

SOPHO

ErgoLine D340

USER GUIDE



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Great care has been taken to ensure that the information contained in this handbook is accurate and complete. Should any errors or omissions be discovered or should any user wish to make a suggestion for improving this handbook, they are invited to send the relevant details to :

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Contents

Section 1 Introduction

Introducing the SOPHO ErgoLine D340	1
How to use the Help key.....	1
SOPHO ErgoLine D340 Terminal Layout	2

Section 2 Making and answering a call

Making calls

Dialling a number	3
Dialling hands-free	3
Dialling a number offline.....	4
Dialling using a speed-dial key	4
Dialling someone using the directory or the extra phonebook(s).....	5
Using the Callers list.....	6

Switching between Listen-in, Hands-free and Soft speaking

Switching from Soft speaking to Listen-in	7
Switching from Soft speaking to Hands-free.....	7
Switching from Hands-free to Listen-in	7
Switching from Hands-free to Soft speaking.....	8
Switching from Listen-in to Soft speaking	8
Switching from Listen-in to Hands-free	8

Switching the active microphone off and on

Switching the active microphone off and on.....	9
---	---

Using Hold

Putting the caller on Hold and calling someone else	10
Transferring a call	10
Shuttling between two calls.....	11
Connecting to a held call and disconnecting a current call	11
Connecting to a held call after being disconnected	11
Setting up a three party conference.....	12

Answering and ending a call

Answering an incoming call	13
Answering a diverted call.....	13
Ending a call.....	14

Using the last number redial

Calling someone from the Redial list.....	15
Removing a number from the Redial list	15
Editing a number from the Redial list	16
Dialling a number from the Redial list during a call.....	16
Adding the number of a connected party to the Redial list.....	17

Things you can do if the line is busy or not answered

Calling back a busy number or a not answering number	18
Cancelling a Callback	18

Things you can do if the line is busy

Intruding on a busy line	19
Waiting for a busy extension	19

Answering incoming call waiting

Switching between the current call and a waiting incoming call.....	20
Putting the current call on hold and answering an incoming call.....	21
Ending the current call and answering call waiting.....	21
Disconnecting a call and making another call whilst a caller waits.....	22
Answering incoming call waiting whilst programming the telephone.....	22

Answering a waiting message

Calling in a waiting message	23
------------------------------------	----

Preparing a number during a call

Preparing a number during a call.....	24
---------------------------------------	----

Section 3 Administrative functions

Monitoring the costs and duration of calls

Monitoring cost and call duration	25
Monitoring total costs during a certain period	25

Using the personal directory

Adding a name to the directory	26
Removing a name from the directory	27
Modifying a name in the directory	28
Copying an entry from the extra books to the personal directory.....	29

Sending and receiving messages

Sending a message.....	30
Reading a message during a call	31
Creating, editing and activating a notice	31
Cancelling a notice	32

Diverting calls

Diverting calls to a specific extension	33
Preparing your telephone for diverting calls	34
Diverting calls from another phone to your phone	35
Deactivating diversion of your calls from your phone	36
Deactivating diversion of your calls from another phone	36

Section 4 Customising your telephone

Toggling features on and off

Toggling features on and off	37
------------------------------------	----

Changing specific telephone settings

Changing the contrast of your display	39
Changing the language of your terminal	40
Adjusting the ringer volume on your telephone	41
Adjusting the ringer melody on your telephone	42

Locking the telephone

Locking the telephone	43
Unlocking the telephone	44
Changing your password to set the lock	45

Setting the voice output medium

Setting the voice output medium	46
---------------------------------------	----

Using Special mode

Entering Special mode	47
Clearing all personal information (keys, directory, messages)	48
Downloading features to your telephone.....	50
How to return to User mode	51

Alphanumeric keyboard

Setting the alphanumeric keyboard module	52
Entering special characters on the alphanumeric keyboard.....	54
Entering capital letters using the alphanumeric keyboard.....	55

Preparing a list of free messages

Preparing a list of free messages	56
---	----

Setting up and using memory keys

Programming a speed dial number into an empty memory key	57
Programming a function in an empty memory key	58
Programming a group facility in an empty memory key	60
Editing the contents of a memory key.....	62
Emptying the contents of a memory key	63
Using a function key to activate or deactivate a function	64
Using a speed dial key during a call	64

Section 5 Using Group functions

How to use Group features

Using group facilities	65
Monitoring the status of group facility keys	66
Making a call to a groupmember	67
Making an intercom call to a groupmember	68
Answering an incoming call for a groupmember	69
Answering an incoming call from a groupmember	69
Toggling your telephone between absent and present.....	70
Switching your telephone absent for incoming group calls.....	71
Remotely toggling another telephone between absent and present.....	72
Answering calls for the executive	73
Answering group calls, private calls or personal calls.....	74
Parking and unparking a call.....	75
Using an alternative secretary.....	76
How to observe the group status	77

Glossary






Introducing the SOPHO ErgoLine D340

The SOPHO ErgoLine D340 telephone combines modern styling with sophisticated, easy-to-use functionality. The ErgoLine range is designed to release the full power of the Philips iS3000 system.

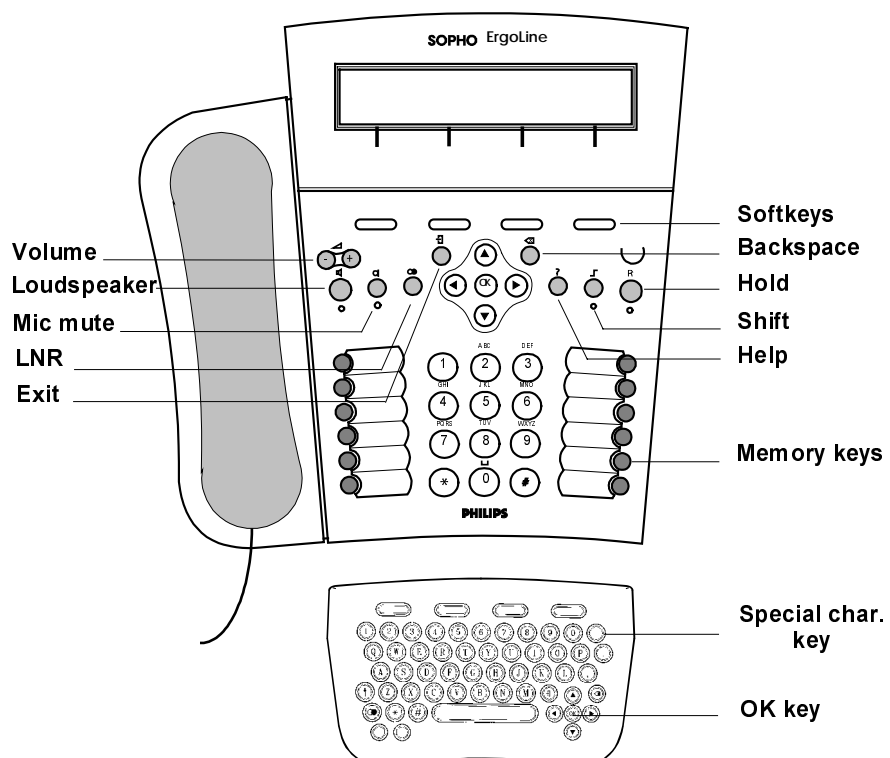
The following Ergoline options offer you increased flexibility:

- Direct Station Select (DSS) module *Each DSS module gives you an additional 14 programmable keys. You can attach up to 3 DSS modules.*
- Infra-red Alphanumeric Keyboard (optional) *Makes data entry easier. It also enables you to control your terminal remotely.*
- PC interface *Enables you to control your terminal from your P.C. via a TAPI interface.*
- line interfaces *The set is factory fitted with a 4-wire or 2-wire terminal interface card.*

How to use the Help key

	1 Press the <i>Help</i> key to get Help on specific softkeys or fixed functionkeys
 e.g.  or 	2 Press the fixed function key or softkey in any situation and read the display
	3 Press the <i>Help</i> key again to switch off Help

SOPHO ErgoLine D340 telephone layout



Dialling a number



1 Lift the handset



2 Type the number you want

Dialling handsfree



1 Press the *Loudspeaker* key



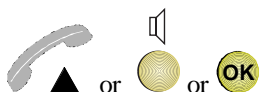
2 Type the number you want

Making calls

Dialling a number offline



1 Type the number you want



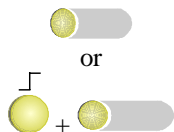
2 Either lift the handset, press the *Loudspeaker* key, or press *OK*

Dialling using a speed-dial key

Before you can dial someone using a speed-dial key, it must be programmed with the number you are dialling (see *Programming a speed-dial number into an empty memory key* in section 4)



1 Lift the handset or press the *Loudspeaker* key



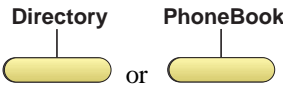



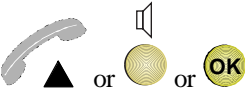
2 Press the speed-dial key you want
or
Press *Shift* and the speed-dial key to access the second level

Note: If 'one keystroke call' setup is active (see *Toggling features on and off* in section 4), you only have to press the speed-dial key. The call is then set up automatically.

Dialling someone using the personal directory or the extra phonebook(s)






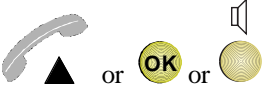
The directory, often called personal directory, is present in your terminal. Before you can dial someone using the directory, you must have a directory set up with names and numbers (see *Adding a name to the directory*). It can contain up to 100 names.

An extra phonebook consists of names/numbers, present in the system e.g. a list of the employees in the company. An extra phonebook is not always present, this depends on the system.

	<p>1 Press the <i>directory</i> softkey or the <i>phonebook</i> softkey.</p> <p>If you have a <i>phonebook</i> softkey, select the phonebook you want to access by pressing the related softkey</p>
	<p>2 Key the first letter of the name you are calling: (for example, to enter B press number key 2 twice)</p> <p>Alternatively, you can use the optional alphanumeric keyboard if you have one</p>
	<p>3 Scroll if necessary to find the name you want</p>
	<p>4 Press <i>OK</i> to see the number</p>
	<p>5 Either lift the handset, press the <i>Loudspeaker</i> key, or press <i>OK</i></p>

Using the Callers list

During your absence callers numbers and/or messages, plus the date and time of the call, are stored into the Callers list in your phone. The Callers list can contain 15 callers numbers and/or messages.

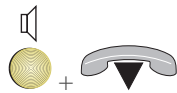
<p>Message</p> 	<p>1 The <i>Message</i> softkey flashes to indicate a new caller in the Callers list. Press the <i>Message</i> softkey</p>
<p>Callers</p> 	<p>2 Press the <i>Callers</i> softkey. The list of callers appears in the display</p> <p>Note: The display shows the time and date that the call was received and the name of the caller if they are a member in your directory</p>
	<p>3 Scroll to see all the callers in the list</p> <p>Note: Once you have viewed all the callers in the list, the message softkey stops flashing</p>
<p>ReadMsg.</p> 	<p>4 To read a message from a caller, press the <i>ReadMsg</i> softkey</p>
<p>Remove</p> 	<p>5 To remove a caller from the Callers list, press the <i>Remove</i> softkey</p>
	<p>6 To call a person from the Callers list, lift the handset, press <i>OK</i> or press the <i>loudspeaker</i> key</p>

Switching from Softspeaking to Listen-in



Press the *Loudspeaker* key whilst using the handset

Switching from Softspeaking to Handsfree



Press and hold down the *Loudspeaker* key, replacing the handset whilst the prompt is displayed

Note: If you release the loudspeaker key and then replace the handset you will disconnect your call.

Switching from Handsfree to Listen-in



1 Lift the handset



2 Press the *Loudspeaker* key

Switching from Handsfree to Softspeaking



Lift the handset

Switching from Listen-in to Softspeaking



Press the *Loudspeaker* key to deselect Listen-in

Switching from Listen-in to Handsfree



To switch from Listen-in to Handsfree, hold down the *Loudspeaker* key and replace the handset

Note: If you release the loudspeaker key and then replace the handset you will disconnect your call

Switching the active microphone off and on

Note: The same Mic key is used for both the handset and handsfree microphones.






Press the *Microphone mute* key to switch the active microphone off. Press the *Microphone mute* key again to switch it back on




Note: If *Microphone mute* is on, the other party cannot hear you. The LED indicates the status of the microphone, as follows:

LED off	The handset microphone is on as you are using the handset, or the set is idle.
LED flashing	The microphone is off: the other party cannot hear you.
LED on	The handsfree microphone is on: you are using the telephone handsfree.

Putting the caller on Hold and calling someone else

	1 Whilst connected, press the <i>Hold</i> key
	2 Dial the number of the other party
	3 Press the <i>Hold</i> key again to return to the original caller

Transferring a call

	Whilst connected, press the <i>Hold</i> key
	Dial the number of the other caller
	Replace the handset or, if using the telephone handsfree, press the <i>Loudspeaker</i> key

Shuttling between two calls

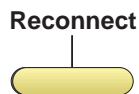


- 1 Whilst connected to one caller with a second caller on Hold, press the *Hold* key. You are connected to the held call and the original caller is put on Hold



- 2 Press the *Hold* key again to connect to the original caller and put the second caller on Hold

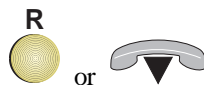
Connecting to a held call and disconnecting a current call



To connect to the person who is on Hold and disconnect the current call, press the *Reconnect* softkey

The duration and costs of the call if available are displayed

Connecting to a held call after being disconnected


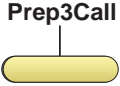


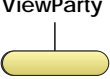
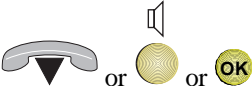


Press the *Hold* key or replace the handset

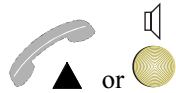
If you replace the handset, the telephone rings and you can answer it in the normal way

Setting up a three-party conference

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

	1 Whilst connected to one caller, press the <i>Hold</i> key
	2 Press the <i>Prep3Call</i> softkey
	3 Dial the number of the third party
	4 To start the three-party conference, press the <i>3-Call</i> softkey
	5 To see the i.d. of the third connected party, press the <i>ViewParty</i> softkey
	6 To withdraw from the call, either replace the handset, or to use the telephone handsfree press the <i>Loudspeaker</i> key, or press <i>OK</i> The other two parties can continue their conversation after you have disconnected


Answering an incoming call



Either lift the handset, or if using the telephone hands-free or press the *Loudspeaker* key

Answering a diverted call

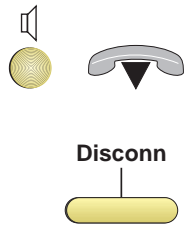
The call is diverted to you, the moment you see the name or number of the originally dialled person in the top line of the display.

- The name/number of the originally dialled party can be accompanied by an indication, between brackets, of the reason why the call is diverted to you:
 - the person is busy in another call
 - the person doesn't answer the phone
 - the person cannot be reached
 - the person is absent
- The name and/or number of the calling party can be accompanied with a -icon. This means that the caller has been waiting in a queue for a while.



1. Lift the handset or press the *Loudspeaker* key

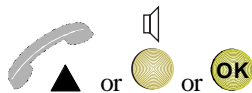
Ending a call



- 1 Replace the handset or, if using the telephone handsfree, press the *Disconn* softkey or the *Loudspeaker* key

If you replace the handset, the duration and costs of the call if available are displayed



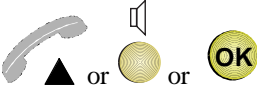
Note: If the phone starts ringing after you have ended the call, there is a call waiting. This is announced as a normal incoming call







- 2 Lift the handset, press the loudspeaker key, or press OK to answer this next call

Calling someone from the Redial list



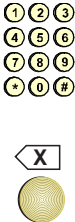
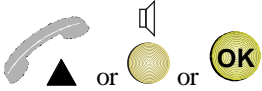
Every time you make a call the number you call is stored in the Redial list. This list can contain 10 numbers.

	1 Press the <i>Redial</i> key	
	2 Scroll to find the number you want to call	
	3 Either lift the handset, or if using the telephone handsfree press the <i>Loudspeaker</i> key, or press <i>OK</i> . Any currently connected party is put on Hold automatically	




Removing a number from the Redial list

	1 Press the <i>Redial</i> key	
	2 Scroll to the number you want to remove	
	3 Press the <i>Remove</i> softkey	
	4 To return to idle, press the <i>Exit</i> key	

Editing a number from the Redial list

	1 Press the <i>Redial</i> key
	2 Scroll to the number you want to edit
	3 Edit the number using the number keypad and the <i>backspace</i> key
	4 To dial the number, either lift the handset, or, if using the telephone handsfree press the <i>Loudspeaker</i> key, or press <i>OK</i> The number is now stored in the Redial list

Dialling a number from the Redial list during a call

	1 During a call, press the <i>Redial</i> key
	2 Scroll to the number you want to dial
	3 Press <i>OK</i> . The connected party is put on Hold and the number is dialled

Adding the number of a connected party to the Redial list



- 1 During a call, scroll right
The *StoreNmr* option is displayed



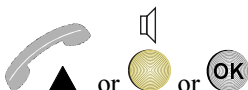
StoreNmr



- 2 Press the *StoreNmr* softkey
The number is now stored in the Redial list



Calling back a busy number or a not answering number

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

	<p>1 On hearing the busy tone or if there is no answer, press the <i>CallBack</i> softkey</p>
	<p>2 Replace the handset if you are using it</p> <p>When the busy number becomes available or the not answering extension was used, your telephone will ring in a different tone and the <i>Call back to...</i> prompt will flash in the display</p>
	<p>3 Start the callback call by either lifting the handset, pressing the <i>Loudspeaker</i> key, or pressing <i>OK</i></p>

Cancelling a Callback

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

	<p>1 Press the <i>Right Arrow</i> key to display the second set of softkeys</p>
<p>Del.Callb</p> 	<p>2 Press the <i>Del.Callb</i> softkey</p> <p>All outstanding calls back are cancelled</p>

Intruding on a busy line

Intrude



Press the *Intrude* softkey

Note: Both parties can hear you when you do this

Waiting for a busy extension

I'llWait



Press the *I'llWait* softkey

Note: A message appears in the display telling you where you are in the queue to the recipient

Wait for the call to be answered and proceed as for a normal call

Switching between the current call and a waiting incoming call

WhoWaits?



- 1 Press the *WhoWaits?* softkey

Answer



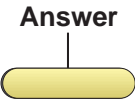


- 2 Whilst the i.d. of the waiting caller is displayed, press the *Answer* softkey to swap to the waiting caller

Note: You are connected to the waiting call and the original call is now waiting


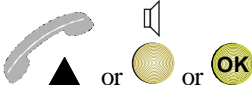
Putting the current call on hold and answering an incoming call

If a call waiting comes in you can put the current caller on Hold, before answering the waiting call


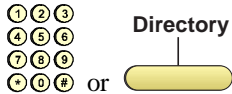
	1 Press the <i>Hold</i> key
	2 Press the <i>WhoWaits?</i> softkey The name of the waiting call appears in the display
	3 Press the <i>Answer</i> softkey to answer the call

Note: Repeat the steps above to toggle between the two calls


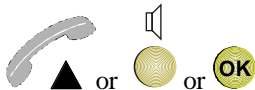
Ending the current call and answering call waiting

	1 Replace the handset Note: If the phone starts ringing, there is a call waiting This is answered as a normal incoming call as at 2 below
	2 Either lift the handset, press the <i>Loudspeaker</i> key, or press OK

Disconnecting a call and making another call whilst a caller waits




	<p>1 Press the <i>Disconnect</i> softkey</p>
	<p>2 Wait for the dialtone, then enter the number of the person you want to call or look up their number in the directory</p>

Answering incoming call waiting whilst programming the telephone

	<p>1 Press the <i>Exit</i> key to terminate the programming</p> <p>Note: Only the programming you have carried out and confirmed by pressing OK, will be saved. Any previous data saved after pressing <i>OK</i> is intact</p>
	<p>2 Answer the incoming call by either lifting the handset, pressing the <i>Loudspeaker</i> key, or pressing OK</p>

Calling in a waiting message

Before you can use this function, you should program a key with the function: *Message waiting*. Then, depending on the kind of message that is waiting, the associated LED is blinking, flashing or continuously on.

 or 	1 Lift the handset or press the <i>Loudspeaker</i> key
	2 Press the <i>Waiting Message</i> key

Note: If the LED is still blinking, flashing or on, after you finished calling in a waiting message, another message is waiting for you. Repeat the above mentioned steps to call in that message.

Preparing a number during a call



- 1 Whilst in a call press the *Right Arrow* key to display the second set of softkeys

Nmbr.Pre



- 2 Press the *Nmbr.Pre* softkey



- 3 Type the number you want





- 4 Press *OK* to put the caller on hold and dial the displayed number

Monitoring cost and call duration






It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Call cost and duration are shown in the display at the end of a call

<div>Charge</div> 	1 To monitor cost and duration during a call, press the <i>Charge</i> softkey
<div>Nmbr/Time</div> 	2 To switch back to the number information, press the <i>Nmbr/Time</i> softkey

Monitoring total costs during a certain period

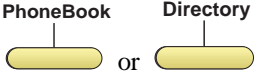






It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

<div>Features</div> 	1 Press the <i>Features</i> softkey
	2 Scroll right if necessary until <i>Allcosts</i> is displayed
<div>AllCosts</div> 	3 Press the <i>AllCosts</i> softkey The total costs appear in the display
<div>Restart</div>  <div>Cancel</div>  or	4 To restart the point from which costs are monitored, press the <i>Restart</i> softkey Otherwise, press the <i>Cancel</i> softkey to leave the menu






Adding a name to the personal directory

Notes: Names may be added to the directory when the telephone is idle. Also **during** a telephone call the name of the B-party may be added to the directory.










This personal directory in your phone can contain up to 100 entries.

	<p>1 Press the <i>Phonebook</i> softkey (if present) Press the <i>Directory</i> key</p>																								
	<p>2 Press the <i>Add</i> softkey</p> <p><i>Note:</i> During a call the number of the connected party will be displayed.</p>																								
<div data-bbox="410 741 451 787">  </div> <table border="1" data-bbox="305 829 630 1182"> <tr><td>1</td><td>. , : ! ? + - % & / () = , j l</td></tr> <tr><td>2</td><td>A B C à á â ã ä å æ ç 2</td></tr> <tr><td>3</td><td>D E F è é ê ë 3</td></tr> <tr><td>4</td><td>G H I ì í î ï 4</td></tr> <tr><td>5</td><td>J K L 5</td></tr> <tr><td>6</td><td>M N O ñ ò ó ô õ ö ø 6</td></tr> <tr><td>7</td><td>P Q R S ß 7</td></tr> <tr><td>8</td><td>T U V ù ú û ü 8</td></tr> <tr><td>9</td><td>W X Y Z 9</td></tr> <tr><td>0</td><td>space 0</td></tr> <tr><td>#</td><td>#</td></tr> <tr><td>*</td><td>*</td></tr> </table>	1	. , : ! ? + - % & / () = , j l	2	A B C à á â ã ä å æ ç 2	3	D E F è é ê ë 3	4	G H I ì í î ï 4	5	J K L 5	6	M N O ñ ò ó ô õ ö ø 6	7	P Q R S ß 7	8	T U V ù ú û ü 8	9	W X Y Z 9	0	space 0	#	#	*	*	<p>3 Type the name: e.g. to enter B press number key 2 twice.</p> <p>Alternatively, you can use the optional Alphanumeric Keyboard if you have one</p> <p><i>Note:</i> International characters can be obtained by continuous pressing of the key until the character required is displayed: e.g. to enter à press number 2 four times.</p>
1	. , : ! ? + - % & / () = , j l																								
2	A B C à á â ã ä å æ ç 2																								
3	D E F è é ê ë 3																								
4	G H I ì í î ï 4																								
5	J K L 5																								
6	M N O ñ ò ó ô õ ö ø 6																								
7	P Q R S ß 7																								
8	T U V ù ú û ü 8																								
9	W X Y Z 9																								
0	space 0																								
#	#																								
*	*																								
	<p>4 Press the <i>EditName</i>, the <i>EditNmr</i> softkey or <i>OK</i></p> <p><i>Note:</i> If the name and number displayed are correct, press <i>OK</i> to save the entry.</p>																								
	<p>5 Type the number</p>																								
	<p>6 Press <i>OK</i></p>																								
	<p>7 To return to idle, press the <i>Exit</i> key</p>																								

Removing a name from the directory







<p>Directory</p> 	<p>1 Press the <i>Directory</i> softkey</p>
	<p>2 Type the first character(s) of the name: e.g., to enter B press number key 2 twice</p> <p>Alternatively, you can use the optional Alphanumeric Keyboard if you have one</p>
	<p>3 Press <i>OK</i>, or scroll if necessary to the name</p>
<p>Remove</p> 	<p>4 Press the <i>Remove</i> softkey</p>
	<p>5 To return to idle, press the <i>Exit</i> key</p>

Modifying a name in the directory

<p>Directory</p> 	<p>1 Press the <i>Directory</i> softkey</p>
	<p>2 Type the first character(s) of the name: e.g. to enter B press number key 2 twice</p> <p>Alternatively, you can use the optional Alphanumeric Keyboard if you have one</p>
	<p>3 Press <i>OK</i>, or scroll if necessary to the name</p>
<p>Modify</p> 	<p>4 Press the <i>Modify</i> softkey</p>
	<p>5 Modify the name using the number keys and <i>Backspace</i> or <i>OK</i> if no modifications required</p>
<p>EditNmbr</p> 	<p>6 Press the <i>EditNmbr</i> softkey or <i>OK</i> if no modifications required</p> <p>Note: If <i>OK</i> is pressed, go to step 9</p>
	<p>7 Modify the number</p>
	<p>8 Press <i>OK</i></p>
	<p>9 To return to idle, press the <i>Exit</i> key</p>









Copying an entry from the extra book(s) to the personal directory

This section is only valid if your system provides the extra phonebook.

	<p>1 Press the <i>phonebook</i> softkey</p> <p>Select <i>int. book</i> or <i>ext. book</i> by pressing the appropriate softkey</p>
	<p>2 Type the first character(s) of the name: e.g. to enter B press number key 2 twice</p> <p>Alternatively, you can use the optional Alphanumeric Keyboard if you have one</p>
	<p>3 Press <i>OK</i>, or scroll if necessary to the name</p> <p>Press <i>OK</i> to check the extension number</p>
	<p>4 Press <i>OK</i> to check the extension number</p>
	<p>5 Press the <i>copy</i> softkey</p>
	<p>6 Press <i>OK</i> to copy the item to the personal directory</p>

Sending a message




To send a message you must either be connected to someone or their telephone must be ringing.

<p style="text-align: center;">Message</p> 	<p>1 Press the <i>Message</i> softkey</p> <p>Any prepared messages appear in the display</p> <p>Note: To enter messages to the list, see <i>Preparing a list of free messages</i></p>
	<p>2 Use the <i>Down Arrow</i> to display the message you want</p>
	<p>3 Edit the message if necessary using <i>Backspace</i></p>
 and 	<p>4 If you want to enter a new message, scroll down to the first free text line, enter the text and press <i>OK</i></p>
<p style="text-align: center;">SendMsg.</p> 	<p>5 Press the <i>SendMsg</i> softkey to send the message to the other party</p>
 or 	<p>6 Replace the handset, or press the <i>Loudspeaker</i> key if in Hands-free mode, when you have finished</p>



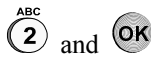


Note: To be able to receive the message the other party needs to have a similar type of phone

Reading a message during a call




If you receive a message during a call, the message is displayed immediately.

	<p>1 Press the right-hand scroll key once.</p>
<p>HideMsg.</p>  <p>ReadMsg.</p> 	<p>2 Press the <i>HideMsg</i> softkey to see the name of the connected party again</p> <p>Press the <i>ReadMsg</i> softkey to see the message you have received</p>

Creating, editing and activating a notice




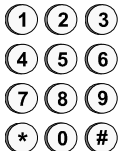

<p>Message</p> 	<p>1 Press the <i>Message</i> softkey</p> <p>Any prepared messages appear in the display</p>
 	<p>2 Scroll to display the message you want to be the notice</p> <p>Note: If you want to enter a new message, scroll down to the first free text line, enter the text and press <i>OK</i></p>
<p>NoticeTxt</p> 	<p>3 Press the <i>NoticeTxt</i> softkey to select this text to be the notice text</p>
<p>SwitchOn</p> 	<p>4 Press the <i>SwitchOn</i> softkey</p> <p>Note: The notice is shown in the display on your terminal, and anyone calling you will see the notice in their display too</p>

Cancelling a notice

<p>Message</p> 	<p>1 Press the <i>Message</i> softkey</p> <p>Any prepared messages appear in the display</p>
	<p>2 Scroll to display the notice text</p>
<p>SwitchOff</p> 	<p>3 Press the <i>SwitchOff</i> softkey</p>

Diverting calls to a specific extension





It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Features 	1 Press the <i>Features</i> softkey
Diversion 	2 Press the <i>Diversion</i> softkey
	3 Press <i>OK</i>
	4 Type the extension number you want to divert calls to
	5 Press <i>OK</i>

Preparing your telephone for diverting calls

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.






If you want to divert calls from your telephone, but are not sure where you want them diverted to, you can prepare your telephone to divert calls and then divert them from another telephone at a later time.

Features 	1 Press the <i>Features</i> softkey
Diversion 	2 Press the <i>Diversion</i> softkey
	3 Scroll down to the <i>Prepare diversion to a variable extension</i> option
	4 Press <i>OK</i> .

Note: Until you set up the diversion, calls will still come to your telephone.
(See *Diverting calls from another phone to your phone*)




Diverting calls from another phone to your phone

Note: This feature only works if the other telephone has a diversion to a fixed extension activated, or if you have prepared your telephone for diverting calls but have not yet specified where the calls are to be diverted to.





<p>Features</p> 	1 Press the <i>Features</i> softkey
<p>Diversion</p> 	2 Press the <i>Diversion</i> softkey
	3 Scroll down to the <i>Divert to this phone</i> option
	4 Type your personal extension number (i.e. the phone you want to divert calls from)
	5 Press <i>OK</i>

Deactivating diversion of your calls from your phone

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Features 	1	Press the <i>Features</i> softkey
Diversion 	2	Press the <i>Diversion</i> softkey
SwitchOff 	3	Press the <i>SwitchOff</i> softkey

Deactivating diversion of your calls from another phone

Features 	1	Press the <i>Features</i> softkey
Diversion 	2	Press the <i>Diversion</i> softkey
	3	Scroll down to the <i>Divert to this phone</i> option
SwitchOff 	4	Press the <i>SwitchOff</i> softkey

Toggling features on and off

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

There are several features in the phone which you switch on and off.

The following features can be accessed in User mode:

- Ringer
- Softring
- Call waiting beep
- Automatic answering
- Autom. answering for 1hr
- One keystroke call setup
- Store diverted calls
- Callerslist
- Do not disturb
- Incoming intercom
- Microphone for intercom
- Status monitoring
- TAPI: speech via accessory
- TAPI: speech via phone
- Loudring for 3-softrings








The following features can be accessed via Special mode (see section: *Entering special mode*):

- Night mode
- Foot pedal
- Second bell
- Doorlamp

You can find explanations for all of these features in the glossary at the back of this book.

The procedure for toggling between features is shown on the following page.

Toggling features on and off (continued)

Features 	1	Press the <i>Features</i> softkey
ToggleLst 	2	Press the <i>ToggleLst</i> softkey
	3	Scroll to the feature you want
Change 	4	Press the <i>Change</i> softkey
	5	Press <i>OK</i> to save the setting
 	6	To return to idle, press the <i>Exit</i> key

Changing the contrast of your display



1 Press and hold down the *Shift* key



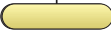







2 Whilst holding down the shift key, press the minus or plus key to alter the contrast










3 When you are satisfied with the contrast level, release the *Shift* key









Changing the language of your terminal

Features 	1	Press the <i>Features</i> softkey
Setphone 	2	Press the <i>SetPhone</i> softkey
Language 	3	Press the <i>Language</i> softkey
Change  or 	4	Press <i>Change</i> or scroll until the language you want is displayed
	5	Press <i>OK</i> to save the setting
 	6	To return to idle, press the <i>Exit</i> key

Adjusting the ringer volume on your telephone

Features 	1 Press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
Sounds 	3 Press the <i>Sounds</i> softkey
Volume 	4 Press the <i>Volume</i> softkey
	5 Adjust the volume up or down using the volume control keys
	6 Press <i>OK</i> to save the setting
	7 To return to idle, press the <i>Exit</i> key

Adjusting the ringer melody on your telephone








Features 	1 Press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
Sounds 	3 Press the <i>Sounds</i> softkey
Melody 	4 Press the <i>Melody</i> softkey
	5 Scroll up and down to select from the different melodies
	6 Press <i>OK</i> to save the setting
 	7 To return to idle, press the <i>Exit</i> key

Locking the telephone

You can lock your telephone so that its functionality is restricted in one of the following ways:

- You can make and receive calls, but cannot access any programmed functions
- You can receive calls, but each key press or lifting of the handset leads to a hands-free/softspeaking call to a specific number.
- You can receive calls, but cannot make calls or access programmed functions




You require a Lock-password to lock the telephone in any of the above ways.

Features 	1 Press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
SetMode 	3 Press the <i>SetMode</i> softkey
	4 Enter the lock password Note: The default password is 111 The password can be changed (See section concerned)
	5 To enter Lock mode, press <i>OK</i>
	6 Scroll to the lock type you want. Choose from: <ul style="list-style-type: none"> • No access to programmed issues • Each keypress is direct call to... • Receive calls only
	7 Press OK Note: After having chosen, <i>Each keypress is direct call to...</i> , you should enter a number and press OK again













Unlocking the telephone

If your telephone is locked in any of the ways detailed in *Locking the telephone*, you can remove the lock.

You require a Lock-password to unlock the telephone.









<p>LockOff</p> 	1 From the Idle menu, press the <i>LockOff</i> softkey
	2 Enter the lock password (Default password is 111).
	3 Press <i>OK</i>

Changing your password to set the lock

Features 	1 Press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
	3 Scroll right to display the second row of softkeys
Password 	4 Press the <i>Password</i> softkey
	5 Enter the old password
	6 Press <i>OK</i>
	7 Enter the new password
	8 Press <i>OK</i>
	9 Enter the new password again
	10 Press <i>OK</i>
 	11 To return to idle, press the <i>Exit</i> key






Setting the voice output medium

You can change the voice output medium for your telephone so that it will operate via a headset instead of the handset or vice versa.

Features 	1	Press the <i>Features</i> softkey
Setphone 	2	Press the <i>SetPhone</i> softkey
	3	Scroll right to display the second row of softkeys
VoiceOut 	4	Press the <i>VoiceOut</i> softkey
 or Change 	5	Scroll up and down to, or press the <i>Change</i> softkey until the output type you want is displayed Note: See <i>Glossary</i> for explanation of the terms
	6	Press <i>OK</i> to save the setting Note: If you choose <i>Handset without hook</i> or <i>Headset</i> , the normal hookswitch will be disabled. You have to program a memory key with the function <i>On/off hook key for voice</i> which can be used as hookswitch
	7	To return to idle, press the <i>Exit</i> key









Entering Special Mode

Special mode gives you access to more features, e.g. in the toggle list, and it gives you the option to clear all personal information






Features 	1 From the Idle menu, press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
SetMode 	3 Press the <i>SetMode</i> softkey
	4 Enter the password The default password is: 2468
	5 Press OK to enter Special Mode

Clearing all personal information (keys, directory, messages)

The phone needs to be in Special Mode to do this. (see section *Entering Special Mode*)


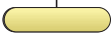




Features 	1	In Special mode, from the Idle menu, press the <i>Features</i> softkey
Setphone 	2	Press the <i>SetPhone</i> softkey
	3	Scroll right twice to display the third level of softkeys
Service 	4	Press the <i>Service</i> softkey
Clean 	5	Press the <i>Clean</i> softkey
ClearMsg 	6	To clear all messages, press the <i>ClearMsg</i> softkey
ClearKeys 	7	To clear all keys at once, press the <i>ClearKeys</i> softkey
ClearDir 	8	To clear the directory, press the <i>ClearDir.</i> softkey
<i>continued on next page</i>		

Clearing all personal information (continued)

 	9	To reset the toggle list to its default values, scroll right and press the <i>ResetList</i> softkey
	10	Press <i>OK</i>
 	11	To return to idle, press the <i>Exit</i> key






Downloading features to your telephone

The phone needs to be in Special Mode to do this. (see section *Entering Special Mode*)




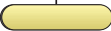






Features 	1 From the Idle menu, press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
	3 Scroll right twice to display the third level of softkeys
Service 	4 Press the <i>Service</i> softkey
Download 	5 Press the <i>Downl.Req</i> softkey
	6 Press OK to confirm the download request

How to return to User Mode








The phone needs to be in Special Mode to do this. (see section *Entering Special Mode*)

Features 	1 Press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
SetMode 	3 Press the <i>SetMode</i> softkey
UserMode 	4 Press the <i>UserMode</i> softkey
	5 To return to idle, press the Exit key

Setting the alphanumeric keyboard module

Features 	1 Press the <i>Features</i> softkey
Setphone 	2 Press the <i>SetPhone</i> softkey
	3 Scroll right
Keyboard 	4 Press the <i>Keyboard</i> softkey
Change 	5 Press the <i>Change</i> softkey to change the setting
	6 Scroll down to the next setting
Change 	7 The option to change the infra red channel is displayed. Press the <i>Change</i> softkey to change this
	8 Scroll down to the keyboard type option
Change 	9 Press the <i>Change</i> softkey to switch to the QWERTZ keyboard from the QWERTY keyboard
	10 Scroll down to the keyboard key click option
<i>continued on next page</i>	

Setting the alphanumeric keyboard module

	11	Press the <i>Change</i> softkey to change the setting of the key click
	12	Scroll down to the autorepeat delay option
	13	Press the <i>Change</i> softkey to set the right autorepeat delay
	14	Scroll down to the autorepeat speed option
	15	Press the <i>Change</i> softkey to set the right autorepeat speed
	16	Press <i>OK</i> to save all the keyboard settings
<p>Note: To change only one option on the keyboard settings, press <i>OK</i> after making the change.</p>		
	17	To return to idle, press the <i>Exit</i> key

Entering special characters on the alphanumeric keyboard



- 1 Press the unmarked grey key located in the top right corner of the keyboard



e.g.

0	ı
1	ı
A	à á â ã ä å æ
C	ç
E	è é ê ë
I	ì í î ï
N	ñ
O	ò ó ô õ ö ø
S	ß
U	ù ú û ü

- 2 Press the required alpha-numeric key, circled by the colour grey, as many times as necessary to get the wanted character

The table illustrated shows the characters which can be acquired this way

The special character selection automatically switches off once another alpha-numeric key is pressed

Entering capital letters using the alphanumeric keyboard



1 Press the '*Caps lock*' key








2 Press the required alpha-numeric key

The '*Caps lock*' key is switched off immediately after having pressed the alpha-numeric key








All the special characters shown above the numeric keys can be entered using the '*Caps lock*' key in the same way

Preparing a list of free messages

This list can contain 10 messages

<p>Message</p> 	<p>1 Press the <i>Message</i> softkey</p>																								
<p>ABC 2</p> <table border="1"> <tr><td>1</td><td>.,: ! ? + - % & / () = , ; 1</td></tr> <tr><td>2</td><td>A B C à á â ã ä å æ ç 2</td></tr> <tr><td>3</td><td>D E F è é ê ë 3</td></tr> <tr><td>4</td><td>G H I ì í î ï 4</td></tr> <tr><td>5</td><td>J K L 5</td></tr> <tr><td>6</td><td>M N O ñ ò ó ô õ ö ø 6</td></tr> <tr><td>7</td><td>P Q R S 7</td></tr> <tr><td>8</td><td>T U V ù ú û ü 8</td></tr> <tr><td>9</td><td>W X Y Z 9</td></tr> <tr><td>0</td><td>space 0</td></tr> <tr><td>#</td><td>#</td></tr> <tr><td>*</td><td>*</td></tr> </table>	1	.,: ! ? + - % & / () = , ; 1	2	A B C à á â ã ä å æ ç 2	3	D E F è é ê ë 3	4	G H I ì í î ï 4	5	J K L 5	6	M N O ñ ò ó ô õ ö ø 6	7	P Q R S 7	8	T U V ù ú û ü 8	9	W X Y Z 9	0	space 0	#	#	*	*	<p>Type the message</p> <p>You can enter up to a maximum of 20 characters: (for example, to enter B press number key 2 twice)</p> <p>Alternatively, you can use the optional alphanumeric keyboard if you have one</p> <p>Note: International characters can be obtained by continuous pressing of the key until the character required is displayed: e.g. to enter à press number 2 four times.</p>
1	.,: ! ? + - % & / () = , ; 1																								
2	A B C à á â ã ä å æ ç 2																								
3	D E F è é ê ë 3																								
4	G H I ì í î ï 4																								
5	J K L 5																								
6	M N O ñ ò ó ô õ ö ø 6																								
7	P Q R S 7																								
8	T U V ù ú û ü 8																								
9	W X Y Z 9																								
0	space 0																								
#	#																								
*	*																								
 and 	<p>3 Type a second and subsequent message(s) if required, using the <i>Down Arrow</i> to move to the next text line</p>																								
	<p>4 Press <i>OK</i> when you have finished</p>																								
	<p>5 To return to idle, press the <i>Exit</i> key</p>																								

Programming a speed dial number into an empty memory key

<p>Keys</p> 	<p>1 Press the <i>Keys</i> softkey</p>
<p>  or  +  </p>	<p>2 Press the empty memory key you want to program</p> <p>or</p> <p>Press <i>Shift</i> and the empty memory key to program at the second level of the key</p> <p>Note: You also can program the second level of the keypadkeys by pressing the <i>Shift</i> and a keypadkey</p>
<p>Speeddial</p> 	<p>3 Press the <i>Speeddial</i> softkey</p>
	<p>4 Type a number</p> <p>If the number matches with a name in the directory, the matching name appears in the display</p>
	<p>5 Press <i>OK</i> to allocate the number to your selected memory key</p>

Programming a function into an empty memory key

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

You can program specific functions under a memory key allowing access to the function by way of a single key press.

The following functions can be programmed under a memory key:

- Diversion of all calls
- Call-back
- Diversion on busy
- Do not disturb
- DTMF tones
- Message waiting indication
- Call waiting beep is off
- Automatic answering
- Ringer is off
- On/off hook key for voice
- Direct Password
- Notice
- Autom. answering for 1 hr
- Handset without hookswitch
- Headset
- TAPI: speech via accessory
- TAPI: speech via telephone.

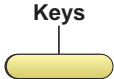




The following functions can be accessed in Special mode, see Page 45

- Night mode
- PFM
- Foot pedal
- Second bell
- Light doorlamp when busy
- Light doorlamp (manually)
- Door opener
- X-input instead of mic.

You can find explanations for all of these functions in the glossary at the back of this book.

continued on next page

Programming a function in an empty memory key (contd)

	1 Press the <i>Keys</i> softkey
	2 Press the empty memory key you want to program
	3 Press the <i>Function</i> softkey
	4 Scroll down until you find the correct function
	5 If requested, enter the extension number and press <i>OK</i> , or just press <i>OK</i>
	<p>Note: for the functions <i>Diversion of all calls</i> and <i>DTMF-tones</i>, entering the extension number is optional</p>

Programming a group facility in an empty memory key

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

You can program specific group facilities under a memory key allowing access to the facility by way of a single key press.

The following group facilities can be programmed under a memory key:

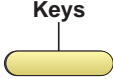


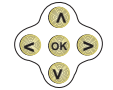



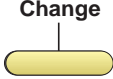

- Absent for most calls
- Absent for group calls
- Incoming intercom is off
- Softing is off
- Status monitoring is off
- Show absent/present status:
- Group facility
- Group member calls
- Group member calls per intercom
- Private calls
- Personal calls
- Executive calls
- Group calls
- Private park
- Group park
- Diversion to alternative secr.

The following function is available in Special mode:




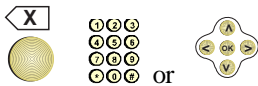

- Line key

You can find explanations for all of these features in the glossary at the back of this book.

Programming a group facility in an empty memory key (contd)

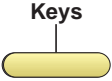



	1 Press the <i>Keys</i> softkey
	2 Press the empty memory key you want to program
	3 Press the <i>Group Fac</i> softkey
	4 Scroll down until you find the correct group facility
	5 Press <i>OK</i> , to allocate the group facility to your selected memory key
	6 If requested, enter a number for the group facility (ask your system supervisor)
	7 Press <i>OK</i>
	8 If requested, change the softring type by pressing the <i>Change</i> softkey. Note: If a loudring tone is requested, select <i>Ring:3 Softrings</i> and switch in the toggle list <i>Loudring for 3-softrings</i> to ON.
	9 Press <i>OK</i>

Editing the contents of a memory key

	1	Press the <i>Keys</i> softkey
	2	Press the memory key you want to edit
	3	Press the <i>EditKey</i> softkey
	4	<p>Edit the number or choose another function/group facility</p> <p>Note: If you are unable to edit a key, contact the system supervisor as the key may have been locked by the system.</p>
	5	To allocate the new number, function or group facility, to your selected memory key, press <i>OK</i>

Emptying the contents of a memory key

You need to empty the contents of a memory key if you want to change the functionality of the key. If however you just want to clear the contents without allocating anything else to the memory key, press *Exit* when you have finished clearing the key.

	1 Press the <i>Keys</i> softkey
	2 Press the memory key you want to clear or edit
	3 Press the <i>EmptyKey</i> softkey
	4 You can now program the key again, or press <i>Exit</i> to return to idle

Using a function key to activate or deactivate a function



If a memory key has a function allocated to it, its LED will be lit, indicating that the function is active. Press the function key to toggle the function on and off

Note: If this function has been programmed under the second level of the key, the LED will not light

Using a speedial key during a call

If there is already a call on hold, you cannot use this facility



During a connection press a memory key which is programmed for speed dialling.

This puts the original call on hold and dials the speed dial number

Note: This will only work if *one keystroke call* setup is on. See the section *Toggling features on and off*

Using Group facilities

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Group facilities allow you to make use of pre-programmed facilities for selectively answering or diverting different calls. As a member of a normal group you can have access to the following facilities:

- Absent for most calls
- Absent for group calls
- Incoming intercom is off
- Softring is off
- Status monitoring is off
- Show absent/present status:
- Group facility
- Group member calls
- Group member calls per intercom
- Private calls
- Personal calls
- Executive calls
- Group calls
- Private park
- Group park
- Diversion to alternative secr.

The following feature can be accessed in Special mode:

- Line key

You can find an explanation of each of these keys in the glossary at the back of this book.

Note: All the facilities discussed in this chapter must be programmed into the system as memory keys before they can be used.

Monitoring the status of group facility keys

It may be that your system does not support this feature for you. If that is the case, you will not have access to it. You can identify the status of a group facility key by how the LED in the key is displayed




Key type for	LED status	Meaning
<i>Group Member key</i>	LED off	Group member is available, his/her phone is idle
	LED on	Group member is busy in a call, or incoming call for the group member cannot be answered by you
	LED flashing fast	Incoming external call for group member
	LED flashing slowly	Incoming internal call for group member
	LED flashing and name/number of group member is displayed	Incoming internal call from the group member displayed on your phone
<i>Parking calls</i>	LED off	Park key is empty
	LED on	Park key is occupied, but you do not have access to the parked person
	LED flashing	Park key is occupied; you can get back to the parked person by pressing this park key
<i>Switching Absent/present</i>	LED off	Telephone is switched present
	LED on	Telephone is switched absent
<i>Showing absent/present status</i>	LED in member key off	Telephone of group member is present for incoming calls
	LED in member key on	Telephone of group member is absent for incoming calls. Calls will be routed to another extension
<i>Private calls</i> <i>Personal calls</i> <i>Executive calls</i> <i>Group calls</i>	LED off	Idle, no calls are coming in
	LED on	Incoming call but you are unable to answer it
	LED flashing slowly	Internal call coming in
	LED flashing fast	External call coming in

Making a call to a group member

Your telephone must have a key programmed per Group member: the *Group member* key

It is possible to call a group member by means of his/her group member key the moment the LED in the key is off or on.

- If the LED in the Group member key is off, the group member is idle
- If the LED in the Group member key is on, this can mean two things:
 - The group member is busy on a call
 - A call is coming in for the group member, however, this call cannot be answered by you.

 Group member	1 Press the Group member key
 or 	2 If the <i>One keystroke call setup</i> feature is on, the telephone automatically activates handsfree and calls this group member. If the <i>One keystroke call setup</i> feature is off, the number appears in the display. Lift the handset or press <i>Loudspeaker</i>

Making an intercom call to a group member

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your telephone must have a key programmed per Group member: the *Group member intercom* key.

It is possible to call a group member by means of his/her *Group member intercom* key the moment the LED in the key is off.

- If the LED in the *Group member intercom* key is off, the group member is idle
- If the LED in the *Group member intercom* key is on, this can mean two things:
 - The group member is busy on a call, or
 - A call is coming in for the group member, however, this call cannot be answered by you.



Group member intercom

Press the *Group member intercom* key

Handsfree is automatically activated

Note: If the group member allows incoming calls, he/she will hear you immediately after three short rings

Note: You can also use this key to call a group member in the normal way, as follows:



1 Lift the handset



Group member intercom

2 Press the *Group member intercom* key

Answering an incoming call for a group member

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your telephone must have a key programmed for Group member calls (by intercom): the *Group member (intercom)* key.

It is possible to answer a call for a group member by means of his/her group member key the moment the LED is flashing and there is **no** indication in the display.

- If the LED in the *Group member (intercom)* key is flashing fast, an external call is coming in for that group member
- If the LED in the *Group member (intercom)* key is flashing slowly, an internal call is coming in for that group member.

If the LED in the *Group member key* is on, this can mean two things:

- The group member is busy on a call, or
- A call is coming in for the group member, however, this call cannot be answered by you.



Group member (intercom)

- 1 Press the *Group member (intercom)* key of which the LED is flashing. The name/number of the incoming caller is displayed

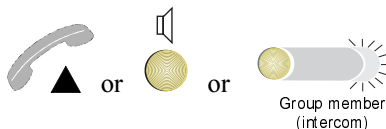


- 2 The telephone is automatically hands-free. Lift the receiver to continue the call softspeaking

Answering an incoming call from a group member

Your telephone must have a key programmed for Group member calls (by intercom): the *Group member (intercom)* key.

It is possible to answer a call from a group member by means of the key for his/her group member calls, the moment the LED is flashing and the name/number of the group member is displayed.



Either lift the handset, press the loudspeaker key, or press the *Group member (intercom)* key of which the LED is flashing

Toggling your telephone between absent and present

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your telephone must be part of an executive/secretary arrangement and have a key programmed with the *Absent for most calls* feature: the *Absent/present* key

- If the LED in the key is off, your phone is switched to *present* for most incoming calls
- If the LED in the key is on, your phone is switched to *absent* for most incoming calls

If you are the executive:



Press the *Absent/Present* key

Note: If you switch your telephone to *Absent for most calls*, most of the incoming calls are diverted to a pre-defined extension, probably your secretary

If you are the secretary:



Press the *Absent/Present* key

Note: If you switch to your telephone to *Absent for most calls* and the executive's telephone is also switched to *Absent for most calls*, all calls to the executive, which come in on your telephone are diverted to a pre-defined extension, probably another secretary

Your calls will still come in on your own telephone

Switching your telephone absent for incoming group calls

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

You need a key programmed with the *Absent for groupcalls* feature: the *Absent for groupcalls* key.

- If the LED in the key is off, the phone is switched *Present* for incoming group calls.
- If the LED in the key is on, the phone is switched *Absent* for incoming group calls.



Absent for groupcalls

Press the *Absent for group calls* key.

Note: If you switch your telephone to *Absent for groupcalls*, all your incoming group calls are diverted to the other group members.

It depends on a setting in the system as to where your personal calls come in at that moment.

- Personal incoming calls will come in at your own telephone, or
- Personal incoming calls will be diverted to a pre-defined extension

Remotely toggling another telephone between absent and present

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your telephone must be part of an executive/secretary arrangement and have a key programmed with the *Show absent/present status* feature: the *Show absent/present* key.



Show Absent/present

1 Press the *Show Absent/Present* key

Note:

The LEDs in the different group member (intercom) keys now indicate if the telephone of the group member is switched Absent or Present for most calls.

- If that LED is off, your telephone is switched Present for incoming calls
- If that LED is on, your telephone is switched Absent for most incoming group calls



Group member (intercom)

2 Press the *Group member (intercom)* key of that specific group member to switch the telephone of this group member between Absent and Present

Answering calls for the executive

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your telephone must be part of an executive/secretary arrangement and have a key programmed for incoming executive calls: the *Executive key*

Note: Calls for the executive will only come in on this key if the telephone is switched to *Absent for most calls*, or if he/she is busy on a call

It is possible to answer a call for an executive by means of this executive key the moment the LED in the key is flashing and there is no indication in the display.

- If the LED in the *Executive key* is flashing fast, an external call is coming in for that executive.
- If the LED in the *Executive key* is flashing slowly, an internal call is coming in for that executive.

Note: If the LED in the *Executive key* is on, a call is coming in for that executive, however it cannot be answered by you.



1 Press the *Executive* key of which the LED is flashing.

The name/number of the incoming caller is displayed



2 The telephone is automatically handsfree. Lift the receiver to continue the call softspeaking

Answering group calls, private calls or personal calls

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.



Your telephone must have a key programmed for:

- incoming group calls: the *Group key*
- incoming private calls: the *Private key*
- incoming personal calls: the *Personal key*

It is possible to answer a call coming in on one of these keys the moment the LED in the key is flashing and there is no indication in the display.

- If the LED in the key is flashing fast, an external call is coming in.
- If the LED in the key is flashing slowly, an internal call is coming in.

Note: If the LED in the key is on, a call is coming, however it cannot be answered by you.

 Group or Private or Personal	<ol style="list-style-type: none">1 Press the <i>Group key</i>, <i>Private key</i>, or <i>Personal key</i> of which the LED is flashing The name/number of the incoming caller is displayed
	<ol style="list-style-type: none">2 The telephone is automatically hands-free. Lift the receiver to continue the call softspeaking

Parking and unparking a call

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

Your terminal must have a key programmed for private park: the *Private park key*, or for group park: the *Group park key*.

- If the LED in the key is off, the park key is empty, no one is parked
- If the LED in the key is flashing, a caller is parked and you can get back to the parked caller
- If the LED in the key is on, a caller is parked, however you cannot get back to the parked caller



Park

- 1 To park a connected call, press the *Park key*

Note: If the LED in the key is off, the call will be parked and you will get a dial tone

If the LED in the key is flashing, the connected call and the parked call will be swapped
The connected call is now parked and you are connected to the formerly parked call



Park



- 2 To unpark a call, press the *Park key* of which the LED is flashing

Using an alternative secretary

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.



Your telephone must be part of an executive/secretary arrangement and have a key programmed for diversion to alternative secretary: the *Alternative Secretary* key.

- If the LED in the key is off, calls are not diverted to the alternative secretary
- If the LED in the key is on, calls are diverted to the alternative secretary

 Alternative secretary	1 To divert calls to the extension of an alternative secretary, press the <i>Alternative secretary</i> key, when the LED is off
 Alternative secretary	2 To switch off diversion of all calls to the extension of an alternative secretary, press the <i>Alternative secretary</i> key, when the LED is on

How to observe the group status

It may be that your system does not support this feature for you. If that is the case, you will not have access to it.

	<p>1 Lift the handset</p>
	<p>2 Dial a start code plus the group nmbr (ask your system supervisor what these numbers are)</p> <p>The display will show 6 digits, which mean the following:</p> <ul style="list-style-type: none">• the first 2 digits show how many group members are present• the second 2 digits show how many are absent• the third 2 digits show how many calls are waiting

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Glossary

Your telephone may not support all of the features mentioned below.

A

Absent for group calls

Group facility that allows you to prevent group calls from being directed to your extension.

Absent for most calls

Group facility that allows you to prevent incoming calls by switching to absent, and to allow them by switching to present. If you switch to absent, all calls will be diverted to a pre-defined extension. Your telephone can still be reached by entitled users within the executive/secretary group, and you can still receive calls, for example, to your private number.

All costs

You can display the total costs for all outgoing external calls. The total costs since the last costs reset are displayed.

Alphanumeric keyboard

The alphanumeric keyboard is an accessory which allows you to input text. You can enter upper and lower case characters and special characters.

Alternative secretary key

Group facility that allows you to divert your calls, and the calls for a boss which normally come in to your telephone, to another pre-defined extension.

Automatic answering

The telephone can be programmed to answer incoming calls automatically. A short beep sounds then the telephone automatically switches to handsfree mode.

Automatic answering for one hour

The telephone can be programmed to answer calls automatically for a period of one hour.

Automatic ring back

If you call an extension which is busy or doesn't answer, you can use the "CallBack" softkey to have the system call you back the moment the other party's telephone is idle or used again.

Automatically on hook

If you are using the telephone handsfree and the other party hangs up, your telephone returns to idle mode.

Autorepeat delay

If you press and hold down a scroll key, the display will automatically move through the list items. The default delay to initiate this is one second.

Autorepeat speed

When you are using Autorepeat (see above) to scroll through a list, the display moves each item after a set delay. The default is 0.25 seconds.

Glossary

B

Backspace key

Pressing this key deletes the last entered digit/character.

Block microphone for intercom

If this feature is switched on and if you can receive incoming intercom calls, the loudspeaker of your telephone will be switched on, but not the microphone. The other party cannot hear you.

C

Call back

If you call an internal extension which is busy, or does not answer, you can press the “Callback” softkey to have the system to call you back the moment the other party’s telephone is idle or used again.

Call diversion

Call diversion is a facility to divert calls to another extension. This can be to a fixed or variable extension.

Callers list

The telephone can keep a record of all calls which are not answered by you. The record includes messages left by the callers and the time and date they called. The list can store details of up to fifteen callers. You can choose to disable the Callers list. Then the telephone will not record the unanswered incoming calls.

Call waiting beep

Your telephone emits two short beeps to alert you to a call waiting. You cannot alter the sound of the beeps but you can disable the signal.

Call waiting indication

If a caller dials your extension number while you are on another call, two short beeps will sound and a “bell” icon flashes on the display. The beeps can be disabled.

D

Delete all call backs

You can delete all activated call backs. Press the “Del.Callb” softkey.

Dial tone

The tone you hear when you lift the handset or press the loudspeaker key from idle.

Direct call to

See Lock types.

Direct password

A key can be programmed with this function. Pressing the key, lifting the handset and typing a password (ask your system supervisor) will allow you to access privileged functions authorized for that access level.

Glossary

Directory

A list of names and numbers in your telephone which can be used to call people or see who is calling you.

Disconnect

If you end a call a call by pressing the “Disconn.” softkey, you will immediately hear the dialtone again.

Display

The small screen on your telephone. You can vary the contrast level of the screen.

Diversion

If you want to receive your calls somewhere else, incoming calls can be diverted to a selected or variable extension.

Diversion on busy

If this function is switched on your calls will automatically be directed to another pre-defined extension if you are on a call.

Divert to altern. secr

Groupfacility that allows you to divert your calls, and the calls for your boss which normally come in to your telephone, to another pre-defined extension. A memory key must be programmed to allow you to do this.

Do not disturb

Function that blocks your extension to callers. Incoming calls will be diverted to the operator. The function can be toggled on/off.

Doorlamp

If your telephone is wired to control a doorlamp via the Static-interface, you can program the following options:

- **Doorlamp when busy**
The doorlamp can be programmed to illuminate when your telephone is busy.
- **Doorlamp (manual)**
Pressing the memory key allocated to this function will illuminate the doorlamp.

Dooropener

If your telephone is wired to control the opening of a door via the Static-interface, pressing the memory key allocated to this function will activate the door release mechanism.

Glossary

Download from the switch

This is the term used to describe the process of transferring data or programs from the telephone system to a user.

Certain memory keys and other options may be already programmed when you start using your set.

DTMF

This stands for **Dial Tone Multi Frequency**. When this function is switched on, when you dial a number, each keypress sounds a pitched note. This can be switched on and off by programming beneath a function key.

E

Error beep

If you press a key which is not valid in that specific state, a short error beep will sound.

Executive key

Group facility key that allows a secretary to answer incoming calls for a boss on the secretary's telephone the moment the boss's telephone has been switched to absent for most calls.

Exit key

Pressing this key returns you to the Idle Menu from every menu.

Extension

A telephone linked to the main telephone system.

External loudsp. + micr.

If your telephone is wired to control an external loudspeaker via the static interface, pressing the memory key allocated to this function will switch the external loudspeaker on. The telephone microphones are independent of this external connection and can be switched on or muted as desired.

F

Footpedal

If your telephone is wired to control a footpedal via the static interface, this accessory is used as a substitute to the hookswitch to initiate or answer a call handsfree. For instance, if you are using a headset.

Function key

A memory key which has been programmed to activate a function.

G

Group

People with an inter-related job function or interest can have their extensions "grouped". This allows each such extension to make use of Group facilities. The people thus grouped are called "Group members".

Glossary

Group absent/present key

Group facility key that allows you to switch your telephone absent/present for groupcalls. If you switch your telephone absent to groupcalls, the incoming groupcalls are rerouted to other group member(s).

Group facilities

Facilities supported by the telephone system to make it possible to work efficiently in a group. For example, you are able to answer each others' calls and monitor each others' telephone status.

Group member calls per intercom

Group facility that allows you to answer calls for and make intercom calls or normal calls to another group member.

Group member key

Group facility key that allows you to answer calls for and make calls to another group member.

Group observation

When this function is active, you can display the absent/present status of the members of a group, and how many waiting calls there are for the group.

Group park key

Group facility key that allows you to park a call so that another group member can unpark it later.

H

Handset

The part of the telephone that you lift to talk.

Handset without hookswitch

The handset of the telephone works, but the cradle hookswitch does not. To use the telephone this way, you must have selected another hookswitch. This can be a footpedal or a function key which simulates the hookswitch.

Handsfree

Speaking into the telephone via the handsfree mic. The receiver is not in use, and people around you can hear the other party via the handsfree loudspeaker.

Headset

An accessory item consisting of a microphone and loudspeaker which you wear on your head which allows you to listen and speak to the other party.

Help key

Press this key to access information about the meaning of each softkey displayed at that moment, and each fixed function key.

Hold

Places a caller in a waiting mode. The caller cannot hear you. You can then transfer the call or reconnect to it when you want.

Glossary

I

Idle menu

This is the menu that is displayed when you are not busy on a call nor programming the telephone. The idle menu displays “Directory”, “Message”, “Feature” and “Keys” softkeys.

I’ll wait

If you dial an extension which is busy, you can select to put yourself in the waiting queue of the busy party. The other party will notice that you are waiting.

Incoming Intercom

If you set up an intercom call, your telephone switches to handsfree and the other party’s telephone automatically answers handsfree after the sound of the intercom ring melody.

Incoming Intercom can be disabled. In that case an incoming intercom call is presented as a normal incoming call. The telephone will ring normally

Intercom function

Your telephone can serve as an intercom.

Intrude

A facility which allows you to break into a call between two parties. Both parties can hear you. During the intrusion, a tickertone will be heard to indicate that a third person is listening too.

K

Key

A button on your telephone.

Keyclick

If this function is active, each keypress on the alphanumeric keyboard will generate a click. This is an audible feedback to confirm the keypress.

L

Language

You can set the telephone to give the displayed text messages in the language of your choice.

Last number redial list

See Redial list.

LED

A three letter acronym for Light Emitting Diode. This is a small lamp which illuminates next to the key labels showing you for example, that the function programmed under the key is active.

Line

A connection to an external destination.

Line key

Only programmable in ‘special mode’. When the line key function is used, the line can be monitored. If a line is busy, the associated LED is on. If a line is idle, the LED is off.

Glossary

Listen-in

Speaking into the telephone via the handset. The loudspeaker in the telephone is activated, so that people around you can hear both sides of the conversation. The other party cannot hear them.

Lock mode

The mode in which the facilities listed under “Lock” type can be programmed.

Lock types

- Receive calls only
The telephone can only receive calls
- Direct call to
The telephone can receive calls, but each keypress or lifting of the handset leads to a handsfree/softspeaking call to a specific number
- No access to programmed issues
The telephone can make and receive calls, but cannot access any programmed functions.

Loudring f. 3-softr.

While programming a group facility key, there is a choice of different softtrings.

Select softtring type 3 and switch the function ‘loudring f.3-softr.’ in the toggle list. Now, instead of 3 softtrings, a loud ring tone will sound whenever a call comes in on the particular keys

Loudspeaker key

The telephone has a loudspeaker built into its body. The key activates/deactivates the loudspeaker. With the loudspeaker key, you can initiate or accept a call with the handset in its cradle.

M

Melody

You can select the melody the bell plays when an incoming call is directed to your telephone. There are twelve variants to choose from.

Memory key

The telephone has twelve blue programmable keys each with a label holder and an LED signal lamp. The keys can be programmed in two levels. The Shift key (see Shift key) is used to program/access the second level. The keys can be programmed to serve as Speed-dial, Function keys, or Groupfacility keys.

Message

Text displayed on the screen of your telephone, which can be sent to other similar telephones. Message waiting.

If a message has come in for you, the LED of the Message waiting function key flashes.

Glossary

Metering

If you make a call to an external destination, the call may be metered to record the cost and duration of the call.

Microphone mute

Muting the telephone microphone prevents the other party from hearing you. This function is controlled by the Micr. mute key. Status depends upon how you are using the telephone, and is indicated in the LED as follows:

- **LED off:** The microphone in the telephone is not on - because the telephone is idle or you are using the handset
- **LED flashing:** The microphone is blocked and the other party cannot hear you
- **LED on:** The microphone in the telephone is on - you are using the telephone handsfree.

N

Night mode

Facility for diverting all calls to a specified extension, usually the security duty officer's extension. Any extension can be pre-programmed as a night extension.

No access to programmed issues

See Lock types.

Notice

Facility for leaving a short line of text displayed on your telephone and on the telephone of anyone who calls you. A Notice can be stored on your telephone and displayed as required. A maximum of twenty characters can be used.

O

Off-hook

The handset has been lifted from its cradle.

Off-line

You are not busy on a call.

Offline number preparation

You can key in a number before you lift the handset or press the loudspeaker key to set up the call.

OK key

Press this key to accept the displayed or newly entered information.

One key call setup

If this facility is on, pressing a speeddial key or groupfacility key will immediately lead to the programmed number being called handsfree.

Glossary

On/off hook key (voice)

If a memory key is programmed with this function, the key can be used to switch on and off hook. It can be used instead of the hookswitch beneath the handset. This is useful if you are using an accessory, for example a headset. The associated LED is on in the off hook situation.

P

Password

A unique set of characters which protects access to some telephone facilities. The password cannot be longer than six digits.

P(A)BX

Private Branch (Automatic) Exchange is the term used to describe the control equipment that manages internal telephone systems.

Personal key

Group facility key that allows you to receive more than one incoming personal call on a key.

PFM key

A memory key can be programmed as a **Peripheral Facility Manager** key. The PFM key allows your communications manager to program your programmable keys. You may program a memory key to request this information from PFM and/or to request that your SET date and time are updated from the PFM.

Press the PFM key when the LED is off to request the information.

Prepare 3-call

A softkey which allows you to prepare a three party conference. The key must be pressed before the first connected party is put on Hold.

Private key

Group facility key that allows you to receive private calls. These private calls will always be presented to your telephone even when your telephone is switched absent for most calls.

Private park key

Group facility key that allows you to park a call which only you can later unpark.

Programmable keys

The telephone has twelve blue programmable keys with a label and an LED.

R

Receive calls only

See lock types.

Reconnect

You can have a caller on hold then reconnect to that caller by pressing the "Reconnect" softkey. This releases the current connection and reconnects you to the held caller.

Glossary

Redial list

The Redial list is a store of the last ten numbers called, regardless of the method you used to make the call. You press the “Redial” key to access the redial list. You can scroll through the list using the up/down cursor keys and select any number. The most recently dialled numbers are at the top of the list.

Ring type

A sound of one, two or three softings can be associated to group facility keys to indicate the status of the groupfacility. The softinging volume is adjustable by the volume up/down keys.

Ringer

The term used for the ‘bell’ on your telephone. You can vary the sound volume and the melody played for an incoming call. The sound of the telephone bell can be disabled.

S

Scroll keys

Keys which allow you to move the display message up or down, or to move left or right to edit entered digits/characters or to reveal more softkeys in the same menu.

Second bell

If your telephone is wired to control a second bell via the static interface, the telephone can be set up to ring the second remote bell to signal an incoming call. This only works for voice calls.

Set melody

The incoming call indication “bell” can be set to play a selected “melody”. There is a choice of twelve melodies to choose from.

Set mode

By means of this softkey you can access the Lock mode or the Special mode.

Set ringer volume

The ringer volume can be changed by using the volume up/down keys.

Shift key

This key allows you to switch between the two programmable levels of the programmable keys, and to switch between number and alphanumeric input during editing.

Show absent/present key

Group facility key that allows you to see or change the absent/present status of other members of the executive/secretary group. If you switch someone else’s telephone to absent, all their calls will be diverted to your extension and up to ten predefined people within the group can call them directly.

Glossary

Shuttle

If you put a caller on hold and call a third party, you can rotate or “shuttle” between the calls.

Softkey

This is the term used to describe the long green key immediately below a label shown on the display which you access by pressing that key.

Softtring

A sound of one, two or three softtrings can be associated to group facility keys to indicate the status of the group facility. The softtringing volume is adjustable by the volume up/down keys. See also **Loudtring for 3-softtrings**

Softspeaking

Speaking into the telephone via the handset.

Special mode

The mode that gives access to Special Features. This mode allows you to carry out certain functions, for example, clearing all personal information stored in the telephone.

Speed dial key

A memory key can be programmed to dial a commonly used number.

Static interface

The Static interface consists of three outputs:

- Doorlamp
- Second bell
- Dooropener

And one input:

- Footpedal

Status monitoring

Status monitoring is a Group feature that allows you to see which members of the group are busy on a call, or if calls for specific group members are coming in.

If “Status monitoring” is not active, your telephone will not show the status of other group members.

Store diverted calls

If this function is active all calls which are diverted to you, but not answered by you will be stored in the Callers list, including information about their original destination.

Store number

The Store number softkey is used to add the number of a connected party to the Redial list.

Suffix dialling

Sending digits to the switch during a call to request functions from the switch.

T

TAPI

This stands for **T**elephone **A**pplication **P**rogram **I**nterface.

- TAPI (speech via accessory); speech path is switched to equipment attached to the audio

Glossary

in/output, e.g. to an answering machine.

- TAPI (speech via telephone); speech uses the handsfree function, the handset or headset connected to the telephone (for example, dialler).

Three party conference

You can set up a call between yourself and two other parties. All parties can hear each other.

Toggle list

This is a list of functions which can be switched on or off.

U

User mode

This is the default mode for your telephone. If your telephone is in Special mode, you can switch it back to User mode by pressing the “User Mode” softkey.

V

View Party

You can display the number (and name if the calling party is in your directory) of both parties involved with you in a 3-party call.

Voice Out

Softkey by means of which you can choose the required voice output medium.

Voice output medium

The medium used to make calls.

These are:

- Handset with hookswitch
- Handset without hookswitch
- Headset.

Volume keys

These keys control the volume of the loudspeaker, the ringer and the handset.

X

X-inp. inst. of mic.

The X- interface is used to connect additional equipment such as a recording machine. The X-input instead of microphone function has to be switched on and off via a programmed function key. It is used to switch between the voice input of the audio interface and built in microphones.

NOTICE TO THE USER

This equipment is intended to be used for connection to SOPHO iS3000 systems. This equipment is delivered with a line cord using RJ45 connectors for connection. Hereby Philips Business Communications declares that the product ErgoLine D340 is in conformity with the essential requirements of Directive 1999/5/EC. A copy of the related Declaration of Conformity can be obtained via the address mentioned in this manual.

CE 0344

PRODUCT DISPOSAL INFORMATION

For countries in the European Union



The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should never be disposed of as municipal waste.

Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment. Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream.

In order to facilitate separate disposal and environmentally sound recycling, Philips Business Communications has made arrangements for local collection and recycling in all member states of the European Union. In case your electrical and electronic products need to be disposed of please refer to the contractual agreements that your company has made upon acquisition of these products. Should this information not be available, please contact the local Philips organization or contact us at www.sopho.philips.com.

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