

Aastra DT390

Cordless Phone for BusinessPhone

USER GUIDE



AASTRA

Copyright

© Copyright Aastra Telecom Sweden AB 2010. All rights reserved.

Disclaimer

No parts of this publication may be reproduced, stored in retrieval systems, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior written permission of the publisher except in accordance with the following terms.

If this publication is made available on Aastra media, Aastra gives its consent to downloading and printing copies of the content provided in this file only for private use and not for redistribution. No parts of this publication may be subject to alteration, modification or commercial use. Aastra will not be liable for any damages arising from use of an illegal modified or altered publication.

1 Introduction

WARRANTY

AASTRA MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Aastra shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance or use of this material.

TRADEMARK

Aastra is a registered trademark of Aastra Technologies Limited. All other trademarks mentioned herein are the property of their respective owners.

1.1 About this User Guide

This guide describes the available features of the DT390 cordless phone when it is connected to BusinessPhone Communication Platform.

The DT390 cordless phone is designed for use in an office environment where messaging is not needed. It is intended for telephony and has high quality voice.

Depending on the version and configuration of the exchange that your phone is connected to, some of the functions and features described in this user guide may not be available. There can also be some differences in the way your phone is programmed. Please consult the system administrator if you need further information. Some markets use differing codes for some features. In this guide the features are described using the most common codes. The latest version of the user guide can be downloaded from www.aastra.com.

1.2 Preparing for Use

Before using your phone for the first time, you have to charge and connect the battery, see Installation on page 93.

Note: Place the phone in the charger and charge it for at least one hour before using it the first time.

1.3 IPEI and IPDI Codes

Your phone has a unique IPEI code (International Portable part Equipment Identity), and a unique global GAP identity number for the DECT registration (IPDI). The IPEI and IPDI codes are used for network subscription of the phone.

At delivery, the phone's IPEI and IPDI codes are identical, and either of them can be used for network subscription.

Note: If the phone is replaced by another phone using the *easy replacement procedure*, the IPDI code changes. If the IPEI and IPDI codes differ, the IPDI code should be used for network subscription.

To look up the IPEI and IPDI codes, do the following:

1. Dial ***#06#** when the phone is in idle mode.
The IPEI and IPDI numbers appear in the display.
2. Press **Back** to return to idle mode.

Note: If your phone is broken and needs to be replaced with another phone, please contact the system administrator.

1.4 Software Version

To view the phone's software version:

1. Dial ***#34#** when the phone is in idle mode.
2. Select **Software** and press **Select**.
Details about the software version appear in the display.
3. Press **Back** until you return to idle mode.

1.5 Accessibility and Voice Quality

The base network is not always available. If you cannot connect to the system, contact the system administrator. For best voice quality, avoid positioning yourself near a computer, a radio, or similar equipment.

1.5.1 Operating area

You can use your cordless phone in the area that is covered by the network. Outside this area you will lose contact with the phone network. The signal strength icon, , will disappear and the text `No System` will be displayed.

1.5.2 Out of Range

When you leave the system coverage area you will hear a short beep and see a lamp indication, and the text `Searching` will appear in the display. The out of range beep will be repeated every minute for 30 minutes. To switch off the beep, press and hold the mute key, . When reentering the coverage area, it takes a few minutes before the phone registers into the system.

1.5.3 Standby Time

Poor radio signals (far away from the system base station) reduce the handset standby and talk times. High loudspeaker or ringer volume, frequent key activation and display illumination as well as active vibration alarm, are features that can specifically shorten standby and talk times.

2 Safety Instructions

Read this section before using the telephone.

For safe and efficient operation of the telephone, observe the guidelines given in this manual and all necessary safety precautions when using the telephone. Follow the operating instructions and adhere to all warnings and safety precautions located on the product, the Quick Reference Guide and this User Manual.

This product shall only be used with the following batteries:

- Art.No.: 660177 Battery

Single chargers shall only be connected with power adapters supplied by the manufacturer.

Available power adapters (Suppliers Designation) are:

- Art.No.DC3: 130160 Power supply unit AC/5V DC/0.65A
- Europe
- Art.No.DC3: 130166 Power supply unit AC/5V DC/1A
- USA, Canada, AUS, and UK
- Art.No.DC4: 130161 Power supply unit AC/5V DC/2A
- Europe, USA, Canada, AUS, and UK

2.1 Precautions

- **Save this manual.** It includes important safety information and operating instructions. Save all instructions for future reference.
- Before using the handset, users of hearing aids should note that radio signals can affect hearing aids and, if powerful enough, can cause an unpleasant buzzing sound.
- Connect AC (power supply) to the desktop battery charger only to designated power sources as marked on the product.
- **Danger:** Never alter the AC cord or plug. If the plug will not fit into the outlet, have a proper outlet installed by a qualified electrician. Improper connection increases the risk of electric shock.
- Position the electrical cord to the AC power supply where it is least likely to be subjected to damage or stress.
- Remove the electrical cord from an outlet by pulling gently on the AC adapter, not by pulling the cord.

- Remove the battery before cleaning the telephone to reduce risk of electric shock.
- Unplug the battery charger from a power source before cleaning the telephone to reduce risk of electric shock.
- Do not use the telephone with auxiliary equipment not exclusively recommended by the manufacturer, as it may result in fire, electric shock, or injury, and will void the warranty.
- Do not disassemble the telephone. Disassembling the telephone voids the warranty. The telephone consists of no consumer serviceable components. Service should be performed by Authorized Service centre only.
- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Do not allow heavy objects to fall on the telephone.
- Do not allow children to play with the product packaging material. Product packaging material is often small and may present a choking hazard.
- Do not allow children to play with the telephone. It is not a toy. Children could hurt themselves or others. Children could also damage the telephone.
- Always keep and handle your products with care and keep them in a clean and dust-free place. Proper use and care will prolong the product's life. Use a soft absorbent tissue or cloth to remove dust, dirt or moisture.
- For long and safe operation with optimal performance the battery need to be replaced regularly.
- Do not put the product in a microwave oven as this may cause damage to either the oven or the product.
- Do not paint your product.
- To avoid hearing impairment, accept the call before holding your product (or portable handsfree device) to your ear.

2.1.1

Frequency Range

The telephone is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The telephone operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU	1880-1900 MHz
USA	1920-1930 MHz
Latin America	1910-1930 MHz
Brazil	1910-1920 MHz
Other countries (except China)	1900-1920 MHz

2.2

Regulatory Compliance Statements (EU and EFTA only)

Hereby, Aastra Telecom Sweden AB, Box 42214, SE-126 17 Stockholm, declares that this telephone is in conformity with the essential requirements and other relevant provisions of the European Directive 1999/5/EC (R&TTE Directive).



Details to be found at: <http://www.aastra.com/sdoc>

2.3

Regulatory Compliance Statements (USA and Canada only)

- FCC ID:BXZDH3
- IC: 3724B-DH3
- US: 9FVW4NANDH3

2.3.1 FCC Compliance Statements

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Privacy of communications may not be ensured when using this phone.

2.3.2 Exposure to Radio Frequency Signals

This EUT has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528-2003.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear is 0.043 W/kg. The telephone has also been tested when worn on the body using belt clip, maximum measured SAR value in this configuration is 0.037 W/kg. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Use of non-Aastra approved accessories may violate the FCC RF exposure guidelines and should be avoided.

2.3.3 Information to User

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

2.3.4 IC Requirements for Canada

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la Classe B conforme à la norme NMB-003 du Canada.

The wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limit for exposure to radio frequency (RF) energy set by the Ministry of Health (Canada), Safety Code 6. These limits are part of comprehensive guidelines and established permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by international standard bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

This device has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment / general public exposure limits specific in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement procedures specified in IEEE 1528-2003.

2.4 Environmental Requirements

2.4.1 Cordless Telephone

- **Note:** Do not use the cordless phone in areas with a danger of explosion, as it is not specified as intrinsically safe.
- Only use the telephone in temperatures between 0° C to +40° C (32° F to 104° F).
- Avoid exposing the telephone for direct sunlight or close to other heat sources.
- Do not expose the telephone to open flame.
- Keep the telephone away from excessive heat and moisture.
- Moving the equipment rapidly between warm and cold temperatures may cause condensation (water droplets) to form on its internal and external surfaces. Water droplets may cause malfunction of the equipment and corrupt or end communication or damage the equipment. When condensation is noticed, stop using the equipment. Switch off the phone, remove the battery and unplug the mains adapter from the power outlet. Wait until the moisture evaporates from the equipment before putting it in operation again.
- Protect your telephone from aggressive liquids and vapours.
- If the telephone has been exposed for water or condense, remove the battery immediately and let it dry completely before re-inserting the battery.
- Do not place a cold telephone in a charger.
- If the liquid crystal display breaks, avoid injury by preventing the liquid crystal from coming into contact with eyes, skin or mouth. Prevent the liquid crystal from leaking out of the broken glass.
- In case of smoke or fumes, stop operating the product and turn it off immediately. Unplug the mains adapter and remove the batteries from the phone immediately. Continued operation may result in fire or electrical shock.

2.4.2 Battery

- Do not immerse the battery into water. This could short-circuit and damage the battery. If the battery has been exposed to water or condense, remove it immediately and let it dry completely before reinserting it.

- Do not expose a battery to an open flame. This could cause the battery to explode.
- Never carry or store the battery together with electrically conducting objects (neck chains, pencil leads, etc.)
- If you ever notice liquid leaking out, unusual odour, build-up of heat, discolouration, deformation or any other abnormal condition when you use, charge or store the battery, remove the battery immediately from the handset and keep it away from naked flames.
- The battery fluid can damage your sight. If at any time battery fluid accidentally gets into your eyes, rinse your eyes immediately with clean tap water and contact a doctor.
- Do not allow the metal contacts on the battery to touch another metal object. This could short-circuit and damage the battery.
- Do not leave a battery where it could be subjected to extremely high temperatures, such as inside a car on a hot day.
- Use the Desktop Charger or the wall mounted Charging Rack for charging. Charge the battery for at least one hour the first time you use the battery. Note that the wall mounted charger with a battery pack adapter has to be used if the battery alone is to be charged.
- Do not charge a battery when the ambient room temperature is above 40 °C or below +5 °C (above 104° F or below 41 °F).
- Do not attempt to take a battery apart.
- Do not disconnect the battery unless it needs to be replaced.
- Turn off the telephone before removing the battery.
- Unplug the battery charger from a power source before cleaning the phone to reduce risk of electric shock.
- Only charge the battery when it is placed in the phone.
- Never heat or dispose of the battery into a fire, which, or else, may cause leakage, burst or fire.
- Remove the carrying case from the product while in charger.
- Do not cover the product while it is being charged. Do not charge the phone in a closed cabinet or drawer. The charging of the battery is a chemical process and causes the battery to become warm during charging. Make sure the environment in which the phone is charged, is well ventilated.
- The cordless phone can be charged either when switched on or off.
- Do not, under any circumstance, connect the battery's positive and negative leads altogether.

- Do not strike or drop the battery. It may cause damage to the battery.
- The battery should be stored in a dry place, with the ambient temperature of approximately +25°C (+77°F) for best performance.
- The battery continues to discharge a minimal portion of its power, even if the product is switched off or the battery is removed.

2.4.3



Disposal of Telephone and Batteries

Defective phones or batteries should not be placed in municipal waste. Please check local regulations for disposal of electronic products.

3

DT390 Description

This chapter describes the DT390 cordless phone and its display, menu structure, and tones. The phone is shown in figure 1 on page 14.



Figure 1: Overview of the DT390 cordless phone

- 1 Soft keys**
Can be pre-programmed or used with the GUI
- 2 Off-hook key**
Used to connect calls, and as a shortcut to the call list.
- 3 Voice mail access**
Used to listen to voice mail messages
- 4 Key lock and upper and lower case**
A combined key lock and shift key for upper and lower case
- 5 Space**
Used to add space between text
- 6 Mute key**
Used to switch audio on and off in idle mode, to silence the ring signal, and to switch the microphone off and on during a call

- 7 Navigation key**
Used to navigate left, right, up, and down
- 8 On-hook key and power on and off**
A combined key used to end a call, to return to idle mode, and to switch the phone on and off with a long press
- 9 Display**
The display is 112 pixels wide and 115 pixels high. The display is monochrome black and white, and has backlighting
- 10 Headset connector**
The headset connector is used to connect a headset. The headset connector cover protects the connector against dust
- 11 Indication lamp**
Indicates incoming calls, low battery, and charging status

3.1 Functions and Accessories

The DT390 functions are listed in table 1 on page 15, and its accessories are listed in table 2 on page 16.

Table 1 Functions

Local phonebook (250 entries)
Central phonebook *
Company phonebook (500 entries) **
Downloadable language **
Vibrator
Headset connector
Microphone on/off during call
Loudspeaking function
Voice mail access *
Centralized management *
Easy replaceable battery
Easy replacement of telephone

* This is a system dependent feature.

** This feature requires configuration in WinPDM or CPDM.

Table 2 Accessories

Desk charger
Desk PDM charger
Rack PDM charger
Leather case
Belt clip, hinge type
Belt clip, swivel type
Security chain
Headset with microphone on boom
Headset with microphone on cable

3.1.1

Accessories

Case

The plastic cover parts are made of durable PC/ABS material.

Antenna

The antenna is integrated inside the phone.

Loudspeaker

A separate loudspeaker for the loudspeaking function is placed at the back side of the phone.

Microphone

The microphone is placed at the front bottom side of the phone.

Clips

There are two different belt clip options to the cordless phone; a standard (hinge) clip and a security (swivel) clip. Use the clip to attach the phone to a belt or similar. See also Belt Clip on page 94. It is also possible to use the phone without any clip.

Battery

The battery is a rechargeable Li-Ion battery, placed under a battery cover. The battery is fully charged within 4 hours.

3.2 Display Information

The icons and text in the display indicate functions and settings available to the user. The display gives visual feedback on all actions performed, and also textual warnings, see figure 2 on page 17. The owner ID can be set manually by the user.

Note: If a name is available it is displayed together with, or instead of, the number.

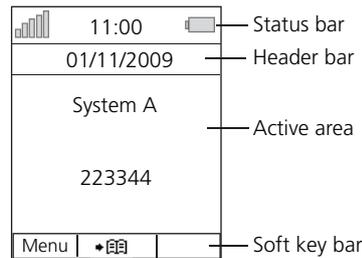


Figure 2: Example of a display in idle mode

- Status bar** The top row (Status bar) is used for icons giving the user information about signal strength, missed call, time and battery status. This row is always visible.
- Header bar** The second row (Header bar) displays the current date, headset connection, system connection, phone lock, and so on.
- Active area** The next rows (Active area) are used for information such as the name of the system to which the cordless phone is connected. A user identity provided from the system, or an owner ID, can also be displayed if it has been configured in the Settings tab. This is also the area for popup text, missed calls or to confirm an action.
- Soft key bar** The bottom row (Soft key bar) is used for soft keys. There are three soft keys located just beneath the display. The function of each soft key is indicated by text in the display just above the key, see figure 3 on page 18. The functions defined for the soft keys cannot be changed.

3.2.1

Soft keys

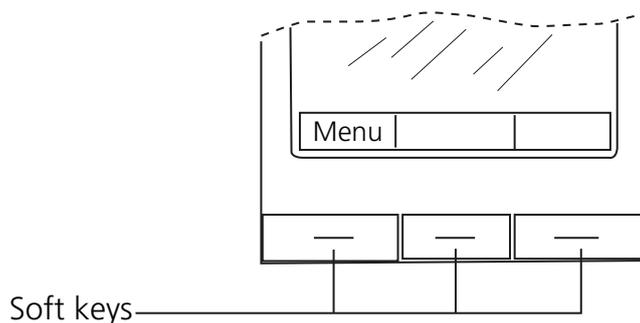


Figure 3: Soft keys “Call” and “List”

Note: The information displayed varies depending on the version and configuration of the exchange, and whether you use the phone in a DECT or an IP DECT system. Consult the system administrator to find out which type of system your phone is used in.

Depending on the state and setting of your phone, different information can be shown, see the following list:

- **Idle phone**
 - Normal.
The display shows the programmed name of your network, your name and extension number, time and date, and so on, see figure 3 on page 18.
 - Follow-me activated.
The display shows your own extension number followed by a > and the number your extension has been diverted to.
- **Outgoing call**
 - Normal outgoing call.
When you make an outgoing call, the dialed number or name is displayed.
 - Diverted call.
If the dialed number is diverted, the diversion information is shown. The display shows, for example, the dialed number and the number diverted to (preceded by >). When the diverted call is answered, only the number of the answering position is displayed.
- **Incoming call**
 - Normal incoming call.
If available, the number or the name of the caller is displayed.
 - Diverted call.
A diversion indicator (>) before the number or name tells you

that the call is diverted to your extension. When you have answered the call, the display shows only the number of the person calling.

3.2.2 System Connection Messages

Possible system connection messages that can be displayed on your phone is described below.

Shown in display	Indicating	Description
System A	System Indication	The phone has contact with System A. It is also possible to assign the system a name of your choice.
No System	Out of coverage	The phone is out of coverage. Go into range, or contact the system administrator. When reentering the coverage area it can take a couple of minutes before the phone has registered automatically into the system.
No access	Access Indication	The phone has contact with a system, calling is not allowed.
No Subscription	System Indication	The phone is not in contact with any system. Ask the system administrator to log on the phone.

3.2.3 Display Icons

The display icons are described below.

Icon	Description
	Signal strength Shown in the upper left corner, when the phone is connected to a system. The staples shown in display depends on the signal strength.
	Full battery Shown in upper right corner.
	Low battery Shown when 10% or less remains of the battery capacity.

Icon (Cont.)	Description (Cont.)
	Empty battery Flashing when the remaining battery capacity is 5% or lower.
	Loudspeaking Displayed in the soft key bar during a call. Pressing this icon will activate loudspeaking mode.
	Loudspeaking off Displayed when loudspeaking mode is enabled. Pressing the soft key when this icon is displayed will deactivate loudspeaking mode.
	Sound off Shown when the  key is pressed and held, or when the phone is placed in the charger with sound off enabled.
	Microphone off Indicates a silenced microphone. It is displayed after a long press on  during a call.
	Headset Indicates that a corded headset is connected to the phone.
	Outgoing call Added in front of outgoing calls in the call list.
	Incoming call Added in front of all answered calls in the call list.
	Missed call Added in front of missed calls in the call list, and in the status bar.
	Voice mail message Appears in the header bar when there are voice mail messages. The icon remains in the header bar until you have listened to the voice mail.
	Keys locked Indicates a locked keypad.
	Phone locked Indicates a locked phone.
	Locked entry Indicates a company phonebook contact. These contacts cannot be changed or deleted by the user.
	WinPDM/CPDM communication Visible when there is communication with WinPDM or CPDM through the desk PDM charger.

3.2.4 Menu Tabs

The menu tabs are listed and described below.

Icon	Description
	Contacts Contains all names and numbers in the local phonebook. In addition, a company phonebook with up to 500 entries can be downloaded from the WinPDM or CPDM to the phone. It is also possible to access a central phonebook from this menu. Company phonebook and central phonebook are system dependent and configured by the system administrator.
	Calls Contains call lists, call time, and call services Call services are configured by the system administrator from the WinPDM or CPDM.
	Settings Contains phone settings such as ringer volume, and display language.

3.3 Menu Structure

All available phone features can be accessed through the menus.

- In idle mode, press **Menu** to open the main menu.
- To confirm a selection, press **Select**.
- Press **Back** to return to the previous menu, and press  to exit the menu structure.

When you open the main menu, the display will look as in figure 4 on page 22.

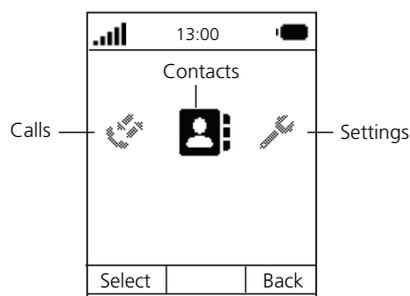
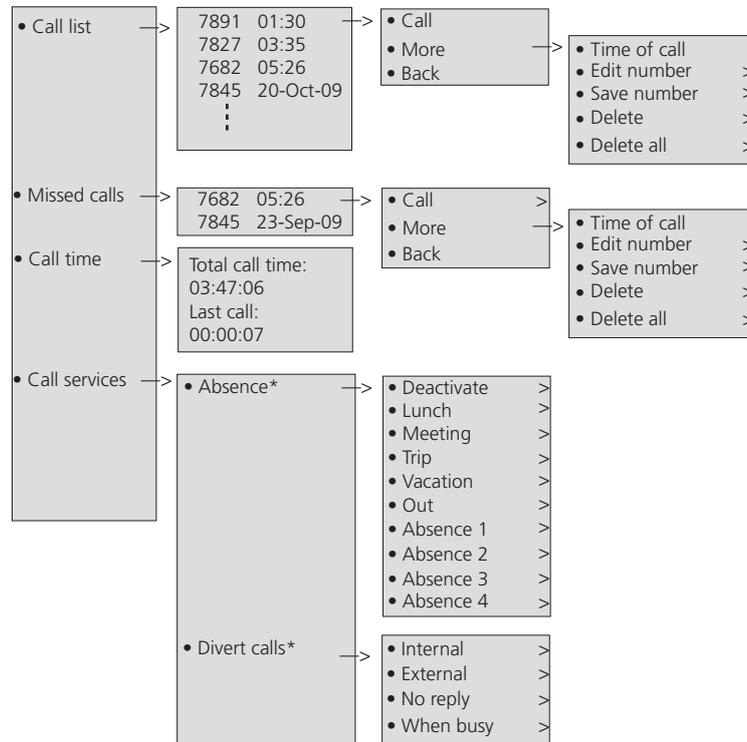


Figure 4: The main menu with the Contacts icon selected

Note: The phone can be used in several networks. All functions are not supported in all networks.

3.3.1 Calls Menu

An overview of the **Calls** menu  is presented in figure 5 on page 23.



* Visible if defined in the PDM

Figure 5: Calls Menu

Note: Call service functions are system dependent. Parameters are set up in the CPDM or WinPDM. Contact the system administrator.

3.3.2

Contacts Menu

An overview of the **Contacts** menu  is presented in figure 6 on page 24.

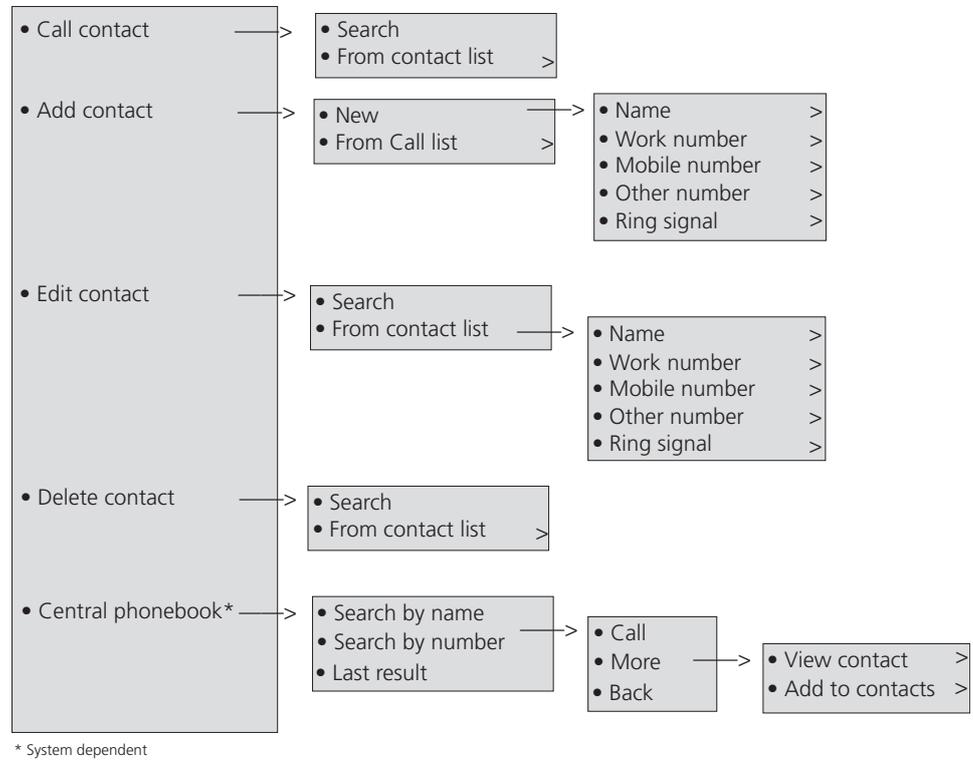
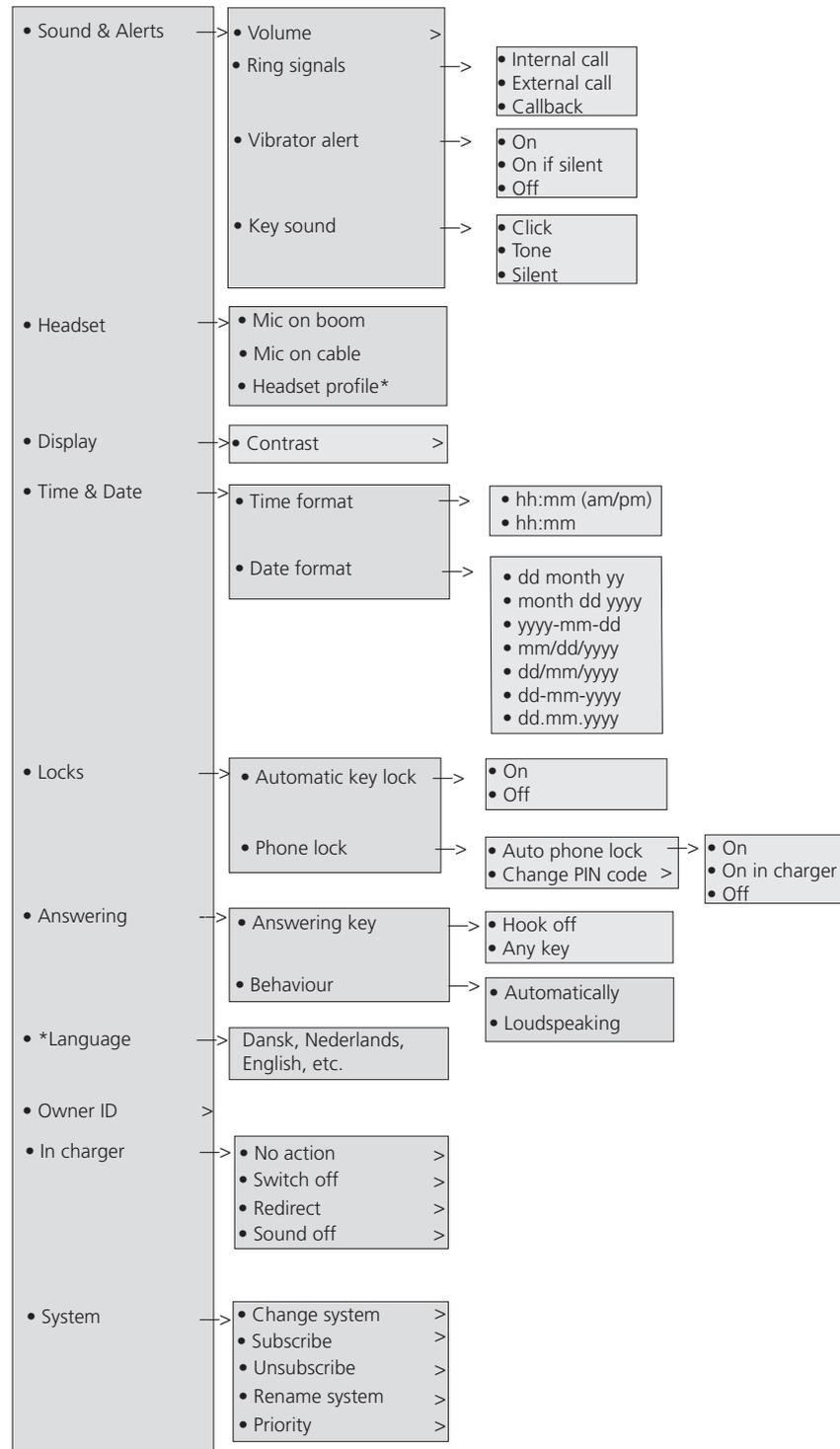


Figure 6: Contacts Menu

3.3.3 Settings Menu

An overview of the **Settings** menu  is presented in figure 7 on page 25.



* Visible if defined in the PDM

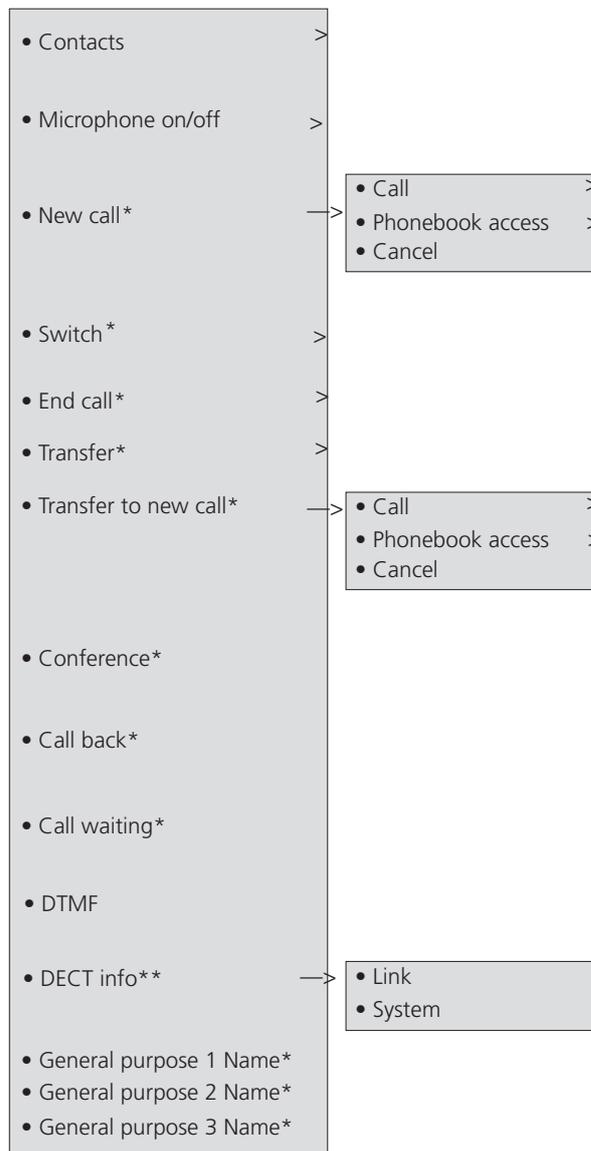
Figure 7: Settings Menu

3.3.4

In Call Menu

An overview of the **In call** menu is presented in figure 8 on page 26. You reach the menu by pressing the soft key **More** during a call.

Note: The options that appear when you press **More** are programmed from the WinPDM or CPDM. Please contact the system administrator.



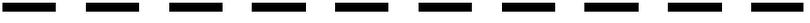
* Visible if defined in the PDM.

** Visible if the Admin menu is activated.

Figure 8: In call Menu

3.4 Tones

The following different tones are sent from the exchange to your phone.

Tone	Description
Dial tone	
Special dial tone	
Ringing tone or queue tone	
Busy tone	
Congestion tone	
Number unobtainable tone	
Call waiting tone	
Intrusion tone	
Conference tone	 every 15 seconds (to all parties)
Verification tone	
Warning tone, expensive route	

3.5 Indicators

3.5.1 Phone Indicator

The status indicators listed below are used to indicate phone status.

Table 3 Cordless Phone Indicator

Indicator	Description
Orange, fixed (phone placed in charger)	Battery is being charged.
Green, fixed (phone placed in charger)	Battery is fully charged.
Red, fixed	Battery warning.
Green flashing	Incoming call.

3.5.2 Desk PDM Charger Indicator

The status indicators listed below are used to indicate charger status.

Table 4 Desk PDM Charger Indicator

Indicator	Description
None	Not connected to power.
Green, fixed	Logged on to CPDM or WinPDM.
Orange, fixed	Not logged on to CPDM or WinPDM.
Orange, flashing (1000 ms on, 1000 ms off)	Software download File transfer during Easy Replacement
Orange, flashing (100 ms on, 800 ms off)	Change phone indication during Easy Replacement.
Red, fixed	Software error. Service needed.

<p>Red, flashing (100 ms on, 800 ms off)</p>	<p>Error indication during Easy Replacement. Put back old phone in charger. Charger returns to Not logged in to CPDM or WinPDM mode when the phone is removed.</p>
<p>Red, flashing (3 long flashes, 800 ms on, 100 ms off)</p>	<p>Parameter error in user parameters. Charger performs a factory reset and restarts.</p>
<p>Red, flashing (800 ms on, 100 ms off)</p>	<p>Parameter error in production parameters. Service needed for charger. Error during Easy Replacement. Service needed for both phones.</p>

4 Switching On and Off

This chapter describes how to switch on and off the phone.

Note: If the message `No System` is displayed you cannot make or answer calls. Depending on system programming, your phone can be locked automatically. To unlock the phone, enter your four digit code (factory default is "0000").

4.1 Switching On

To switch on the phone, do the following:

1. Press and hold .

The phone will vibrate when it is on and the display lights up. The following confirmation message is displayed: `DT390 Switch on?.`

2. Press **Yes** to confirm.

If the phone does not switch on, or if the battery icon indicates low level, charge the battery and try again.

4.2 Switching Off

To switch off the phone, do the following:

1. In idle mode, press and hold .

The following confirmation message is displayed: `Switch off?.`

2. Press **Yes** to confirm.

The phone is switched off.

Note: Pressing  from a menu will return you to idle mode.

5 Incoming Calls

An incoming call is indicated by a flashing indicator, accompanied by a ring signal and a vibrating phone. The ring type tells you if the call is an internal, external or callback call. Both ring signal and vibrator can be disabled. The calling party's number or name, or both, is displayed.

The name of the caller will be shown if the calling party's phone number is stored in any of the phonebooks. When a headset is connected to the phone, the answering button on the headset can be used to answer the call.

The 25 last received phone numbers are stored in the call list along with the latest dialed and missed phone numbers, see Call List on page 41.

5.1 Answering Calls

When you receive a call, do the following to answer:

- Press .

OR

- Press  to answer in loudspeaking mode (handsfree).

You are connected to the caller via the loudspeaker.

OR

- Press the answering button on the headset.

Note: Calls can be answered at any time even during programming, or while keying in a number. When the phone is in idle mode, you can change the answering method, see Changing Answering Methods on page 86.

Other answering methods, such as Automatically or Loudspeaking, can be set from the **Settings** tab, , see Settings on page 81. When automatic answering is enabled, an incoming call will be answered automatically after approximately one second.

5.1.1 Call Pick-up

To answer a call to a phone in another room:

1. Call the ringing extension and press .
2. When you hear a busy tone, press **6**.

Note: Austria, Belgium, Brazil, Denmark and Germany press **8**; France and New Zealand press **4**.

5.1.2 Mute Ring Signal

If the phone rings at an inconvenient moment, you can switch off the ring signal temporarily:

1. Press  to suppress the ringing.

All alert signals, including the vibrator, will be muted for this specific call.

2. Press  to answer the call.

5.1.3 Silent Ringing

You can set your phone to silent ringing, when your phone is in idle mode:

- Press and hold  to switch the ring signal on or off. When the ring signal is switched off, the icon  is shown. All alert signals will silence until the ring signal is switched on again. If the vibrator is set to **On when silent**, it will alert you of new calls, messages and alarms. See Switching Vibrator On and Off on page 81.

5.2 Rejecting a Call

If you do not want to answer an incoming call, you can reject the call:

- Press . The call is disconnected.

5.3 Ending a Call

If you want to end an ongoing call, you hang up:

- Press .

The display shows the duration of the call. The total time of the call can also be retrieved from the **Calls** menu, see Call Statistics on page 76.

6 Outgoing Calls

This chapter describes how to make calls, how to conceal your number from being displayed to the person you are calling, and how to redial the last external number dialed.

6.1 Calling

To make a call, you can either select a contact in one of the phonebooks available, or get the phone number or extension from the call list. You can also use shortcuts, if available.

- Available phonebooks are the local phonebook stored on the phone and the company phonebook stored centrally on a server, see **Contacts** on page 43.
- The 25 last received phone numbers are stored in the call list along with the latest dialed and missed phone numbers, see **Call List** on page 41.

If the number you wish to dial is not stored in any phonebook, nor found in the call list, you enter the desired phone number or extension with the keypad.

To call a number that is not stored in the call list or among your contacts, do the following:

1. Dial the number and press  or **Call**.

The number is shown on the display while dialing.

2. If needed, press **Clear** to erase and edit the number.

Use the navigation key to step and add or delete a digit in the middle of a number.

Note: If you receive a queue tone when the digit(s) to get an external line are dialed (if the feature Least Cost Routing is used in the system), keep waiting. Once a line becomes free you will receive a dial tone. If a warning tone is heard, the selected line is marked **Expensive**.

6.1.1 Dialing a Number From the Call List

To dial a number stored in the call list, do the following:

1. Press .

The call list is opened. If a number occurs more than once, the most recent time stamp is shown along with the total number of occurrences.

2. Step with the navigation keys in the call list and select a number to dial. If you wish to edit the number before calling, do the following:
 - a) Press **More**.
 - b) Select **Edit number**, press **Select**, and make the desired changes.
3. Press  or **Call**.

6.1.2 Dialing From Contacts

To dial a contact, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call contact**, and press **Select**.

A name list is shown.

3. Select a contact from the list, or search a name or number by enter characters in the **Search** field, and press  or **Call**.

For more information about calling contacts via the phonebooks, see Contacts on page 43.

6.1.3 Loudspeaking (Handsfree)

While waiting for a connection, dial tone or during the call:

1. Press .
2. You are connected to the call via the loudspeaker and microphone.

6.2 Last External Number Re-dial

When you make an external call, the system automatically stores the number dialed, regardless of whether the call was successful or not.

To re-dial the last external number dialed:

- Press *** and then .

6.3 When You Receive a Busy Tone

If you call an extension and receive a busy tone or get no answer, or if all external lines are busy, you can use one of the following methods:

- Callback
- Call Waiting
- Intrusion

Note: These functions need to be programmed via the WinPDM or CPDM. Please contact the system administrator.

During an ongoing call, the soft key **More** is displayed, leading to the **In call** menu, where you find options such as **Callback** and **Call waiting**.

6.3.1 Callback

When you order callback for a busy extension, you will be called back as soon as the extension or line becomes free. If you order callback when there is no answer, you will be called back when the extension has been used the next time.

6.3.1.1 Ordering Callback for an Extension

To initiate callback when a called extension is busy, or when there is no answer, do the following:

1. Press **More**.
2. Select **Callback**, and press **Select**.

Note: If **Callback** is not programmed and does not appear when you press **More**, you can press **5** to initiate callback. Austria, Belgium, Brazil, Denmark and Germany press **6**.

3. Press  and wait until the phone alerts.

You are called back (recall ring signal) when the ongoing call is finished or the next time a new call is finished. You have to answer

within eight seconds, otherwise the callback service is cancelled. While waiting for callback, you can make and receive calls as usual.

4. Press  to answer when you are called back.

The system calls the extension.

Note: Callbacks can be activated on several extensions at the same time.

6.3.2 Ordering Call Waiting (Camp-On)

If you urgently wish to contact a busy extension or external line, you can send a notification using a call waiting signal.

Note: This feature might be blocked for use on your extension. This needs to be configured in the WinPDM or CPDM by the system administrator.

To order call waiting, do the following:

1. Press **More**, select **Call Waiting** and press **Select**.

The other part will hear a call waiting signal.

Note: If **Call Waiting** is not programmed and does not appear when you press **More**, you can press **4** to activate. Austria, Belgium, Brazil, Denmark and Germany press **5**.

2. Keep the phone off hook but close the menu.
3. When the called extension or external line becomes free, it will be called automatically.

6.3.3 Intrusion

You can intrude on an ongoing call on a busy extension. If intrusion is not allowed for the called extension, you will continue to hear a busy tone. Before the intrusion is executed, an intrusion tone is sent to the parties in the ongoing call. As long as the three parties are connected, you will hear an intrusion tone.

Note: Intrusion might be blocked for use on your extension (this is programmed by the system administrator). If Intrusion is not allowed, you will continue to hear a busy tone.

6.3.3.1 Ordering Intrusion On a Busy Extension

To intrude on a busy extension, do the following:

1. Press **8** when you hear a busy tone.

Note: Austria, Belgium, Brazil, Denmark and Germany press **4**.

6.3.3.2 Sending a Message

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

Sending a Callback Message

To send a call message, do the following:

1. Press **9#**.

Sending a Voice Message

To send a voice message, do the following:

1. Press **99** and record a message.
2. Press ***** to play back the message.
3. Press **#** to save the message and activate it. Or press **9** to record a new message.
4. Press  to finish the procedure.

6.4 Abbreviated Numbers

Abbreviated numbers allow you to make calls simply by pressing a few keys.

The abbreviated numbers consist of 1-5 digits and are stored in the exchange (by the system administrator).

6.4.1 Common Abbreviated Numbers

Common abbreviated numbers are stored centrally in your Business-Phone Communication Platform.

To make a call using a common abbreviated number, do the following:

1. Dial the common *abbreviated number*.
Please see to your phone directory.
2. Press  to make the call.

6.4.2 Individual Abbreviated Numbers

You can store up to 10 individual abbreviated numbers (the external numbers most frequently used by you) and assign them to the numeric keys 0 to 9.

To make a call using an individual abbreviated number, do the following:

1. Press **.
Please see to your phone directory.
2. Enter the individual *abbreviated number*. This can be a number between 0 and 9.
3. Press  to make the call.

6.4.2.1 Programming an Individual Abbreviated Number

To program an individual abbreviated number, do the following:

1. Press ***51*** to enter programming mode.
2. Enter a digit between 0 and 9 and press *.
3. Enter the *external line access code* followed by the *external number* you wish to program as an abbreviated number. The number can consist of up to 24 digits.
4. When you hear a second dial tone, press *.

5. Press # and .
Wait for the verification tone.
6. Press  to finish the procedure.

6.4.2.2

Canceling One Individual Abbreviated Number

To cancel one individual abbreviated number, do the following:

1. Press #51*.
2. Enter an abbreviated number between 0 and 9 and press #.
3. Press .
Wait for the verification tone.
4. Press  to finish the procedure.

6.4.2.3

Canceling All Individual Abbreviated Number

To cancel all individual abbreviated numbers, do the following:

1. Press #51# and .
Wait for the verification tone.
2. Press  to finish the procedure.

7 Call List

The 25 last received, dialed and missed calls are stored in a call list. The numbers can be either extension numbers or external numbers, and External numbers are preceded by the digit(s) for external call access. If supported by the system, the number's contact name can be displayed in the call list.

If the same number is received, dialed or missed several times, it appears only once in the call list. However, next to the number, a time stamp for the most recent call is displayed along with information about the total number of calls to or from that number.

If the time and date feature is enabled, it is possible to see when calls were made or received that day. The following day, the time stamp is changed to a date stamp. For more information on time and date settings, see Time and Date on page 83.

7.1 Opening the Call List

To open the call list, do the following:

1. Press **Menu**, select , and press **Select**
Note: You can also open the call list by pressing .
2. Select **Call list**, and press **Select**.
3. Scroll the list to select a number to call or edit.
4. Select **More** or **Call**.
 - Pressing **Call** initiates a call to the selected number.
 - Pressing **More** opens a menu with options to edit, save, or delete calls, to view the time of stamp of the selected call, or to send a message to it.
5. Press **Back** to leave the call list.

7.2 Saving a Number in the Call List

To edit a number in the call list, when your phone is in idle mode, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call list**, and press **Select**.
3. Scroll the list to select a number to edit.
4. Select **More** and **Edit number**.
5. Press **Save number**, specify the type of number, and press **Select**.
The number is saved and the name field is highlighted.
6. Press **Add**, enter the desired name and press **OK**.
7. Make any other necessary settings and press **Save** and then press **Back** twice to leave the call list.

7.3 Deleting a Number From the Call List

To delete a number from the call list, when your phone is in idle mode, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call list**, and press **Select**.
3. Scroll the list to select a number and press **More**.
4. Select **Delete**, and press **Select** to remove the selected number.
Select **Delete all**, and press **Select** to remove all numbers in the call list.
5. Press **Yes** to confirm.

The name and number are deleted.

8 Contacts

The phone is equipped with the following phonebooks:

Local phonebook

The local phonebook can hold up to 250 entries (that is, names and numbers), which can be added, deleted and edited by the user. The phonebook lists all names in alphabetical order, where three numbers can be added for each contact; work number, mobile number, and other number. Maximum name and number length is 48 characters in name and 24 digits in a number.

Company phonebook

The company phonebook can hold up to 500 entries, which can be downloaded to the phone. The names and numbers in this phonebook cannot be edited or deleted by the user. The phonebook lists all names in alphabetical order. The names from the local phonebook and the company phonebook appear in the same list, but the company phonebook contacts are marked with  in front of the name to indicate that they cannot be modified. Maximum name and number length is 24 characters in name and 24 digits in a number (1 number per name).

Central phonebook (optional)

When you access the central phonebook, you send a request to a messaging server with the first characters entered, and the messaging server returns a list of names that matches the search. Maximum name and number length is 40 characters in name and 20 digits in number.

8.1 Dialing a Contact from the Local or Company Phonebook

To dial a contact from the company phonebook, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call contact**, and press **Select**.

The local and company phonebook contacts appear in the same list but the company phonebook contacts are marked with  in front of the name.

3. Select a contact from the list, or search a name or number by entering characters in the **Search** field, and press **Call**.

8.2 Dialing a Contact from the Central Phonebook (Optional)

In the central phonebook, it is possible to search by name, number, or the last result.

When the search is finished, it is possible to view contact information, add the number to a new contact, and to call the number.

8.2.1 Searching by Name

To search a central phonebook contact by name, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Central Phonebook**, and press **Select**.
3. Select **Search by name**, and press **Select**.
4. Enter the first or last name and press **Search**.

The status message *Searching* is displayed.

5. Press  or **Call**.

8.2.2 Searching by Number

To search a central phonebook contact by number, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Central Phonebook**, and press **Select**.
3. Select **Search by number**, and press **Select**.
4. Enter the first digit in the number and press **Search**.

The status message *Searching* is displayed.

5. Select the number to call from the result list and press  or **Call** to make the call.

8.2.2.1 Adding a Contact from the Central Phonebook Search

When the search result is received, it is possible to add the name and number as a contact. Do the following:

1. Press **More**.
2. Select **Add to cont.** and press **Select**.
3. Press **Save**.

8.2.3 Viewing Last Search Result

To view the last search result:

1. Press **Menu**, select , and press **Select**.
2. Select **Central Phonebook**, and press **Select**.
3. Select **Last Result**, and press **Select**.

8.3 Adding a Name and a Number

To add a name and a number to the phonebook, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Add contact** and press **Select**.
3. Select **New** or **From call list** and press **Select**.
 - If **New** is chosen:
 - a) Press **Add**, enter the name, and press **OK**.
 - b) Select **Name**, **Work number**, **Mobile number**, or **Other number**, and press **Add**.
 - c) Enter the number and press **OK**.
 - d) Press **Save**.
 - If **From call list** is chosen:
 - a) Navigate to the desired number in the call list and press **Add**.
 - b) Select **Work number**, **Mobile number** or **Other number**, and press **Select**.
 - c) Select **Name** and press **Add**.
 - d) Enter the name of the contact and press **OK** to save the entry.
 - e) Press **Save**.

8.4 Changing a Name and a Number

To edit a name or number in your list of contacts, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Edit contact** and press **Select**.

The names in the contact list are shown in alphabetical order. To search in the list, enter the first character(s) in the name, or step with the navigation key.

3. Select the contact to change, and press **Edit**.
4. Select what to edit for this contact (**Name**, **Work number**, **Mobile number** or **Other number**) and press **Edit** again.
5. Make the changes, and press **OK**.
6. Press **Save** to save the changes.

8.5 Deleting a Name and a Number

To delete a name and a number from your contacts, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Delete contact** and press **Select**.

The names in the contact list are shown in alphabetical order.

- Navigate with the navigation key to the desired name or number.

OR

- Enter the first character(s) in the name and press **Search**.
3. Press **Delete** to delete the entry and confirm deletion by pressing **Yes**.

8.6 Using the System Phonebook

The system phonebook can be used to search for internal directory numbers, or external common abbreviated numbers.

Note: If searching in the system phonebook is unsuccessful, the following error message is displayed: *Sorry no such name.* Then press **1** to start a new search.

8.6.1 Internal Directory Numbers

To search for internal directory numbers and make a call from the system phonebook, do the following:

1. Press ***0#** and .

2. Enter the first letters of the contact name.
3. Press  to start the search.

The first entry that matches the entered letter(s) is displayed.

4. Press **0** to scroll forward and ***** to scroll backward in the search result that is displayed.

When you reach the beginning or the end of the list, you hear a beep.

5. Press  to initiate a call to the selected entry in the list.
6. Press  to exit the system phonebook.

8.6.2

External Common Abbreviated Numbers

To search for external common abbreviated numbers and make a call from the system phonebook, do the following:

1. Press **#0*** and press .
2. Enter the first letters of the contact name
3. Press  to start the search.
The first entry that matches the entered letter(s) is displayed.
4. Press **0** to scroll forward and ***** to scroll backward in the search result that is displayed.
5. Press  to initiate a call to the selected entry in the list
6. Press  to exit the system phonebook.

8.7

Writing Text and Numbers

This section explains how to write text and numbers, which is useful when you want to add a new entry in the phonebook.

To enter a name or number, use the following keys:

- Press **◀** or **▶** on the navigation key, , to move the cursor within the chosen row.
- Press **Clear** to correct a wrong entry.

To add, for example, the name *Smith* in the phonebook, do the following:

1. Press **7777** for **S**.

The marked character is selected after a time out or when another key is pressed.

2. Press 6 for *m*.
3. Press 444 for *i*.
4. Press 8 for *t*.
5. Press 44 for *h*.
6. Press **OK** when the name is complete.

8.7.1 Number Input Mode

- A short press on a key enter the digits **0 - 9** and the characters ***** and **#**.
- Enter a pause in number input mode by a long press on . A pause is indicated by a **P** in the display.
- To add a plus sign (+) in the number for international calls, press **0** twice.

8.7.2 Text Input Mode

- A short press on a key **0-9** displays the first available character on that specific key. The marked character is selected after a time out, or when another key is pressed.
- To change to upper or lower case, press  before entering the character. The same key can also be used to display only digits.
- To add space in the text, press **0**.
- A long press on  displays special characters.

8.7.3 Special Characters

Use the keypad to enter letters and characters. Press a key once for the first letter or character, twice for the second, three times for the third, and so on. The most common letters are printed above each key on the phone. All the available letters and characters are shown in figure 9 on page 49.

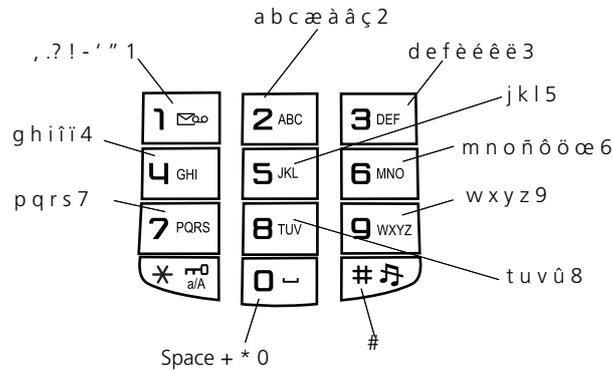


Figure 9: Available characters

Note: Depending on the selected menu language, other characters can be available than appear in the illustration above.

9 During Calls

This chapter describes the options available during a call, such as call forwarding, call waiting, and conference. It also describes how to change the volume level and mute the microphone during a call.

9.1 Volume Control

To adjust the speaker volume during a call, you press the navigation key. The phone stores and keeps the new volume level.

9.2 Loudspeaking (Handsfree)

The loudspeaking function is useful in situations when you need to have a conversation over the phone while having your hands free for other tasks (handsfree mode).

To activate loudspeaking during a call, do the following:

- Press  .

You are connected to the caller via the loudspeaker and microphone.

9.3 Muting the Microphone

It is recommended that you mute the microphone rather than putting a call on hold, because a call on hold can be diverted to your operator, directly or after some time.

To mute the microphone during an ongoing conversation, do the following:

1. Press **More**, select **Microphone off**, and press **Select**.

Or

Press and hold  .

The mute microphone icon  is displayed, and the other part in an ongoing call will not be able to hear you.

To switch on the microphone again, do the following:

1. Press **More**, select **Microphone on**, and press **Select**.

Or

Press and hold  .

Note: During an emergency call, the soft key **More** is disabled, which means that you can only turn off the microphone by pressing and holding  .

9.4 Opening Contacts During Call

During a call it is possible to search for a contact in the local, the company and the central phonebooks.

To search a contact during a call, do the following:

1. Press **More**.
2. Select **Contacts**, and press **Select**.
3. Select **Call contact** to search a contact in the local or company phonebook. Or select **Central Phonebook** to search a contact in the central phonebook.
4. Press **Select**.
5. Select or search a contact.

Note: If you wish to call the selected contact, you press **Call**. Then the first call is put on hold. For more information, see Inquiry on page 51.

9.5 Inquiry

Inquiry means placing an ongoing call on hold, and then calling a new party.

Note: This feature needs to be configured in the WinPDM or CPDM. Please contact the system administrator.

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

1. Press **More** during the call.
2. Select **New call** and press **Select**.

Note: If **New call** does not appear when you press **More**, it is possible to press **R** and dial the third party to initiate the inquiry.

3. Dial the third party's phone number and press .

OR

Press the  soft key, select a contact, press **Select**, and then press **Call**.

Note: It is only possible to select a contact from the local and company phonebook, but not from the central phonebook, when making an inquiry.

4. When the third party answers, it is possible to switch between the calls (refer back), transfer the call, create a conference, and end one of the calls.

9.5.1 Ending Inquiry Call

When you want to end the inquiry call, do the following:

1. Press **More** during the call.
2. Select **End call** and press **Select**.

The third party is disconnected, and you are connected to the first party.

Note: If **End call** does not appear when you press **More**, press **R** and **1**.

9.5.2 Refer Back

When you have made an inquiry to another party, and want to switch between the calls, do the following:

1. Press **More**, select **Switch** and press **Select**.

Note: If **Switch** does not appear when you press **More**, press **R** and **2**.

9.6 Transfer

If you wish to transfer an ongoing call to another extension, you can use the transfer feature.

Note: This feature needs to be configured in the WinPDM or CPDM. Please contact the system administrator.

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

Note: If you transfer an external call to an internal extension, and the extension does not answer within a certain time frame, you are called back. This means your phone will ring again to connect to the external number.

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

1. Press **More**, select **New call** and press **Select**.
2. Dial the third party and press .

You can dial the number, or use the phonebook or the call list to make the call.

3. Press **More**, select **Transfer**, and press **Select**.

The ongoing call is transferred.

Note: If **Transfer** does not appear when you press **More**, you can also do the following to transfer a call: Press **R**, dial the third party, and press  before or after the third party answers.

9.7 Blind Transfer

With the blind transfer feature, you can transfer a call directly to a third party, without having to wait for a ring tone when you dial the third party number. When the transfer is complete, you will be disconnected.

Note: This feature needs to be configured in the WinPDM or CPDM. Please contact the system administrator.

To transfer an ongoing call to a number that cannot be retrieved, do the following:

1. Press **More**, select **Transf. to new** and press **Select**.

Note: If **Transf. to new** does not appear when you press **More**, you can also do the following to transfer a call: Press **R**, dial the third party, and press  before the third party answers.

2. Dial the third party, and press .

9.8 Call Parking (On Hold)

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

To put a call on hold, do the following:

1. Press **R**.

Wait for a dial tone.

9.8.1 Resuming a Call

To resume the call, do the following:

1. Press  within 30 seconds.

If not resumed within 30 seconds you will be called back. An unanswered external call will be rerouted to the operator after another 30 seconds.

9.9 Answering a Call Waiting Call

If you hear the call waiting tone during an ongoing conversation, another person is trying to contact you.

Note: If call waiting is not enabled for your extension, you will continue to receive a busy tone.

Before you answer a call waiting call, you can either terminate the ongoing call or put it on hold. Both methods are described below.

9.9.1 Putting the Ongoing Call On Hold

To put the ongoing call on hold and answer the waiting call, do the following:

1. Press **R**.

The ongoing call is put on hold and your phone rings to announce the waiting call.

Note: **R** is default for this function. If this soft key is reprogrammed to something other than **R**, this function is disabled.

2. Press  to finish the call.

Wait for the system to recall the first party.

9.9.2 Terminating the Ongoing Call

To terminate the ongoing call and answer the waiting call, do the following:

1. Press  to finish the ongoing call.
The waiting call is signalled on your phone
2. Press  to answer the new call.

9.10 Conference

The conference function allows up to 7 conference participants. Only the conference leader (that is, the person initiating the conference) can admit participants.

During the conference, a special tone will be heard every 15 seconds as a reminder of the ongoing conference. Each time a participant enters or leaves the conference, a burst tone is heard.

When the conference leader leaves the conference, the conference will continue with the other included parties. When only two participants are left, the conversation is changed back to a normal two party connection.

Note: This feature needs to be configured in the WinPDM or CPDM by the system administrator.

When you have an ongoing conversation and want to establish a phone conference, do the following:

1. Press **More**, select **New Call**, and press **Select**.

This will put the first call on hold.

2. Dial the number, and press .

When the third party has answered, continue with the following to establish a conference:

3. Press **More**, select **Conference** and press **Select**.

Note: If **Conference** does not appear when you press **More**, you can also do the following to establish a conference: Press **R**, dial the number to include, and press **3**.

4. Repeat the procedure to add more conference members.

9.11 Dialing During a Connected Call

When calling interactive teleservices, such as phone banks, you need to use Dual Tone Multi Frequency (DTMF) signals. If the phone exchange is not already programmed to automatically convert entered digits into DTMF signals, this function needs to be activated during the call.

To dial digits during a connected call, do the following:

1. Press **More**, select **DTMF** and press **Select**.
2. Dial the required digits.

The entered digits are transferred as DTMF signals.

10 Call Forwarding

This chapter describes different ways of forwarding incoming calls to another internal or external destination whenever you are absent or busy, or travelling, or when you simply would rather not be disturbed.

10.1 Diversion from Call Services Menu

All calls to your extension can be diverted to an internal or external answering position of your choice, and calls to your extension can be diverted to other phone numbers when your extension is busy or when you are unable to answer.

Note: This feature needs to be programmed in the WinPDM or CPDM. Please contact the system administrator.

10.1.1 Ordering Diversion of Incoming Calls

To divert incoming calls to another phone number, do the following:

1. Press **Menu**, select  and press **Select**.
2. Step to **Call services**, and press **Select**.
3. Select **Divert calls** and press **Select**.
4. Select **Internal**, **External**, **No reply** or **When busy**, and press **Select**.
5. Select **Activate** and press **Select**.
6. Dial the number (maximum 24 digits) to divert your calls to and press **OK**. You can also press  to select a number from the call list.

Wait for the call timer to start in the display.

7. Press  to finish the procedure.

10.1.2 Canceling Diversion

To stop diversion, do the following:

1. Press **Menu**, select  and press **Select**.
2. Step to **Call services**, and press **Select**.
3. Select **Divert calls** and press **Select**.
4. Select **Internal**, **External**, **No reply** or **When busy**, and press **Select**.
5. Select **Deactivate**.

Wait for the call timer to start in the display.

6. Press  to finish the procedure.

10.2 Fixed Diversion

With fixed diversion, your calls are diverted to a default answering position, such as a mailbox system or the secretary, which has been defined by the system administrator.

10.2.1 Ordering Fixed Diversion

To activate fixed diversion, do the following:

1. Press ***21#** and  to activate diversion.
Wait for the verification tone.
2. Press  to finish the procedure.

A special dial tone and display information reminds you of the call forwarding is active. You can make outgoing calls as usual.

10.2.2 Canceling Fixed Diversion

To cancel fixed diversion, do the following:

1. Press **#21#** and  to cancel diversion.
Wait for the verification tone.
2. Press  to finish the procedure.

New incoming calls will be ringing on your extension again.

10.3 Bypassing Call Forwarding

Bypassing call forwarding allows you to call a specific extension even if call forwarding is activated on that extension.

To bypass a diverted extension, do the following:

1. Press ***60***.
2. Dial the *extension number*.
3. Press **#** and .

Wait for an answer. You will be connected to the specified extension, regardless of which call forwarding type is activated on the called extension

11 Absence Information (Optional)

Absence information is used to inform callers why you are absent and when you will return. If your own extension is the answering position for another extension, you can enter absence information for that extension, if you are authorized to do so.

When the absence information feature is enabled, a special dial tone will be heard. The phone can still be used for outgoing calls.

Note: This feature needs to be configured in the WinPDM or CPDM by the system administrator.

You can inform callers about your absence either by using pre-defined text messages, or by recording a personal voice message.

11.1 Pre-Defined Text

You can enter Presence Information for another extension from your extension, provided that you are authorized to do so.

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

11.1.1 Selecting an Absence Reason

To select an absence reason, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call services**, and press **Select**.
3. Select **Absence** and press **Select**.

The available absence reasons are displayed. The options may vary depending on the configuration in the PDM. For more information, contact the system administrator.

4. Select an absence reason, and press **Select**.
5. Depending on the selected option, enter date (MMDD) or time (HHMM), and press **OK**.

The phone calls the system and sends an absence code. The call is disconnected automatically after a few seconds.

6. When the call timer starts in the display, press  to finish the procedure.

The display now shows the selected reason, and the time or date of return.

Note: The absence codes are system dependent. Contact the system administrator regarding the available absence codes.

Internal callers receive the information on the display (or as spoken information to callers without display phone). External callers will be routed to the operator who also has access to your absence info.

11.1.2

Canceling Absence

To remove an absence reason, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call services**, and press **Select**.
3. Select **Absence** and press **Select**.
4. Select **Deactivate** and press **Select**.

The phone calls up the system. Wait for the call timer to start in the display.

5. Press  to finish the procedure.

The absence information is deleted.

11.2

Voice Information

You can record a personal voice message that informs the caller of the reason for your absence, and when you expect to return.

Note: The voice message will be played to internal callers, while external callers will be routed to the operator who has information about your whereabouts.

11.2.1

Recording a Voice Message

To record a personal voice message with a absence reason, do the following:

1. Press ***23*** and .
2. Press **9** to record a message.

3. Press * to play back and listen to your recording.
4. Press # to save the message and activate.

Note: If you are not satisfied with the recording, you can press 9 to record a new message.

5. Press  to finish the procedure.

11.2.2

Turning Off or Deleting a Voice Message

To deactivate or delete a voice message, do the following:

1. Press #23# and  to erase the message.
2. Press  to finish the procedure.

OR

1. Press *23*# to deactivate the message and store it for later use.
Wait for the verification tone.
2. Press  to finish the procedure.

11.2.3

Activating a Stored Voice Message

To activate a stored voice message, do the following:

1. Press *23* to activate the stored message.
Wait for the verification tone.
2. Press  to finish the procedure.

12 Messages

There is one type of message available in the DT390 phone:

- Voice Mail, see Voice Mail (Optional) on page 63.

12.1 Voice Mail (Optional)

The voice mail application allows you to send and receive recorded voice messages. You can choose to have all incoming calls diverted to your mailbox directly, or at to answer, when busy tone, or both.

Note: If you are using the personal number feature, you are recommended to program voice mail as the last answering position for all search profiles.

When an incoming call is diverted to the voice mail, a recorded message will be played.

A caller who has been diverted to your mailbox may leave a voice message of their own which you later can retrieve from your mailbox.

When you enter your mailbox, you will hear recorded instructions on how you do to listen to, record, store and delete messages, and how to change your security code.

Note: How to handle your mailbox depends on the type of voice mail application used. For more information, contact the system administrator, and see separate instructions for the voice mail application used.

12.1.1 Activating the Mailbox

To divert your extension to the mailbox system, do the following:

1. Press ***21***.
2. Enter the number of the mailbox system.

Ask the system administrator for the mailbox system number.

3. Press .

Wait for the verification tone.

4. Press  to finish the procedure.

Note: For daily use, it is recommended that you ask the system administrator to specify the mailbox system as your pre-programmed

diversion address. Then you only have to press ***21#** to activate your mailbox.

The system administrator also can specify whether the mailbox should be activated if you do not answer your phone after a certain time or if your extension is busy.

12.1.2 Deactivating the Mailbox

To deactivate your mailbox, do the following:

1. Lift the handset and wait for a dial tone.
2. Press **#21#** and .

Wait for the verification tone.

3. Press  to finish the procedure.

New incoming calls will be signalled on your phone again.

Note: The mailbox is still active if it is defined as pre-programmed diversion address for the feature Diversion when there is no answer and Diversion when your extension is busy.

12.1.3 Accessing the Mailbox

The first time you enter the mailbox, you might be asked to change your password if it still is the default setting 000.

Note: To use the mailbox system, your extension has to be authorized by the system administrator.

The following mailbox functions can be accessed from your own extension, any other internal extension or from an external position (for example, mobile phone):

- Listening to available messages.
- Changing your personal greeting.
- Sending messages.
- Setting up external notification (configuration dependent).
- Changing your password.

12.1.3.1 Accessing the Mailbox From Own Extension

To access the mailbox from your extension, do the following:

1. Press ***59#** .

2. Follow the recorded instructions.

12.1.3.2 **Accessing the Mailbox From Any Other Extension**

To access the mailbox from any other extension, do the following:

1. Enter the directory number of the mailbox system.
2. Follow the recorded instructions in the main menu.

12.1.3.3 **Accessing the Mailbox From An External Position**

To access the mailbox from an external position, do the following:

1. Enter the public number of your company.
2. Enter the directory number of the mailbox system.
3. Follow the recorded instructions in the main menu.

12.1.4 **Listening To Voice Mail**

When you receive a new voice mail, the voice mail icon  appears in the header bar, where it remains until you have deleted the message. A notification is also displayed in a dialog window.

Note: This function is configured in the WinPDM or CPDM. Please contact the system administrator.

12.1.4.1 **Listening To New Voice Mail Directly**

When a new message is received, the following message appears: `New voice mail message(s). View now?`

To listen to a voice mail message directly, do the following:

1. Press **Yes** to open the mail inbox (or press **No** to open the message later).

The icon  and the following message is displayed:

`You have a new voice mail message. Call to listen to the message.`

2. Press **Call**.

The message is played.

12.1.4.2 Listen to New Voice Mail Later

Instead of listening to a voice mail message when it is received, you can listen to it later.

To listen to voice mail later, do the following:

1. Press and hold **1**, when in idle mode.

If the following message is displayed, the voice mail number needs to be configured to the voice mail button: `Voice mail number not defined`. Contact the system administrator.

2. Listen to the voice mail and follow the recorded instructions.

12.1.4.3 Forwarding a Voice Mail

A copy of your received voice messages (in the individual mailbox) can be forwarded to other mailbox numbers (individual or common). When you forward a voice message (heard or stored) to an individual mailbox, the mailbox number is the same as the extension number.

Note: The forwarded message is a copy, that is, it can be deleted without the original message being deleted. There are no distribution list numbers available. Forwarding the same message to more than one mailbox must be done in separate operations.

12.1.5 Changing Your Personal Greeting

Depending on the type of call diversion to the mailbox, you can leave three different personal greetings for the caller. You can activate a diversion when a caller receives busy tone, when there is no answer, or you can activate a fixed or individual diversion for all your calls.

To change your personal greeting, do the following:

1. Open the mailbox.
Follow the recorded instructions.
2. Press **2** to change your personal greeting.
3. Select the desired diversion type.
Follow the recorded instructions.
4. Press  to finish the procedure.

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

12.1.6 Sending Messages From Your Mailbox

The mailbox system allows you to record and send messages from your mailbox to any other internal mailbox without calling the mailbox owner. A recorded message can be sent to one or several mailboxes.

Note: There are no distribution list numbers available. Sending the same message to more than one mailbox must be done in single operations.

To send messages from your mailbox, do the following:

1. Open the mailbox.
Follow the recorded instructions.
2. Press **3** to record and send messages.
Follow the recorded instructions.
3. Press  to finish the procedure

Messages can be heard or re-recorded before they are sent to a mailbox.

Note: A message can also be sent during a call, see Sending a Message on page 38.

12.1.7 Outgoing External Notification

You can set the message system to notify you of new voice messages. You can specify an external number where you will be called at a specified time, or as soon as a new message arrives.

Note: This feature may be restricted or not available. Contact the system administrator for more information.

You can be notified in two different ways, depending on the system configuration:

- **Notification with mailbox access**

You acknowledge the notification from your password (has to differ from the default value 0000). See Changing Mailbox Passwords on page 68 to select a new password. You have full access to the mailbox system.

- **Notification without mailbox access**

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

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

12.1.7.1

Activating An External Notification

To activate an external notification, do the following:

1. Open the mailbox.
Follow the recorded instructions in the main menu.
2. Press **4** to set up an external notification.
Follow the recorded instructions.

You can program the external notification number, the notification time, and activate or deactivate the function. The external number can consist of up to 24 digits (including the digits for external line access). The time is entered in 24h format. Example: half past eight in the evening is entered as 2030. Values are set automatically to even quarters, so that 2013 will be 2015.

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

3. Press  to finish the procedure

12.1.8

Changing Mailbox Passwords

You may be prompted to enter your user password when accessing certain services, see below.

- When you place a call in substitution or with signature from your extension or a third party set.
- When you activate or deactivate a call forward from your extension or a third party set (follow me service).
- When you consult or personalize your mailbox within your facility's integrated voice mail system.

Note: To preserve the confidentiality of your mailbox, it is highly recommended that you change the default password to any other 4 digit code including the * or # key. The default password is 000.

12.1.8.1 Changing Passwords From the Mailbox

To change passwords from the mailbox, when your extension is idle do the following:

1. Open the mailbox.
2. Press **5** to change the password.
Follow the recorded instructions.
3. Press  to finish the procedure.

Note: If you forget your password, you can ask a facility attendant or the system administrator to re-initialize it. The password will then be reset to 1234 until you change it once again.

12.1.8.2 Changing Passwords From the Phone

To change passwords from the phone, when your extension is idle do the following:

1. Dial **#*72***.
2. Enter your *current user password*. (The default password is 0000.)
3. Press *****.
4. Enter your *new user password*.
5. Press **#**.

Wait for the verification tone.

6. Press  to finish the procedure.

12.1.9

Dictaphone Function

If you want to record and retrieve personal voice messages, use the dictaphone function. A dictaphone message is treated as a normal message.

To record a message, do the following:

1. Press ***58#** and press .

Wait for the verification tone.

2. When the message `RECORDING` is displayed, you can start recording your message.

The maximum recording time is 4 minutes and 15 seconds

3. Select one of the following options:

- Press ***** to play back.
- Press **9** to record a new message.
- Press  to stop the recording and save the message.

13 Group Features

This chapter describes the different group features available for this cordless phone.

13.1 Group Call Pickup

People working in a team can have their phones programmed by their system administrator to form *call pickup groups*. In a call-pick-up group, any member can answer any individual call to group members.

To enable this function, do the following

1. Enter the *call pickup code* and press .
Ask the system administrator for the code.

One call-pick-up group can serve as an alternative to another group. Calls to the alternative group can only be answered when there are no calls to your own group.

13.2 Common Bell Group

The common bell feature allows all extensions in the system (including the operator) to pick up the call from an extension that has been predefined as a common bell extension

To answer a call signalled in a common bell group, do the following:

1. Enter the *call pickup code* and press .
Ask the system administrator for the 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 pickup code and there are no calls waiting at the common bell extension.

13.3 Group Hunting

Your phone 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 is 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 diversion address (for example operator).

Note: If all members in a hunt group are busy, the Callback or Intrusion functions are not available.

13.3.1 Logging On To the Hunt Group

Before you can answer a group hunting call, you have to log on to one or all hunt groups.

13.3.1.1 Logging On To One Hunt Group

To log on to one hunt group, do the following:

1. Press ***28***.
2. Enter the *hunt group code*.
Ask the system administrator for the code.
3. Press **#** and .
- Wait for verification tone.
4. Press  to finish the procedure.

13.3.1.2 Logging On To All Hunt Groups

To log on to all hunt groups, do the following:

1. Press ***28*****.
2. Press **#** and .
- Wait for verification tone.
3. Press  to finish the procedure.

13.3.2 Answering Hunt Group Calls

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

13.3.3 Logging Off From the Hunt Group

You can log off from one or all hunt groups.

13.3.3.1 Logging Off From One Hunt Group

To log off from one hunt group, do the following:

1. Press **#28***.
2. Enter the *hunt group code*.
Ask the system administrator for the code.
3. Press **#** and .
- Wait for verification tone.
4. Press  to finish the procedure.

Note: If you are logged on to more than one hunt group and you log off from one of them, the following message appears in the phone display: PBX Group(s) logged out.

13.3.3.2 Logging Off From All Hunt Groups

To log off from all hunt groups, do the following:

1. Press ***28****.
2. Press **#** and .
- Wait for verification tone.
3. Press  to finish the procedure.

14 Other Useful Features

This chapter describes more useful features available for the cordless phone and the exchange.

14.1 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 your own account number.

The following pre-requisites 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 through the DISA function.

14.1.1 Verified or Own Account Number

To enable the service, do the following before you make a call:

1. Press ***9***.
2. Enter the *account number* (between 0 and 9) and press **#**.
Wait for a dial tone.
3. Dial the digit or digits to get an external line and the external number.
4. Press .

The detailed call record will contain details about date and time of the call, the number called, call duration, cost, and account code used. This information facilitates your reporting.

14.2 Direct Inward System Access (DISA)

If you are assigned to use the DISA function, you can work from outside the office network and still have all your outgoing business calls charged to your office extension number or an account number.

You will only be charged for the call you have to make to the office in order to get access to an external line through the office network.

Note: The external phone must be of push button type provided with the keys # and *, or a mobile phone adapted for dial tone pulses (DTMF).

You have to initiate DISA for every individual business call you make. This means that you have to terminate a DISA call before you can make a new DISA call. The procedure varies depending on which authorization and account codes you use, see below.

Note: To use the DISA function, your extension has to be authorized by the system administrator. To activate the DISA function, you have to change the default password from "0000" to a personal one.

You can also divert calls from your office extension to your external position. During the procedure you will be prompted for your password.

Note: If you program a new diversion address, remember to reset it when you return to your office.

14.2.1 Calling With an Authorization Number

To make a DISA call using an authorization number, do the following:

1. Enter the public number to your company, followed by the DISA number. Ask the system administrator for the DISA number.

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

2. Follow the recorded instructions.
3. Press the code for external line access.

The external line access code is configured in the system. Contact the system administrator.

4. Dial the desired *public number*.

14.3 Call Statistics

Your phone can tell you the duration of your last call and display the total time of all calls.

To see the time spent on your last call and on all outgoing calls, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Call time** and press **Select**.

The display shows duration information in hours and minutes for the **Total time** as well as for the **Last call**.

14.4 Door Phone

Your telephone facility may be equipped with a door phone. Calls from the door phone usually are processed by the attendants, in the same manner as general calls for your facility.

Depending on the rights assigned to your extension, you may have be authorized to answer calls from a door phone. The general calls acceptance service previously described, also manages your ability to assist the attendants by accepting or declining door phone calls. A door phone call is presented in the same manner as any other incoming call.

Note: The presentation of a door phone call usually lasts no more than 30 seconds. After this time frame, the door phone call is disconnected automatically. A door phone call may not be put on hold, nor may it be transferred. The door phone is usually logged on by an electrical mechanism independent of the telephone facility.

14.4.1 Opening the Door Lock

After you have answered the door phone, you can open the door by making an inquiry to the door opener's directory number.

To open the door lock, do the following:

1. Press **R**.
2. Enter the *door opener's directory number*.

Ask the system administrator for the number.

14.5 Automated Attendant

The automated attendant service sends voice instructions to external as well as internal callers, informing them of the options that are available to them. Voice instructions lead the callers step by step to the desired destination.

To activate the automated attendant service, do the following:

1. Enter the automated attendant directory number. Ask the system administrator for the number.
2. Press .

Follow the recorded instructions.

14.6 Tandem Configuration

The tandem configuration is a unit, consisting of two phones using the same directory number. One of the phones is defined as the primary phone, and the other one as the secondary phone.

Tandem configuration enhances the communication for users who have a wired phone on their desk (the primary phone) and need to be mobile within their company's building with their own cordless phone (the secondary phone).

14.6.1 Activating Tandem Configuration

To activate tandem configuration, do the following:

1. Press ***28#** and  to log on the secondary phone.
Wait for the verification tone.
2. Press  to finish the procedure.
 - For incoming calls, both phones are treated as 1 single extension.
 - For outgoing calls, both phones are treated as 2 separate extensions.

14.6.2 Deactivating Tandem Configuration

To deactivate tandem configuration, do the following:

1. Press **#28#** and  to log off the secondary phone.

Wait for the verification tone.

2. Press  to finish the procedure.
 - For incoming calls, the secondary phone cannot be called, and the primary phone works as a normal standalone phone.
 - For outgoing calls, both phones are treated as 2 separate extensions.

14.6.3 Transferring Calls Between Tandem Configuration Members

To transfer an ongoing call between members of a tandem configuration, do the following:

1. Press **R** and enter your *own directory number*.
2. Press  to transfer the call.

14.7 Networking

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

14.8 IP Calls

IP calls are internal calls sent through 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 minimize 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, which means that the call does not have to be disconnected.

14.8.1 Switching To a Non-IP Net During a Call

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

To switch to a non-IP net during a call, do the following:

1. Press **R**.
2. Press ***61***.

The other party will be put on hold. When you have finished the procedure, you will hear a special ring tone and the call is resumed on the non-IP net.

14.9 Blocking Extensions

You can block your extension in order to prevent unauthorized external calls. When your extension is blocked, you can still make internal calls and receive incoming calls.

14.9.1 Blocking Own Extension

To block your extension, do the following:

1. Press ***72#** and .
Wait for the verification tone.
2. Press  to finish the procedure.

14.9.2 Unblocking Own Extension

To unblock your extension, do the following:

1. Press **#72***
2. Enter your *password*.
3. Press **#** and .
Wait for the verification tone.
4. Press  to finish the procedure.

14.9.3 Bypassing a Blocked Extension

You can bypass a blocked extension temporarily by using your personal password.

14.9.3.1 Bypassing Own Extension

To bypass your extension, do the following:

1. Press ***72***.

2. Enter your *password*.
 3. Press # and .
- Wait for a dial tone.

14.9.3.2

Bypassing Another Extension

To bypass another extension, do the following:

1. Press *72*.
 2. Enter your *password*.
 3. Press *.
 4. Enter your *extension number*.
 5. Press # and .
- Wait for a dial tone.

Note: You can make one call from the blocked extension, but it will be registered as a call made from your own extension.

14.10

Least Cost Routing

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Ask the system administrator whether the feature is installed in your system.

- If your extension is configured to use LCR automatically, each external call you make will be analyzed and the cheapest route will be selected.
- If LCR is installed in your system, but your extension is not configured to use it automatically, you can activate the LCR feature by dialing the LCR code before you dial the external number.

Note: The LCR code is configured in the system. Ask the system administrator for the code if you do not know it.

15 Settings

From the **Settings** tab, , in the main menu, it is possible to specify the settings for sound and alert, display, time and date, system, and headset.

15.1 Sound and Alerts

Sound and alert settings include ringer volume, ring signals and so on.

15.1.1 Adjusting Ringer Volume

To adjust ringer volume, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Sound & Alerts**, and press **Select**.
3. Select **Volume**, and press **Select**.
4. Step with  to increase the volume and  to decrease it.
5. Press **OK** to save the settings.

15.1.2 Different Ring Signals for Different Call Types

You can have different ring signals for internal and external calls and callback calls.

To set different ring signals for different call types, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Sound & Alerts**, and press **Select**.
3. Select **Ring Signals**, and press **Select**.
4. Select **Internal call**, **External call** or **Callback**, and press **Select**.
5. Select a ring signal, press **Select**, and press **Back** to save the setting.

15.1.3 Switching Vibrator On and Off

To switch the vibrator on and off, do the following:

1. Press **Menu**, select , and press **Select**.

2. Select **Sound & Alerts**, and press **Select**.
3. Select **Vibrating alert**, and press **Select**.
4. Choose between **On**, **On when silent** (the vibrator is on when the phone is muted), or **Off**, and press **Select**.
5. Press **Back** to save the setting.

15.1.4 Setting the Key Sound

Setting the key sound means that each time a key is used, the phone gives a small sound. To enable this function, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Sounds & Alerts**, and press **Select**.
3. Select **Key sound**, and press **Select**.
4. Choose between **Click**, **Tone** or **Silent**.

It is possible to listen to the key sound by pressing **Play**.

5. Press **Select**.
6. Press **Back** to save the setting.

15.2 Display

Display settings include contrast settings.

15.2.1 Contrast

To adjust the contrast, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Display**, and press **Select**.
3. Select **Contrast**, and press **Select**.
4. Press  or  to adjust the contrast.
5. Press **OK** to save the setting.

15.3 Time and Date

You can set time and date by following the instructions in the following two sections.

15.3.1 Setting Time Format

To set the time, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Time & Date**, and press **Select**.
3. Select **Time format**, and press **Select**.

The actual time is displayed. The formats to select from are the following:

- 12:00 (AM/PM)
 - 24:00
4. Press **Back** to save the settings.

15.3.2 Setting Date Format

To set the date, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Time & Date**, and press **Select**.
3. Select **Date format**, and press **Select**.

The formats to select from are the following:

- DD/MM/YYYY (that is, 17/09/2009, also called Europe)
 - MM/DD/YYYY (that is, 09/17/2009, also called US)
 - YYYY-MM-DD (that is, 2009-09-17, ISO 8601)
 - MMM DD YYYY (that is, Sept 17 2009)
 - DD MMM YY (that is, 17 Sept 09)
 - DD.MM.YYYY (that is, 17.09.2009)
 - DD-MM-YYYY (that is, 17-09-2009)
4. Press **Back** to save the setting.

15.4 Phone Locks

There are two different phone locks:

- **Key lock**, which prevents keys to be pressed by mistake.
- **Phone lock**, which protects the phone from unauthorized use.

When the phone lock function is activated, you are prompted for a PIN code when you turn on the phone.

15.4.1 Activating the Automatic Key Lock

The keypad can be set to lock 20 seconds after it was last used. When in idle mode a locked keypad is indicated by .

To activate the automatic key lock, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Automatic key lock** and press **Select**.
4. Select **On**, and press **Select**.
5. Press **Back** to save the setting.

Note: It is possible to answer or reject incoming calls while the keypad is locked. If configured in the WinPDM or CPDM, it is also possible to make an emergency call while the keypad is locked.

15.4.2 Activating the Manual Key Lock

You are recommended always to have the automatic lock on, but it is possible to manually lock and unlock the keypad as well.

To lock the keypad manually, do the following:

1. Press .
2. Press **Lock**.

The icon  indicates that the keypad is locked.

Note: It is possible to answer or reject incoming calls while the keypad is locked. If configured in the WinPDM or CPDM, it is also possible to make an emergency call while the keypad is locked.

15.4.2.1 Unlocking the Key Lock Manually

To unlock the keypad, do the following:

1. Press .
2. Press **Yes**.

15.4.3 Activating the Phone Lock

Activating Phone lock will protect the phone from unauthorized use. When this function is activated, the PIN code has to be entered at power on. When activating Phone lock the PIN code that must be entered. The PIN code is by default (0000) but it can be changed to any 4-8 digit code, see Changing the PIN Code on page 86.

To activate the phone lock, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Phone lock** and press **Select**.
4. Select **Auto phone lock** and press **Select**.
5. Select **On**, or **On in charger**, and press **Select**.
6. Enter the PIN code, and press **OK**.
7. Press **Back** to save the settings.

When the phone is locked,  is shown in the display.

Note: If configured in the WinPDM or CPDM, it is possible to make an emergency call while the phone or keypad is locked. During an ongoing emergency call, the soft keys **More** and **R** are disabled.

If PIN code is lost it is possible to configure a new, or to do a factory reset in WinPDM or CPDM, contact the system administrator.

15.4.4 Deactivating the Phone Lock

To deactivate the **Phone lock** function, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Phone lock** and press **Select**.
4. Select **Auto phone lock** and press **Select**.

5. Select **Off**, and press **Select**.
6. Enter the *PIN code*, press **OK**.
7. Press **Back** to save the setting.

15.4.5

Changing the PIN Code

To change PIN code, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Locks** and press **Select**.
3. Select **Phone lock** and press **Select**.
4. Select **Change PIN code** and press **Select**.
5. Enter the *old PIN code* (default is 0000) and press **OK**.
6. Enter the *new PIN code*.
7. Enter the *new PIN code* again to confirm and press **Save**.

The following message is displayed: `New PIN code saved.`

15.5

Changing the Owner ID

The Owner ID is set to identify the phone. To change the owner ID, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Owner ID**, and press **Select**.
3. Enter a name and press **Save** to save the setting.

15.6

Changing Answering Methods

The phone can be set to answer a call automatically when a headset is used, or to answer a call by a press on any key.

You can also change the answering behavior to:

- use **Loudspeaking** directly when  is pressed.
- automatically connect incoming call in **Loudspeaking** mode, without pressing any key.

15.6.1 Normal Answering

The answering behavior is set to **Hook-off** by default. You can set it to any key by doing the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Answering**, and press **Select**.
3. Select **Answering key**, and press **Select**.
4. Select **Any key** and press **Select**.
5. Press **Back** to save the setting.

15.6.2 Automatic Answer (Headset Mode)

Note: The automatic answer mode is only relevant when a headset is connected.

To set the phone to answer automatically, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Answering**, and press **Select**.
3. Select **Answer behaviour**, and press **Select**.
4. Select **Automatically** and press **Change** to activate the automatic mode.
5. Press **Back** to save the setting.

All incoming calls will be connected automatically when this behavior is selected.

To remove the setting, press **Change**.

15.6.3 Loudspeaking (Handsfree Mode)

To set the phone to automatically answer with loudspeaker when you press , do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Answering**, and press **Select**.
3. Select **Answer behaviour**, and press **Select**.
4. Select **Loudspeaking** and press **Change** to activate.
5. Press **Back** to save the setting.

15.7 Changing Menu Language

Display messages are available in 11 languages: Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Portuguese, Spanish, and Swedish.

Note: It is possible to download one additional language to the phone. Languages available for download are: Czech, Greek, Hungarian, Polish, Russian, Slovak or Turkish. Contact the system administrator for more information.

To switch menu language, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select *** Language**, and press **Select**.
3. Select one of the languages from the list, and press **Select**.

Note: The * in *** Language** is there for you to easily find where to switch languages if the current language used is not one that you know.

15.8 System

The cordless phone supports GAP/CAP standard. This makes it possible to log on to any GAP compatible system with your phone. Only available systems are displayed.

15.8.1 Selecting a System

To select a system, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **System**, and press **Select**.
3. Select **Change system** and press **Select**.
4. Select **Automatically** (or a specific system from the list), and press **Select**.

If the phone is set to **Automatically**, a system will be selected according to the priority list.

15.8.1.1 Setting System Priority

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. It is possible to set the systems in priority by

moving them up or down in the list. It is also possible to get priority information by selecting **Info**.

1. Press **Menu**, select , and press **Select**.
2. Select **System**, and press **Select**.
3. Select **Priority**, and press **Select**.
4. Change the priority if needed by selecting **Up** or **Down**.
5. Press **Back** to save.

15.8.2

Subscribing To a New System

The cordless phone can subscribe to up to 8 different cordless systems. To subscribe a new system, you will need the Portable Access Right Key (PARK) and Authentication code (AC) related to the system you are going to logon to. To retrieve this information, contact the system administrator.

To subscribe to a new system, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Systems**, and press **Select**.
3. Select **Subscribe**, and press **Select**.
4. Enter the system name and press **Next**.
5. Enter the PARK code.
6. Enter the AC code (minimum 4 digits) and press **Next**.

The following message is displayed: `Protection on?`

7. Select **Yes**, if the new system is to be protected, or **No** if the new system is not to be protected.

Note: It is not possible to delete a protected subscription.

8. Press **OK**.

A searching mode starts.

15.8.3

Unsubscribing From a System

To unsubscribe from a system, do the following:

1. Press **Menu**, select , and press **Select**.
2. Navigate to **System**, and press **Select**.
3. Select **Unsubscribe**, and press **Select**.

Note: It is not possible to unsubscribe a protected system via the System menu. For more information, contact the system administrator.

4. Select system to unsubscribe, and press **Select**.

A control question whether to unsubscribe or not is asked, press **Yes** to confirm.

Note: It is not possible to delete a protected subscription from the System menu. Contact the system administrator if you need to delete a protected subscription.

15.8.4 Renaming a System

It is possible to change the name of the system in the phone.

To rename a system, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **System**, and press **Select**.
3. Select **Rename System**, and press **Select**.
4. Select a system from the list, and press **Edit**.
5. Enter the new name.

If no name is entered, the phone will use the default name, "System A" or "System B", or other, depending on which system is free.

6. Press **Save** to save the changes.
7. Press **Back** to exit the menu.

15.9 In Charger

When your cordless phone is placed in a charger, incoming calls can be redirected to another extension. The phone can also be muted, or switched off while in the charger.

15.9.1 Redirecting Calls While Charging

To divert calls or messages when the phone is placed in the charger, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **In charger**, and press **Select**.

3. Select **Redirect**, and press **Select**.
4. Press **Back** to save the setting.

Note: The redirection is cancelled automatically when the phone is removed from the charger.

15.9.2 **Switching Off the Phone While Charging**

To detach the phone while charging, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **In charger**, and press **Select**.
3. Select **Switch off**, and press **Select**.
4. Press **Back** to save the setting

Note: When the phone is removed from the charger it will switch back on again.

15.9.3 **Muting the Phone While Charging**

To mute the phone while charging, do the following:

1. Press **Menu**, select , press **Select**.
2. Select **In charger**, and press **Select**.
3. Select **Sound off**, and press **Select**.
4. Press **Back** to save the setting.

15.9.4 **Deactivating the Charging Mode**

To deactivate the charging mode, do the following:

1. Press **Menu**, select , press **Select**.
2. Select **In charger**, and press **Select**.
3. Select **No action**, and press **Select**.
4. Press **Back** to save the setting.

15.10 Headset Profiles

In order to achieve optimal audio quality with the different headset types, it is recommended that you select the corresponding profile. The default setting is microphone on a boom, meaning that the audio is optimized for using a headset with microphone on a boom.

To change the headset profile, do the following:

1. Press **Menu**, select , and press **Select**.
2. Select **Headset** and press **Select**
3. Select **Mic on boom** or **Mic on cable**, and press **Select**.
4. Press **Back** to save the setting.

If the pre-configured headset profiles do not match the headset in use, or if the audio quality is low, it is possible to configure a new headset profile. This is done in WinPDM or CPDM by the system administrator.

16 Installation

This chapter describes the battery and chargers and other equipment for the cordless phone.

16.1 Battery

Note: As an energy saving measure, disconnect the charger from the main socket after charging.

16.1.1 Charging the Battery

The battery needs charging when the low battery level symbol, , appears in the phone display.

To charge the battery, place the phone in the desk charger, the desk PDM charger, or the rack PDM charger. For more information, see Chargers on page 96.

- A steady orange light indicates that the battery is being charged.
- A steady green light indicates a fully charged battery. (A flashing green indicator means incoming call or message.) In the phone display, an icon appears, showing a filled battery.
- A steady red light indicates a low battery level. In the phone display, an icon appears, showing an almost empty battery.
- An animated battery icon is shown in the display, indicating charging by starting with its current charge level and ending with the full charge.

Note: Only use the prescribed chargers for charging.

16.1.2 Replacing the Battery

If the standby time for the cordless phone becomes too low, replace the battery with a new one. Contact the system administrator or your certified Aastra Sales partner for information on new batteries.

The battery is easy to replace. It is attached inside the battery lid and is connected to the cordless phone in such a way as to avoid misinsertion. Attach the battery as described in figure 10 on page 94.

To replace the battery, do the following:

1. Open the battery lid and remove the battery.
2. Disconnect the battery cable, and replace with a new battery.
3. Make sure the battery cable cannot be trapped while closing the battery lid.
4. Close the lid.

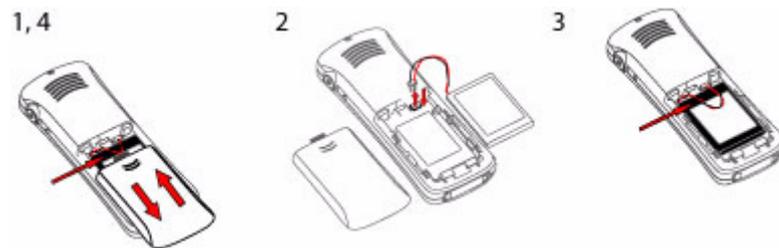


Figure 10: Battery replacement

16.2 Accessories

16.2.1 Headset

If you frequently use the phone or want to have both hands free, it is recommended that you use a headset.

The headset for the DT390 cordless phone comes in two versions:

- With the microphone integrated in the cable
- With the microphone on a boom

Connect the headset to the headset connector marked  on the right side of the phone.

16.2.2 Belt Clip

The clip on the back of the phone lets you attach the phone to a belt or similar.

To attach or remove the clip, spread the clip slightly. The ends of the clip fit into the holes on the side of your phone.

16.2.2.1 **Attaching a Standard Clip (Hinge Type)**

Attach the standard clip as described in figure 11 on page 95.

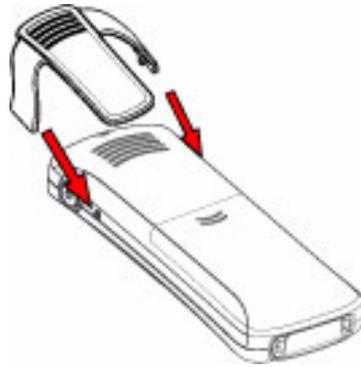


Figure 11: Click the clip into position

16.2.2.2 **Attaching a Security Clip (Swivel Type)**

Attach the security (swivel) clip as described in figure 12 on page 95.

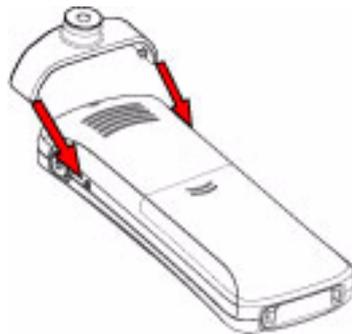


Figure 12: Click the clip into position

16.2.3 **Leather Casing**

The leather casing is especially designed for the telephone. The casing comes with a swivel type belt clip and the telephone is fully operational while placed in the casing.

16.2.4 **Security String**

The 800 mm long security string is attached directly to the phone.

16.3 Chargers

There are different types of chargers available for the cordless phone. They are described in the following sections.

Note: Limit the distance between the mains socket and the cordless phone when charging for easy accessibility.

16.3.1 Desk Charger

The desk charger is used only for charging. The charger is delivered with a plug-in power supply and is connected to a standard wall socket.

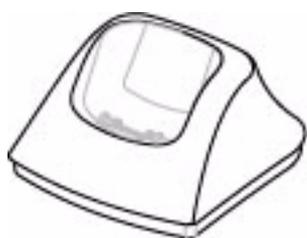


Figure 13:Desk Charger

Note: Only use the chargers within the temperature range of 5 - 40° C.

16.3.2 Desk PDM Charger

The desk PDM charger is used for charging the phone, as well as for software download, and synchronization of parameters. The desk PDM charger is delivered with a plug-in power supply and is connected to a standard wall socket.



Figure 14:Desk PDM Charger

Note: Only use the charger within the temperature range of 5 - 40° C.

Using the desk PDM charger for software download and synchronization of parameters is most often done by system administrators, and requires that the charger is connected either to the LAN and CPDM or to a PC with the WinPDM software application installed. For a short description of CPDM and WinPDM, see WinPDM and CPDM on page 98.

The desk PDM charger is connected to a PC through the USB or one of the network connectors, see figure 15 on page 97. When you connect the charger with a PC through one of the network connectors, the charger acts as a switch, making it possible to connect the other connector to the LAN.



Figure 15: Network and USB Connectors

Note: Network and USB connectors are used to connect the desk PDM chargers to a PC running the WinPDM or to the LAN (not for charging).

16.3.3

Rack PDM Charger

The rack PDM charger is used for charging several phones, as well as for software download, and synchronization of parameters. The built in power supply can charge up to six cordless phones at once.

16.4 WinPDM and CPDM

Software and parameters in the cordless phone can be upgraded by using the WinPDM or the CPDM. This is most often only done by system administrators. The following are examples of additional features that can be downloaded or configured through PDM:

- Call services
- Company phonebook
- Downloadable language

WinPDM is used together with the Desk PDM charger. The Desk PDM charger is connected to the PC with WinPDM software through the network or USB connectors at the back of the charger, see figure 16 on page 98.

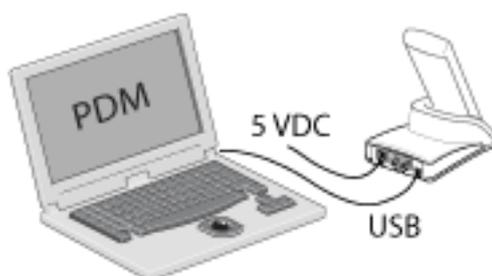


Figure 16: Desk PDM Charger connected to a PC through a USB Connector

For more information on WinPDM and CPDM or upgrading of your cordless phone, contact the system administrator.

17 Useful Hints

This chapter contains details about external calls.

17.1 Connections Between External Lines

The BusinessPhone Communication Platform allows you to establish an external call diversion or a conference with more than one external party, or transfer an external call to another external destination (for example, a mobile phone). These features are useful for everyday business life.

Note: When these features are used, the BusinessPhone Communication Platform will occupy at least two external lines.

However, there can be disadvantages with connecting to several external lines. Therefore, we would like to draw your attention to the following:

- Do not transfer external calls to an external mailbox, to information systems, or to external parties before they have answered.
- If you are connected to two external lines, cancel one call by pressing **R** and **1**.

If the external party is not an individual but a mailbox, an automated information system or attendant system, 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 reprogramming your system.

For more information, contact the system administrator.

18

Troubleshooting

This chapter contains information on how to solve common operational problems, see table 5 on page 100, and warnings, see table 6 on page 100, you may receive. Go through the following lists if you encounter any problems. If the checklists do not solve the problem, contact the system administrator. If others have similar problems, there may be a system error.

Table 5 Operational problems

Fault	Probable cause	Action or comment
No display	The battery level is low or the phone is defective.	Charge the battery.
No ringing	The mute icon  is shown in the display, or ringer volume set to silent, or the phone is defective.	Make a long press on  , or increase volume.
Signal strength icon off	Out of system coverage area or the phone is defective.	Enter coverage area.
Call is switched off after 2 seconds	The phone is defective.	Contact the system administrator.

Table 6 Error or warning messages

Display shows	Probable cause	Action or comment
Enter PIN	The phone's lock is activated.	Enter the required PIN code. If you have lost the PIN code, configure a new or do a factory reset in WinPDM.
No access	The network is in range, but no access rights.	Switch off the phone and then switch it on again.

Display shows	Probable cause	Action or comment
<p>No system The phone beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).</p>	<p>The phone is out of coverage or phone is defective.</p>	<p>Stop the beep by pressing . Then go into range, or contact the system administrator. (When you enter the coverage area again, it takes a few minutes before the phone registers into the system again.)</p>
<p>SERVICE NEEDED Parameters corrupt Note: This display message appears in English only.</p>	<p>The phone is defective.</p>	<p>Select the reset option on the middle soft key and upgrade the phone's software. If no reset option is available, or if the error is not resolved, the phone needs repair. Send the phone to service.</p>
<p>SERVICE NEEDED Invalid IPDI Note: This display message appears in English only.</p>	<p>Easy replacement procedure not followed correctly or failure during easy replacement procedure.</p>	<p>Send the phone to service.</p>
<p>Battery low, charge now</p>	<p>The battery level is low.</p>	<p>Charge or replace the battery.</p>
<p>Enter IPEI</p>	<p>The phone is blocked, that is, if you have entered the wrong PIN code more than three times.</p>	<p>Enter the IPEI code and press .</p>

Display shows	Probable cause	Action or comment
Phonebook is not available at the moment	The phonebook does not respond, not available at the moment.	Try again later. If the error is not resolved, contact the system administrator
Voice mail number not defined	There is no voice mail number defined in the phone.	Define a voice mail number via WinPDM or CPDM. Contact the system administrator.
Could not encrypt connection	<p>The “Encryption Required” parameter is enabled in the phone in combination with either or both of the following options:</p> <ul style="list-style-type: none"> • one or more encrypted base stations • one or more unsupported base stations 	<p>Perform one or more of the following steps:</p> <ul style="list-style-type: none"> • Disable the parameter • Enable the encryption in the base stations • Use the supported base stations. <p>Make sure to use base stations of version 3.1.x or higher</p>

19 Glossary

AC	Authentication code.
Abbreviated number	Short number. Initiating a call to a pre-programmed number by dialing a code or pressing a key.
Conference	If you have an ongoing conversation you can include other persons and establish a phone conference.
CPDM	Centralized Portable Device Manager: A system version with more features than the WinPDM. It runs on a ELISE2 hardware and is manageable from a PC with network communication.
DECT/GAP	Digital Enhanced Cordless Telecommunication/ Generic Access Profile. This means that no one can eavesdrop on your calls and that the quality of speech is as good as that of conventional fixed phones. DECT/GAP enables interoperability with other manufacturers' products.
Desk charger	A charger for the cordless phone.
Desk PDM charger	A charger that also can be connected to WinPDM or CPDM for configuration and upgrading of the cordless phone.
Directory number	Number with 1-8 digits which is assigned to an extension or external line or as a common abbreviated number.
DTMF tone	Dual Tone Multi Frequency or touch tone, for dialing.
Exchange	Switch. Your phone switching system.
Extension number	All phones connected to the PBX have a unique internal number (up to 8 digits). You can see your number on the display.
GAP	Generic Access Profile, a standard for cordless phone systems.
Idle mode	The state your phone is in when nothing is activated; not calling, not ringing, not diverted and so on.

IP call	Internal call sent through an internal data network (LAN or WAN).
IPEI	International Portable part Equipment Identity, unique identity assigned to your phone by the manufacturer.
IPDI	The unique global GAP identity number for the DECT registration. IPDI is exchanged between phones during the easy replacement procedure.
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).
PARK	Portable Access Right Key, unique identity assigned to your network.
PBX	Private Branch Exchange. Your phone switching system.
PIN	Personal Identification Number for security.
Rack PDM charger	A rack charger that also can be connected to WinPDM or CPDM for configuration and upgrading of the cordless phones.
SW	Here you can see which version of the phone software you have.
Tandem configuration	The tandem configuration is a unit consisting of two phones using the same directory number.
Third party	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external.
WinPDM	A software application for managing the cordless phone. Used to download software, set up parameters, templates and so on.

20 Telephony Service Prefixes

This section describes the country specific function codes that are relevant for the cordless DT690 phone used in the BusinessPhone environment.

Service codes are activated with * service prefix #, and deactivated with # service prefix #.

Table 7 Telephony Service Prefixes

Function	Standard	Alternative
Alternation on Inquiry	N/A	Sweden: R
Conference	R 3	Austria: R 4 Belgium: R 4 Brazil: R 4 Denmark: R 4 Germany: R 4
Intrusion	8	Austria: 4 Belgium: 4 Brazil: 4 Denmark: 4 Germany: 4
Camp-on (Call Waiting)	4	Austria: 5 Belgium: 5 Brazil: 5 Denmark: 5 Germany: 5 France: 6 New Zealand: 6
Callback	5	Austria: 6 Belgium: 6 Brazil: 6 Denmark: 6 Germany: 6
Common Parking or Individual Call Pick-up	6	Austria: 8 Belgium: 8 Brazil: 8 Denmark: 8 Germany: 8 France: 4 New Zealand: 4

Service Codes		
Follow Me	21	
External Follow Me	22	North America: 23
Ordering or Cancellation of Interception Message	23	North America: 24
Print Interception Message	26	Sweden: N/A
By-pass of Diversion	60	North America: 1
Repetition of the Last External Number Dialed	***	Finland: **0 Sweden: **0