



Mitel 7446 IP Phone for MiVoice MX-ONE

USER GUIDE



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MITEL 7446 DESCRIPTION

The Mitel 7446 phone has a backlit display with a 480 x 272 pixels color touch screen. Most features are activated from the display, and the phone is equipped with a stylus for this purpose. For more information on the display, see 1.3 Display on page 7.

Note: Clean the phone with a cloth slightly moisten with a mild soap solution.



Figure 1: Mitel 7446: Front View

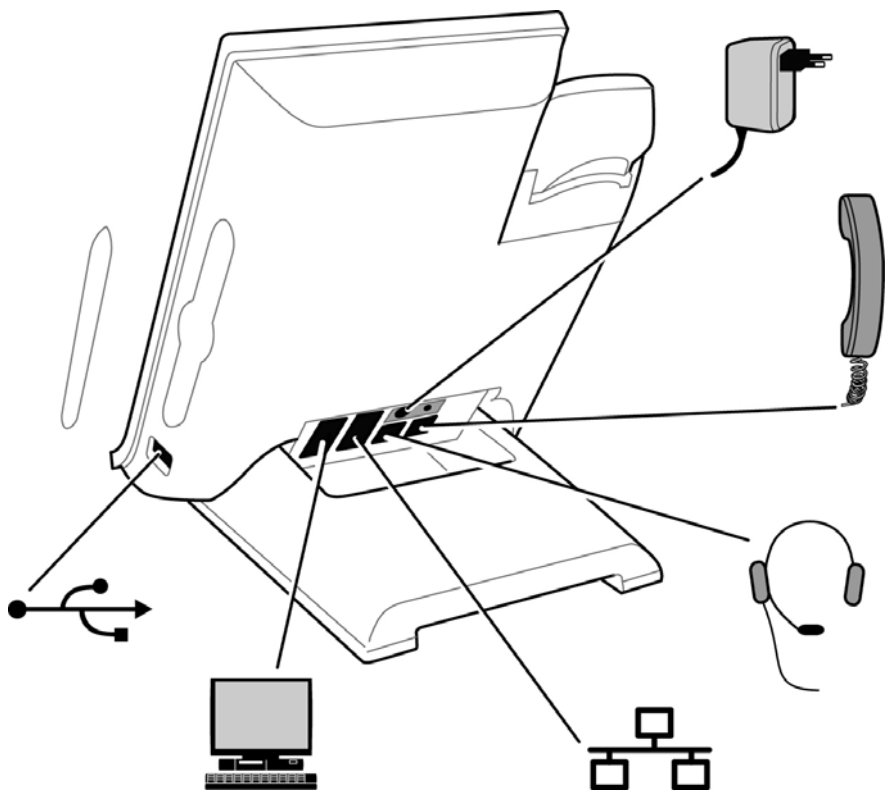

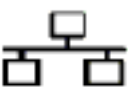
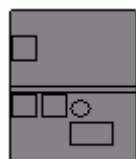



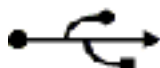


Figure 2: Mitel 7446: Back View

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

Table 1 Phone Connections

Connection	Description
	(Optional) The phone is powered by an external 24 V AC/DC adapter (see details below) or, alternatively, over a Power over Ethernet (PoE) capable hub. If you use the external power adapter, connect one end of the adapter to the phone connection marked “POWER”, and the other end to a power outlet. If you use the PoE connection, you only have to connect the phone to the LAN.
	Connect one end of the Ethernet cable to the phone connection marked “LAN”, and the other end to a LAN connection. The phone conforms to the 802.1x standard for LAN authentication.
	If the telephone is equipped with a gigabit Ethernet unit (DBY 412 02) and connected to a 1 gigabit LAN, it can be powered by a power adapter, or by a power hub. If the telephone has the gigabit Ethernet unit installed, and is connected to a 10/100 megabit LAN, the telephone has to be powered by a power adapter. The alternative is to remove the gigabit Ethernet unit.

	Connect one end of the PC cable to the phone connection marked "PC", and the other cable end to a RJ45 connection on your PC. When the phone is starting up (booting), a connected PC will lose network connection for a few seconds.
	(Optional) You can connect a headset to the phone connection marked "HEADSET".
	Connect the handset to the phone connection marked "HANDSET".
	USB connection. Currently not used.

Note: The phone does not work during power failure, unless powered through a PoE.

The phone can be powered either from the network or from a 24 V AC/DC plug-in power adapter. Only use the 24 V AC/DC plug-in adapter (power supply) listed below, or an adapter approved by your local retailer.


<i>Product Number</i>	<i>Power Rating</i>
RES 141 316/1	20VA 110-230V/24V (EU)
RES 141 316/2	20VA 110-230V/24V (US)
RES 141 316/3	20VA 110-230V/24V (UK)





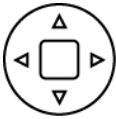
1.1

KEYPAD

The phone is equipped with a standard alpha numeric keypad and 7 function keys used for the most basic telephony functions, see table below. Most other telephony functions are invoked from the display, see 1.3 Display on page 7.

Table 2 Mitel 7446 Function Keys

Key	Function
	Press the loudspeaker key to enable handsfree connection.

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


1.2

NAVIGATION

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

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

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

Note: To return to the previous page, press  repeatedly

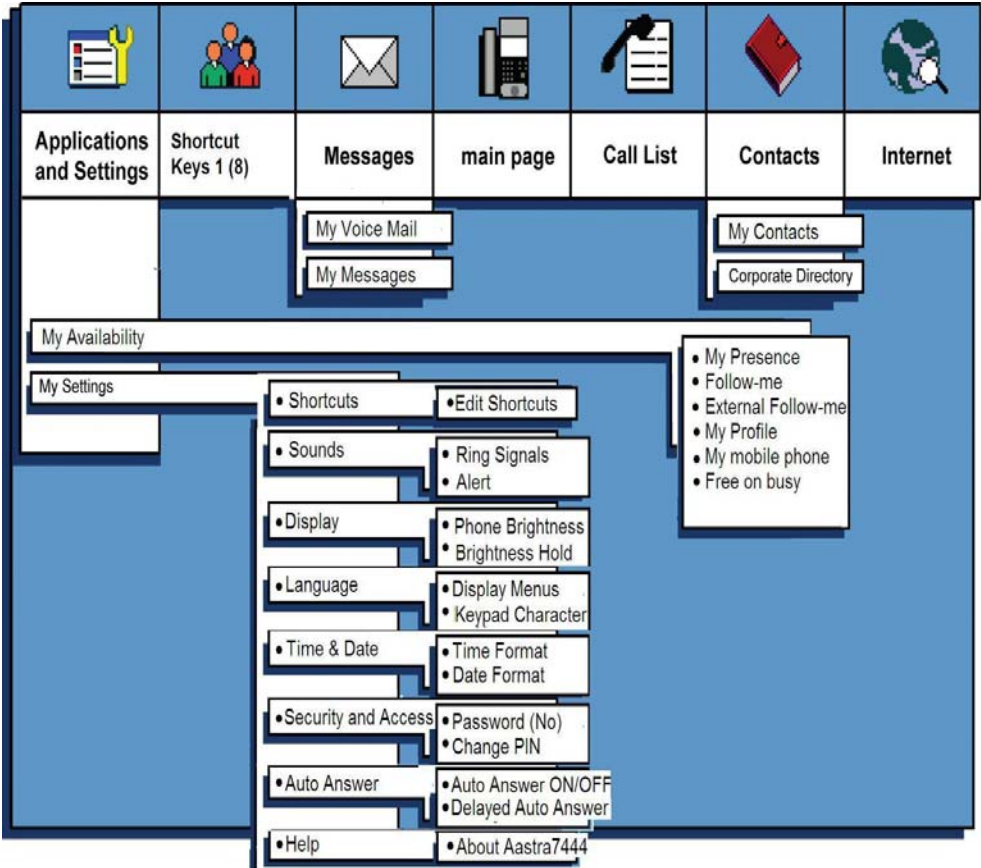


Figure 3: Menu Structure

1.3

DISPLAY

In the Mitel 7446 phone, most functions are invoked from the display. When you have logged on to the phone, the main page is displayed, see below.

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

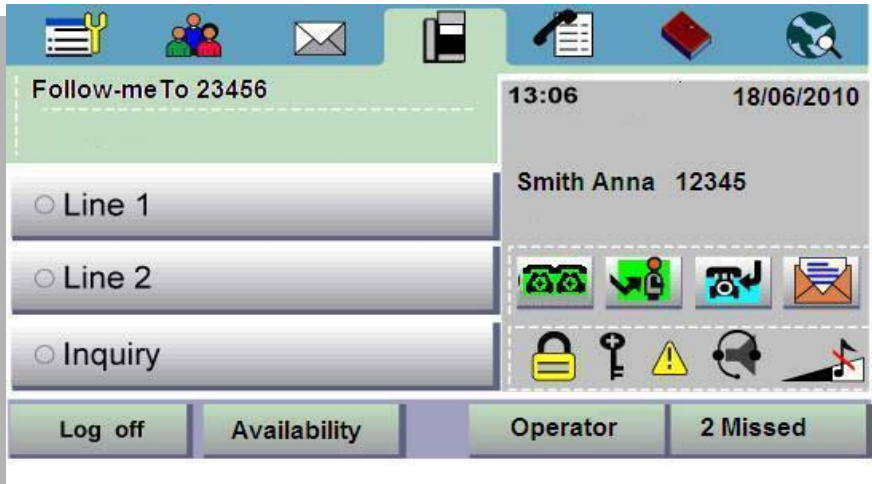


Figure 4: Display Menu

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

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

- The right, central area of the page displays the date and time, as well as the name and number of the user logged in on the extension. Icons indicate the ring volume for your extension, or that there are messages in your mailbox (if available), as well as activated features such as Follow me or Free on 2nd.

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

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

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

During an ongoing call, a new incoming call may be indicated by the Line 2 button, provided that the *Free on busy* feature has been activated (available in H.323 phones only).

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

1.3.1

MENU TABS

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



Tap the applications and settings tab to open the **Applications and Settings** page, which contains the sub-pages **My Availability** and **My Settings**. For information on availability settings, see 12.1 My Availability Settings on page 62.

For information on telephone settings, see 12.6 Time and Date on page 68.



Tap the shortcuts tab to open the **Shortcuts** pages, where you can store frequently used phone numbers for easy access. For more information on shortcuts, see 4.7 Shortcut Keys on page 28.



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



Tap the telephony tab to open the **Telephone** page. This page is the default screen where you make and receive calls, set presence options, log off the phone, and so on. For detailed information on how to make and receive calls, see 3 Incoming Calls on page 18 and 4 Outgoing Calls on page 21.



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

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

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

In case of power failure, or if another user (extension number) logs on from this phone, the call list is cleared. For information on how to use the call list, see 4.5.2 Redial a Call from the Call List on page 27.



Tap the contacts tab to open the **Contacts** page. For more information on contacts, see 7 Contacts on page 39.



Tap the web browser tab to open the **Internet** page where you can enter web address you wish to load. For more information on the web browser, see 13 Web Browser on page 72.

1.3.2

ICONS

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



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



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



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



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



Incoming call. Indicates an answered incoming call.




Outgoing call. Indicates an answered outgoing call.




Missed call. Indicates a missed incoming call.




Follow me. Indicates that all incoming calls are forwarded to another extension. Tap the icon to reset the follow-me settings.




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



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



Free on busy. Enables you to receive a second incoming call during an ongoing call.



Callback. When you call a number and receive a busy tone, or there is no answer, you can order automatic callback for that number. As soon as the extension or line becomes free (or, when there is no answer, when the extension has been used), you will be called back.

1.4

INDICATOR LIGHTS

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

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

1.5

TONES AND SIGNALS

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

You can also distinguish between callers by giving each phone number its own ring signal.

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

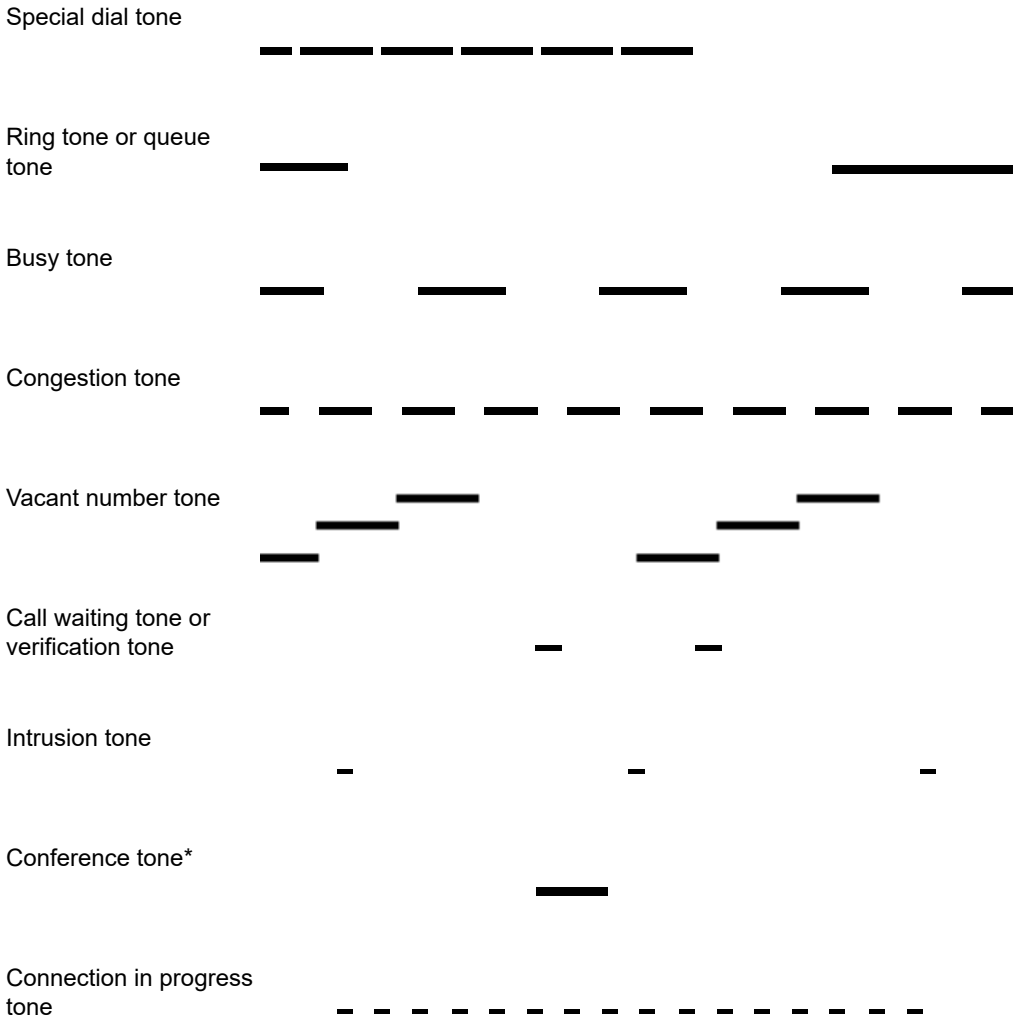
1.5.1

tone characteristics

The ring tones have the following cadences depending on the meaning:

Dial tone





* The conference tone can be disabled by the system administrator.

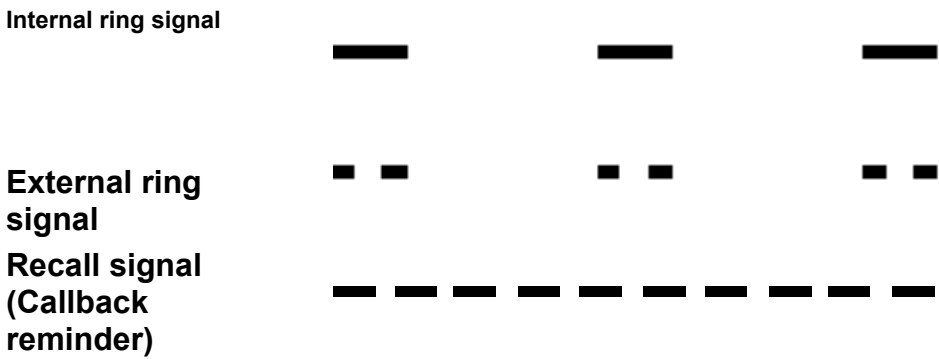
Note: The ring tones differ depending on the country where the phone is being used.

1.5.2

RING SIGNALS

At an incoming call on the free on second line, the phone rings only the first period and with a low level. This is valid for both the internal and external ring signal.

The following types of ring signals are available:




Note: The ring signals differ depending on the country where the phone is being used.

1.5.2.1 *Ringing Volume*

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

1.5.2.2 *Silent Ringing*

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

1.6 **HANDSET AND SPEAKERPHONE**

1.6.1 **HANDSFREE**

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

1.6.2 **USING THE HANDSET AND THE HEADSET**

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


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

1.6.3 **USING THE SPEAKERPHONE**

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


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


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

Switch from handset to speakerphonePress  and replace the handset.**Switch from speakerphone to headset**Press .**Switch from headset to speakerphone**Press .**1.7****HEADSET****1.7.1****USING THE HEADSET**

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

Make a call


Press  and dial the desired number and. In headset preset mode, you are not required to press the headset key.

Receive a callPress .**Switch from headset to handset**


Lift the handset.

Switch from handset to headsetPress  and replace the handset.**Clear a call**Press the **C** key.**1.7.1.1****Call Handling through the Line Buttons**


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

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

Activating Headset Preset Mode

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

Deactivating Headset Preset Mode

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

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

2

STARTING THE PHONE

2.1

STARTING AND LOGGING ON

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

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

After a power failure the phone restarts automatically.

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

2.1.1

LOGGING ON TO THE NETWORK

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

Note: The user identity and password used for the LAN access control are not the same as the extension number and Personal Identification Number (PIN) or password you use to log on to the telephony system. Contact the system administrator to obtain a new password or change an old password.

1. On the main page, tap the **Enter User ID** field and enter your user identity (typically the extension number).

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

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

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

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

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

2.1.2

LOGGING ON TO THE SYSTEM

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

Update software

If the system detects new software, the following display appears during the startup procedure:

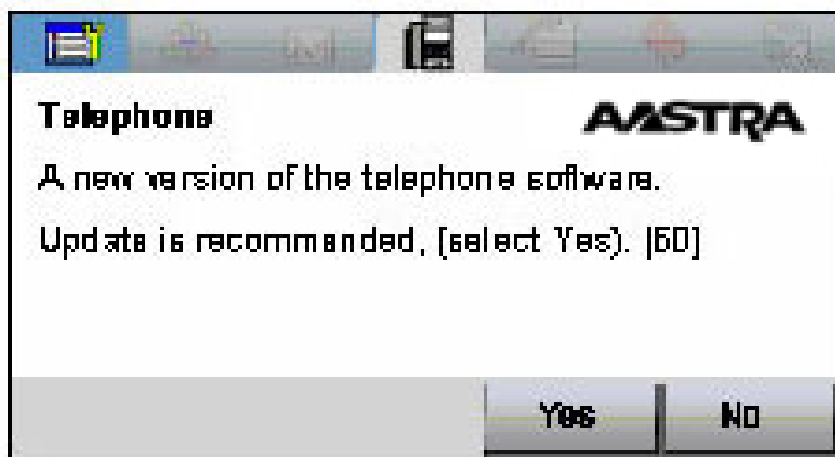


Figure 5: Software Update Screen

You have two options:

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

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

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

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

2.2

LOGON OPTIONS

There are three logon options:

Free user: You need to log on to the telephony system to be able to use the telephone and you are allowed to log off the phone. This is the most common option.

Permanent user: The phone is always logged on with a default number. You cannot log on or log off. This option can be used for phones in for example receptions.

Temporary user: The phone is always logged on with a default number, but you can log on with your own extension number and get access to your user profile. This option can be used in a free seating environment.

Administrator rights are needed to view and to change the logon option in your phone.

2.2.1

FREE USER

The phone must be logged on (registered) to the telephony system to be used. When the telephone is logged off, the display will look like in the figure below.

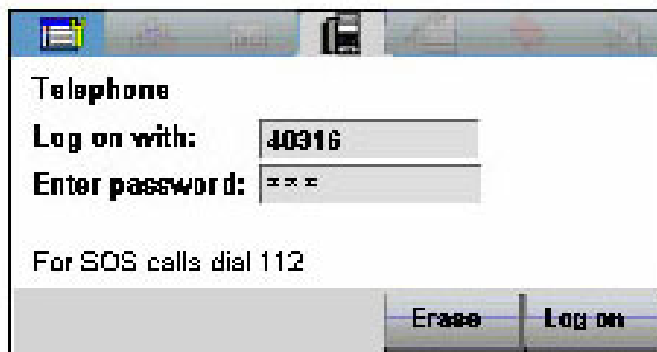


Figure 6: Log on menu

When the log on screen appears, do the following:

1. Enter your personal extension number in the **Log on with** field. The extension number that was used for the last logon is automatically displayed. To clear the field and enter a new number, tap **Erase**.
 2. If you are prompted for a PIN or password, enter your PIN or password in the **Enter PIN or password** field.
- Note:** You can enter the password from the keypad on the phone, or from the soft keyboard in the display.
3. Tap **Log on**. The display shows your extension number and name, and the phone is now ready to use.

It is possible for the user to change the PIN, see section 12.8.1 Changing PIN Code on page 69.

2.2.2

PERMANENT USER

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

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

2.2.3

TEMPORARY USER

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

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

1. Press **more...** select **Log On Temporary User**. Enter your personal extension number in the **Log on with** field.
2. Enter your personal extension number in the **Log on with** field.
3. If you are prompted for a PIN or password, enter your PIN or password in the **Enter PIN or password** field.

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

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

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

Note: All temporary users will be logged off from the phones during the night, at 03:00 (default).

2.3 LOGGING OFF THE PHONE

To log off the telephone from the telephony system, do the following:

1. Press **more...** select **Log Off: (logged on user)**. This text does only appear if logging off is allowed.
2. When the message **Log off?** appears, tap **Yes** to confirm. The logon display appears.



2.4 FREE SEATING

The free seating function exists by logging on an IP extension user on any IP terminal.

Note: The free seating function by using the procedure * 11 * n # is not applicable.

2.5 SOFTWARE VERSION

To view the software version in your phone, do the following:

1. Tap  to open the **Applications and Settings** page.
2. Select **Help** and then select **About: Mitel 7446**
The currently installed software version is shown. The system automatically checks for new software versions, and when an update is available, a message appears during logon, asking you if you want to install it
3. Tap  until you return to the main page.

3

INCOMING CALLS

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

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

- Internal calls are identified by one long signal followed by a long pause.
- External calls are identified by two short signals followed by a short pause.

3.1

ANSWER CALLS

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

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

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

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

3.2

AUTOMATIC ANSWER


With the automatic answer feature, a call is answered automatically in handsfree mode. This means that you get speech connection without having to perform any action. The feature is set by the system administrator.

There are two optional settings for the automatic answer feature:

- **With delay:** One ring signal is heard before the call is answered.
- **Without delay:** The call is answered immediately, no ring signal is heard.

Changing the automatic answer setting requires administrator rights, but you can view the current settings.

To view the automatic answer settings, do the following:

1. Tap  icon at the top menu bar.
2. Select **My Settings** and then **Auto answer**. The current setting is displayed.

3.3


ANSWER A SECOND INCOMING CALL

(Available in H.323 phones only)

If your phone is set to use the H.323 protocol, you have the option of using two access lines for incoming and outgoing calls (**Line 1** and **Line 2**) and a third access line for outgoing calls only (**Inquiry**). All lines have the same extension number. This feature is called *triple access line*.

You normally make and receive calls on **Line 1**, and you make inquiry calls by tapping the **Inquiry** button. **Line 1** is the main line for incoming and outgoing calls. **Line 2** is reserved for *incoming calls* when Line 1 is busy, and **Inquiry** is reserved for *outgoing calls* when Line 1 is busy.

When you tap the line key, the ongoing call is automatically put on hold. To terminate the ongoing call, press **C** before answering the second call by tapping the line button.

Before you can use the triple access line you have to activate **Free on busy** by tapping  in the middle right area of the display. When Free on busy is activated, a second incoming call is indicated by a blinking Line 2 button and a presentation of number (and possibly name) of the second caller.

A call waiting call can be answered although *free on busy* is not activated.

3.4 PICKING UP CALLS

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

To pick up a call, do the following:

H.323 Phones

1. Lift the handset and wait for a dial tone.
2. Dial the extension number and wait for a busy tone.
3. Tap the **CallPickUp** button. Start the conversation.

SIP Phones

1. Lift the handset and wait for a dial tone.
2. Dial the extension number, tap the **Call** button, and wait for a busy tone.
3. Press the numeric key **8** and start the conversation.

3.5 PARALLEL RINGING

Parallel ringing makes it possible for an incoming call to ring on several phones simultaneously and for the call to be answered on any of the ringing phones. The main advantage is that you do not risk losing any incoming calls.

The parallel ringing feature requires that all phones that should be included be defined in a parallel ringing list, which is set up by the system administrator. Only calls to a predefined main extension will be distributed to the phones on the parallel ringing list. Incoming calls to other extensions will ring only on their respective extensions. You can deactivate parallel ringing temporarily. To answer a parallel ringing call, lift the handset on any of the ringing phones.

3.5.1 DISABLING PARALLEL RINGING

To temporarily deactivate parallel ringing, you activate Follow-me.

Deactivating On Your Phone

To deactivate parallel ringing on one phone in the parallel ringing list, activate Follow-me to *the main extension*. For more information on Follow-me, see 6 Call Forwarding on page 35.

Deactivating On All Phones

To deactivate parallel ringing on all phones in the list, activate Follow-me to *all extensions except the main extension*. For more information on Follow-me, see 6.1.1 Ordering Follow-me From Own Phone on page 35.

3.5.2

RESTORING PARALLEL RINGING

To restore parallel ringing, you deactivate Follow-me.

Restoring On Your Phone

To restore parallel ringing on one phone in the list, deactivate Follow-me to *from that phone*, see 6.1.2 Canceling Follow-me From Your Own Phone on page 35.

Restoring On All Phones

To restore parallel ringing on all phones in the list, deactivate Follow-me *from these phones*, see 6.1.4 Canceling Follow-me from Another Phone on page 36.

4 OUTGOING CALLS

4.1 MAKING CALLS

4.1.1 CALLING AN EXTENSION

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

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the desired *extension number* and wait for an answer.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the desired *extension number*, tap the **Call** button, and wait for an answer.

Note:

Note: Instead of dialing the number using the keypad, you can use speed dialing keys. For more information, see 4.6 Speed Dialing on page 27. (For SIP phones you always have to tap the **Call** button in order to initiate a call.)

4.1.2 CALLING AN EXTERNAL NUMBER

To make an external call, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the *external access code* and the desired *external number* and wait for an answer.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the *external access code* and the desired *external number*, and tap the **Call** button.

Note: Instead of dialing the number using the keypad, you can use speed dialing keys. For more information, see 4.6 Speed Dialing on page 27. (For SIP phones you always have to tap the **Call** button in order to initiate a call.)

4.1.3 CALLED EXTENSION HAS MESSAGE DIVERSION ENABLED

When a caller is calling to a party which has message diversion active, the caller's display shows the absence information and the caller can manually request to be diverted by pressing the soft key or the * key. Otherwise the call will be terminated after a timeout.

4.2

WHEN YOU RECEIVE A BUSY TONE OR NO ANSWER

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

4.2.1

CALLBACK

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

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

You can request automatic callback in the following cases:

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

(Available in H.323 phones only) If all external lines are busy. You can have only one callback on busy external line activated at the same time.

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

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

4.2.1.1

Ordering Callback

To order callback, do the following:

H.323 Phones

- 1) Tap the **Callback** button.
- 2) Replace the handset when the callback indicator icon is highlighted.

SIP Phones

- 1) Press the numeric key **6**.
- 2) Replace the handset when the callback indicator icon is highlighted.
- 3) When the phone rings, lift the handset (or press the loudspeaker button to use the speakerphone). You will hear the connection tone.

4.2.1.2

Answering Callback

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

4.2.1.3

Canceling all Callbacks

To cancel all callbacks, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 #. The callback indicator icon is turned off.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 # and tap the **Call** button. The callback indicator icon is turned off.
- 3) Replace the handset.

This procedure cancels callbacks to internal parties, busy extensions in private network, and busy external lines.

4.2.1.4

Canceling a Single Callback

To cancel a single callback, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 * *extension number* #. The callback indicator icon is turned off.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 * *extension number* # and tap the **Call** button. The callback indicator icon is turned off.
- 3) Replace the handset.

4.2.1.5

Canceling Callback when all External Lines are Busy

(Available in H.323 phones only)

To cancel a callback to one external line, do the following:

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 37 * *route access code* #.
- 3) Replace the handset.

4.2.2

CALLBACK WHEN ALL EXTERNAL LINES ARE BUSY

4.2.2.1

Ordering Callback when all External Lines are Busy

When all external lines are busy, you can request a callback. To request callback, do the following:

H.323 Phones

- 1) Tap the **Callback** button and wait for a dial tone.
- 2) Dial the complete external number, part of it or no number.
- 3) Dial #. The callback indicator icon is highlighted.
- 4) Replace the handset.

SIP Phones

- 1) Press the numeric key **6** and wait for a dial tone.
- 2) Dial the complete external number, part of it or no number.
- 3) Dial # and tap the **Call** button. The callback indicator icon is highlighted.
- 4) Replace the handset.

4.2.2.2

Answering Callback when all External Lines are Busy

(Available in H.323 phones only)

When you try to make a call and hear a congestion tone instead of a dial tone, it means that all external lines are busy.

As soon as an external line becomes free, you will be called back. Then lift the handset (or press the loudspeaker button to use the speakerphone). You have to answer within 8 seconds, otherwise the callback is cancelled. When you answer, the external number you have called is automatically transmitted, but you may have to dial any remaining digits.

4.2.3

CALL WAITING

If you urgently wish to contact a busy extension or external line, you can send a notification using a *Call Waiting* signal. Call Waiting is indicated either by a tone (if the busy extension is an analog extension), or as a second call (if the busy extension is a digital system phone or an IP phone).

Note: If the called extension does not accept Call Waiting signals, you will continue to hear a busy tone. If the busy extension ignores the Call Waiting function key, you can order automatic Callback.

4.2.3.1

Activating Call Waiting

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

1. Tap **CallWaiting**.
2. Keep handset off hook. If the called party answers your call waiting request, the call will be established. If the called party does not want to answer your call, you will continue to hear the ring tone until you go on hook.

4.2.3.2

Answering a Call Waiting Call

When you get a call waiting indication (call waiting tone or ring signal and **Line 2** is flashing), there are the following possibilities:

1. Park the ongoing call.
2. End the ongoing call.
3. Reject the call waiting request.

If you want to park the ongoing call, do the following to answer the call waiting call:

1. When the ongoing call is on **Line 1** and **Line 2** flashes to indicate the call waiting call.
2. Tap the **Line 2** key. The call on **Line 1** is automatically parked.
3. To retrieve the other call tap the line key again.

If you want to end the ongoing call and then answer the call waiting call:

1. End the ongoing call.
2. Wait for ring signal.
3. Lift the handset to answer the waiting call.

If you want to reject the call waiting request:

1. Tap **Reject**.
2. Continue with the ongoing call.

4.2.3.3

Canceling Call Waiting

To cancel Call Waiting, tap .

4.2.4

INTRUSION

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

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

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

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

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

H.323 Phones

Tap **Intrusion**.

SIP Phones

Press the numeric key **4**.

4.2.5

BYPASS

If you need to get through to a certain extension currently being forwarded by follow-me or external follow-me, you can bypass the extension. This requires that you have a

category for bypass. There are two ways to order a bypass, by an extension or by assistance.

Bypass Ordered By An Extension

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

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 60 * *wanted number* #.
- 3) Wait for answer.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 60 * *wanted number* # and tap the **Call** button.
- 3) Wait for answer.

Bypass Ordered by Assistance

Request assistance from the person answering the call, that is, the answering position or the operator.

The answering position can always call the diverted extension as well as transfer calls to the diverted extension.

4.3

EMERGENCY CALLS (SOS CALLS)

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

When the phone is logged on

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

When the phone is logged off (*Available in H.323 phones only*)

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

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

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

4.4

INDIVIDUAL EXTERNAL LINE

To call an individual external line, do the following:

H.323 Phones

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

SIP Phones

Dial *0* individual external line number # route access code and external number and tap the **Call** button.

Note: You can store frequently used individual external line numbers as name keys, see 4.7.2 Programming Shortcut Keys on page 28.

4.5 REDIAL CALLS

4.5.1 REDIAL AN EXTERNAL NUMBER

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

H.323 Phones


- 1) Lift the handset and wait for a dial tone.
- 2) Dial *** (while in idle state or with dial tone).
The last dialed external number is redialed automatically.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial *** (while in idle state or with dial tone) and tap the **Call** button.
The last dialed external number is redialed automatically.

4.5.2 REDIAL A CALL FROM THE CALL LIST

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

- 1) Lift the handset and wait for a dial tone.
- 2) Tap  in the menu bar to open the call list page.
- 3) Scroll the call list by tapping the scroll bar, or by pressing **up** or **down** on the navigation key.
- 4) Select the desired contact and tap the **Call** button, or press the navigation key, and wait for an answer.

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

4.6 SPEED DIALING

Frequently used phone numbers can be stored as speed dialing numbers in the exchange.

4.6.1

COMMON SPEED DIALING NUMBERS

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

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the speed dialing number.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial the speed dialing number and tap the **Call** button.

4.7

SHORTCUT KEYS

The **Shortcuts** pages contains buttons which you can program with phone number or procedures (i.e. *n#). When you tap a shortcut key, the number associated with it, is called. It is possible to enter the name together with the number and the name will be visible in the shortcut key.


There are 80 **Shortcut** positions on 8 pages which means ten shortcuts per page.

4.7.1


CALLING BY USING A SHORTCUT KEY

To call using a shortcut key, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Tap  in the menu bar to open the **Shortcut** page. Tap on **Next** or **Previous** to see the next or previous page.
- 3) Tap the desired shortcut key and wait for an answer.

SIP Phones


- 1) Lift the handset and wait for a dial tone.
- 2) Tap  in the menu bar to open the **Shortcut** page. Tap on **Next** or **Previous** to see the next or previous page.
- 3) Tap the desired shortcut key, tap the **Call** button, and wait for an answer.

4.7.2

PROGRAMMING SHORTCUT KEYS

Before you can program a shortcut key, make sure the phone is logged on to the exchange.

To program a name key, do the following:

1. Tap  in the menu bar to open the **Shortcut** pages.

2. If the key you want to program is free, tap on the key. A pop up window shows: **Not programmed! Program shortcut?** Select **Yes**.
3. If you want to change an already programmed key, tap **more...** and select **Edit Shortcuts**. Tap the key you wish to program.
4. Enter a new or change the currently displayed number in the **Number** field and tap **Save** to confirm.

4.8

MONITORING KEYS

The keys on the **Shortcuts** pages can also be used to monitor other extension number. The monitoring keys (MNS) service is useful for boss-secretary applications, and group functions because it allows you to answer calls to the monitored extensions.

Note: The MNS service must be initiated in the exchange by the system administrator.

The following status can be indicated on an MNS key:

- **The indicator lamp is off:** The monitored extension is free.
- **The indicator lamp is flashing fast:** The monitored extension has an incoming call waiting to be answered.
- **The indicator lamp is on:** The monitored extension is busy.
- **The indicator lamp is flashing slowly:** The monitored extension has been put on common hold.

When the phone is in idle mode, it is possible to have the **Shortcuts** page pop up automatically when there is an incoming or outgoing call on the monitored extension.

When there is an incoming call on the MNS key, the number and name (if available) of the calling party appears in the display, on the MNS key.

You can change the ring signal for the MNS keys, see section 12.3.2 Alert Type on page 66.

4.9

NUMBER PRESENTATION RESTRICTION

If you do not want your name and number to be displayed to the person you are calling, you can order number presentation restriction.

When you have ordered number presentation restriction, instead of your name and number, the text *Anonymous* will appear in the display of the phone you are calling. The number presentation restriction is valid only for the current call. This means that you have to order it for every call where you wish to be anonymous.

Note: Number presentation restriction might be blocked for use on your extension. Contact your system administrator.

4.9.1

ORDERING NUMBER PRESENTATION RESTRICTION

To order restriction of your name and number presentation from your phone, do the following:

H.323 Phones

- 1) Dial * 42 # and wait for a dial tone.
- 2) Dial the desired number.

SIP Phones

- 1) Dial * 42 # and wait for a dial tone.
- 2) Dial the desired number and tap the **Call** button.

5 DURING CALLS

5.1 INQUIRY

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

5.1.1 MAKING AN INQUIRY

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

H.323 Phones

- 1) Tap **Inquiry**. The ongoing call is automatically put on hold.
- 2) Dial the extension or external number.

SIP Phones

- 1) Tap **Line**. The ongoing call is automatically put on hold.
- 2) Dial the extension or external number.

5.1.2 REFERRING BACK

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

To refer back, do the following:

H.323 Phones

- 1) Tap **Line 1** to put the third party on hold. The first call is connected.
- 2) Tap **Inquiry** to put the first call on hold. The third party is connected.
- 3) Repeat the procedure for the second call.
- 4) Replace the handset or press **C** to terminate the connected call.

SIP Phones

- 1) Tap **Line** to put the third party on hold. The first call is connected.
- 2) Tap **Line** to put the first call on hold. The third party is connected.
- 3) Repeat the procedure for the second call.
- 4) Replace the handset or press **C** to terminate the connected call.

5.2 TRANSFER

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

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

H.323 Phones

- 1) Tap **Inquiry** and wait for a dial tone.
- 2) Dial the desired extension or external number.
- 3) Tap **Transfer** before or after answer. The parked call is transferred.

SIP Phones

- 1) Tap **Line** and wait for a dial tone.
- 2) Dial the desired extension or external number and tap **Call**.
- 3) Replace the handset or press **C** before or after answer. The parked call is transferred.

Note: If you have put more than one call on hold, the last call that was put on hold will be transferred. If the dialed extension is busy, or if transfer is not allowed, your phone will ring again.

5.3**CONFERENCE**

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

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

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

To establish a conference, do the following:

H.323 Phones

- 1) Tap the **Inquiry**.
- 2) Dial the number to the third party and wait for an answer.
- 3) Tap the **Conference** button.
- 4) Repeat the procedure to add more conference members.
- 5) Replace the handset or press **C** to leave the conference.

SIP Phones

- 1) Tap the **Line**.
- 2) Dial the number to the third party and wait for an answer.
- 3) Tap the **Call** button.
- 4) Repeat the procedure to add more conference members.
- 5) Replace the handset or press **C** to leave the conference.

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

5.4

PARKING

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

To put a call on hold, do the following:

- 1) Tap the **Hold** button.
If you tap **Inquiry** or the **Line** button where you have the call, the ongoing call is automatically put on hold.
- 2) Replace the handset.

To put a call on common hold, do the following (only valid for H.323 phones):

Note: To put call on common hold, the extension must be MNS represented.

1. Tap the **Hold** button.
If you tap **Inquiry** or the **Line** button where you have the call, the ongoing call is automatically put on hold.
2. Replace the handset.

5.4.1

RESUMING A CALL ON HOLD

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

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

5.4.2

RESUMING A CALL ON COMMON HOLD

(Available in H.323 phones only)

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

1. Tap the **Line** button where you have the parked call.
If the call is picked up at the MNS represented extension the call cannot be resumed for the parked extension.

5.5

SENDING CALLER IDENTITY CODE AT TRANSFER

(Available in H.323 phones only)

When you transfer a call, you can send the caller's Identity Code (CID) or number to the receiver's display by dialing a feature code during an external call.

To send a caller identity code during an ongoing external call, do the following:

- 1) Put the ongoing external call on hold by pressing **Inquiry** and wait for a dial tone.
- 2) Dial * 77 * *caller identity code or number* # (1-20 digits) and wait for a dial tone.
- 3) Call the third party.
- 4) Tap **Transfer** to transfer number. The ongoing call is transferred with the caller's Identity Code or number.

Note: You can only use this feature if the receiver's phone is programmed to handle Identity Codes. Contact your system administrator.

5.6

SUFFIX DIALING (DIALING DURING SPEECH)

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

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

6 CALL FORWARDING

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

6.1 FOLLOW-ME

This feature enables you to redirect incoming calls to other extensions.

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

When Follow-me is activated on your phone, a reminder text appears in the display and you will hear a special dial tone each time you lift the handset to make a call. The follow-me indicator icon is also turned on:



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

6.1.1 ORDERING FOLLOW-ME FROM OWN PHONE


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

1. Tap the **Availability** button at the bottom of the display window.
2. Select **Follow-me**.
3. Enter the *extension number of the answering position* and tap **Done**. The Follow-me indicator icon is highlighted.

When lifting the handset a special dial tone is heard.

6.1.2 CANCELING FOLLOW-ME FROM YOUR OWN PHONE

To cancel Follow-me from your phone, do the following:

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

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

6.1.3 ORDERING FOLLOW-ME FROM ANOTHER PHONE

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

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

- 1) Press **Availability**.
- 2) Select **Follow-me**.

- 3) Enter *your own extension number*. Tap the **Done** button

To order follow-me from another phone:

- 1) Lift the handset and wait for a dial tone.
- 2) Dial **21 * own extension number * the extension number of the new answering position #* and wait for a special dial tone.
- 3) Replace the handset.

6.1.4

CANCELING FOLLOW-ME FROM ANOTHER PHONE

To cancel Follow-me from another phone, do the following:

Lift the handset and wait for a dial tone.

- 4) Dial *#21 * own extension number #* and wait for a dial tone.
- 5) Replace the handset.

6.1.5

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.

To order remote programming of follow-me, do the following:

H.323 Phones

1. Lift the handset and wait for dial tone.
2. Dial **21*extension number to divert * extension number of the new answering position#*.
3. Wait for special dial tone.
4. Replace the handset.

SIP Phones

1. Lift the handset and wait for dial tone.
2. Dial **21*extension number to divert * extension number of the new answering position#*.
3. Tap the **Call** button.
4. Wait for special dial tone.
5. Replace the handset.

6.1.6

CANCELING FOLLOW-ME REMOTELY

To cancel remote programming of follow-me from another telephone than the telephone with the diverted number:

H.323 Phones

1. Lift the handset and wait for dial tone.

2. Dial *#21*diverted extension number#*.
3. Replace the handset.

The indication of the active follow-me on the telephone with the diverted number disappears, if there is no additional diversion remaining.

SIP Phones

1. Lift the handset and wait for dial tone.
2. Dial *#21*diverted extension number#*.
3. Tap the **Call** button.
4. Replace the handset.

The indication of the active follow-me on the telephone with the diverted number disappears, if there is no additional diversion remaining.

6.2 EXTERNAL FOLLOW-ME

If external follow.me is allowed, you can have all calls to your extension diverted to an external number of your choice.

When External Follow-me is activated on your phone, a reminder text appears in the display and you will hear a special dial tone each time you lift the handset to make a call. The follow-me indicator icon is also turned on.

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


6.2.1 ORDERING EXTERNAL FOLLOW-ME FROM YOUR PHONE

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

1. Tap the **Availability** button.
2. Select the **External Follow-me** menu.
3. Enter the *external number* and tap **Done**. The Follow-me icon is shown in the display.

6.2.2 CANCELING EXTERNAL FOLLOW-ME FROM YOUR PHONE

From the Display

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

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

6.2.3 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 all the involved telephones have the right service profile.

To order programming of external follow-me for another extension, do the following:

H.323 Phones

1. Lift the handset and wait for a dial tone.
2. Dial **22* extension number to divert # route access code and the external number #*
3. Wait for special dial tone.
4. Replace the handset.

The Follow-me key is lit and the and the display shows the external follow-me text, on the telephone that has been diverted.

SIP Phones

1. Lift the handset and wait for dial tone.
2. Dial **22* extension number to divert # route access code and the external number #*
3. Tap the **Call** button.
4. Wait for special dial tone.
5. Replace the handset.

The Follow-me key is lit and the and the display shows the external follow-me text, on the telephone that has been diverted.

6.2.4

CANCELING EXTERNAL FOLLOW-ME REMOTELY

To cancel the remote programming of external follow-me for another extension, do the following:

H.323 Phones

1. Lift the handset and wait for a dial tone.
2. Dial *#22* diverted extension number #*.
3. Replace the handset.


SIP Phones

1. Lift the handset and wait for a dial tone.
2. Dial *#22* diverted extension number #*.
3. Tap the **Call** button.
4. Replace the handset.

7

CONTACTS

This chapter describes how to manage contacts.

When pressing the Contacts key , you can select your local Contacts or the Corporate directory.

In this section you can also get information on how to copy your Microsoft® Outlook® contacts to your personal contacts,

The phone can hold up to 1,000 contacts.

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

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

The recommendation is to use the soft keyboard to edit the contact name.

7.1


MY CONTACTS

7.1.1

CALLING A CONTACT

There are two ways to open the contact list and find the contact; from the display or from the keypad.

From the Display

- 1) Tap  to open the **Contacts** page.
- 2) Select **My Contacts**.
- 3) Retrieve the desired contact by tapping the key with the contact's initial letter until the contact is displayed.

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

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

From the Keyboard

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

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

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

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

7.1.2

ADDING A NEW CONTACT

To add a new contact, do the following:


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

2. Select **My Contacts** and tap **Add**.
3. Enter the name and number. Tap **Done**.

7.1.3

ADDING A CONTACT FROM THE CALL LIST


To add a contact from the call list, do the following:

1. Tap  to open the **Call List** page.
2. Select **more...** and select **Add to contact**.
3. Edit name or number if necessary. You can also select a ring signal for this Contact by tapping **more...** and **Edit Ring**.
4. Click **Done** to make the contact available in the phone.

7.1.4

EDITING AN ENTRY IN MY DIALOG CONTACTS


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

1. Tap  to open the **Contacts** page.
2. Select **My Contacts**.
3. Select the contact you wish to edit and tap **Edit**.
4. Make the changes you want and tap **Done**.

7.1.5

DELETING AN ENTRY IN MY DIALOG CONTACTS

To delete a contact, do the following:

1. Tap  and select **My Contacts**.
2. Select the contact you wish to delete, tap **more...** and tap **Delete**.
3. A pop up window occurs to ask if you want to delete the selected item. Select **YES** to confirm.

7.2

CORPORATE DIRECTORY

The corporate directory, which holds all contacts in your organization, resides on a corporate directory server.

When you search a contact in the corporate directory, a request is sent to the corporate directory server, which returns a list of names that matches the search. You can then choose to view the contact details, to call the contact, or to add it to your personal contacts.

7.2.1

SEARCHING A CONTACT IN THE CORPORATE DIRECTORY

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

1. Tap  - **Corporate Directory - Select**. The page with search criteria is shown.

2. Enter the name or number that you wish to search and press **Search**

To search a name, enter the *last name* first, then the *first name*, adding a space between the last and first names.

Example: To search for all persons with a last name starting with B and a first name starting with S, enter “b s”.

To search only a first name, add a space before the name.

Example: To search for all contacts with the first name of Susan, enter a space followed by the name, that is, “Susan”. All contacts called Susan are displayed, as are all contacts called *Susanne*.

3. When the search result is displayed, you can select a contact to **Call**, or press **more...** to **Add to Contacts**, or view the **Details** of the selected contact.

If the search results in one contact only, the details for this contact are displayed.

4. To make a new search, tap **more...**, select **New Search** and tap **Select**

Note: Depending on the type of Corporate Directory system used, the display can look different and how to enter the search criteria can also differ.

7.3

MICROSOFT® OUTLOOK® CONTACTS

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

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

Note: Store all phone numbers in Microsoft Outlook Contacts with the area and country code, including the international + sign.

7.3.1

INSTALLING MY DIALOG 4000 CONTACTS

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

1. On your PC, click the **Install My Dialog 4000 Contacts now** link to start the installation.
2. To complete the installation, follow the instructions on screen.


When the installation is complete, the *My Dialog 4000 Contacts* icon appears on the desktop

7.3.2

ADDING MICROSOFT® OUTLOOK® CONTACTS

To add My Dialog 4000 Contacts to your contact list, do the following:

1. Start the **My Dialog 4000 Contacts** application by clicking the icon.
2. Enter your phone number, PIN code (or phone password), and the IP address to the phone.

Note: You find the IP address of the phone by clicking  , and selecting **My Settings, Help, About Mitel 7446, Phone IP Address**.

3. Click **OK**.

All available Microsoft Outlook contacts are listed on the left side and the contacts that are already in your phone are listed on the right side.

4. Select the desired contacts on the left hand side and click **Add >>**.

Selected Microsoft Outlook contacts are moved to the contacts list in your phone.

5. Click **Save**.

The contacts are now available under  and **My Contacts** in your phone.

8 PRESENCE INFORMATION

Presence Information is used to inform callers if you are present or not, and when you will return if you are not in the office at the moment. Available absence reasons are, for example, *Lunch*, *Busy*, *Vacation*, *Meeting* and *Trip*. Callers are informed by the operator of your whereabouts or with a text message on the display if the calling party is internal.

For some of the absence reasons, you are prompted to specify the return time.

If you are authorized, you can also enter presence information for another extension from your extension.

Note: Your phone can be used for outgoing calls even if an absence reason is selected. You will hear a special dial tone when you lift the handset.


8.1 SELECTING AN ABSENCE REASON

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

1. Tap the **Availability** button and select **My Presence**.
2. Select an absence reason and enter date or time of return (if required).
3. Tap **Set**.

The Follow-me icon occurs in the display and the absence reason is shown.

8.2 CANCELING ABSENCE

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

Alternatively, you can do the following:

1. Tap the **Availability** button and then **My Presence**.
2. Select **Available**. The Follow-me indicator icon is turned off.


9

MESSAGES

9.1

VOICE MAILBOX

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

If using the H.323 protocol, when you have one or more messages waiting, you can enter the voice mailbox by tapping  to the right in the display.

If using SIP, when the envelope icon is lit, dial the number to the voice mail system and listen to your message.

9.2

MANUAL MESSAGE WAITING (MMW)

The Manual Message Waiting (MMW) feature allows you to send a *message waiting* signal to an extension that does not answer when you call.

To call the party that requested MMW, tap the **Message** button. A call is initiated to the number that requested message waiting. After answer you have to dial the procedure to cancel manual message waiting so the indicator icon is turned off.

When you are calling the party that requested manual message waiting, the number appears in the display.

9.2.1

ORDERING MANUAL MESSAGE WAITING INDICATION

To order manual message waiting to another extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 31 * *extension number* #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 31 * *extension number* # and tap the **Call** button.
- 3) Replace the handset.

9.2.2

RESPONDING TO MMW INDICATION FROM OWN EXTENSION

To respond to manual message waiting at your own extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 32 #, or dial the number of the message retrieval center.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 32 # and tap the **Call** button, or dial the number of the message retrieval center.
- 3) Replace the handset.

9.2.3

CANCELING MMW INDICATION TO ANOTHER EXTENSION

To cancel manual message waiting to another extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 * *extension number* #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 * *extension number* # and tap the **Call** button.
- 3) Replace the handset.

9.2.4

CANCELING MMW INDICATION AT OWN EXTENSION

To cancel manual message waiting at your own extension, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 31 # and tap the **Call** button.
- 3) Replace the handset.

10 GROUP FEATURES

10.1 GROUP CALL-PICK-UP

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

10.1.1 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:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # to answer the call.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # and tap the **Call** button to answer the call.

10.1.2 ALTERNATIVE ANSWER GROUP

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

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # to answer the call.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial * 8 # and tap the **Call** button to answer the call.

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

10.2 GROUP HUNTING

An internal group hunting number is a common directory number for a group of extensions. Calls to the group will be indicated at a free extension in the group.

10.2.1 ANSWERING A GROUP CALL

A group call is answered in the normal way.

10.2.2 LEAVING A GROUP TEMPORARILY


By making follow-me to your own extension number you can leave an internal group hunting group temporarily. To do that, do the following:

1. Tap the **Availability** button at the bottom of the display window.
2. Select **Follow-me**.
3. Enter the *your own extension number* as the answering position and tap **Done**. The Follow-me indicator icon is highlighted.

When lifting the handset a special dial tone is heard.

10.2.3 REENTERING THE GROUP

To reenter an internal group hunting group, you have to cancel the follow-me to your own extension number. To do this, do the following:

Tap  in the right central area of the main page.

The Follow-me indicator icon is turned off.

10.3 GROUP DO NOT DISTURB

A number of extensions can be defined as a *do not disturb* group. A categorized extension can activate *do not disturb* for the whole group. The calls will be forwarded to an answering position defined for the whole group or the calling party receives a number unobtainable tone.

An extension with *group do not disturb* activated can still make outgoing calls as usual.

10.3.1 TO ORDER GROUP DO NOT DISTURB

A categorized extension can activate *group do not disturb* by dialling the following procedure:

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

10.3.2 TO CANCEL GROUP DO NOT DISTURB

A categorized extension can deactivate *group do not disturb* by dialling the following procedure:

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

10.3.3 BYPASS OF GROUP DO NOT DISTURB

A categorized extension or a PBX operator can bypass *group do not disturb* by dialling the following procedure:

- Lift the handset (dial tone)

- Dial *60*extension number#

The call is indicated on the telephone with the dialed extension number.

11

OTHER USEFUL FEATURES

11.1

ACCOUNT CODE

The *account code* feature is used to charge a call to an account number or to prevent unauthorized calls from your phone.

Account codes allows you to keep track of where different outgoing calls are charged. The account code feature enables you to do the following:

- have calls charged to a specified account, representing a particular project, department or client, rather than to the calling extension number.
- Prevent unauthorized calls to external numbers by requiring the extensions to dial an account code before dialing an external number

An account code can be entered either before or during an outgoing call. The code can be between 1 and 15 digits long.

11.1.1

DIALING AN ACCOUNT CODE BEFORE A CALL

To dial the account code before dialing the destination number, do the following:

H.323 Phones

- 1) Lift the handset.
- 2) Dial * 61 * *account code* #,
where 61 is the standard function code for using account code. If provided, a dial tone is received.
- 3) Dial the external number.
- 4) Replace the handset to end the call.

SIP Phones

- 1) Lift the handset.
- 2) Dial * 61 * *account code* #,
where 61 is the standard function code for using account code. If provided, a dial tone is received.
- 3) Dial the external number and tap the **Call** button.
- 4) Replace the handset to end the call.

11.1.2

DIALING AN ACCOUNT CODE DURING A CALL

It is possible to connect an ongoing external call to an account code.

To dial the account code during an ongoing call, do the following:

1. Press **Hold**.
2. Dial *61* *account code* #. (Tap **Call** if it is a SIP phone)

Wait for a dial tone.

3. Tap on the **Line** key to retrieve the call.

11.2

AUTHORIZATION CODE

Authorization codes are used to control or limit the access to an extension. When an extension is controlled by an authorization code, certain service profiles are not allowed to use certain features, such as making calls to other countries. If you dial the authorization code, you open up the extension to use more features.

There are two kinds of authorization codes:

- Common authorization code: A common authorization code can be dialed from any extension.
- Individual authorization code. An individual authorization code is always associated with a specific extension.

An authorization code must be entered before the call. The code is between 1 and 7 digits long.

11.2.1

COMMON AUTHORIZATION CODE

Depending on the *service profile* associated with your extension, you may have to enter a common authorization code in order to make certain types of calls, and to lock and unlock the extension.

Note: The common authorization code can only be changed by the system administrator.

The common authorization code provides the following functions:

- Locking and unlocking of an extension. A locked extension uses a low service profile.
- Authorization code dialing. The calling party may use other categories or service profiles than those specified for the extension.

11.2.1.1

Dialing From an Extension

To make a call from an extension with a common authorization code, do the following:

H.323 Phones

- 1) Dial * 72 * *authorization code* #.
72 is the standard function code for common authorization code dialing.
- 2) When you hear a verification tone, continue to dial the external number.

SIP Phones

- 1) Dial * 72 * *authorization code* # and tap the **Call** button.
72 is the standard function code for common authorization code dialing,
- 2) When you hear a verification tone, continue to dial the external number and tap the **Call** button.

Note: If the service profile for the dialed authorization code is too low for the call, the call is rejected.

11.2.1.2

Locking Extension

To lock an extension with a common authorization code, do the following:

1. Dial *73* *authorization code #*, (tap **Call**, if it is a SIP phone)
Wait for a verification tone.
2. When you hear a verification tone and the lock icon appears in the display, the extension is locked.

If you wish to make a call from a locked phone, different service profiles will be used depending on whether you enter an authorization code or not.

- When the telephone is locked, you have to dial *72* in order to acquire a higher level of service profile. If you do not enter an authorization code, the default service profile will be used.
- If you enter a valid authorization code, the service profile associated with the authorization code will be used.

11.2.1.3

Unlocking an Extension

To unlock an extension with a common authorization code, do the following:

- Dial #73* *authorization code #*, (tap **Call**, if it is a SIP phone)
When you hear a verification tone and the lock icon disappears from the display, the extension is unlocked.

Note: If the telephone is unlocked, you do not have to dial any authorization code.

11.2.2

INDIVIDUAL AUTHORIZATION CODE

If your extension has an *individual authorization code* associated with it, you can lock your own extension to a service profile when, for example, you are out of the office. Temporarily, you can also set the same authority level for any other extension within the exchange as for your own extension.

The individual authorization code provides three different functions:

- Locking and unlocking of an extension. A locked extension uses a low service profile.
- Authorization code dialing. The calling party may use other service profiles than those specified for the extension.
- Changing of authorization code from the phone. This enables the user of the authorization code to change the code when suitable.

11.2.2.1

Dialing From Own Extension

To make an authorization code call from your own extension with an individual authorization code, do the following:

H.323 Phones

- 1) Dial * 75 * *authorization code #*.
75 is the standard function code for individual authorization code dialing.
- 2) When you hear a verification tone, continue to dial the external number.

SIP Phones

- 1) Dial * 75 * *authorization code #* and tap the **Call** button.
75 is the standard function code for individual authorization code dialing.
- 2) When you hear a verification tone, continue to dial the external number and tap the **Call** button.

If the service profile for the dialed external number is too low for the call, the call is rejected.

11.2.2.2

Dialing From Other Extension

To make a call from an extension with an individual authorization code (using another phone), do the following:

- 1) Dial *75* *authorization code* * *own extension number #*.
Wait for a verification tone.
- 2) Dial the external number.

If the service profile for the dialed external number is too low for the call, the call is rejected.

11.2.2.3

Locking an Extension

To lock an extension with an individual authorization code, do the following:

- 1) Dial *76* *authorization code #*, (tap **Call**, if it is a SIP phone)
- 2) When you hear a verification tone and the lock icon appears in the display, the extension is locked.

11.2.2.4

Unlocking an Extension

To unlock an extension with an individual authorization code, do the following:

- 1) Dial #76* *authorization code #*, (tap **Call**, if it is a SIP phone)
- 2) When you hear a verification tone and the lock icon disappears from the display, the extension is unlocked

If you wish to make a call from a locked phone, different service profiles will be used depending on whether you enter an authorization code or not.

- If you do not enter an authorization code, the default service profile will be used.
- If you enter a valid authorization code, the service profile associated with the authorization code will be used

11.2.2.5

Changing the Authorization Code

The individual authorization code can be changed from your own phone.

To change the individual authorization code for an extension, do the following:

- 1) Dial **74* previous authorization code * new authorization code #*, (tap **Call**, if it is a SIP phone)
- 2) When you hear a verification tone, the individual authorization code has been changed.

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

11.3

ALARM EXTENSION

An alarm extension is assigned characteristics similar to an alarm center. All calls to such an extension are automatically granted intrusion access if the extension is busy. Up to seven callers can be connected to the alarm extension at the same time.

An alarm extension cannot be assigned to an IP phone, but it is possible to call an alarm extension from an IP phone.

11.4

EMERGENCY STATE

In case of emergency, the operator is authorized to put the exchange into an emergency state. In this situation, the exchange properties and rules as configured for emergency state prevail.

In emergency state, only extensions with the appropriate category will be permitted to initiate calls. If you have not been assigned this category and try to make a call, you will not receive a dial tone.

11.5

DIRECT IN-DIALING

Direct In-dialing is a feature that enables direct routing of incoming external calls to predefined extensions or groups. Usually, the exchange has a direct in-dialing feature, enabling external subscribers to call you directly without having to go through the operator.

Note: A call that is not serviced by a predefined extension can be rerouted to an operator or an alternate answering position.

11.6

GENERAL DEACTIVATION

General deactivation enables you to cancel features using one single command. The following features are canceled with the general deactivation feature:

- Callback. All callback missions are cancelled.
- Follow-me and External follow-me
- Manual Message Waiting and Message Diversion
- Flexible night service

To request a general deactivation, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 001 #.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 001 # and tap the **Call** button.
- 3) Replace the handset.

11.7

HOT-LINE (NON-DIALED CONNECTION)

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

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

H.323 Phones

- Lift the handset.
- Press a Line key.

SIP Phones

Hot-line is **not applicable** for SIP phones.

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

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

11.8

INDIVIDUAL DO NOT DISTURB (DND)

You can activate this feature when you want to avoid incoming calls to your telephone. The calling party receives a number unobtainable tone or a busy tone or will be forwarded to the diversion position if it is defined by the system administrator.

11.8.1

TO ORDER DO NOT DISTURB

- 1) Lift the handset (dial tone).
- 2) Dial *27#
- 3) Replace the handset.
- 4) A text in the display reminds you that DND is activated.

The telephone can still be used for outgoing calls as usual.

11.8.2 TO CANCEL DO NOT DISTURB

- 1) Lift the handset (special dial tone).
- 2) Dial #27#. Dial tone

11.9 LEAST COST ROUTING

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

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

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

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

11.9.1 MAKING AN OUTGOING CALL USING LAC

To make a call using LAC, do the following:

H.323 Phones

- 1) Lift the handset.
- 2) Dial the LAC.
If provided, a dial tone is received.
- 3) Dial with the external number.
If no free trunk is selected, you will hear a busy tone.
You enable on-hook queuing by dialing the suffix digit for callback to the busy route.
If the selected route is marked as expensive, you will receive an Expensive Route Warning Tone which enables you to stop further call routing.
- 4) Replace the handset to end the call.

SIP Phones

- 1) Lift the handset.
- 2) Dial the LAC and tap the **Call** button.
If provided, a dial tone is received.
- 3) Dial with the external number.
If no free trunk is selected, you will hear a busy tone.
You enable on-hook queuing by dialing the suffix digit for callback to the busy route.
If the selected route is marked as expensive, you will receive an Expensive Route Warning Tone which enables you to stop further call routing.
- 4) Replace the handset to end the call.

11.10

MALICIOUS CALL TRACING

If you are being disturbed by bothersome or malicious external incoming calls, it is possible to request number tracing from the network provider. Tracing can be invoked during or after an ongoing conversation. The external line can be held for a limited period of time.

When a malicious call is received, a signal can be sent to the switched telephone network (PSTN) before a call is disconnected. If the calling subscriber clears the call, the external line can be held for a limited period of time to invoke the malicious call tracing (MCT).


It is possible to assign a shortcut key to MCT. Contact the system administrator.

11.10.1

ORDERING MALICIOUS CALL TRACING

To order MCT during a call, press the MCT shortcut key:

H.323 phones

- Tap  , and then tap the **MCT** key
- If the request is accepted, the shortcut key indicator is lit, a text message is displayed, and an acceptance tone is heard.
- If the request is rejected, the shortcut key indicator flashes rapidly, a text message is displayed, and a reject tone is heard

Note: If no shortcut has been programmed, press **Hold** and dial *39#.

SIP Phones

3. Tap **Line** to put the call on hold and then dial *39#
4. The system acknowledges with a tone message indicating if the MCT request was accepted or rejected.

11.11

MULTIPLE TERMINAL SERVICE, TAKE OWN CALL ON ANOTHER TERMINAL

A call in two-party speech can be taken/moved onto another terminal belonging to the same user, by dialing a service code. If more than one terminal has a call in speech no call will be picked.

If no call is picked, a further analysis is done to find if any other call can be picked (i.e. common bell, group call or universal night service).

To enable this function, do the following

- Dial *8# from the new terminal.

Note: Finland and Sweden, press *0#. U.S. and Canada, press *59#.

11.12

NIGHT SERVICE

The console is set in either day service mode or night service mode. During night service, incoming external calls are transferred to a designated extension or group of extensions. Night service mode is used outside business hours.

11.12.1 NIGHT SERVICE COMMON

Common night service means that all incoming calls are routed to one designated extension. Calls are answered in the normal way.

11.12.2 NIGHT SERVICE INDIVIDUAL

Individual night service means that one or more external lines in the exchange are routed to the designated extension. Calls are answered in the normal way.

11.12.3 NIGHT SERVICE FLEXIBLE

Flexible night service means that the operator can re-route calls to a certain extension during restricted hours.

Flexible night service permits you to select an external line and connect it directly to Line 1 or 2 on your phone.

This is convenient when you expect important calls after office hours and wish to get them without delay. Details about external line numbers can be obtained from the operator.

Note: Flexible night service is only available for manual lines.

Activating flexible night service

To activate flexible night service, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial ** 84 * route number * external line number #*.
- 3) Replace the handset.

SIP Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial ** 84 * route number * external line number #* and tap the **Call** button.
- 3) Replace the handset.

Deactivating flexible night service

To deactivate flexible night service, do the following:

H.323 Phones

- 1) Lift the handset and wait for a dial tone.
- 2) Dial *# 84 #*.
- 3) Replace the handset.

SIP Phones

Deactivating flexible night service

To deactivate flexible night service, do the following:

- 1) Lift the handset and wait for a dial tone.
- 2) Dial # 84 # and tap the **Call** button.
- 3) Replace the handset.

Note: The flexible night service is automatically deactivated one hour after the exchange has been switched back into day service (if the service has been active for at least one hour). This way you do not have to be concerned about forgetting to deactivate the flexible night service for your extension.

11.13

PERSONAL NUMBER AND PROFILES

With the personal numbers and profiles feature a number of answering positions can be defined in a profile. When somebody calls your normal office phone number the call will be announced on the telephones defined in your active profile.

A search profile can be designed to fit the situation (in the office, traveling, at home, and so on). Both internal or external phone numbers can be used in a profile. Maximum five profiles can be defined.

Your search profile is programmed or modified by your system administrator. You can also manage your profiles yourself by using the CMG Office Web application, if available. Contact your system administrator for more information

When the feature is activated, incoming calls are transferred to your selected phones or backup services in the order that you choose. If an answering position in the profile is busy, the call can be transferred to another predefined position in the profile (Voice-Mail or a colleague).

11.13.1

ACTIVATING PERSONAL NUMBER FROM YOUR OWN EXTENSION

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

1. Tap the **Availability** button. Select **My Profile**.
2. Enter the desired profile number (1-5) and press **OK**.

11.13.2

CANCELING PERSONAL NUMBER FROM YOUR OWN EXTENSION

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

1. Tap the **Availability** button. Select **My Profile**
2. Tap **No Profile** to deselect the profile.

11.13.3

DESIGNING AND ORDERING YOUR SEARCH PROFILES

When you are creating your search profiles, you should consider the following:

- Avoid ring times longer than 45 seconds for your profiles.
Callers typically hang up after 3-6 ring signals.
- Consider the time you need to react and answer on each answering position in your profile. You might need up to 15 seconds to react and answer a call on a desk or cordless phone, and 20-25 seconds for a mobile phone.

- There must be an answering position at the end of every profile (VoiceMail or operator/secretary). If not, calls may be unanswered.
- Consider how you want incoming calls to be handled while you are busy on a phone. Available options are:
 - Activate Free on Busy (if available)
 - Follow-me to VoiceMail
 - Follow-me to the operator
- If an answering machine, a fax or other answering device is used as an early answering position, it might interfere with the searching. Disconnect the answering device, or design the ring times so they do not affect the searching.
- Make sure you use as few answering positions as possible for each profile. Profile examples:
 - In office
 - At home
 - Traveling
 - Absent/not reachable

Example of how to fill in your settings form for search profiles:

Table 3 Profile 1 - In office

Search order	Type of phone or answering position Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, and so on	Phone number	Ring time (seconds)
1	Desk	12345	10
2	Cordless	52341	15
3	Voice Mail	55555	

Table 4 Profile 2 - At home

Search order	Type of phone or answering position Examples: Desk, Cordless, Mobile, External, Voice Mail, Operator, and so on	Phone number	Ring time (seconds)
1	External	00082222222	20
2	Mobile	07066666666	25
3	Voice Mail	08222555555	

11.14

BOSS - SECRETARY

(Only H.323 phones).

The purpose of the feature Boss-secretary is to allow the boss and secretary to control the diversion of incoming calls for the boss telephone. This is the difference compared to the case with Monitoring key (MNS key) where the secretary can only answer the calls to the boss.

While the function is active, the calls to the boss telephone will be announced on the telephone of the secretary, and the corresponding Personal Number (PEN) key lamp will indicate that the service is on for both the boss and secretary telephones. The service can be activated and deactivated by both the boss and the secretaries by pressing the PEN key associated with the boss.

When the function is inactive, the PEN key lamp is off at both the boss and secretary telephones. The service can be directly deactivated by only pressing the previously active PEN key or indirectly deactivated by activating an other Personal Number list.

The PEN key is used to activate and deactivate Personal Number list 1.


11.14.1

ACTIVATE THE BOSS-SECRETARY FEATURE

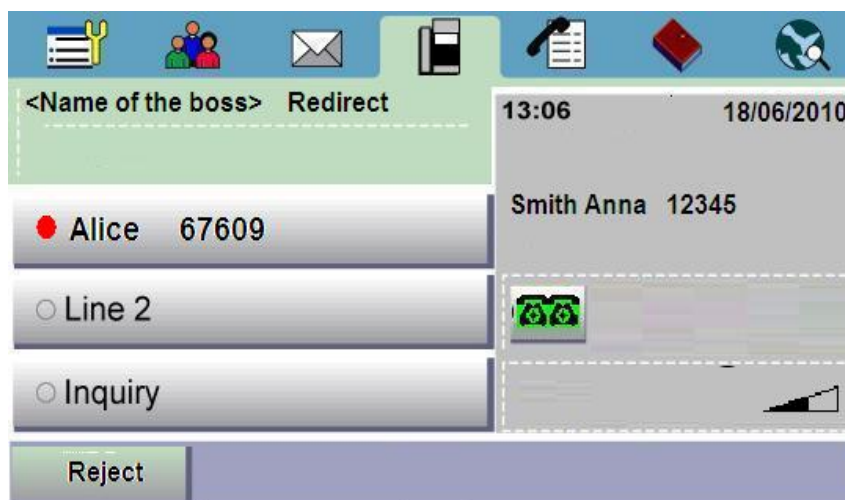
11.14.1.1

From the secretary's phone

Activate the Boss-Secretary feature from the secretary's phone

- Tap  , and then tap the **PEN** key associated to the boss.
The PEN key indication is lit on the secretary's phone.
- The PEN key indication is lit and **Profile 1** is shown in the display on the phone of the boss.

When there is a call to the boss, it is announced on the secretary's phone and the display shows:



In the example above Alice with extension number 67609 is calling the boss.

To answer the call in the secretary's phone:

- Lift the handset


or

- Press the speaker key (to answer in handsfree mode)

11.14.1.2

From the phone of the boss

Activate the Boss-Secretary feature from the telephone of the boss.

- Tap , and then tap the **PEN** key.
- The PEN key indicator is lit and **Profile 1** is shown in the display on the phone of the boss.

The PEN key indicator is lit on the secretary's phone.

When there is a call to the boss, it is announced on the secretary's phone as shown above.


11.14.2

DEACTIVATE THE BOSS - SECRETARY FEATURE.

11.14.2.1

From the secretary's phone

Deactivate the Boss-Secretary feature from the secretary's phone

- Tap , and then tap the **PEN** key associated to the boss.
- The PEN key indicator is turned off on the secretary's phone.


The PEN key indicator is turned off and **Profile 2** is shown in the display on the phone of the boss.

When there is a call to the boss, it is announced on the phone of the boss.

11.14.2.2

From the phone of the boss

Deactivate the Boss-Secretary feature from the telephone of the boss.

- Tap , and then tap the **PEN** key associated to the boss.
- The PEN key lamp is turned off and **Profile 2** is shown in the display on the phone of the boss.

The PEN key lamp is turned off on the secretary's phone.

When there is a call to the boss, it is announced on the boss' phone.

12

SETTINGS

12.1

MY AVAILABILITY SETTINGS


It is possible to specify availability status for:

- My Presence
- Follow-me
- External follow-me
- My profile
- My mobile phone
- Free on busy

12.1.1

MY PRESENCE

To modify the presence status, do the following:


1. Tap  , select **My Availability**.
2. Select **My Presence**.
3. Select the desired absence reason, and enter the return time and date if required and press **Select**.

See also section 8 Presence Information on page 43.

12.1.2

FOLLOW-ME

To edit your follow-me number, do the following:


1. Tap  , select **My Availability**.
2. Select **Follow-me**.
3. Enter the extension number of the answering position and press **Done**.

See also section 6.1 Follow-me on page 35.

12.1.3

EXTERNAL FOLLOW-ME

To edit your external follow-me number, do the following:

1. Tap  , select **My Availability**.
2. Select **External Follow-me**.
3. Enter the external access code and the phone number and press **Done**.

See also section 6.2 External Follow-me on page 37.

12.1.4

MY PROFILE

To edit your profile number, do the following:


1. Tap  , select **My Availability**.

2. Select **My Profile**.
 3. Enter the number of the profile (personal number list) and press **OK**.
- See also section 11.13 Personal Number and Profiles on page 58.

12.1.5


MY MOBILE PHONE


To edit your mobile phone number, do the following:

1. Tap , select **My Availability**.
2. Select **My mobile phone**, and press **Select**.
3. Enter your mobile phone number and press **Done**.

12.1.6

FREE ON BUSY

The simplest way to activate the **Free on busy** feature, is to press the  icon. Alternatively, you can activate the feature by doing the following:

1. Press , select **My Availability**.
2. Select **Free on busy**, and press **Select**.
3. Select **ON, put call through**.

12.2


SHORTCUTS

This section describes how to program shortcuts.

12.2.1

ADDING NEW MANUAL INPUT


To add a shortcut, do the following:

1. Tap , **My Settings** and select **Shortcuts**.
2. Press the key to program as a shortcut.
3. Enter data, such as an extension number or an external number, and press **Done**.

12.2.2

ADDING NEW SHORTCUT FROM CALL LIST


To add a shortcut from the call list, do the following:

1. Tap , **My Settings** and select **Shortcuts**.
 2. Press the key to program as a shortcut.
 3. Press **more....**
 4. Select **Add new from Call List**.
 5. Select a number from the call list, and press **Add**.
 6. Press **Done** to save the shortcut.
- Press **more...** to edit the data or label before saving.

12.2.3

ADDING NEW SHORTCUT FROM CONTACTS


To add a shortcut from your contacts list, do the following:

1. Tap  , **My Settings** and select **Shortcuts**.
2. Press the key to program as a shortcut.
3. Press **more....**
4. Select **Add new from Contacts**.
5. Select an entry from the contacts list, and press **Add**.
6. Press **Done** to save the shortcut.

12.2.4


EDITING A SHORTCUT

To edit a shortcut, do the following:


1. Tap  , **My Settings** and select **Shortcuts**
2. Press the shortcut to edit.
3. Edit the number and/or name. Tap **Done** to confirm the change

12.2.5 DELETING A SHORTCUT

To delete a shortcut, do the following:

1. Tap , **My Settings** and select **Shortcuts**
2. Press the shortcut to delete and press **more....**
3. Tap **Delete**.
A confirmation message is displayed.
4. Press **Yes** to confirm.

To delete all shortcuts:

1. Tap , **My Settings** and select **Shortcuts**
2. Press **more....**
3. Select **Delete All Shortcuts**.
A confirmation message is displayed.
4. Press **Yes** to confirm.

12.3 SOUNDS


This section describes how to change ring signals and alert signals for incoming calls from the settings menu **Sounds**.

Note: You can change the ring signal for individual contacts, see section 7.1.4 Editing an Entry in My Dialog Contacts on page 40.

12.3.1 CHANGING RING SIGNALS FOR INCOMING CALLS

A ring signal can be either a traditional ring signal or a melody that you download from a server.

To change the ring signal for an incoming call, do the following:


1. Tap , and **My Settings**.
2. Select **Sounds** and **Ring Signals**.
3. Select **Default Ring Signals**.
4. Scroll to the ring signal or melody you wish to use and press **Select**.

Note: To listen to a ring signal or melody before selecting it, press **Play**.

12.3.1.1 *Downloading Melodies*

Instead of standard ring signals, you can download up to 10 melodies to your phone.

To download a melody from a specified server, do the following:

1. Tap , and **My Settings**.
2. Select **Sounds** and press **Ring Signals**.
3. Select **Default Ring Signals**.
4. Scroll to **Melody 1 (empty)** and press **Add**.

A list of all available melodies is displayed.

5. Select a melody and press **Select**.

Note: If you wish to listen to a signal or melody before selecting it, press **more...** and then **Play**. When you are done listening to a signal, press **Stop**.

12.3.2

ALERT TYPE

With this phone, it is possible to change the way the phone rings for incoming calls (1st call and 2nd or 3rd call), and for monitored extensions.

The following alerting types are available:

Visual only

The signal is muted, but the indicator on the line key where the call is received is flashing.

Periodic

The ring signal alerts periodically.

Delayed Periodic

There is a delay before the first ring signal. The length of the delay can be changed by the system administrator.

One muted

The phone rings once, then the signal is muted.


Delayed one muted

There is a delay before the ring signal. After one ring, the signal is muted. The length of the delay can be changed by the system administrator.

12.3.2.1

Changing Alert For Incoming Calls


To change the alert signal for incoming calls, do the following:

1. Tap  , and **My Settings**
2. Select **Sounds** and press **Alert**.
3. Select **Alert 1st call** or **Alert 2nd or 3rd call**, and press **Select**.
4. Select an alert, and then press **Save**.

12.3.2.2

Changing Alert For Monitored Extensions

To change the alert signal for monitored extensions, do the following:


1. Press  , **My Settings** and select **Shortcuts**.
2. Tap the shortcut key for the monitored extension.
The extension number, the label, the ring signal and alert type are displayed.
3. Press **more...** and select **Edit Alert**
4. Select an alert, and then press **Save**.
5. Tap **Done**.

12.4 DISPLAY

This section describes how to change the display brightness and brightness hold time, that is, how long the display will be illuminated.

12.4.1 MODIFYING BRIGHTNESS

To modify the phone brightness, do the following:


1. Tap  , **My Settings** and select **Display**
2. Select **Phone Brightness**.
3. Press + and - keys to increase or decrease the brightness to a desired level.
4. Tap **Set**.

Your setting is saved.

12.4.2

MODIFYING BRIGHTNESS HOLD TIME

To modify the brightness hold time, do the following:

1. Tap  , **My Settings** and select **Display**.
2. Select **Brightness Hold time**.
You can modify the hold time to 1, 2, 5, 10, 30 or 60 minutes.
3. Tap on the desired brightness hold time.
4. Press **Save**.

12.5

LANGUAGE


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

Note: To be able to change the language, the phone must be logged on to the exchange.

12.5.1

CHANGING THE DISPLAY MENU LANGUAGE


To change the display text language, do the following:

1. Tap  , **My Settings** and select **Language**.
2. Select **Display Menus** and select the desired language.
3. Tap **Set** to confirm the selection.

12.5.2

CHANGING THE KEYPAD CHARACTERS

To change the keypad characters, do the following:

1. Tap  , **My Settings** and select **Language**.
2. Select **Keypad Characters** and select the desired character set of the input texts.
3. Tap **Set** to confirm the selection.

12.6


TIME AND DATE

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

12.6.1

TIME FORMAT

To change the time format, do the following:


1. Tap  , **My Settings** and select **Time & Date**.
2. Select **Time Format**.

3. Select a time format. Available options are the **24 hour** and **12 hour** formats.
4. Tap **Save** to confirm the setting.

12.6.2

DATE FORMAT

To change the date format, do the following:

1. Tap  , **My Settings** and select **Time & Date**.
2. Select **Date Format**.
3. Select a date format.
4. Tap **Save** to confirm the setting.


12.7

OPTION UNIT

The option unit DBY 412 01 is an optional accessory to be installed under your telephone set. The unit is used to:

- provide gigabit Ethernet connection to the PC connected to the telephone.
- connect an extra bell to the telephone
- support a busy signal lamp outside your door

To check or set the option unit for extra bell or for busy signal, do the following:

1. Tap  , **My Settings** and select **Option Unit**.
2. Select a setting. Available options are Extra bell, Busy signal lamp, and Combined extra bell & busy lamp.
3. Tap **Save** to confirm the selection.

12.8

SECURITY AND ACCESS

It is possible to view and change the PIN code, if this option has been configured by system administrator.


12.8.1

CHANGING PIN CODE

You can change the PIN code used for logging on to the telephony system.

Note: Depending on the phone configuration, the menu option **Changing PIN** may not be available.

To change the PIN code, do the following:

1. Tap  , **My Settings** and select **Security and Access**.
2. Select **Change PIN** and press **Select**.
3. Enter the current PIN code, and press **OK**.
You will be prompted for a new PIN (1-7 digits).
4. Enter your new code, and press **OK**.

Note: Only digits can be used as PIN.


5. Enter the new code again for confirmation, and press **OK**.

12.9

HELP

You can easily get information on which software version is installed on your phone, the phone IP address, and the phone web address.

To find this information, do the following:

1. Tap  , **My Settings** and select **Help**.
About Mitel 7446 is displayed
2. Tap **Select**.
Software version is displayed.
3. Select **Phone IP Address** and press **Select** to see the IP address.
4. Select **Phone Web Address** and press **Select** to see the web address.


Note: Whether or not the **Phone Web Address** option is available in the **Help** menu, depends on how the phone is configured. Contact the system administrator for more information.

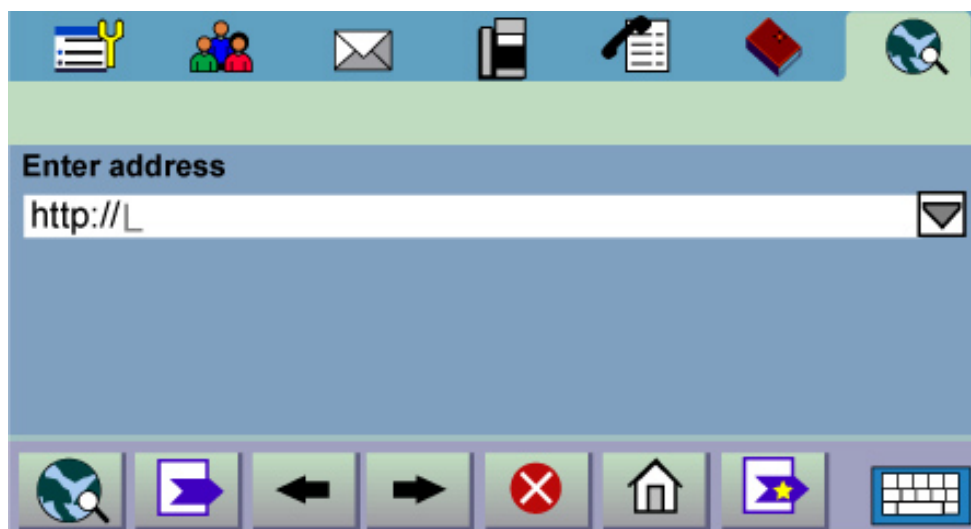
13 WEB BROWSER

The Mitel 7446 phone has a built-in web browser which can be accessed from the menu bar at the top of the display window.

13.1 OPENING THE WEB BROWSER

To open the web browser, do the following:

1. Tap  in the menu bar to open the **Internet** page, see below.



2. Tap in the input field to activate it and enter a valid web address. The requested page starts loading.

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

13.2 USING THE WEB BROWSER

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

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



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



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



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



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



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



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



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



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



13.3

EXITING THE WEB BROWSER

To exit the web browser, do the following:

1. Tap the **go/exit** icon in the lower left corner of the screen. A message appears asking if you wish to disconnect.
2. Tap **Yes** to confirm and return to the main page with the menu bar at the top.

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

14

WEB INTERFACE


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

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

14.1

ACCESSING THE TELEPHONE'S WEB INTERFACE

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

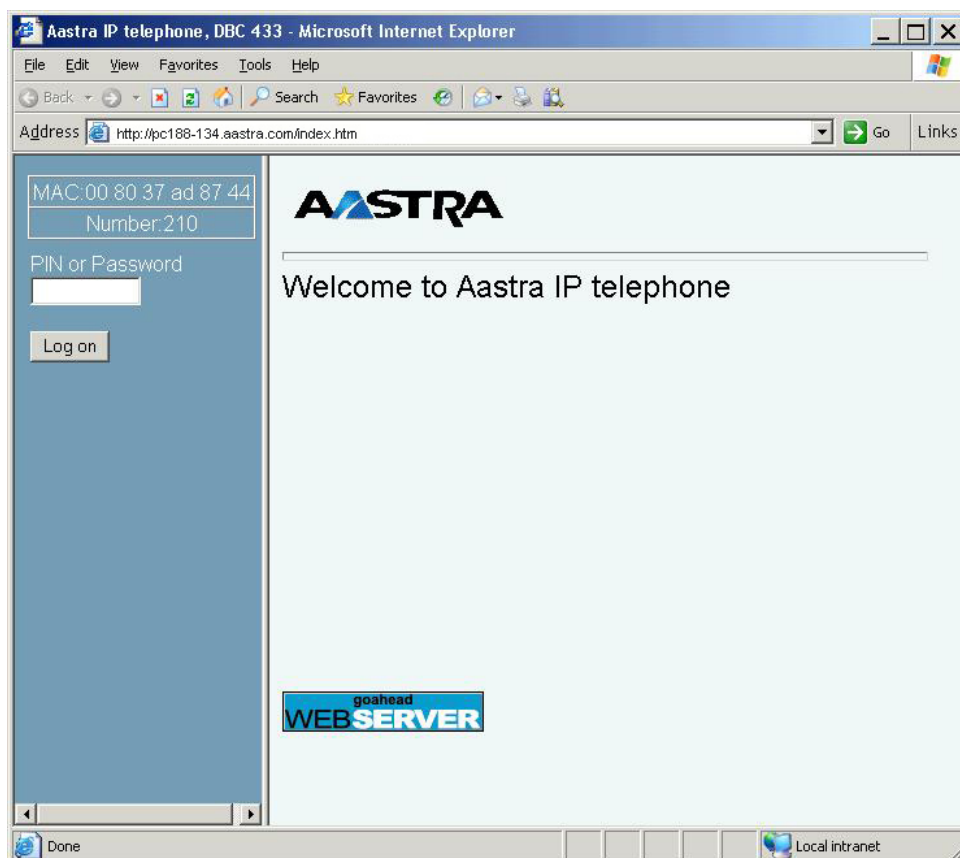
1. Tap  , **My Settings** and select **Help**.
About Mitel 7446 is displayed
2. Tap **Select**.
3. Select **Phone IP Address** and press **Select** to see the IP address.
4. Enter the IP address in the address field of the web browser in your PC.
5. Start using the features in the web interface, see next section.

14.2

USING THE TELEPHONE THROUGH THE WEB INTERFACE

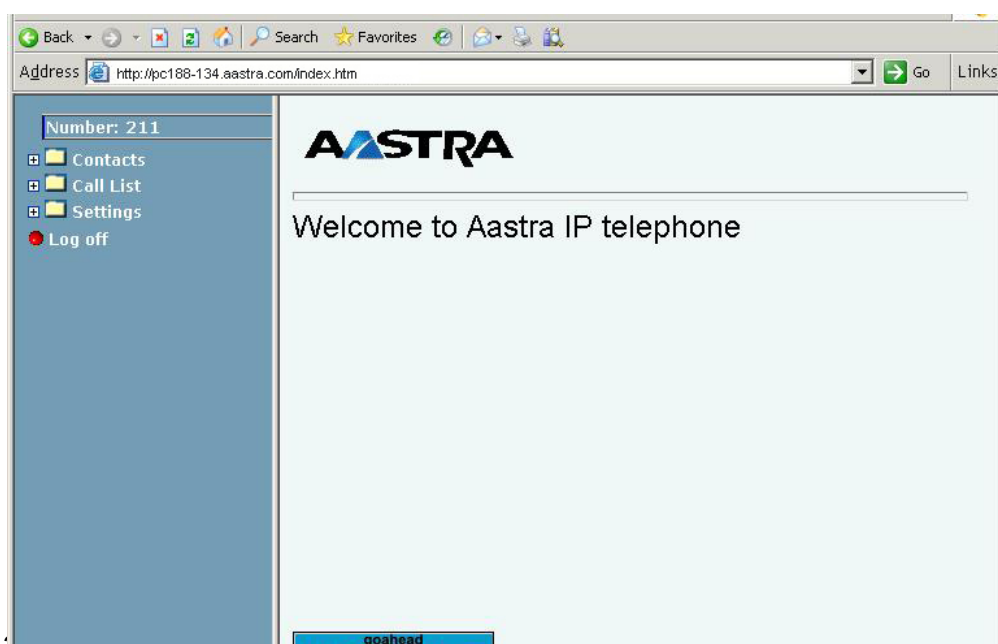
To be able to use the telephone's features through the web interface, do the following:

1. Enter the IP address of the phone in the address field of your web browser.



2. Enter your password (or PIN code) and click **Log on**.

Note: Use the same password (or PIN code) as you use to log on your phone. If you have no logon password (or PIN code), you cannot log on to the web interface, unless the system administrator has enabled the default password *Welcome*.



3. Expand the folder (e) by clicking on the plus sign. You can select among the following features:

Contacts.

Select if you want to add or delete entries.

Call list

Select if you want to delete the call list.

Settings

Includes the options Shortcuts, Sounds and Security and Access.

15

TROUBLESHOOTING

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

Table 5 Common problems, their causes and solutions

Trouble	Cause	Solution
The message "No connection to network" appears	There is no connection to the LAN	Check the LAN cable between the LAN port and the phone.
The phone is locked	There is disturbance in the LAN.	Restart the phone by pressing the C (clear), mute, and # keys simultaneously for 2 seconds.
The access warning triangle appears in the display	There is disturbance in the LAN or in the exchange.	Although some features may not work, the phone can still be used for making and receiving calls. If the trouble persists, contact the system administrator.
You receive a congestion tone when you dial an area code	You are not allowed to call the area code.	Call the operator and ask for help to establish the call.
The phone does not work properly	The network settings may be incorrectly configured.	Contact your system administrator.

16

LIST OF FEATURES AND PROCEDURES

This section describes the country specific function codes used in MX-ONE that are relevant for the Mitel 7446 phone.

The following application systems are concerned: Australia, Austria, Belgium, Brazil, Canada, China, Denmark, Export, Finland, France, Germany, Hong Kong A-law, Hong Kong My-law, Indonesia, Ireland, Italy, Malaysia, Mexico, The Netherlands, New Zealand, North America/U.S., Norway, Korea, Saudi Arabia, Singapore, South Africa, Spain, Standard, Sweden, Switzerland, and United Kingdom.

Suffix codes are entered as written. They can only be used for SIP phones. For H.323 phones you use dedicated keys.

Service codes are entered for activation, such as ** code #*, as well as for deactivation, such as *# code #*. Several of the services require an appropriate class of service to be allowed.

For the SIP version of the phone you also have to tap the Call button at the end of the procedure. For details, see the descriptions in the previous sections.

Table 6 Service Codes: Standard and Alternative Codes

Feature	Standard Code	Alternative Code
ACCOUNT CODE	*61* account code #	Finland, Norway: *71* account code #
ALTERNATION on INQUIRY (Refer back)	Not applicable	Sweden: R key
AUTHORIZATION CODE		
Common Authorization Code CAC:		
Increase common service profile (CSP)	*72* authorization code #	
Lock extension	*73* authorization code #	North America: *71* authorization code #
Unlock extension	#73* authorization code #	North America: #71* authorization code #
Individual (Regional) Authorization Code, RAC:		
Dial with RAC	*75* authorization code #	Germany, The Netherlands, Sweden: *72* authorization code #

Feature (Continued)	Standard Code (Continued)	Alternative Code
Lock extension	*76* authorization code #	
Unlock extension	#76* authorization code #	
Change RAC	*74* old code * new code #	
AUTOMATIC CALLBACK		
Order Callback		
Busy extension or no reply	Press key 6 (suffix)	
Busy external line	Press key 6	
Cancel Callback		
Busy extension or no reply	#37* extension number #	
Busy external line	#37* external number #	
Cancel all Callbacks	#37#	North America: #6#
BYPASS DIVERSION& DND	*60* B-number #	North America: *1* B-number #
CALL PICKUP		
Group call pickup	Press key 8 (suffix)	or *8# Finland, Sweden: 0 North America: 59
CALL WAITING		
Order	Press key 5 (suffix)	France, New Zealand: 6 Sweden: 4
Receive indication	Not applicable	
COMMON ABBREVIATED NUMBERS	See your company's list of common abbreviated numbers.	

Feature (Continued)	Standard Code (Continued)	Alternative Code
CONFERENCE	Press key 3 (suffix)	
CUSTOMER IDENTITY STORAGE	*77*identity#	
EXTERNAL FOLLOW-ME		
Order	*22# route access code and external number #	
Cancel	#22#	
Remote Programming of another extension		
Order	*22* extension number to divert # route access code and external number#	North America: *23* extension number to divert # route access code and external number#
Cancel	#22* diverted extension number #	North America: #23* diverted extension number #
EMERGENCY CALL	Dial emergency number	
FOLLOW-ME		
Order from own extension	*21* B-number #	United Kingdom: *2* B-number #
Cancel from own extension	#21#	United Kingdom: #2#
Remote Programming of another extension		
Order	*21*extension number to divert * number of follow-me position#	
Cancel	#21*diverted extension number#	

Feature (Continued)	Standard Code (Continued)	Alternative Code
Order new follow-me position	#21* A-number #	
Cancel from answering position	*21* A-number * C-number #	
GENERAL DEACTIVATION	#001#	North America: #0#
INQUIRY		
Initiate	Press Line/Hold key	
Revert to original party	Let other party hang-up, and the original party will call-back	
INTERCEPTION MESSAGE (Message Diversion)		
Print	*26#	Sweden: N/A
Order	*23*reason# or *23*reason*return time/date#	North America: *24*
Cancel	#23#	North America: #24#
INTRUSION	Press key 4	France, New Zealand, Sweden: 8
LANGUAGE SELECTION	*08*language#	
LAST EXTERNAL NUMBER REDIAL	***	Finland, Sweden: **0
MALICIOUS CALL TRACING	*39#	
MANUAL MESSAGE WAITING		
Order	*31*extension number#	North America: *56#
Cancel	#31#	North America: #56#
Reply to message	*32#	

Feature (Continued)	Standard Code (Continued)	Alternative Code
NIGHT SERVICE		
Universal	8	or *8# Finland, Sweden: 0 North America: 59
Flexible		
Order	*84* route number * external line number #	North America: *8* route number * external line number #
Cancel	#84#	
NUMBER PRESENTATION RESTRICTION	*42# B-number	
PERSONAL NUMBER (Call list)		
Activate	*10*profile/list number#	
Deactivate	#10#	
REBOOT	Press the keys C, mute and # simultaneously for at least one second	
SOFTWARE VERSION	Press the keys C, *and 4 simultaneously for at least one second	
TAKE CALL ON ANOTHER MULTIPLE TERMINAL , or Group Call Pickup, answer to COMMON BELL, or answer on NIGHT BELL (* and # in the service code can be excluded)		

Feature (Continued)	Standard Code (Continued)	Alternative Code
Order	Press key 8 (suffix)	or *8# Finland, Sweden: *0# U.S. and Canada: *59#
TRANSFER	Press soft key or shortcut key	