODN and each ADN on the extension.
- When general cancellation is ordered from the ODN, the features follow-me, direct diversion, message diversion and DND initiated for the ADNs are also canceled.

This facility is controlled by a category (programmed by the system administrator).

9.3 ALARM EXTENSION

An alarm telephone is assigned characteristics similar to an alarm centre. A call to this extension obtains automatic intrusion if the extension is busy. Up to 7 callers can be connected to the alarm extension at the same time.

9.4 DATA COMMUNICATION

In a data communication environment the telephone can be used together with an asynchronous terminal or an IBM compatible PC/industry standard PC as an integrated voice/data terminal. The telephone together with a terminal adapter unit is connected to the exchange over a 2-wire connection for simultaneous voice and data communications.

9.5 DATA PRIVACY

The feature data privacy is used to allow you to make calls without any disturbances such as intrusion. The feature is automatically canceled when the call is finished.

To order data privacy

- Lift the handset (dial tone).
- Dial *41# (dial tone).
- Dial the wanted number.

9.6 DIRECT INDIALING

Normally the exchange has a direct indialing possibility, which enables external subscribers to call you directly without needing to go via the PBX operator.

9.7 EMERGENCY STATE

In the event of an emergency, the PBX operator can switch the exchange into emergency state. Only extensions with the appropriate category will be permitted to initiate calls in this state.

If you have not been assigned this category and try to make a call, you will not receive any dial tone.

9.8 FREE SEATING

9.8.1 GENERAL

9.8.1.1 *Introduction*

These directions for use describe the user procedures for handling the free seating feature. You can log on and log off free seating by dialing a procedure.

All the procedures used in this document are according to the standard application system.

Log on can be done:

- From a DTS, mobile extension or ATS telephone.

Log off can be done:

- From a DTS, mobile extension or ATS telephone.
- From an external user via DISA.
- From the PBX operator assistant.
- By a new log on from another telephone using the same free seating number.

9.8.1.2

Display information when logged on to a DTS

The display presents your name and the free seating extension number as follows:

Anakin Skywalker		14000	15:45	04 Jul 2001

F1	F2	F3	F4	

9.8.2

PROCEDURES

9.8.2.1

Activation

The procedure used is:

*11*RAC*FEN#

Note: Free seating can also be activated from the Soft-key LogOn. RAC and FEN are requested and introduced sequentially.

Note: When you make a log on request to a host telephone a congestion tone will be heard. The display will show congestion on the host telephone.

9.8.2.2

Deactivation

The procedure used is:

#11#

Note: In DBC 223/DBC 225 telephones free seating can be deactivated from the Soft-key LogOff.

9.8.2.3

From a PBX operator assistant

Log off can be done from a PBX operator assistant console.

9.9

GENERAL CANCELLATION

The following procedure is used to request general cancellation:

- Lift the handset (dial tone).
- Dial #001#.
- Replace the handset.

The following initiated features are simultaneously canceled by the feature general cancellation:

- Call back (all call back missions are canceled).
- Diversion/follow-me/external follow-me.
- Manual Message Waiting/Message Diversion.
- Do not disturb.
- Flexible night service.

Note: For an additional line, the call back missions from the triple access line are canceled as well.

9.10

HOT-LINE (NON-DIALED CONNECTION)

9.10.1

DIRECT HOT-LINE

An extension number (triple access and additional number) can be defined as a direct hot-line. When the handset on the telephone is lifted or a line-key is pressed a call is automatically generated to a predefined extension position or external subscriber. The only call that can be placed from this type of line is the direct hot-line call.

9.10.2

DELAYED HOT-LINE

An extension number (triple access and additional number) can be defined as a delayed hot-line. When the handset on the telephone is lifted or a line-key is pressed a timer is started, and if no digit is dialed before the timer expires, the call is automatically generated to a predefined extension position or external subscriber. Otherwise the call is treated as a normal call.

9.11

INTERCEPTION SERVICE

9.11.1

GENERAL

By using the interception service facility you can obtain effective interception (diversion) of incoming calls when you are unable to answer your telephone.

The task of an interception computer is, quickly and simply, to store and display information about those people (extension users), that is, employees of a company, who use the PBX. Messages to and from users can be registered simply in the interception computer. This takes place at special answer positions, message diversion positions.

A typical answer position is an extension or operator assistant connected to the interception computer. You initiate message diversion for your extension, that is, request

that your incoming calls be diverted to a message diversion position, by dialing a code on your extension telephone. Included in the code is the reason for absence and (possibly) estimated time of return.

It is possible to set the format of the date not only for the extension display but also the format of the date sent to the interception computer.

When a person calls your extension and is diverted to an answer (divertee) position, your diversion information will appear on the answer position. The person serving the answer position can then inform the caller why you are absent, your estimated time of return and pass on a message (if any) from you to the caller. A message from the caller can be accepted and registered in the interception computer by the person serving the answer position.

When you call your designated answer position directly from your extension you can learn whether any messages exist for you and, if so, their contents. You can also leave messages there for callers.

Message waiting is a special function which notifies your telephone that the interception computer has a message stored for you. Notification is in the form of a short ringing signal repeated at regular intervals (5-30 minutes) or a special dial tone. Digital system telephones can be programmed instead for notification by means of a flashing function key. Also, analog telephones may be equipped with a message waiting lamp and programmed instead for notification by means of the lamp steady on. The notification remains as long as any non-printed out message remains. No notifications will be supplied as long as your telephone remains in the message diverted, direct diversion or follow me state. The message waiting facility is optional and is programmed into the PBX from a terminal.

When you terminate an ongoing message diversion any incoming messages to you will be printed out automatically on the printer connected to the interception computer. Messages to you can also be printed out from a message printout position.

A message printout position is an extension position equipped with a printer connected to the interception computer. If messages have arrived during the period you were absent you can call the message printout position and request that the messages be printed out. The person serving the message printout position then prints out your messages by keying a code on her/his telephone.

9.11.2

TO ORDER MESSAGE DIVERSION

You can have your incoming calls diverted to (intercepted by) a designated message diversion position by keying a code on your telephone. The code includes reason for absence and also (if known) your estimated time of return. The reason for absence is indicated by a single digit (0-9). The significance of the digit value has been programmed into the interception computer (that is, 1 = meeting, 2 = business trip).

- Ascertain what is applicable for your interception computer.

The estimated time of return is indicated with four digits. These digits can mean MMDD (month + day) or HHMM (hour + minute) depending on your stated reason for absence.

If the time or return is set to be the date, it is possible to have it as MMDD (month + day) or DDMM (day + month).

The message diversion position first had to be programmed as your common divertee position.

It is also possible to order message diversion for your extension from the terminal situated at the message diversion position.

9.11.2.1

To order from your extension telephone

- Lift handset and await dial tone
- Key * 23 * reason for absence (one digit) *estimated time/date of return (four digits) #

alternatively

- Key * 23 * reason for absence (one digit) #
- Await verification tone, replace handset

9.11.2.2

To order using the Absence soft-key

- Press Absence soft-key
- Press Select soft-key to select the absence reason option
- Press Select for the framed absence option
- If required, enter estimated time/date of return (four digits)
- Press Enter soft key

9.11.2.3

To order from the follow me position for ongoing follow me extension

- Lift handset and await dial tone
- Key * 230 * extension number with ongoing follow me * reason for absence (one digit) * estimated time/date of return (four digits) #

alternatively

- Key * 230 * extension number with ongoing follow me * reason for absence (one digit) #
- Await verification tone, replace handset

Via an I/O terminal it is possible to program the PBX so that the message diversion receives higher priority than direct diversion or follow me. If this is not the case, then, for message diversion to function, it will be necessary to cancel the ongoing follow me.

9.11.3

TO CANCEL MESSAGE DIVERSION

To cancel an ongoing message diversion you key a predetermined code on your telephone. When you do this, any messages for you will be printed out on the printer, which identity (number) you can state in the extension code. If you omit this number from the code, the messages will be printed out at a predetermined terminal (printer).

The identity of the printer is stated by 2-5 digits. The number of digits to be used is programmed into both the PBX and the interception computer.

- Ascertain what is applicable for your PBX.

It is also possible to cancel an ongoing message diversion for your extension from the terminal at the message diversion position.

9.11.3.1

To cancel from your extension telephone

Cancellation means that any waiting messages for your extension will be printed out.

- Lift handset and await special dial tone
 - Key # 23 * terminal number (2-5 digits) #
- alternatively
- Key # 23 #
 - Await verification tone, replace handset.

9.11.3.2 *To cancel using the No Diversion soft-key*

- Press No Diversion soft-key

9.11.3.3 *To cancel from the follow me position*

Cancellation means that any waiting messages for the extension with ongoing follow me will be printed out.

- Lift handset and await dial tone
- Key # 230 * extension number with ongoing follow me * terminal number (2-5 digits) #

alternatively

- Key # 230 * extension number with ongoing follow me #
- Await verification tone, replace handset.

9.11.4 TO ORDER DIVERSION

You can have your incoming calls diverted to a message diversion position by using diversion facilities.

You can choose from the following types of diversion:

- Diversion direct
- Diversion on no reply
- Diversion on busy

The message diversion position first had to be programmed as your individual diverttee position.

9.11.5 TO CANCEL MESSAGE WAITING NOTIFICATION

Should you experience notification of message waiting as disturbing or for some other reason wish to shut off notification, you can do this by dialing a code on your telephone.

To cancel notification:

- Lift handset and await dial tone
- Key # 91#
- Await verification tone, replace handset

9.11.6

PRINTOUT OF MESSAGE(S) FROM A MESSAGE PRINTOUT POSITION

From a message printout position and by keying a code on the position's telephone you can initiate a printout of messages addressed to a specific extension. The code contains the extension number whose messages are to be printed out.

To order a printout:

- Lift handset and await dial tone
- Key * 23 * extension number #
- Await verification tone, replace handset

9.11.7

MESSAGE WAITING KEY

When the LED is extinguished the key has no function, that is, a key function is obtained only if the key is pressed when you have received a message in one of the message systems.

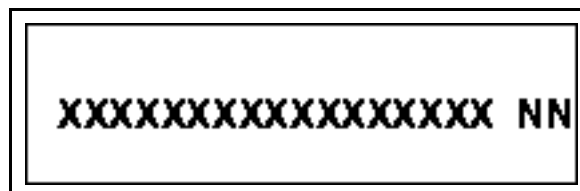
The key can have three different functions. The key function is affiliated to the message system with which the notification is associated.

- Ascertain which function is applicable for your interception computer.

If you have received messages in more than one system, the key depression is valid for the system at the head of the queue. In this manner, on each key depression, you obtain the function that is affiliated to the system associated with the key depression.

If you press the key when your system telephone is in the traffic mode (that is, not in the programming mode), you can access the following functions:

1. Presentation of text only in the display window (see figure below).



XXXXX...X identifies the message system, in this case the interception computer via which you have received the message(s).

NN states the number of message systems for which queued notifications exist. NN is displayed for the first notification in the queue only.

2. Call to a number affiliated to the interception computer, for example, the number of a message printout position.
Depression of the key also results in erasure of the notification from the interception computer.
3. Signal transmission to the interception computer that can result in, for example, a printout of all messages to you in the interception computer. Notification in the display window is in the same manner as in case 1.

9.12 LEAST COST ROUTING

9.12.1 GENERAL

The Least Cost Routing Facility can be accessed by dialing Least Cost Routing Access Code (LAC).

By using Least Cost Routing Access Code you will automatically be routed over the cheapest available route. You cannot choose the cheapest route yourself, this is performed automatically by LCR.

9.12.2 PROCEDURE

9.12.2.1 *Outgoing call by using LAC*

- Lift hand set
- Dial LAC provided a dial tone is received.
- Continue with the external number. If no free trunk is selected, a busy tone is received. On-hook queuing is possible by dialing the suffix digit for call-back to the busy route. If the selected route is marked as expensive, you will receive Expensive Route Warning Tone which will make it possible for you to interrupt the further routing of the call.
- Replace the handset when the call is completed.

9.13 MALICIOUS CALL TRACING, MCT

This feature allows you, before the call is disconnected, to signal to the public switched telephone network (PSTN) that you have received a *malicious* call. If the calling subscriber clears the call, the external line can be held for a limited period of time, during which you can invoke the feature. This information is used by the PSTN to record information about the origin of the call (that is, print calling party number, date, time, and so on).

The following is the procedure for invoking malicious call tracing while connected to a subscriber:

9.13.1 TO ORDER MALICIOUS CALL TRACING

- Press the soft-key **TraceMalC** or the MCT-key.

The system acknowledges with a tone message indicating if the MCT request was accepted or rejected.

9.14 MULTIPLE REPRESENTED DIRECTORY NUMBER, MDN

The directory number assigned to the telephone can be multiple represented in other digital system telephones. That is, the directory number is represented as a key on other digital system telephones.

This key can also be assigned a Dial-by-Function key, in order to get the best use of the keys on the telephone.

9.14.1 MULTIPLE REPRESENTED DIRECTORY NUMBER WITHOUT DIAL-BY-FUNCTION KEY

9.14.1.1 *To receive a call*

An incoming call to a directory number that is multiple represented is indicated (with lamp flashes, calling party information and/or ringing signal) in all telephones where the number is represented.

If the calling party information is shown or not, is set by the system administrator.

9.14.1.2 *To answer a call*

The incoming call can be answered by any telephone (where the number is multiple represented as a key) by lifting the handset and pressing that key. After the answer, that telephone will be in speech with the calling party and all the other telephones having the number multiple represented will indicate that the number is busy by turning the corresponding lamp ON. During this time the represented number will be out of use (on the triple access line the Line 2-key and Inquiry-key can be used for making calls but not for receiving calls) until the call is disconnected by the answering party.

9.14.1.3 *To make a call*

Any telephone that has a key that represents another number can use that key to initiate a call by pressing the key. All other telephones that have that number multiple represented will indicate that the number is busy by turning the corresponding lamp ON. During this time the represented number will be out of use (on the triple access line the Line 2-key and Inquiry-key can be used for making calls but not for receiving calls) until the call is disconnected by the answering party.

9.14.1.4 *Parking*

5.9 Parking on page 59 .

9.14.1.5 *Using features from a multiple represented directory number*

Features have the same procedure as for triple access line if nothing else is stated with the exception that the multiple represented line-key has to be pressed after lifting the handset. All features activated/canceled from the multiple represented line-key are related to your own directory number except for the diversion feature.

9.14.2 MULTIPLE REPRESENTED DIRECTORY NUMBER WITH DIAL-BY-FUNCTION KEY, MNS

9.14.2.1 *To receive a call*

An incoming call to a directory number that is multiple represented is indicated (with lamp flashes, calling party information and/or ringing signal) in all telephones where the number is represented.

If the calling party information is shown or not, is set by the system administrator.

9.14.2.2

To answer a call

The incoming call can be answered by any telephone (where the number is multiple represented as a key and there is one of Line 1 or Line 2 idle for answering calls) by lifting the handset and pressing that key. After pressing the line-key the call will be automatically transferred to an idle Line 1 or Line 2. After the answer, that telephone will be in speech with the calling party and all the other telephones having the number multiple represented will be idle (they can receive new calls).

9.14.2.3

To make a call

Any telephone that has a key that represents another number can use that key to initiate a call by pressing the key when there is no incoming call on that line. The number initiated on this key will be redialed as for Dial-by-Function key (4.8.3 Dial-by-Function key on page 53).

9.15

NIGHT SERVICE

During night service, incoming external calls are transferred to any selected extension or group of extensions.

9.15.1

NIGHT SERVICE COMMON

All incoming calls are routed to one extension, and calls are answered in the normal way.

9.15.2

NIGHT SERVICE INDIVIDUAL

One or more of the external lines in the exchange are routed to the designated extension, and calls are answered in the normal way.

9.15.3

NIGHT SERVICE UNIVERSAL

All incoming calls are signaled on universal signaling devices, that is, a bell. In order to answer the call use the following procedure:

- Lift the handset (dial tone).
- Press the soft-key **GrpPickUp** or dial 8.

9.15.4

NIGHT SERVICE FLEXIBLE

Flexible night service permits you to select an external line and connect it directly to Line 1, 2 or an additional line on your telephone. This is convenient when you are expecting important calls after office hours and you wish to get them without delay. Details about external line numbers can be obtained from the PBX operator. The following procedures are used:

To activate flexible night service

- Lift the handset (dial tone).
- Dial *84*route number*external line number#.
- Replace the handset.

To cancel flexible night service

- Lift the handset (dial tone).
- Dial #84#.
- Replace the handset.

Note: This service is only valid for manual lines.

Note: If you forget to cancel flexible night service, it will be canceled automatically one hour after the exchange has been switched back into day service, provided that flexible night service has been operative for at least one hour.

9.16

SIMPLIFIED INTERCEPTION

9.16.1

GENERAL

The simplified interception feature has been introduced in order to render the telephone interception function more effective. It improves the operator assistant's possibilities of providing concise and rapid answers to callers.

The simplified interception facility is a simplified version of the interception service facility. The operator assistant console is used for the presentation of absence information.

Absence information in this context means the reason for diversion and the time/date of the sought user's return.

Message diversion procedure is used to program an extension to divert to its answering position specifying absence information. Message diversion can be ordered/canceled from the place of origin, from a secondary extension, from the divertee position to which the extension has ongoing follow-me or from the operator assistant.

The answer position for message diversion is a common or an individual operator assistant who has been initiated as a common divertee position for the entire PBX.

9.16.2

EXTENSION PROCEDURES

The following codes are used:

- FC1** Message diversion feature code activated from the place of origin.
- FC2** Message diversion feature code activated from another extension

9.16.3

CALLS TO AN EXTENSION WITH ONGOING MESSAGE DIVERSION

From an extension with capability to display absence information.

- From the extension, dial the extension number (e.g. 1234)
- Reason for diversion, time/date of return is displayed.
- Press the * or soft key indicated DIAL to proceed with the message diversion call.

9.16.4 FROM AN EXTENSION

9.16.4.1 *To order*

When you leave your room and wish to leave a message for callers via a operator assistant, use the following procedure to switch your telephone into the message diversion mode.

- Lift the handset
- Key *FC1* absence code * time#
- You will now hear a special dial tone
- Replace the handset

The code, reason for diversion, comprises one digit (0-9) and is determined internally by each individual customer.

Time, estimated time of return, is stated by four digits, as hour + minutes, for example, 1430, month + day, for example, 1206, or day + month, for example, 0612. The date format adopted is set by a parameter.

When the time of day or date is not to be stated:

- key # immediately after the code.

9.16.4.2 *To order using the Absence soft-key*

- Press Absence soft-key
- Press Select soft-key to select the absence reason option
- Press Select for the framed absence option
- If required, enter estimated time/date of return (four digits)
- Press Enter soft key

9.16.4.3 *To cancel from an extension*

When you return you cancel your ongoing message diversion in the following manner:

- Lift the handset
- Key #FC1#
- You will now hear a normal dial tone
- Replace the handset

9.16.5 FROM A SECONDARY NUMBER

9.16.5.1 *To order*

- Lift the handset
- Key *FC2* secondary extension number * absence code * time#
- You will now hear a special dial tone
- Replace the handset

9.16.5.2

To cancel

When you return you cancel your ongoing message diversion in the following manner:

- Lift the handset
- Key #FC2#
- You will now hear a normal dial tone
- Replace the handset

9.16.6

TO ORDER AN EXTENSION WITH ONGOING FOLLOW-ME FROM THE FOLLOW ME POSITION

- Lift the handset
- Key *FC2* directory number of extension number with ongoing follow me code * time#
- You will now hear a special dial tone
- Replace the handset

9.17

PARALLEL RINGING

If an extension part of parallel ringing list tries to activate/deactivate any of the below features, then the procedure is performed on the main directory number but not on itself.

- Call diversion for non-generic extension
- Do not disturb
- External follow-me
- Follow-me
- General Cancellation
- Individual Repeated Distribution or Personal Number
- Message diversion

10 SETTINGS

If you have a frequent need for the features provided by the telephone and the exchange, you can program them for single key access which will save you a lot of time. The programming is done either by yourself or by the system administrator.

10.1 CHOICE OF LANGUAGE

10.1.1 INTRODUCTION

The purpose of the Choice of language feature is to allow every user to select the language in which the text messages appear in the display of your telephone.

Once a language has been chosen, all text strings will appear on the telephone in the selected language until another language is chosen. There are up to ten available languages to choose from.

10.1.2 DESCRIPTION

To select a language, you must dial a procedure from your own extension/console. The procedure to dial is as follows: ***08*L#**

08 Feature code for Choice of language.

L Language code (one digit, 0-9).

After dialing the procedure from an extension, you will get a confirmation tone (stated by a market-dependent parameter) and a message in the new selected language will be displayed stating that the operation has been successfully carried out.

If the selection of a new language has failed an erroneous tone (stated by a market-dependent parameter) will be received, and a message indicating this event will also be shown.

You can dial the Choice of language procedure when the extension is idle or when it is receiving dial tone.

The standard language codes are:

0	English
1	French
2	German
3	Spanish
4	Italian
5-9	SPARE (text strings in English by default)

10.1.3 USER PROCEDURE

Example

The user of the DTS extension with directory number 20320, with name Calimero, wishes to change the language in which all text strings are shown in the extension display from English to Spanish.

For this example, extension 20320 has defined a key which diverts it to extension 45001.

This will give the following result on the display of extension 20320 which is a DBC 213:

1. Extension 20320 is idle.

12:59 20Dec 1996			
Calimero 20320			
Lock	AcCo	AutCo	Time
F1	F2	F3	F4

2. Press the diversion key for extension 20320. The diversion information will be shown as:

12:59 20Dec 1996			
DivertedTo	45001	Calimero	20320
Lock	AcCo	AutCo	Time
F1	F2	F3	F4

3. Extension 20320 dials *08*3#, where 3 corresponds to the number of the Spanish language. 08 is the function code for the choice of language. As the operation is OK, the text 'Operacion aceptada' appears.

12:59 20Dec 1996			
Operacion aceptada			*08*3#
F1	F2	F3	F4

4. Press the clear key for extension 20320 and the entire display information will be shown in Spanish.

12:59 20Dic 1996			
Desviado: 45001		Calimero 20320	
Cerr	Ccu	Cand	Tmp
F1	F2	F3	F4

5. Press the diversion key for extension 20320 to reset the diversion.

12:59 20Dic 1996			
Calimero 20320			
Cerr	Ccu	Cand	Tmp
F1	F2	F3	F4

10.2

FREELY PROGRAMMABLE FUNCTIONS

Features that you, as an end user, can place on any free button, both with and without a LED, without any help from the system administrator.

- Call Back (4.2.4 Automatic call back on page 28). (*)
- Call waiting (5.1 Call waiting on page 54).
- Common parking/Call Pick-up (5.9.2 Common on page 59 and 3.6 Individual call pick up on page 25).
- Conference (5.2 Conference on page 55).
- Dial-by-Function key (4.8.3 Dial-by-Function key on page 53).
- Diversion (6.1 Diversion on page 65). (*)
- Do not disturb, DND (3.4 Do not disturb, DND on page 23). (*)
- External number redial (4.2.6 External number redial on page 29).
- Immediate speech connection in loudspeaking mode (automatic answer, 3.5 Immediate speech connection on page 24). (*)
- Intrusion (5.5 Intrusion on page 57).
- Night service (allows you to select a specific exchange line to your telephone during non-office hours, 9.15 Night service on page 95).

(*) To get an enhanced functionality (that is, LED indication and toggle functionality) these function keys should be placed by the system administrator.

10.3

FUNCTIONS THAT MUST BE REQUESTED

- Additional lines (9.2 Additional directory number, ADN on page 85).
- Dedicated intercom link (when you need a permanently available internal communication link).
- Free on Second Line (3.3 To receive a second call on page 22).
- Malicious call tracing, MCT (9.13 Malicious call tracing, MCT on page 93).
- Manual message waiting (7.2 Manual message waiting, MMW on page 79).
- Message Waiting (7 Messages on page 79).

- Multiple representation (9.14 Multiple represented directory number, MDN on page 93).
- Name and number log (4.6 Name and Number Log on page 44).
- Personal number (6.4 Personal Number on page 72).
- Own external line.

10.4

PROGRAMMABLE FUNCTION KEYS

To order the features that you want from your system administrator, please use the order form, see information for ORDER FORM FOR DBC 22X.

10.5

TO PROGRAM DIAL-BY-FUNCTION KEY

You can program internal and external numbers that you often use as single key access numbers on function keys . For single key access calls you press the required function key.

To program

- Press the soft-key **Program** .
- Press the selected key (the lamp turns ON).
- Dial the number or feature code.
- Press the selected key (the lamp turns OFF).
- Press the soft-key **Exit** .

To verify

- Press the soft-key **Program** . (The previous step is not needed if the functionality has been accessed before.)
- Press the selected key (the lamp turns ON and the display shows the programmed number).
- Press the soft-key **Exit** .

To erase

- Press the soft-key **Program** . (The previous step is not needed if the functionality has been accessed before.)
- Press the selected key (the lamp turns ON and the display shows the programmed number).
- Press the Clear-key (the number information is erased).
- Press the selected key (the lamp turns OFF).
- Press the soft-key **Exit** .

10.6

TO PROGRAM A FUNCTION

If you have frequent use of certain functions (that can be activated by a feature code), you can program them for single key access. When you wish to order a function, you just press the relevant function key.

The same procedures as described in 10.5 To program Dial-by-Function key on page 102 are used to program a feature code on a function key.

The following functions can normally also be accessed with digits dialed on the telephone or they can be allocated to function keys.

10.7 TO PROGRAM ABBREVIATED NUMBERS

You can program individual abbreviated numbers on all ten digit keys of your telephone. The complete number can comprise a maximum of 20 digits plus * (indicating the second dial tone from the public network) of the maximum programmable 21 characters, only the last 20 will be shown on the display. The numbers can be extension numbers or external numbers.

10.7.1 PROGRAMMING AN ABBREVIATED NUMBER

- Lift the handset (dial tone).
- Dial *51*digit (0-9)*telephone number#.
- Replace the handset.

That is, the system translates the digit into the telephone number.

10.7.2 TO ALTER AN INDIVIDUAL ABBREVIATED NUMBER

Use the same procedure as for programming individual numbers. The existing number will be erased automatically.

10.7.3 TO ERASE AN ABBREVIATED NUMBER

- Lift the handset (dial tone).
- Dial #51*digit (0-9)#.
- Replace the handset.

10.7.4 TO ERASE ALL NUMBERS PROGRAMMED BY THE EXTENSION

- Lift the handset (dial tone).
- Dial #51#.
- Replace the handset.

10.8 TO PROGRAM RINGING OPTIONS

The ringing signal of your telephone can be individually programmed. 2.9.3 Ringing options on page 21 describes the possible options for the ringing signal.

To program

- Press the soft-key **Program** .
- Press the Line 1-key (display shows digit 0-6).
- Dial digit (0-6).

- Press the Line 1-key (Line 1 lamp is turned OFF).
- Press the soft-key **Exit** .

To verify

- Press the soft-key **Program** .
- Press the Line 1 (display shows digit 0-6).
- Press the soft-key **Exit** .

The same procedure is used to program ringing signal options for additional lines and multiple represented lines. Press the corresponding additional line/multiple represented line-key and dial the corresponding digit in the same way as above.

10.9

TO PROGRAM RINGING SIGNAL TONE CHARACTER

Ringing signals are generated in the telephone loudspeaker by a tone ringer. The selection of one of ten different ringing signal tone characters can be made in programming mode. Each tone corresponds to a digit between 0 to 9. The following procedure is used:

- Press the soft-key **Program** (the display indicates the current ringing tone programmed for the telephone).
- Press a digit-key.

The telephone acknowledges with a ringing signal with a tone that corresponds to the pressed digit. You may try different characters until you find a satisfactory one.

- Press the soft-key **Exit** .

10.10

TO PROGRAM RINGING SIGNAL MELODY

There is a possibility to change the normal ringing signal to melodies for all three different ringing signals, internal, external and call back. The number of possible tones is 40 for **internal call** and **external call** and 20 for **call back** .

At delivery, there are three different default melodies installed on the telephone for internal, external and call back.

If a melody is programmed and activated, the corresponding LED is lit when the melody mode is entered.

Note: If no melody is programmed for the selected ringing signal, the selection will be ignored.

10.10.1

MELODY MODE

In Melody mode you can activate or deactivate the programmed melodies, or enter the Program Melody mode to compose or edit melodies

To enter via the soft-key PhoneSet

- Press the soft-key **PhoneSet**
- From the menu select **Melody Programming** and press the soft-key **Select**

To enter via a key combination:

- Press **C** , * and **7** simultaneously during at least 1 second

A tone signal is heard, and the display shows (example):

Melody Mode		Activate/deactivate,press	
L1 for internal,L2 for External ,Inquiry for CallBack			
Exit		Program	
F1	F2	F3	F4

Note: The soft-keys and the Activate/deactivate information text are only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision.

11.10 Firmware indication on page 113

To exit Melody mode

- Press the soft-key **Exit** or press #.

If no key is pressed for 30 seconds, the telephone returns to idle. In this case nothing is stored. Also 10.10.5 To save a melody on page 108 .

10.10.2

PROGRAMMING MODE

To enter

- Press the soft-key **Program** , or the top function key.

The top function key lamp is turned on, and the display shows:

Program Melody		Program,edit,delete,press	
L1 for internal,L2 for external ,Inquiry for Callback			
Back			
F1	F2	F3	F4

Note: The soft-key and the Program/edit,delete information text are only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision.

11.10 Firmware indication on page 113

10.10.3

SELECT RINGING TYPE

To select the wanted ringing type to program, press **Line 1**, **Line 2** or **Inquiry** for Internal call, External call or Call Back respectively. The corresponding LED starts flashing.

The display shows the corresponding programmed melody (the default melodies are shown as examples - when no melody is stored, only the cursor (<) is shown):

Program Intern			
<CpFpGp+dP+cp#aapgfP			
<		>	
		Back	
F1	F2	F3	F4
Program Extern			
<AB+CAB+CPP+CAB+CPPB			
<		>	
		Back	
F1	F2	F3	F4
Program Callback			
<GpGpgab+CbpaA			
<		>	
		Back	
F1	F2	F3	F4

Note: The soft-keys are only available when firmware revision R3F or later is active for the telephone. See Firmware indications to check the firmware revision.

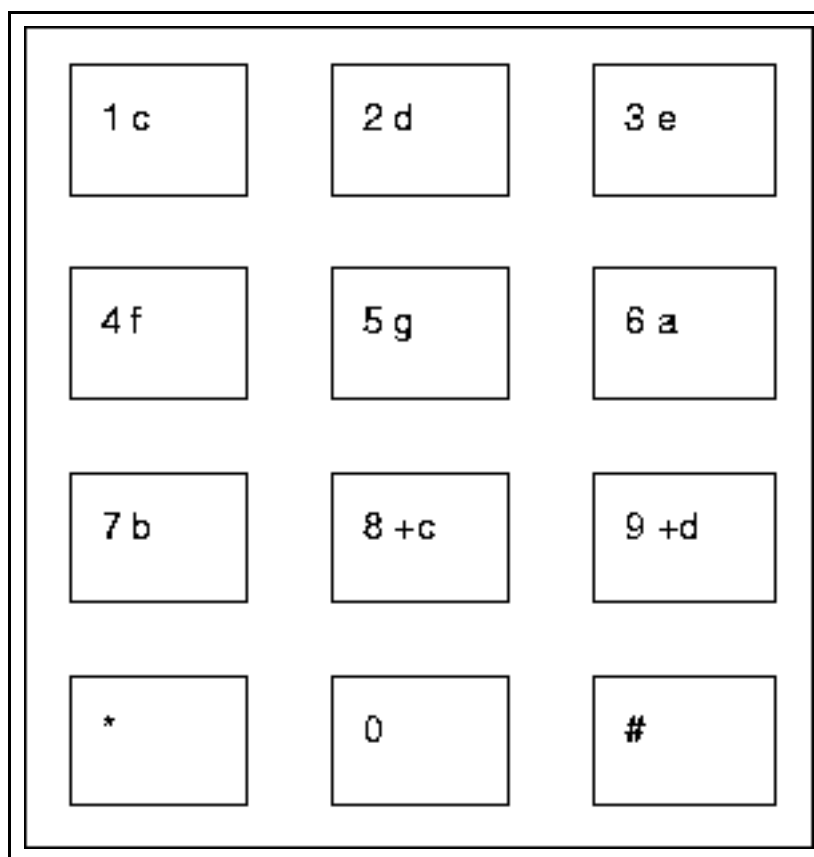
11.10 Firmware indication on page 113

10.10.4

CREATING A MELODY

The telephone has the capability to handle a range of tones. See the figure and table below to find out which notes and notations correspond to which key. If the key is pressed and held down for a longer time than 0.5 second, a long tone will be the result. (Shown with a capital letter, for example D). The sign + shows that the tone has been raised one octave.

The tones are placed on the keyset as follows:



In addition to this the following signs are used:

#	Decreases or increases the pitch tone steps. Press once to sharp (#) twice to flat (b) and a third time to get back to normal. # must be pressed after the tone.
*	Press to insert a short pause. Shown with a p in the display. Press and hold to insert at long pause. Shown with a P in the display.
Soft-keys </> or Vol. -/+	Placing the cursor within the melody. Press and hold to get to the beginning or to the end of the melody.
0	The inserted note is raised one octave. A higher octave is shown with a plus sign (+) before the note.
C	Erases the tone to the left of the cursor. If Clear (C) is pressed and held down, the whole melody will be erased.

Explanation of terms

Pitch steps:

When a tone is raised or lowered to the next half-tone.

Pause:

A number of pauses can be stored continuously. A maximum of 38.

Octave:

An interval between eight tones.

Note: The soft-keys are only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision.

11.10 Firmware indication on page 113

10.10.5 TO SAVE A MELODY

The written notes and any change is automatically stored whenever you leave the Programming mode (also when time-out).

- Press soft-key **Back** , or the top function key (with the lit lamp)

10.10.6 TO ACTIVATE


- Enter melody mode
- Press the selected melody key. The lamp is switched on.
- Press the soft-key **Exit** , or press **#** to exit Melody Mode

10.10.7 CHECK THE MELODY

There are three possibilities of checking the melody.

- When a melody is activated in programming mode the stored melody is played.
- If the loudspeaker key is pressed in programming mode, the activated melody will be played.
- In program mode it is also possible to scroll through the activated melody, note by note, with the soft-keys **<** and **>** , or the volume keys **(-/+)**.

10.10.8 EXAMPLE



CddDDppCCCC#d#d#D#DppDDDbAGppppGFG

The example above, the James Bond theme, shows in the first position a long tone, in the sixth position a pause and in the eleventh position a raised d.

Note: A maximum of 20 characters can be shown simultaneously.

Note: The b between D and A is not tone b, it shows a decreased tone step.

11 MISCELLANEOUS

11.1 TELEPHONE REGISTER (OPTIONAL)

On the tray underneath your telephone you can note, for example, all common abbreviated numbers.

11.2 LABELLING

Lift the protective cover underneath the handset and write your extension's number. Label your individually programmed function keys, by lifting the overlay slightly and remove the strip. Write the number or function in the field next to the appropriate key in pencil. Put the strip back and snap the overlay into position on the right side by pressing the three tabs under the edge of the front cover.

Use the Designation Card Manager CD-ROM to make and print your own designations.

11.3 CLEANING

Wipe your telephone clean with a damp cloth. If needed use water and a mild soap solution.

11.4 WALL MOUNTING

The telephone can be wall mounted without using a special console. This can be used for instance in conference rooms or public areas.

11.5 HEADSET FUNCTION

This function offers you the possibility of using a headset. Headset mode must be activated (by means of the Headset-key).

Note: The headset itself is ordered separately.

11.5.1 TO MAKE CALLS

- Press the Headset-key.
- Dial the wanted number.
- Wait for answer.

11.5.2 TO CHANGE FROM HEADSET MODE TO HANDSET

- Lift the handset.

- 11.5.3 TO CHANGE FROM HANDSET TO HEADSET MODE
- Press the Headset-key.
 - Replace the handset.
- 11.5.4 TO CHANGE FROM HEADSET MODE TO LOUDSPEAKING WITH HEADSET
- Press the Speaker-key.
- 11.5.5 TO CHANGE FROM LOUDSPEAKING WITH HEADSET TO HEADSET MODE
- Press the Speaker-key.
- 11.5.6 TO CHANGE FROM HEADSET MODE TO HANDSFREE
- Press the Speaker-key.
 - Press the Headset-key.
- 11.5.7 TO CHANGE FROM HANDSFREE TO HEADSET MODE
- Press the Headset-key.
- 11.5.8 TO CLEAR THE CALL
- Press the Clear-key.

11.6 HEADSET PRESET FUNCTION

Headset Preset

By default the telephone is set for calls to be connected to the loudspeaker when you answer or make calls by pressing a Line key, so called Loudspeaker Preset. Also when you dial the number without lifting the handset, the call is automatically connected to the loudspeaker.

When you use a headset for your telephone, you can change the setting to get calls connected to the headset instead, so called Headset Preset.

Note: Independently of the type of preset setting, when you lift the handset the call is always connected to the handset.

Also handsfree and loudspeaking work as usual, that is, when the Loudspeaker key is pressed, the call is temporarily connected to the loudspeaker.

Activation and cancellation of Headset Preset can only be done when the telephone is in idle mode.

Headset Preset can be activated and canceled either by use of the headset and loudspeaker keys, or via the soft-key **PhoneSet**.

To activate using the soft-key **PhoneSet**:

- Press the soft-key **PhoneSet**

- From the menu select **Headset Preset** and press the soft-key **Select**

A tone signal is heard, and the display shows:

Headset Preset			
Off			
Save&Exit		Change	
F1	F2	F3	F4

Note: The soft-keys are only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision. For earlier version the settings is automatically changed every time the Headset Preset menu is entered.

11.10 Firmware indication on page 113

- Press the soft-key **Change** to switch to Headset Preset- **Off** replaced by **On** .
- Press the soft-key **Save&Exit** , or press **#** to finish setting.

The headset key lamp flashes for some seconds. The headset symbol is displayed to indicate Headset Preset.

To cancel using the soft-key PhoneSet :

- Press the soft-key **PhoneSet**
- From the menu select **Headset Preset** and press the soft-key **Select** .

A tone signal is heard, and the display shows:

Headset Preset			
On			
Save&Exit		Change	
F1	F2	F3	F4

Note: The soft-keys are only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision. For earlier version the settings is automatically changed every time the Headset Preset menu is entered.

11.10 Firmware indication on page 113

- Press the soft-key **Change** , or press the Line 1 key to switch to Headset Preset **Off** replaced by **On** .
- Press the soft-key **Save&Exit** , or press **#** to finish setting

The loudspeaker key lamp flashes for some seconds, and the headset symbol disappears from the display.

To activate using the Headset key:

- Press the Headset key and hold for at least 4 seconds.

A short acknowledgement tone signal is heard, and the headset key lamp flashes for some seconds. The headset symbol is displayed to indicate Headset Preset.

To cancel using the Headset key:

- Press the Loudspeaker key and hold for at least 4 seconds.

A short acknowledgement tone signal is heard, and the loudspeaker key lamp flashes for some seconds, and the headset symbol disappears on the display.

11.7

HEARING LEVEL FUNCTION

For people with impaired hearing, the handset volume level can be extra amplified.

To change the level :**To enter via the soft-key PhoneSet:**

- Press the soft-key **PhoneSet**
- From the menu select **Set Hearing Level** and press the soft-key **Select** .

To enter by use of a key combination:

- Press **C * 5** simultaneously for at least 1 second.
- Press the **Line 1** key (key lamp is turned on)

A tone signal is heard, and the display shows:

Set Hearing Level			
Standard level is active			
Exit		Change	
F1	F2	F3	F4

or

Set Hearing Level			
Increased level is active			
Exit		Change	
F1	F2	F3	F4

Note: The soft-keys are only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision. For earlier versions the Line 1 key is used to switch between standard and increased level (key lamp on = increased level).

11.10 Firmware indication on page 113

- Press the soft-key **Change** to change to the requested level.
- Press the soft-key **Exit** , or press **#** to finish setting.

Note: A level change also affects a headset connected to the headset outlet.

11.8

DISPLAY CONTRAST

To enter the contrast menu via the soft-key PhoneSet :

- Press the soft-key **PhoneSet** .
- From the menu select **Display Contrast** and press the soft-key **Select** .

To enter the contrast menu via a key combination:

- Press the **C** , * and **5** simultaneously for at least 1 second.
- Press the top function key (key lamp is turned on).

A tone signal is heard, and the display shows:

Display Contrast			
Save&Exit	-	+	
F1	F2	F3	F4

- Press the soft-key **-** , or the volume key **-** to reduce the contrast.
- Press the soft-key **+** , or the volume key **+** to increase the contrast.

Note: The soft-keys are only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision.

11.10 Firmware indication on page 113

The display shows how the contrast is changed. When the requested contrast is shown:

- Press the soft-key **Save&Exit** , or press **#** to finish setting.

11.9

EXTRA HANDSET

The extra handset is used in parallel with the ordinary handset allowing another person to listen to an ongoing call. The extra handset is connected to the handset outlet under the telephone.

It is possible to switch between the speaking party and the listening party.

- Press the headset key to switch between the speaking and listening party

Note: When speaking, due to speech quality, only one person at the time will speak.

11.10

FIRMWARE INDICATION

To allow the user to improve the local telephone functions, the telephone firmware can be updated to the latest version.

To check the current firmware revision that is used for your telephone:

- Press the soft-key **PhoneSet** .
- Press the menu Firmware indication and press the soft-key **Select** .

A tone signal is heard, and the display shows:

Firmware indication			
R3H	PASSIVE	R3L	ACTIVE
Exit			
F1	F2	F3	F4

Note: The soft-key Exit is only available when firmware revision R3F or later is active for the telephone.

The current or active firmware in the example is R3L. The passive firmware R3H was the previously used version. For a telephone that has not been updated after manufacture, the active value is shown to the left, and NO VALUE to the right.

- Press the soft-key **Exit** , or press **#** to finish checking.

11.11

TELEPHONE SELF-TEST FUNCTION

The telephone has a self-test function to check the firmware, the key lamps, and the display pixels. When making a self-test also the current firmware revision is displayed for some seconds.

To make a self-test via the soft-key **PhoneSet** :

- Select the soft-key **PhoneSet** .
- From the menu select **Local Test Mode** and press the soft-key **Select** .

To make a self-test using a key combination:

- Press the **C** , ***** and **4** simultaneously for at least 1 second.

A tone signal is heard, all the key lamps will be turned on, and for 5 seconds the display shows (example):

Local Test Mode			
CAA 1580026	R3L	Selftest OK	
Exit			
F1	F2	F3	F4

Note: The soft-key Exit is only available when firmware revision R3F or later is active for the telephone.

The current or active firmware CAA 1580026 in the example has revision R3L, and the result of the self-test is OK.

After 5 seconds all the pixels of the display are turned on, that is, the whole pixel area will be dark.

- Press the soft-key **F1** (still **Exit** , however the turned on pixels hide the text), or press **#** to finish checking.

12 APPLICATIONS

The digital system telephones belonging to the exchange can be used in different applications which can be programmed within the exchange.

12.1 SECRETARIAL SUPERVISION

In order to improve the availability and service level within an organization, secretarial supervision can be arranged. This allows a secretary to supervise and intercept incoming calls to members of a group and make inquiry calls to its members.

Secretarial supervision groups are set up by your system administrator.

12.2 EXECUTIVE-SECRETARIAL SERVICE

For improvement of the availability and service level of management, executive-secretarial links can be set up. This allows secretaries to supervise and intercept incoming calls to the executive and make inquiry calls as well.

Executive-secretarial links are set up by your system administrator.

Also see extra facility description for *BOSS-SECRETARY*

12.3 KEY SYSTEMS (MULTIPLE REPRESENTATION)

In order to increase the availability of special groups within an organization such as service department or a unit within a bank environment, key systems can be set up. A number of incoming lines to an organizational unit can be distributed to all members within that group. A call on any of the lines can be answered by anybody within the key system group.

Key system within your organization can be set up by your system administrator.

13

ACCESSORIES

13.1

OPTION UNIT

The DBY 420 01 allows connection of either:

Extra bell

Activated in parallel with the ring signals

Busy signal

Activated during speech

Combined Extra Bell and Busy signal

Activated in parallel with the ringing signals and steady active during speech.

Note: Calls on another free line (that is, line 2) does not activate the Extra bell function.

For installation of the DBY 420 01 option unit, see installation instructions for *TELEPHONE SETS DBC 222 01, DBC 223 01, DBC 224 01, DBC 225 01, KEY PANEL UNIT DBY 419 01 AND OPTION UNIT DBY 420 01*.

To check or change the function (after mounting of the DBY 420 01 to the DBC 223 telephone):

Entering via the soft-key PhoneSet :

- Press the soft-key **PhoneSet**.
- From the menu select **Option Units Settings** and press the soft-key **Select**.

Entering using a key combination:

- Press **C**, * and **1** simultaneously for 1 second

A tone signal is heard, and the display shows:

Option Unit Settings			
Exit			
F1	F2	F3	F4

Note: The soft-key Exit is only available when firmware revision R3F or later is active for the telephone. See Firmware indication to check the firmware revision.

11.10 Firmware indication on page 113

The present function is indicated by the Line 2 key lamp.

Off

Extra bell (default setting)

On

Busy signal

Flashing

Combined Extra bell and Busy signal

To change the function:

- Repeatedly press the Line 2 key to set the requested function.

To Exit:

- Press the soft-key **Exit** , or press # to finish checking/setting.

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LIST OF FEATURES AND PROCEDURES

Features	Procedure
AUTOMATIC CALL BACK	
- to order:	
- busy extension or no reply	6
- busy external line	6 external number#
- to cancel:	
- busy extension or no reply	#37*extension number#
- busy external line	#37*external number#
- all ordered call backs	#37#
BYPASS	*60*B-number#
CALL PICK UP	
- individual	8
- group	8
CALL WAITING	
- to initiate call waiting	5
COMMON SPEED DIALING NUMBERS	see List of speed dialing numbers
CONFERENCE	3
CUSTOMER IDENTITY STORAGE	*77*customer identity#
DATA PRIVACY	*41#wanted number
DISPLAY CONTRAST	C*5 and then top function key
Features	Procedure
DIVERSION	
Diversion to common answering position	
- to order from your own telephone	*21#
- to cancel from your own telephone	#21#
- to order from the answering position	*21*A-number*B-number#
- to cancel from the answering position	#21*A-number#
Diversion to individual answering position, direct	See common
Diversion to individual answering position, on no answer	
- to order	*211#
- to cancel	#211#
Diversion to individual answering position, on busy	
- to order	*212#
- to cancel	#212#
Diversion to individual answering position, to paging	
- to order	*218#
- to cancel	#218#
Diversion to paging from diverted position	

Features	Procedure
<ul style="list-style-type: none"> - to order (dial from divertee extension) - to cancel (dial from your own extension) 	*218*your own extension number# #218#
Diversion to individual answering position, to extra paging number <ul style="list-style-type: none"> - to order - to cancel 	*218*extra paging number# #218*extra paging number#
DO NOT DISTURB <ul style="list-style-type: none"> - to order - to cancel 	*27# #27#
EXTERNAL FOLLOW-ME <ul style="list-style-type: none"> - to order - to cancel - to order from another extension - to cancel from another extension 	*22#route access code and external number# #22# *22* extension number to divert # route access code and external number# North America: *23* extension number to divert # route access code and external number# #22* diverted extension number # North America: #23* diverted extension number #
FIRMWARE INDICATION	soft-key PhoneSet and then Firmware
FOLLOW-ME <ul style="list-style-type: none"> - to order from own extension - to cancel from own extension - to cancel from answering position - to order new follow-me position - to order from another extension - to cancel from another extension 	*21*B-number# #21# #21*A-number# *21*A-number*C-number# *21*extension number to divert * number of follow-me position# #21*diverted extension number#
GENERAL DEACTIVATION	#001#
GROUP DO NOT DISTURB <ul style="list-style-type: none"> - to order (from master extension) - to cancel (from master extension) - to bypass (from master extension) 	*25*group number# #25*group number# *60*extension number#
HEADSET PRESET <ul style="list-style-type: none"> - to activate - to deactivate 	Press the headset key Press the speaker key
HEARING LEVEL	C * 5 and Line 1
INDIVIDUAL SPEED DIALING NUMBERS <ul style="list-style-type: none"> - to program and alter - to use 	*51*speed dialing number* translated number# **speed dialing number

Features	Procedure
<ul style="list-style-type: none"> - to erase individual speed dialing number - to erase all speed dialing numbers 	#51*speed dialing number# #51#
INQUIRY <ul style="list-style-type: none"> - to initiate - to revert to original party 	Inquiry Line 1 or Line 2
INTERNAL GROUP HUNTING <ul style="list-style-type: none"> - to leave group temporarily - to re-enter group - to divert the group - to revert to the group 	*21*own extension number# #21# *24*PBX group number*answering position# #24*PBX group number#
INTRUSION	4
INTRUSION ON SPECIFIC EXTERNAL LINE <ul style="list-style-type: none"> - to intrude 	*44*individual external line number#
LAST EXTERNAL NUMBER REDIAL	***
MALICIOUS CALL TRACING <ul style="list-style-type: none"> - to order 	Press the MCT-key.
MANUAL MESSAGE WAITING <ul style="list-style-type: none"> - to order - to cancel 	*31*extension number# #31#
MELODY MODE	C*7
NIGHT SERVICE Universal Flexible <ul style="list-style-type: none"> - to order - to cancel 	8 *84*route number* external line number# #84#
NUMBER PRESENTATION RESTRICTION	*42# B-number
OPTION UNIT SETTINGS	C*1
SELF-TEST FUNCTION	C*4

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LIST OF SPEED DIALING NUMBERS

Individual

Abbr. No.	Complete translated number	Name
**1		
**2		
**3		
**4		
**5		
**6		
**7		
**8		
**9		
**0		

Common

Abbr. No.	Complete translated number	Name