



*User Guide*

BusinessPhone Communication Platform

Cordless Telephones  
DT310 / DT360 / DT368

BUSINESSPHONE COMMUNICATION PLATFORM – VERSION 5.1  
CORDLESS TELEPHONES DT310 / DT360 / DT368

USER GUIDE

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Welcome to the User Guide for the Cordless DT310, DT360 and DT368 phones in the BusinessPhone Communication Platform from Ericsson. The BusinessPhone Communication Platform consists of:

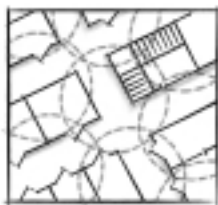
- BusinessPhone 250
- BusinessPhone 50
- BusinessPhone 128i

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

The DT310, DT360 and DT368 Cordless telephones are DECT (Digital Enhanced Cordless Telephony) business Cordless telephones and they comply to the Generic Access Profiles (GAP), ensuring that they are compatible with and connectable to DECT products from different manufacturers.

Your organisations premises is covered by a number of cells which forms the coverage area. You can make and answer calls anywhere within this area, outside the area you will lose contact with the system.

Company coverage



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

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

**CE 0344 X**

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

Cordless DT310 / DT360 / DT368  
BusinessPhone Communication Platform

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## GUIDELINES

### Intrinsic safety

Consider these suggestions and guidelines to keep your telephone in good shape and working properly.

### Battery handling

The Cordless is not specified as intrinsically safe, so do not use it in hazardous areas.

### Cleaning

The battery contains environmental polluting material. If damaged, return it to a collecting point.

Clean the Cordless only with a soft, water dampened cloth. Using soap or any other cleaning materials may discolour or damage the Cordless.

### Treatment

Do not expose the Cordless to direct sunlight for long periods. Keep the Cordless away from excessive heat and moisture.

## HOW TO USE THIS MANUAL

Find out which Cordless telephone you have, and then read the related "Basics" section. This will give you a good basic understanding about the specific Cordless you are using.

***Note:** To see which Cordless telephone you have, see your Cordless above the right display corner.*

The following sections describe the BusinessPhone functions for all three Cordless telephones, which means that the keys differ between the telephones.

Therefore, if the function procedure is the same on all three telephones, the DT368 keys are displayed to describe the function. See example below.

### Example :



The "ON/MUTE"-key is different on all three telephone types. It is displayed with the DT368-key.

**Press shortly to mute the ringing or warning for the moment**

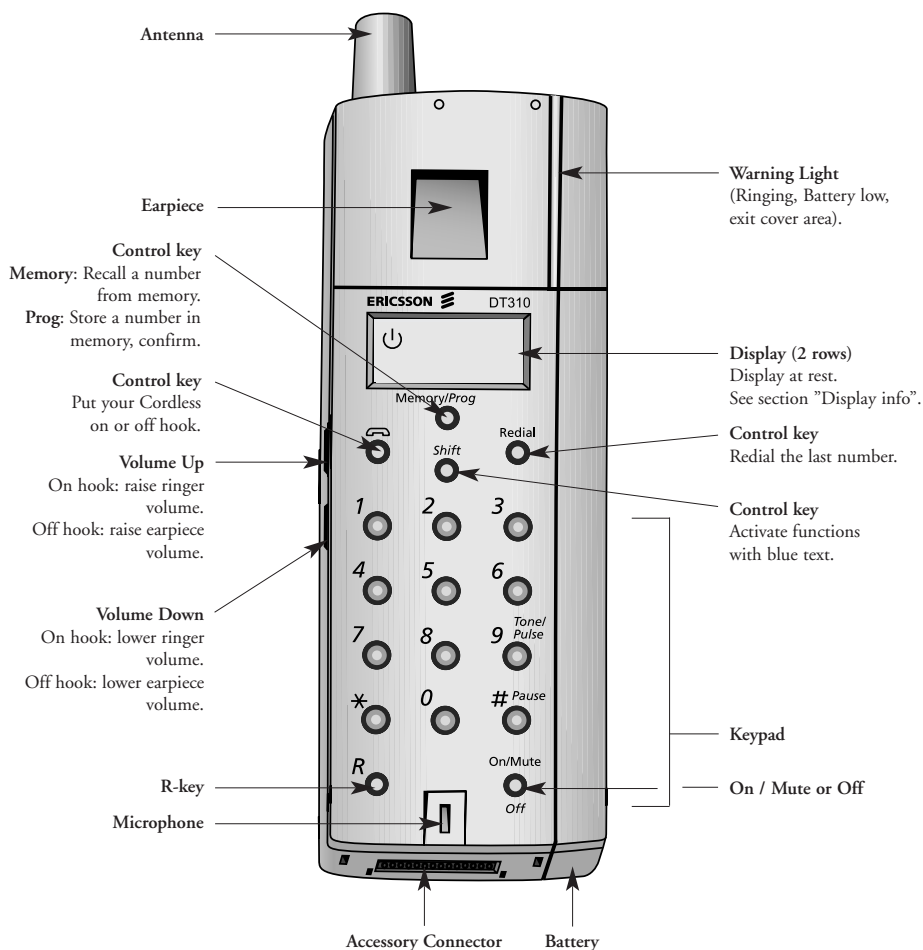
## DESCRIPTION DT310

### GENERAL

This section gives you a short description of your DT310 Cordless telephone, how to switch on/off your Cordless and how to answer and make calls.

*Note: To see which Cordless telephone you have, see your Cordless above the right display corner.*

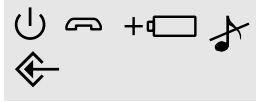
## DESCRIPTION CORDLESS DT310



## Display info

The display gives you visual feedback on the current status by showing different statuses, visualised by icons.

### The DT310 display



### Display icons



#### Standby

On when your Cordless is locked to the system and flashes when you are outside the coverage area.



#### Call

On when your Cordless is off hook and flashes during ringing.



#### Battery

Flashes fast when the battery is low or being charged and is on when charging is completed.



#### Ringer off

On when the ringer is suppressed or switched off.



#### Program

Flashes when you have to choose a short number key and is on when entering a telephone number.

## SWITCHING ON/OFF THE PORTABLE

### Switch on the DT310



#### **Press until the display lights up**

If the Cordless does not switch on or the battery icon starts flashing, the battery is low. Charge the battery. While charging, you can use your Cordless normally.

---

### Switch off the DT310



#### **Press**



#### **Press**

The display turns blank and your Cordless is switched off.



## ANSWER CALLS

A ringing signal indicates an incoming call. The ringing type tells you whether the call is an internal, external or call-back call.



### Press to answer

If the Cordless rings at an inconvenient moment:



### Press to suppress the ringing for the moment

*Note: Calls can be answered at any time, no matter if you are programming, or keying in a number etc.*

---

## End the call



### Press

---

## MAKE CALLS

How to make internal and external calls.



### Press

Dial tone. The call icon shows that the Cordless is off hook.



### Enter the telephone number



### Press to end the call

*Note: If you receive a call while keying in the number, simply press hook to answer. You can make your calls faster by using abbreviated numbers.*

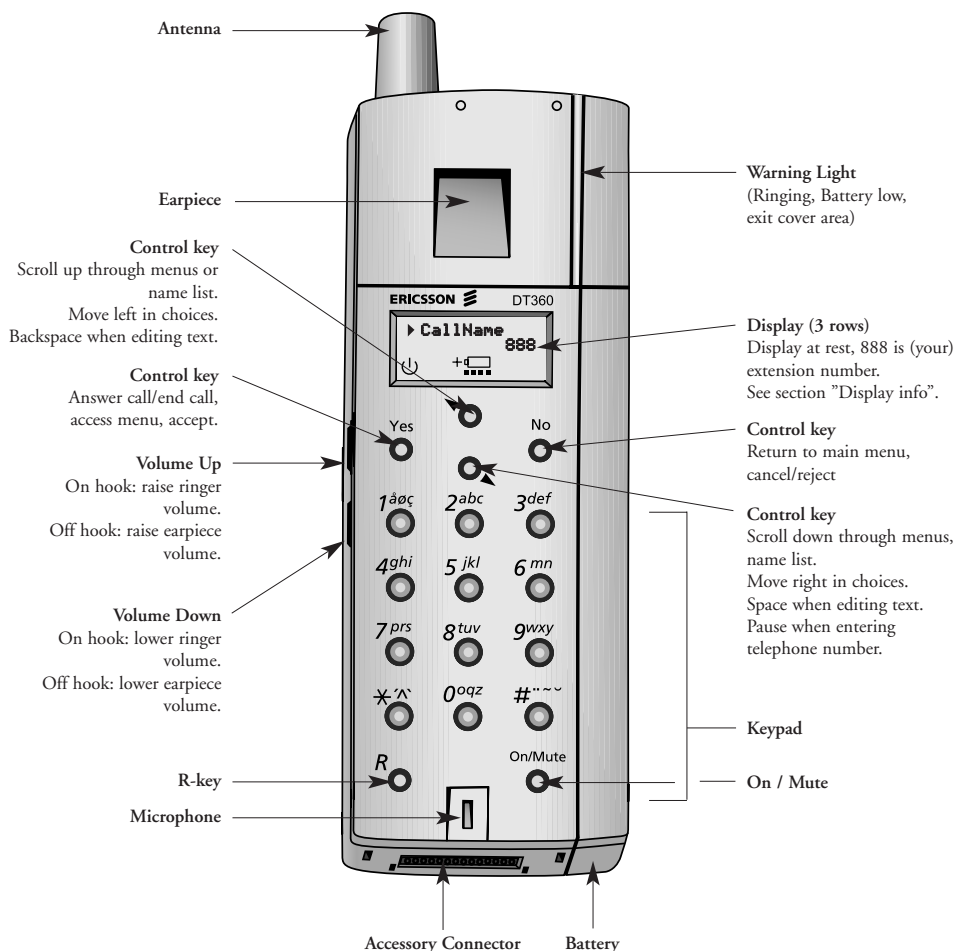
## DESCRIPTION DT360

### GENERAL

This section gives you a short description of your DT360 Cordless telephone, how to switch on/off your Cordless and how to answer and make calls.

*Note: To see which Cordless telephone you have, see your Cordless above the right display corner.*

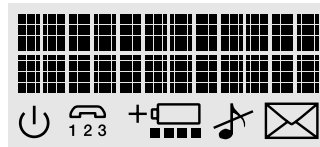
## DESCRIPTION CORDLESS DT360



## Display info

The display gives you visual feedback on all actions that you perform, and also textual warnings. The upper two rows are text rows (12 possible characters in each row), showing menus that you can access, names and numbers that you edit or dial, your phone id etc. The lower row displays different statuses, visualised by icons.

## The DT360 display



## Signs in the text rows

- **Menu pointer**  
Shows the menu that can be accessed by pressing yes.
- 🔑 **Key sign**  
Indicates that the name displayed is part of the fixed phone book and cannot be edited.
- < **Number too long for display**  
There are more digits to the left.
- **Dash**  
Indicates that a pause is programmed in the telephone number.
- 🔔 **Ringer Melody**  
Is an option you can choose from the Ringer Tones menu, to compose your own Ringing Melody. In other menus it marks a phone number as already called.
- ! **Exclamation Mark**  
Marks an unread entry in an entry list.

## Display icons



### **Standby**

On when your Cordless is locked to the system and flashes when you are outside the coverage area.



### **Call**

On when your Cordless is off hook and flashes during dialling and ringing.



### **Ringer off**

On when the ringer is suppressed or switched off.



### **Message**

Message received. Only available if your Cordless supports “message waiting” or “page messaging”.



### **Battery gauge**

Flashes fast when the battery is being charged and is on when charging is completed. Indicates the amount of talk and standby time left:



100% left



75% left



50% left



25% left

## Additional display features

Depending on which Cordless you have and which network you are connected to, additional display features are available. For example displaying of date, time and the number of an incoming call.

Ask your system administrator if you require additional display features.

## SWITCHING ON/OFF THE PORTABLE

### Switch on the DT360

On/Mute



#### **Press until the display lights up**

If the Cordless does not switch on or the battery icon starts flashing, the battery is low. Charge the battery. While charging, you can use your Cordless normally.

*Note: If the signal strength icon is off and the message "NoSystem" is displayed you cannot make or answer calls.*

---

### Switch off the DT360

*Note: During calls, you cannot switch off your telephone.*



#### **Press until "PowerOff" is selected**

Yes



#### **Press**

The display turns blank and your Cordless is switched off.

## ANSWER CALLS

A ringing signal indicates an incoming call. The ringing type tells you whether the call is an internal, external or call-back call and the display indicates an incoming call.

Display example:



**Press to answer**

If the Cordless rings at an inconvenient moment:



**Press to suppress the ringing for the moment**

*Note: Calls can be answered at any time, no matter if you are programming, or keying in a number etc.*

## End the call



**Press**

## MAKE CALLS

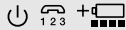
How to make internal and external calls.



### Enter the telephone number and press

Your Cordless will go off hook and dial the number. On the display "EndCall" is shown, this being your next choice.

► EndCall  
0654321



### Press to end the call

#### *Note:*

- Correct a wrong entry by pressing the up key.
- If you decide not to make the call while keying in the number, press "no" to stop.
- If you receive a call while keying in the number, simply press yes to answer.
- You can make your calls faster by using abbreviated numbers or dial-by-name.

## Off Hook

If you prefer to dial a number off hook:



### Press until "OffHook" is selected



### Press to confirm

Dial tone.



### Key your number on-line

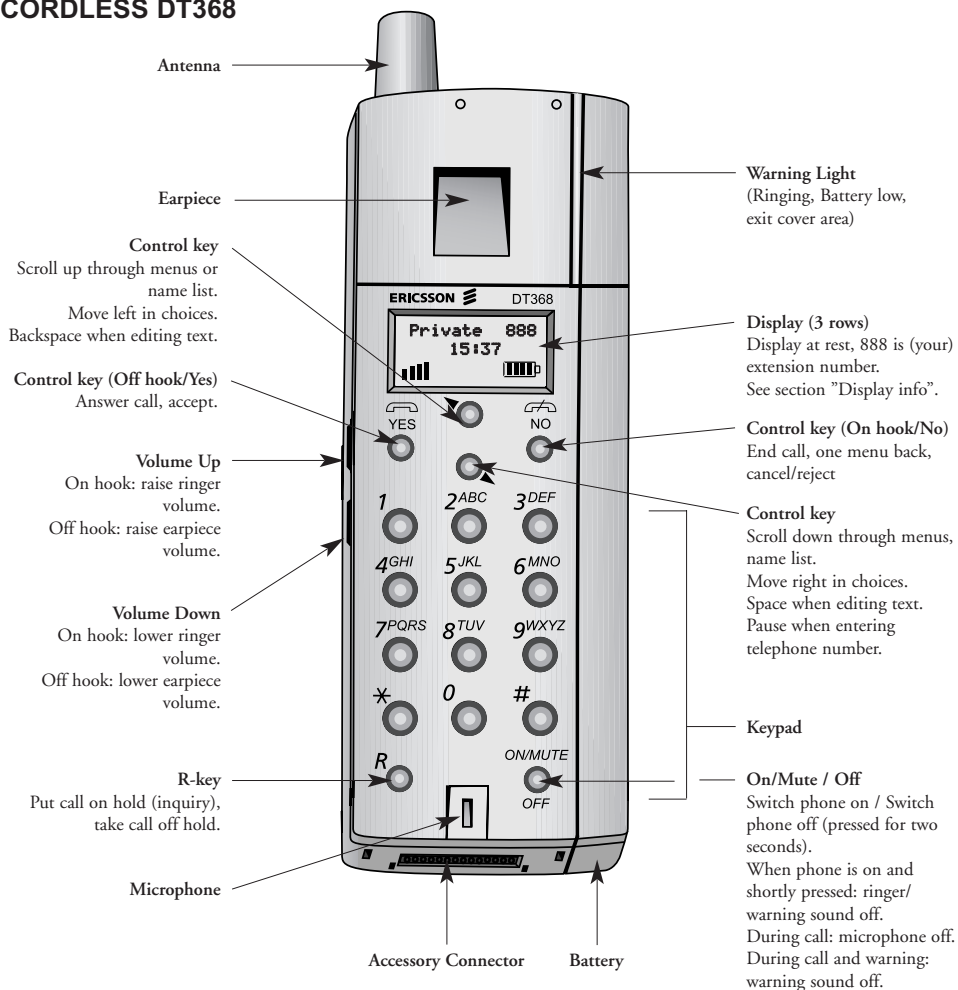
## DESCRIPTION DT368

### GENERAL

This section gives you a short description of your DT368 Cordless telephone, how to switch on/off your Cordless and how to answer and make calls.

*Note: To see which Cordless telephone you have, see your Cordless above the right display corner.*

## DESCRIPTION CORDLESS DT368

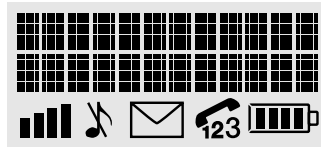




## Display info

The display gives you visual feedback on all actions that you perform, and also textual warnings. The upper two rows are text rows (12 possible characters in each row), showing menus that you can access, names and numbers that you edit or dial, your phone id etc.  
The lower row displays different statuses, visualised by icons.

## The DT368 display



## Signs in the text rows

- **Menu pointer**  
Shows the menu that can be accessed by pressing yes.
- 🔑 **Key sign**  
Indicates that the name displayed is part of the fixed phone book and cannot be edited.
- < **Number too long for display**  
There are more digits to the left.
- **Dash**  
Indicates that a pause is programmed in the telephone number.
- 🎵 **Ringer Melody**  
Is an option you can choose from the Ringer Tones menu, to compose your own Ringing Melody. In other menus it marks a phone number as already called.
- ! **Exclamation Mark**  
Marks an unread entry in an entry list.

## Display icons



### Signal strength

On when your Cordless is locked to the system. The bars indicate reception quality. Four bars indicate optimal reception.



### Ringer off

On when the ringer is suppressed or switched off.



### Message

Message received.



### Call

On when your Cordless is off hook and flashes during ringing.



### Battery gauge

The battery cells are flashing sequentially when the battery is being charged and is on when charging is completed. Indicates the amount of talk and standby time left.

Battery low!

Charge battery

When the icon is flashing the battery is low. Four squares indicate a fully charged battery.

---

## Additional display features

Depending on which Cordless you have and which network you are connected to, additional display features are available. For example displaying of date, time and the number of an incoming call.

Ask your system administrator if you require additional display features.

## SWITCHING ON/OFF THE PORTABLE

### Switch on the DT368



#### **Press until the display lights up**

If the Cordless does not switch on or the battery icon starts flashing, the battery is low. Charge the battery. While charging, you can use your Cordless normally.

*Note: If the signal strength icon is off and the message "NoSystem" is displayed you cannot make or answer calls.*

---

### Switch off the DT368



#### **Press**

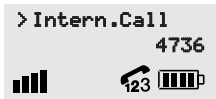
The display turns blank and your Cordless is switched off.

*Note: During calls, you cannot switch off your telephone.*

## ANSWER CALLS

A ringing signal indicates an incoming call. The ringing type tells you whether the call is an internal, external or call-back call and the display indicates an incoming call.

Display example:



**Press to answer**

If the Cordless rings at an inconvenient moment:



**Press to suppress the ringing for the moment**

*Note: Calls can be answered at any time, no matter if you are programming, or keying in a number etc.*

---

## End the call



**Press**

## MAKE CALLS



How to make internal and external calls.

### Enter the telephone number and press

Your Cordless will go off hook and dial the number. On the display the duration time of the call is shown.



### Press to end the call

#### *Note:*

- *Correct a wrong entry by pressing the up key.*
- *If you decide not to make the call while keying in the number, press "no" to stop.*
- *If you receive a call while keying in the number, simply press yes to answer.*
- *You can make your calls faster by using abbreviated numbers or dial-by-name.*

## Off Hook



If you prefer to dial a number off hook:

### Press

Dial tone.

### Key your number on-line

OUTGOING CALLS  
GENERAL

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

LAST EXTERNAL  
NUMBER REDIAL

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not.



**Press to redial the saved number**

REDIAL NUMBER  
FROM LAST  
DIALLED LIST

*Note: This chapter only applies to the DT360 and DT368 telephones.*

The last ten (twenty on the DT368) dialled numbers are memorised by your Cordless. You can redial one of these numbers by selecting the number from the Last Dialled list.



**Access "LastDialled"**



**Scroll, select number and confirm**

A number marked with "!" means new number. You can store numbers permanently by adding them to your phone book, see section "Phonebook".

*Note: The Last Dialled list will be cleared if the power of your Cordless is lost.*

## AUTOMATIC CALL-BACK

You call an extension and receive busy tone or get no answer.



### Press and go "on hook"

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

## BUSY EXTENSION

You call an extension and receive busy tone.

### Camp-on

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



### Press to camp-on

Keep the handset off hook. When the called extension replaces the handset, it will be called automatically.

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

### Intrusion

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



### Press to intrude

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

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

### DURING CALLS GENERAL

This BusinessPhone Communication Platform allows you to handle calls in many different ways. You can make an inquiry, transfer the call, create a conference, mute the microphone and ringer, change the dial mode or put the call on hold to perform other tasks.

---

### TRANSFER AND INQUIRY

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



#### **Press to put the current call on hold**

Dial tone.



#### **Call the third party**

You can transfer the call before answer or wait for answer.

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



#### **Press to return to your caller**

**or**

#### **Go "on hook" to transfer the call**

*Note: Sometimes the "R"-key must be pressed twice. Whether you can put internal calls on hold or transfer calls to external lines depends on your PBX. Consult your system administrator.*

---

### **Transfer to a busy extension**

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

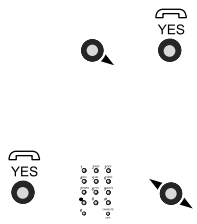


Call-back

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

Inquiry via the phone book on DT360 and DT368

If you don't know the number by heart, you can make an inquiry to a second party in the phone book during a call.



Access "R(inquiry)"

▶ R(inquiry)

Access "CallName" and search for second party

▶ CallName



Confirm name when found

The Cordless puts the call on hold and dials the second party.



Press to return to your caller

*Note: When the second party answers, you can switch between the calls.*

or

Go "on hook" to transfer the call

### CONFERENCE

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



**Press**

Dial tone.



**Call the third party**



**Press to establish a three party conference**

Now you have established a three party conference. To mark the conference, all conference members will hear a periodical conference tone.

**Repeat the procedure to include other persons to the conference**

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

**End the call to leave the conference**

### MUTE MICROPHONE

To mute the microphone, during an ongoing conversation:



**Press and hold**

The caller will not hear the conversation in your room.

**or**



**Press shortly, to turn the microphone off**

Short pulse sounds confirm that the microphone is off.



**Press again, to turn the microphone on**

*Note: It is advised to use this feature instead of putting a call on hold. A call on hold may be diverted to your operator, directly or after some time.*

MUTE RINGER OR  
WARNING

If the Cordless rings or a warning sounds at an inconvenient moment, e.g. when the battery runs low you will be warned by a battery low sound (4 short beeps).



Press shortly to mute the ringing or warning for the moment

The Ringer Off icon turns on to indicate that ringing is suppressed.

*Note for DT368: If you mute a warning sound, do not press longer than two seconds, otherwise you will turn off the phone.*

When a warning occurs during a call and you want to mute the microphone, the first press always mutes the warning sound. The second press mutes the microphone.

DIAL MODE

When calling interactive tele services, you must press certain keys (post dial) to give your response. If your Cordless uses tone dialling (DTMF) to make the call, just press the keys requested by the tele service. If your Cordless uses pulse-dialling, you must manually change to tones, after the call is established:

*Note: After you end the call, dialling is always reset to the default method.*

Change to tones  
on DT310



Press to switch to tones



Press any key to respond

Some services do not work on standard DTMF tones. They require ring tones.

### Change to tones on DT360 and DT368



#### Access "DialMode"

▶ DialMode

#### Select "Switch" or "GotoDTMF"



**Press to confirm the change to tones**

**Press any key to respond**

Some services do not work on standard DTMF tones.  
They require ring tones. If so:



#### Access "SendTones"

▶ SendTones

### Send a dial tone pause on DT368



#### Select "SendPause" and press to confirm

A "-" is displayed and the dial tone pause is sent.

If you are entering a phone number on hook:



**Press to enter a dial tone pause**

## CALL FORWARDING GENERAL

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position. If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function. Depending on the type of diversion you are also able to record your personal greeting, see section “Personal greeting”.

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

---

### Diversion on no reply

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

---

### Diversion on busy

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

---

## FIXED DIVERSION

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

---

### Activate fixed diversion



#### Dial

Special dial tone. All calls to your extension are directed to a pre-programmed address. On the DT368 display the actual diversion state is shown.

---

### Cancel diversion



#### Dial

Special dial tone.

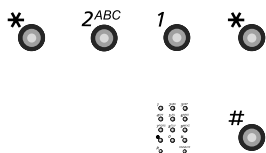
### INDIVIDUAL DIVERSION

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

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

#### Program and activate internal diversion

Divert your calls to an internal position.



**Dial**

#### **Enter the new diversion address and press**

Verification tone. You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active. On the DT368 display the actual follow me state is shown.

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

#### Cancel internal diversion

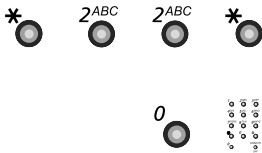


**Dial**

Individual diversion is cancelled.

## Program and activate a new external diversion address

To set a new individual external diversion address:



**Dial**

**Dial the digit(s) for external call access and enter the new external diversion address**

A maximum of 24 digits.

*Note: If your public network requires waiting for a second dial tone, press “\*”.*



**Press to activate the individual diversion**

Verification tone.

*Note: Individual external diversion can also be used via the DISA function, see section “Other useful facilities”.*

## Cancel external diversion



**Dial**

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

## Re-activate external diversion

Divert your calls to an external position.



**Dial to activate the programmed external diversion**

You can make outgoing calls as usual. A special dial tone reminds you that “Call forwarding” is active. On the DT368 display the activated external diversion is shown.

## FOLLOW ME

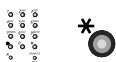
To activate Follow me, "Individual Diversion" must be active on your telephone.

### Activate Follow me

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



**Dial**



**Dial your number and press**



**Dial the new number to where incoming calls should be diverted**



**Press**

Special dial tone.

### Cancel Follow me

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



**Dial**



**Dial your number and press**

Dial tone.

## BYPASS CALL FORWARDING

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



**Dial**



**Dial the extension number and press**

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



## INFORMATION GENERAL

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

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

You can inform your callers with:

### **1) Pre-defined texts**

Enter the reason for your absence and the date and time of your return. Internal callers receive the information on the display or as spoken information (depending on telephone type).

### **2) Voice information**

Record a voice message and name the reason of your absence. Internal callers will hear the information via the handset or the loudspeaker.

ENTER INFORMATION

To store text or voice information.



Dial to enter the information mode

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

Pre-defined texts



Enter "Code" and



Enter "Completing info" from the table below

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



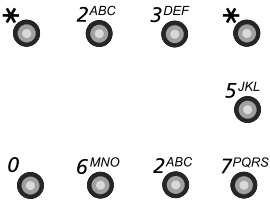
Press to enter the information

On the DT368 the programmed absence info will be shown in the display.

Pre-defined texts

Example:

*Vacation, back June 27*



If you do not know the time of return, just press #.  
Information active.

## Voice information



**Dial to enter the information mode**



**Press and speak**



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



**Press and speak to re-record**



**Press to send**

Information active.

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

### SAVE INFORMATION

When the information is active:



**Dial**



**Press**

Verification tone. Information is passive and stored for later use.

---

### Use saved information

When the information is switched off:



**Dial**



**Press to activate saved info**

Verification tone. Information is active.

---

### ERASE INFORMATION



**Dial to erase info**

Verification tone.

## INTERNAL MESSAGES

### GENERAL

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

This section also describes how to record a personal voice message and how to forward a voice message.

---

### Password protection

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

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

#### Follow the voice announcements

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



**Press to finish the procedure**

**or**

#### Continue with any of the message functions

If you want to change your password again, it is possible from the message system or via the function “Select password”.

### SEND MESSAGE

You call an extension and receive the busy tone or no answer.

Two possibilities exist:

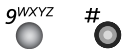
#### 1) Call-back message

#### 2) Voice message

See also section "Mailbox System".

---

#### Call-back



**Press to send a "call me" message**

---

#### Voice



If you want, you can send a voice message instead:

**Press and speak**



**Press to play-back**



**Press and speak to re-record**



**Press to send**

## CHECK AND STORE RECEIVED MESSAGES

On the DT368 received messages are indicated with a message icon and the number of queued messages. On the DT310 and DT360 a special dial tone is used to indicate waiting messages.

Received messages are divided into following three categories:

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

Voice messages can also be forwarded to other mailbox numbers (individual or common), see section “Forward a voice message”.

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



### Dial

You can check and store your received messages. Up to 20 messages can be stored.

Voice messages will be heard. “Call me” messages will call the sender automatically (these messages cannot be stored).

*Note: Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section “Security”.*

### FORWARD A VOICE MESSAGE

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



#### Dial

*Note: Depending on the configuration, you might be asked for your password before you can retrieve your messages. See section “Security”.*

#### Follow the voice announcements

You can forward new, heard or stored voice messages.

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

#### Repeat the procedure to forward the message to another mailbox



#### Press to finish the procedure



## DICTAPHONE

If you want to record and retrieve personal voice messages you can use the dictaphone. A dictaphone message is treated as a normal message. How to retrieve dictaphone messages, see section “Check and store received messages”.

### Record message



To start the recording:

### Dial and record your message

The maximum recording time is four minutes and 15 seconds.

Select options below:



**Press to play-back**



**Press and speak to re-record**

**Go “on hook” to stop recording and save the message**

## MAILBOX SYSTEM GENERAL

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

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

The mailbox system is a part of the message system.

## INDIVIDUAL MAILBOX SYSTEM

Callers are able to leave messages in your individual mailbox.

### Activate

Divert your extension to the mailbox system.



**Dial**



**Dial the number to the mailbox system**

Ask the system administrator for your defined mailbox system number.



**Press**

Special dial tone.

### Deactivate



**Dial**

Special dial tone.

## Retrieve messages internally

When you receive a special dial tone or when the message icon appears in the display.

*Note: A special dial tone is also used to indicate an activated diversion.*



### Dial

See section “Check and store received messages”.

## Retrieve messages - externally



To retrieve your messages from an external position:

### Dial your company's telephone number

### Dial the number to the mailbox system

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

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

- Change password
- Check and store received messages
- Forward a voice message
- Send message
- Outcall (External) notification
- Personal greeting

### OUTCALL (EXTERNAL) NOTIFICATION

With this function the message system can notify you when new voice messages arrive. You can specify an external number, where you will be called at a pre-programmed time or as soon as a new message arrives.

*Note: This feature may be restricted or not available. Ask the system administrator for the availability and for more information.*

You can be notified in two different ways (depending on the programming of the system):

#### *Notification with mailbox access:*

You acknowledge the notification via your password (has to differ from the default value 0000). See section “Select password” to select a new password. You have full access to the mailbox system.

#### *Notification without mailbox access:*

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

*Note: If you do not acknowledge the notification within the pre-programmed time, the connection is cancelled and repeated later (ask the system administrator for the programmed number of notification attempts).*

## Programming



### Dial

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

### Follow the voice announcements

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

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



### Press to finish the procedure

PERSONAL  
GREETING

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



Dial



Press

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



Press to configure your personal greeting



Enter diversion code

Select an option below and follow the voice announcements.

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



Press to store the recorded greeting

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



Press to end

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

## ABBREVIATED NUMBERS GENERAL

By using abbreviated numbers, you can make calls simply by pressing a few keys.

Frequently used external numbers are stored as "common abbreviated numbers" in the exchange.

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

## COMMON ABBREVIATED NUMBERS

External numbers are stored centrally in your BusinessPhone platform. Common abbreviated numbers have a maximum of 4 digits and can be dialled from every extension that has the authority to do so.



### Dial the common abbreviated number

Please refer to your telephone directory.  
See section "Phone book".

## INDIVIDUAL ABBREVIATED NUMBERS

You can program and activate your most frequently used external numbers on the keys 0 to 9.



**Press**



### Enter the abbreviated number

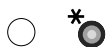
A number between 0 and 9. Verification tone.

### Program individual abbreviated number

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



#### Enter programming mode



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



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

The number can consist of up to 24 digits.

*Note: If your public network requires waiting for a second dial tone, press “\*”.*



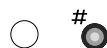
#### Press

Verification tone.

### Cancel one specific individual abbreviated number



#### Dial



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

Verification tone.

### Cancel all individual abbreviated numbers



#### Dial

Verification tone.



## DIAL-BY-NAME

*Note: This section only applies to the DT360 and DT368 telephones.*

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

Example:

Call “kim” (ext. no. 123):



**Press and hold until the display shows the first name beginning with “k”**

kate 432

*Note: Display is only principal.*



**Scroll up or down the name list until you find “kim”**

kim 123

*Note: Display is only principal.*



**Confirm and Kim’s number will be dialled**

*Note: With this method you cannot correct key presses.*

Call Name menu

You can also call someone by accessing the Call Name menu.



Access "CallName"

CallName



Press to confirm

The display shows the first name beginning with a "k".



Scroll up or down the name list until you find "kim"

or



Key more characters or the full name in the second step and press



Confirm and Kim's number will be dialed

*Note: This method allows you to correct key presses.*

How to write text, see section "Phone book".

## GROUP FACILITIES GENERAL

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

## GROUP HUNTING

Your telephone can be included in one or several hunt groups. In a hunt group all members are represented with one common directory number. 16 hunt groups can be programmed, each containing 1 to 20 members. A member can be either an extension number, an operator console or a fictive number. Please ask your system administrator if you require this function.

*Note: The number of cordless extensions in a hunt group are limited to eight (including tandem configurations).*

Incoming calls to the hunt group are directed to free extensions in the group. The hunt order within the group can be changed to suit your needs. If all members of the hunt group are busy, an incoming call is being queued. If no one answers this call before the programmed time, the call is forwarded to the programmed answering position (e.g. operator).

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

## Log in

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

To log in to one hunt group:



**Dial**



**Dial the hunt group code**

Please ask your system administrator for the configured number.



**Press**

To log in to all hunt groups:



**Dial**



**Press**

---

### Answer calls

It is possible to have group hunting information in the display. If you require a different display layout, please contact your system administrator.

### Answer group hunting calls in the normal way

---

### Log out

To log out from one hunt group:



**Dial**



### Dial the hunt group code

Please ask your system administrator for the configured number.



**Press**

*Note: If you are logged in to more than one huntgroup and log out from one of them, the display (DT368 only) will show a “logged out-message”.*

To log out from all hunt groups:



**Dial**



**Press**

## GROUP CALL PICK-UP

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



### Dial the group call pick-up code

Ask your system administrator for the group call pick-up code.

## COMMON BELL

The common bell facility allows all extensions of the system (operator included) to pick-up the call from an extension that has been predefined as a common bell extension.



### Dial the common bell pick-up code

Ask your system administrator for the common bell pick-up code.

If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the "number unobtainable" tone. This will also happen if you dial the common bell pick-up code and there are no calls waiting at the common bell extension.

## OTHER USEFUL FACILITIES GENERAL

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

## REMINDER

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



Dial



### Dial reminder time and press

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

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

## Cancel reminder



Dial to cancel all settings

## ACCOUNT NUMBER

An account number can be entered to debit telephone costs to different accounts. Depending on the system configuration the account number has to be entered from a verified account number list (predefined) or you can invent an own account number. The following prerequisites apply:

- With the verified account number you can restrict the making of external calls (not a specific number or area), so everyone who is allowed to make external calls will receive an account number which has to be used each time he/she wants to make an external call.
- Verified account numbers contain up to 10 digits.
- Own account numbers contain up to 15 digits.

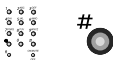
The account numbers can also be used via the DISA function, see section “Direct Inward System Access (DISA)”.

### Verified or own account number



Before an outgoing call:

**Dial**



**Enter account number and press**

Valid digits 0-9. Internal dial tone. Make the external call.

### DOORPHONE

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

#### Answering door-phone calls



##### Press

You will be in speech connection with the calling party.

#### Opening of the doorlock



##### Press

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



##### Dial the door-opener's directory number

Please ask your system administrator for the number.

### TANDEM CONFIGURATION

The tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the "Primary" and the other one as the "Secondary". This function enhances the communication for users that, for example, have a wired phone on their desk (the "primary telephone") and need to be mobile within their company's building with their own Cordless (the "secondary telephone"). Basically the tandem configuration works as follows:

#### To activate the tandem configuration



##### Dial to log on the secondary telephone

The DT368 display indicates that a second user is logged on.

For incoming calls:

- Both telephones are treated as 1 single extension.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.



## To deactivate the tandem configuration



### Dial to log off the secondary telephone

For incoming calls:

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

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

## Transferring a call between the members of a tandem unit



**Press**



**Dial own directory number**

**Go "on hook" to transfer the call**

## AUTOMATED ATTENDANT

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



**Dial the automated attendant directory number**

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

### DIRECT INWARD SYSTEM ACCESS (DISA)

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

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

You can also divert calls from your office extension to your external position, see section "Call forwarding".

During the procedure you will be prompted for your password. See last page for a card to remember these specific numbers.



#### Dial the public number of your company

#### followed by the DISA number

Please ask the system administrator for the defined DISA number.

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

#### Dial the external number

or

#### Use the external diversion function

Procedure, see section "Call forwarding".

*Note: If you program a new diversion address, remember to re-set it when you return to your office.*

## NETWORKING

Networking is the connection of several premises within a company. The connection can be set up via leased lines, public lines, Local Area Network (LAN) or Wide Area Network (WAN). Ask your system administrator about details regarding networking.

## IP CALLS

IP calls are internal calls sent via an internal data network (LAN or WAN) and the transfer of data and voice is made on the same line. If you are connected to an internal data network the IP connection is made automatically. To minimise the traffic on the network the speech quality is decreased.

If the speech quality is not acceptable you can disconnect the IP call and switch to a non-IP call (alternative network). The switch from the IP net to the non-IP net is made during the call, so the call does not have to be disconnected.

If you want to switch to a non-IP net during the call:



**Press**



**Dial**

During the procedure the other party is put on hold. When the procedure is ready you will receive a special ringing tone and the call is resumed in the non-IP net.

***Note:** A switch to a non-IP call can only be performed if the original call is an IP call, otherwise you will receive a blocking tone.*

## SECURITY GENERAL

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

### BLOCK EXTENSION



#### Dial to block your extension

Verification tone, your extension is blocked.

### Un-block extension



#### Dial to re-open



#### Dial your password and press to re-open

Verification tone, your extension is open for use.

## SELECT PASSWORD

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

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



**Press**



**Dial to select a new password**



**Dial your present password**



**Press**

The default password is "0000"



**Dial your new password**



**Press**

Verification tone.

## BYPASS BLOCKED EXTENSION

In order to make a call, you can temporarily bypass a blocked extension. You can make one call from the extension.

### Bypass own extension



**Dial**



**Dial your password**



**Press**

Dial tone. You can make one call from the extension.

### Bypass another extension

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



**Dial**



**Dial your password**



**Press**



**Dial your extension number**



**Press**

Dial tone. You can make one call from the extension.

## LEAST COST ROUTING GENERAL

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system.

## LEAST COST ROUTING

If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

### Use least cost routing



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

The usual way of making an outgoing external call.

### Calling least cost routing

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



### Dial the LCR code

Please ask your system administrator for the LCR code.



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

## PHONE BOOK GENERAL

*Note: This chapter only applies to the DT360 and DT368 telephones.*

Your Cordless is equipped with a fixed phone book (a pre-programmed directory for up to 1000 names) that is useful to people in your organisation. These names are marked with a key-sign when displayed, to indicate that you cannot edit or delete them.

Your system administrator is responsible for the definition of the fixed phone book. The fixed phone book is often the same as your organisations general telephone directory.

In addition, you can create a personal directory with up to 100 names, which you can edit and erase.

The two directories are merged and alphabetically sorted in a name list.

## ACCESS THE PHONE BOOK

To access the names and numbers of the phone book.



### Access "CallName"

▶ CallName



WHO CALLED LIST

*Note: This section only applies to the DT368 and DT360 telephones.*

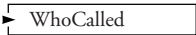
Your phone keeps a list of people who have called you (if supported by the network). Whenever there are entries in the who called list, you can view or call-back the numbers with the "WhoCalled" option. Each entry in the list is displayed with a number in the upper left corner of the display. When you switch off the phone, the who called list is erased.

*Note: An exclamation mark (!) after an entry number means that you have not read that entry yet. A bell icon means that you have already called that caller, irrespective whether you have had contact or not.*

Call back callers



Access "WhoCalled"



A list of numbers is displayed. If the number is in the phone book, the name is shown instead.



Scroll up or down the name list until you find the number you want to call-back



Press to dial the number

## WRITE TEXT

The characters that you can enter, are written above each key. Use the keypad to write text, e.g. when you are sending a text message. Below is explained how to write text in the Add menu.



**Access "Add" (DT360 only)**

or



**Access "Add" (DT368 only)**

The Cordless changes to text entry mode automatically.



Example :



**Press a digit**

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

*Note for DT360: Characters å, ø and ç are at key 1. Other European characters are composed by pressing \* or #, followed by the relevant key. The 'æ' and 'ß' are not included.*

*Note for DT368: Key "1" is reserved for national characters. The 'æ' and 'ß' are not included.*



**Press to enter a space**



**Press to confirm your edit and exit the menu**

Example : DT310



**To enter ü press # followed by 8**

Key 8 has to be pressed only once here, because the Cordless recognises invalid combinations with “t” and “v”.



**Press to confirm your edit and exit the menu**

Example : DT368



**To enter ü press \* followed by 8 (four times)**

1 time	result	t
2 times	result	u
3 times	result	v
4 times	result	ü



**Press to confirm your edit and exit the menu**

### ADJUSTMENTS GENERAL

The BusinessPhone Communication Platform is equipped to set and adjust a personal volume.

---

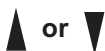
### VOLUME CONTROL

Use the volume keys to adjust the volume in the earpiece or the volume of the ringer. The volume keys have an auto repeat function. Location of volume controls, see section "Description".

---

#### Earpiece Volume

When you are making a call, the volume keys affect the earpiece volume. This is useful when e.g. you enter a machinery or a computer room. The earpiece volume can be set to 10 different levels.

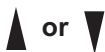


#### To adjust the earpiece volume during a call

---

#### Ringer Volume

When the Cordless is at rest or ringing, the volume keys affect the ringer level. Each time you press the key, you will hear a short ring burst so that you can verify the new volume immediately. There are 7 ringer levels. At the lowest level, the ringer is shut off.



#### To adjust the ringer volume

## INSTALLATION GENERAL

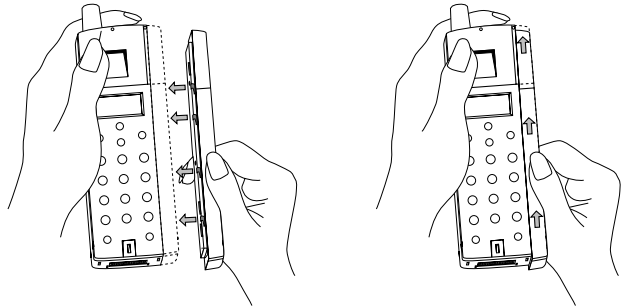
This chapter describes the batteries (how to connect and charge) and how to connect the clip to the back of your Cordless.

## BATTERIES

Your Cordless is supplied with either a standard battery or an optional, high capacity battery.

### Connecting the Battery

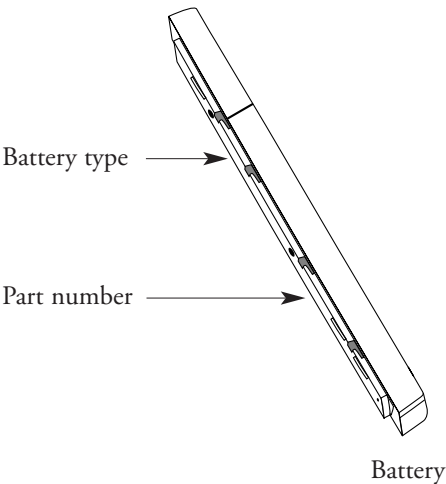
Attach the battery to the Cordless as shown in the figure below.



*Note: Because the status of a newly received battery is uncertain, always charge it to ensure that you have sufficient talk and standby time.*

## Battery description

On the surface that connects to the Cordless you can see which battery you have, see the figure below.



The table below indicates the difference in performance.

	<i>Talk time</i> <i>(hours)</i>	<i>Standby time</i> <i>(hours)</i>	<i>Charge time</i> <i>(minutes)</i>
High capacity for DT310, DT360	9	45	90
High capacity for DT368	10	50	90

***Note:** The batteries for the DT310 and DT360 phones are compatible with the DT368, but may give lower talk- and standby times.*

## Basic charger

When the battery requires charging, you will hear a warning sound and the display will indicate it. Use the charger that is delivered with your Cordless to charge the battery. Regarding charge time, see section "Battery description".

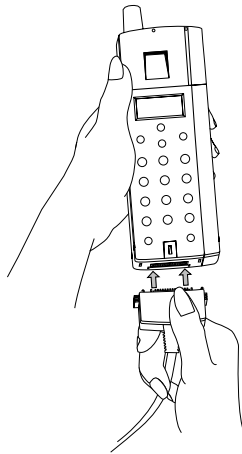
*Note: For the DT368 the basic charger must be purchased separately.*

To charge the battery:

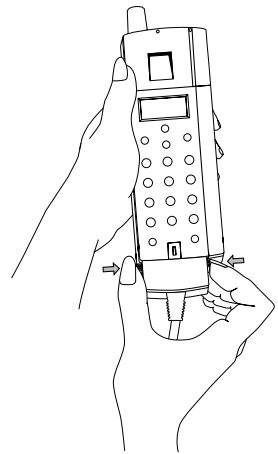
### Connect the adaptor to the mains socket and the charger as shown in the figure below

The charging process will start automatically, indicated by a fast flashing battery icon. When charging is complete, the icon stops flashing. While charging, you can use your portable normally.

*Note: Do not connect your Cordless to the charger without a battery.*



Connect the  
Basic charger

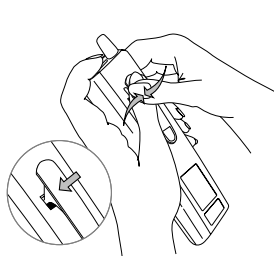


Disconnect the  
Basic charger

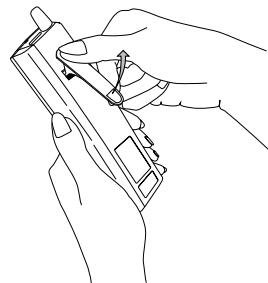
*Note: You can remove the connector from your Cordless at any time. If you wish, you can leave the adaptor in the mains socket when you remove the connector. Use the self adhesive cable clamp to tie the adaptor cable.*

### CONNECTING THE CLIP

Connect/disconnect the clip to the back of the Cordless as shown in the figure below.



Clip connection



Clip disconnection

*Note: Do not put your fingers on the display when you press. You can remove the clip, but don't do this too often, because this may wear out the fastening.*



## TROUBLE SHOOTING

### GENERAL

This section contains information on how to solve common operational problems, and warnings you may receive.

## TROUBLE SHOOTING

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

### Fault check list

#### Fault

##### Probable cause

##### Action & Comment

#### No display

Battery low or Cordless defect  
Charge battery

Display shows program and battery icon (DT310)

Display shows "Connect battery" (DT360 and DT368)

Battery not properly fit or defect  
Check battery or contact system administrator

#### No ringing

Ringer off icon on or Cordless defect  
Off icon on=Adjust volume

Standby icon flashes (DT310 and DT360)

Signal strength icon off (DT368)

Out of coverage area, system or Cordless defect  
Enter coverage area or contact system administrator

Battery icon flashes slowly

Battery low  
Charge battery

Call icon and/or program icon on for 2 seconds (DT310)

Call icon on for 2 seconds (DT360 and DT368)

Portable defect  
Contact system administrator

Battery icon on

Charging complete, charger still connected

Disconnect the charger

“PhoneBook empty”

No names stored in the phone book

Add names

“MemoryFull”

Memory full, you can not add names

Delete a name

“EnterXXX” (DT368) (where XXX=IPEI, PIN or UPI)

IPEI code, PIN code or UPI number missing

Enter required IPEI, PIN or UPI

“KeyLock” (DT368)

The key pad is locked

Press “Yes” twice to unlock

“NoAccess” (DT368 & DT360)

Network in range, but no access rights

Select another network or resubscribe

“NoSystem” (DT368 & DT360)

Cannot connect to selected network

Select another network, subscribe or contact  
system administrator

“PINBlocked Unblock” (DT368)

Phone blocked, wrong PIN code entered three times

Press “Yes” and enter IPEI code

Contact your system administrator if one of these error  
messages is displayed:

- SystemList Error
- BuzzerData Error
- FixedPhone-bookError
- UserData Error
- UserPhone-bookError
- Error xx (where xx=any number)

## GLOSSARY

### ABBREVIATED NUMBER DIALLING

Initiating a call to a pre-programmed number by dialling a code or pressing a key. Short numbers can be: *1. Common, which means that all extensions can use them. 2. Individual, which means that they are programmed and used by each extension separately (10 numbers).* See section "Abbreviated numbers".

### ACCOUNT NUMBER

To place call costs on an account number. See section "Other useful facilities".

### AUTOMATED ATTENDANT

A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination. See section "Other useful facilities".

### CALL-BACK

An indication to a busy extension, to inform the person that you want to speak to him/her. See sections "Internal messages" and "Outgoing calls".

### CAMP ON

To place (queue) a call to a busy extension. See section "Outgoing calls".

### DIAL-BY-NAME

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

### DIRECTORY NUMBER

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

### DIRECT INWARD SYSTEM ACCESS (DISA)

If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section "Other useful facilities".

### DIVERSION

Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are three possibilities: *1. Direct, which means that all calls to an extension are forwarded directly. 2. On no reply, which means that a call is forwarded if it is not answered within a certain time. 3. On busy, which means that a call is forwarded if the extension is busy.* See section "Call forwarding".

### DIVERSION BYPASS

This is useful for letting urgent calls through to an extension where diversion is active. See section "Call forwarding".

### EXTENSION

All telephones connected to the PBX have a unique internal number (upto 8 digits). If your telephone is equipped with a display, you can see your number.

### INFORMATION

Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds: *1. Pre-programmed text information. 2. Voice information.*

### INTRUSION

To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".

### IP CALL

Internal call sent via an internal data network (LAN or WAN).

### ISDN

Integrated Services Digital Network. Provides your system with supplementary services from the public net.

### LEAST COST ROUTING

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

<b>MAILBOX</b>	The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox system".
<b>MESSAGE</b>	A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of message: 1. <i>"Call me" message</i> . 2. <i>Voice message</i> . See section "Internal messages".
<b>MUTE MICROPHONE</b>	To switch the microphone temporarily off. See section "During calls".
<b>PASSWORD</b>	A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own password. See section "Security".
<b>PBX</b>	Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).
<b>PRE-DEFINED TEXT</b>	Pre-programmed absent information. See section "Information".
<b>THIRD PARTY</b>	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During calls".
<b>TIE LINE</b>	An external line from the private network.
<b>TRANSFER</b>	During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During calls" and "Useful hints".
<b>TRUNK LINE</b>	A trunk line is the same as an external line. Can be either digital or analogue.

## CONNECTIONS BETWEEN EXTERNAL LINES

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

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

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

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **Try to avoid diverting calls to third parties before they have answered**
- **If you are connected to two external lines, cancel one call by pressing the "R"-key and the "1"-key**

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

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## ANSWER CALLS

Answer: On/Mute Off

Suppress ringing: Shift On/Mute Off

## MAKE CALLS

Normal calls: (Dial tone)  
 (Internal or external no.)

Common abbreviated number: (Abbreviated no.)

Individual abbreviated number: \* \* (Abbreviated no. 0-9)

Last external number redial: \* \* \* \*

## YOU GET BUSY TONE OR NO ANSWER

Automatic call-back: 5 (Go "off hook" when called back)

Camp on: 4 (Keep handset off hook)

Intrusion: 8

## INQUIRY

Ongoing conversation: R (Call 3rd party)

## CONFERENCE

Ongoing conversation: R (Call 3rd party)  
 R 3 (To establish)  
 (To leave)

## TRANSFER

Transfer a call: R (Call 3rd party)  
 (Before or after answer)

## REMINDER

Reminder (24 hours): \* 3 2 \* (Reminder time)

Cancel reminder: # 3 2 #

## VOLUME CONTROL

Earpiece volume (during call): ▲ or ▼

Ringer volume (at rest/ringing): ▲ or ▼

## ACCOUNT NUMBER

Costs on a selected account no.: \* 9 \* (Account number) #

## MESSAGES

"Call me": 9 #

Voice: 9 9 Speak

Play-back: \*

Re-record: 9 Speak

Send: #

Receive messages: \* 5 9 #

## CALL FORWARDING

Fixed diversion: \* 2 1 #

Individual internal diversion: \* 2 1 \* (New no.)

Cancel internal diversion: # 2 1 #

Follow me, re-direct from answering extension: \* 2 1 \* (Own no.) (New no.)

Cancel from answ. extension: # 2 1 \* (Own no.)

Bypass call forwarding: \* 6 0 \* (Extension no.)

## INFORMATION

Enter information (pre-text): \* 2 3 \* (Select "info code" from list below)  
 (Enter "completing info")


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



# QUICK REFERENCE GUIDE - DT360 AND DT368



## ANSWER CALLS





Answer: 

Suppress ringing: 

## MAKE CALLS

Normal calls:  (Internal or external no.) 

Common abbreviated number:  (Abbreviated no.) 

Individual abbreviated number:      
(Abbreviated no. 0-9)

Last external number redial:    



## YOU GET BUSY TONE OR NO ANSWER

Automatic call-back:  (Go "on hook")  
(Go "off hook" when called back)

Camp on:  (Keep handset off hook)

Intrusion: 

## INQUIRY

Ongoing conversation:   (Call 3rd party)



## CONFERENCE

Ongoing conversation:   (Call 3rd party)

  (To establish)


(End the call to leave)

## TRANSFER



Transfer a call:   (Call 3rd party)  
(Go "on hook" before or after answer)

## REMINDER

Reminder (24 hours):      
 (Reminder time) 





Cancel reminder:    

## VOLUME CONTROL

Earpiece volume (during call):  or 

Ringer volume (at rest/ringing):  or 

## ACCOUNT NUMBER

Costs on a selected account no.:     
 (Account number) 

## MESSAGES





"Call me":  

Voice:   Speak





Play-back: 

Re-record:  Speak





Send: 









Receive messages:    


## CALL FORWARDING

Fixed diversion:    

Individual internal diversion:      
 (New no.) 








Cancel internal diversion:    

Follow me, re-direct from answering extension:      
 (Own no.)   
 (New no.) 

Cancel from ans. extension:      
 (Own no.) 

Bypass call forwarding:      
 (Extension no.) 

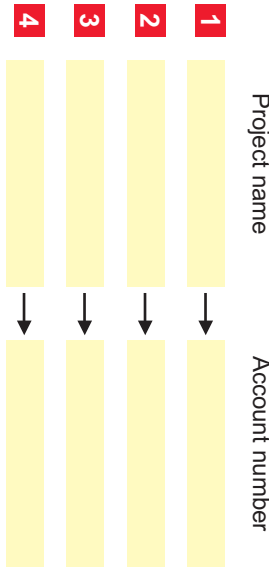
## INFORMATION

Enter information (pre-text):      
 (Select "info code" from list below)  
 (Enter "completing info") 

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

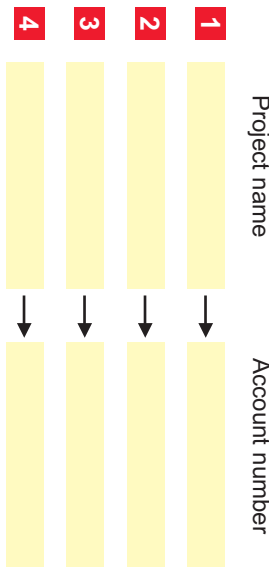
# QUICK REFERENCE CARD

## Special account numbers for business calls:



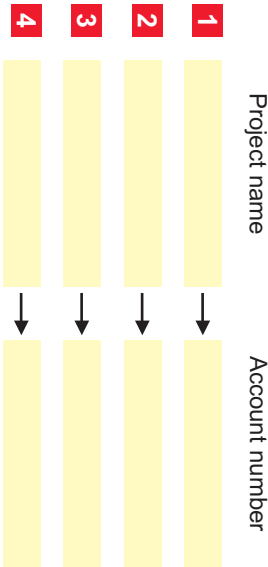
This is a part of EN/LZTBS 151 350 P1A

## Special account numbers for business calls:



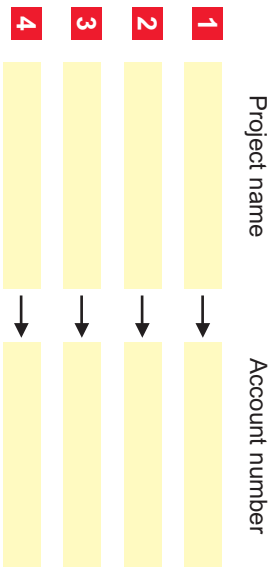
This is a part of EN/LZTBS 151 350 P1A

## Special account numbers for business calls:



This is a part of EN/LZTBS 151 350 P1A

## Special account numbers for business calls:



This is a part of EN/LZTBS 151 350 P1A

# QUICK REFERENCE CARD

These cards are used for DISA and to check messages.

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

DISA and Message check:

Company number

DISA Number

Message system

Personal code

ERICSSON

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