

# Dialog 4422 IP Office

BusinessPhone Communication Platform

## User Guide



EN/LZTBS 170 1344 R1A  
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# Welcome

Welcome to the User Guide for the Dialog 4422 IP Office in the BusinessPhone Communication Platform from Ericsson. The BusinessPhone Communication Platform consists of BusinessPhone Compact, BusinessPhone 50, BusinessPhone 128i and BusinessPhone 250.

The features described in this User Guide are related to version 7.0 or higher of the BusinessPhone Communication Platform. Some might not work in earlier versions of the system and/or might be protected by a hardware dongle that has to be bought separately.

The User Guide describes the facilities of the BusinessPhone Communication Platform and the Ericsson Dialog 4422 IP Office with a default programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

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

**Note:** *Dialog 4422 IP Office is an IP telephone conforming to the H.323 standard, i.e. it can only be used with a local area network (LAN) that supports this type of telephone.*

*The Dialog 4422 IP Office supports the Dynamic Host Configuration Protocol (DHCP) for determination of IP addresses. If DHCP is not supported by the LAN, please contact your system administrator.*

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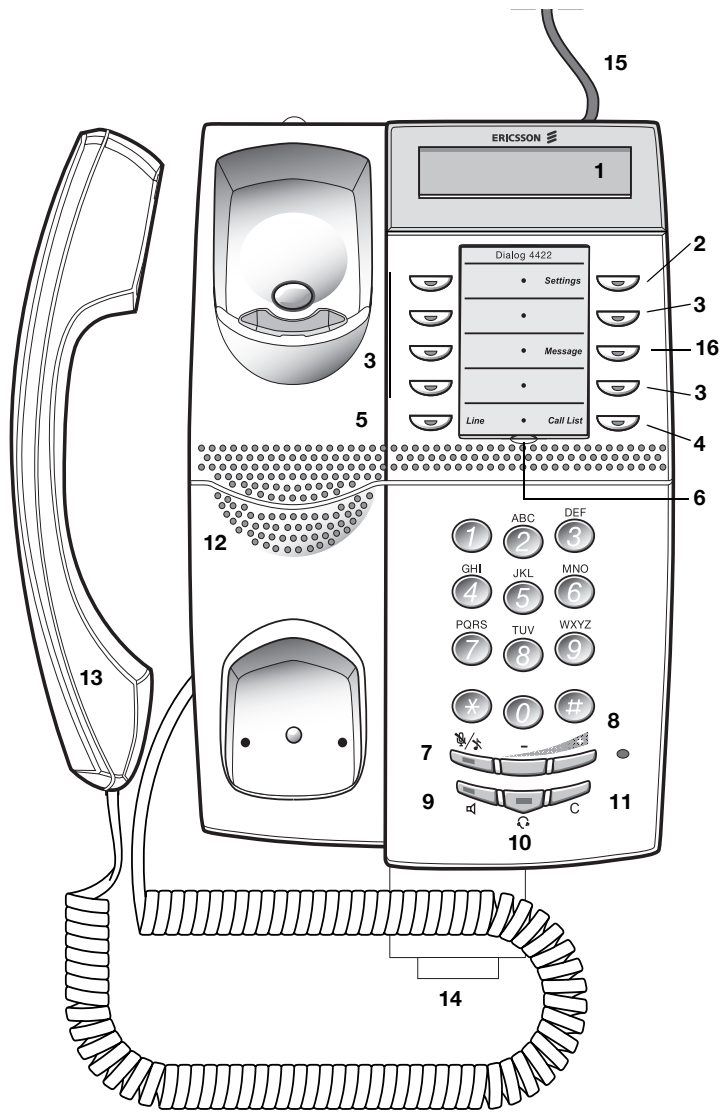
## Declaration of Conformity

*Hereby, Ericsson Enterprise AB, S-131 89 Stockholm, declares that this telephone is in conformity with the essential requirements and other relevant provisions of the R&TTE directive 1999/5/EC.*

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



Description



- 1 Display**  
Flexible graphical two-line display. See section [“Display Information”](#) on page 10.
- 2 Settings**  
To switch the phone into Settings mode. See section [“Settings”](#) on page 65.
- 3 Programmable keys**  
To store numbers, program functions. Can be programmed as dial by name keys, function keys, etc. See section [“Programmable Keys”](#) on page 65.
- 4 Call List**  
To access the list of outgoing and incoming calls. When the key lamp is flashing, there are unanswered incoming calls. See section [“Call List”](#) on page 26.
- 5 Line**  
To initiate or receive calls.
- 6 Designation card**  
Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for BusinessPhone Communication system which is part of the Quick Reference Guide.
- 7 Mute**
  - To switch the microphone on or off during a call. See section [“Mute”](#) on page 29.
  - To switch off the ring signal in idle mode or when ringing. See section [“Settings”](#) on page 65.
- 8 Volume control keys / Navigation keys**
  - To change the volume. See section [“Settings”](#) on page 65.
  - To navigate in the Settings mode. See section [“Settings”](#) on page 65.
  - To navigate in the Call List. See section [“Call List”](#) on page 26.
- 9 Loudspeaker key / Select key / Log on key**
  - To switch the loudspeaker on or off. See section [“During Calls”](#) on page 28.
  - To activate *Loudspeaker Preset*. See section [“Accessories”](#) on page 80.
  - Used as select key in the Settings mode. See section [“Settings”](#) on page 65.

For a description on how to use the Select key and Log on key, see section [“Hidden key functions”](#) on page 9.

**10 Headset key**

See section "[Accessories](#)" on page 80.

**11 Clear key / Exit key / Log off key**

- To disconnect calls or exit a function. Can always be pressed instead of replacing the handset.
- To exit the Settings mode. See section "[Settings](#)" on page 65.
- To log off from the system. See section "[Log off](#)" on page 19.

For a description on how to use the Exit key and Log off key, see section "[Hidden key functions](#)" on page 9.

**12 Loudspeaker**

**13 Handset with hearing aid function**

**Please note:** *The handset may attract and retain small metal objects in the earcap region.*

**14 Pull-out leaf for quick access (optional)**

See section "[Accessories](#)" on page 80.

**15 Power adapter connection**

See section "[Install Cables](#)" on page 91.

**16 Message**

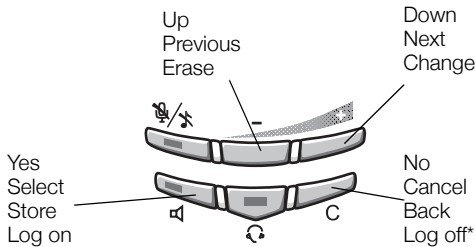
Message indication key. Press the key to retrieve the message. See section "[Access the Mailbox](#)" on page 47.



**Hidden key functions**

As described above, the keys numbered 8, 9 and 11 have some hidden functions that are not shown on the keys. Only the standard symbols are shown (Volume, Loudspeaker and C).

The picture below explains which key to press in each situation:



\* Hold for at least one second

**Lamp Indications**

The key lamps on your telephone indicate with different signals the traffic state of the ongoing call or function.



Extinguished lamp

The function is not active.



Steady light

The function is active, supervised extension or trunk is busy, heard message.



Slowly flashing lamp

New missed call in the Call List.



Rapidly flashing lamp

An incoming call to a supervised extension, to a supervised trunk or to own extension, new message.



Light with short breaks

Ongoing call.

## Display Information

The display provides feedback information such as time and date, and connected phone numbers.

When an information ends with three dots (...), this means that the system is working or waiting for your action. When an information ends with an exclamation mark (!), this means that no further action is possible.

You can change the display menu language and the date/time format, see section “[Settings](#)” on page 65.

Depending on the traffic state, the upper display row shows:

- Time and date
- Missed calls
- For [SOS calls](#), dial xxx (only shown, if programmed by the system administrator)

Depending on the traffic state, the lower display row shows:

- User's name and number
- Called number and name for internal calls
- Called number for external calls
- Calling number and name for internal and external calls \*)
- Volume level bar
- Additional information, e.g. absence reason, diversion state etc.

**Note:** *Depending on the text width the text of the second row is shown either regular or bold,*

\*) The provisioning of external calling numbers is network dependent. Even when it is provided it might happen that callers are suppressing their numbers, in this case the display only shows 'Incoming....'. If a name is available to the external caller's number in your system, it is also shown on the display. (Please contact your system administrator whether the feature 'Name presentation for external calls' is available in your system).

### Display symbols



#### **Level bar**

Indicates the ringing volume, handset/headset volume

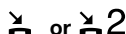
#### **Scroll bar**

If a list in the Settings menu is too long to be shown in the display, a scroll bar appears as an indicator.



#### **New missed call**

Indicates a new missed and not checked incoming call in the call list. The number beside the symbol indicates how many times this caller has tried to call you.



#### **Missed call**

Indicates a missed but checked incoming call in the call list. The number beside the symbol indicates how many times this caller has tried to call you.



#### **Incoming call**

Indicates an answered incoming call in the call list.



#### **Outgoing call**

Indicates an outgoing call in the call list.



#### **Checked radio button**

If a radio button is checked, the respective option has been selected.



#### **Unchecked radio button**

This means that the respective option is not selected.

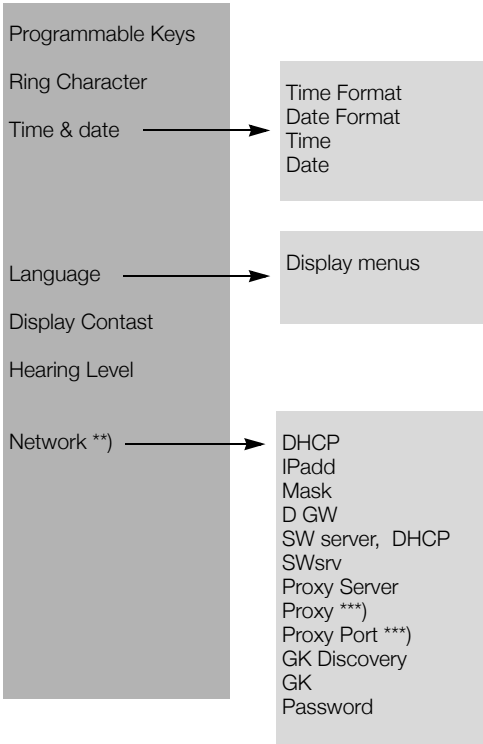


#### **Access warning.**

Flashes when the access to system services is reduced (network dependent).

## Menu Structure

Below you find the menu structure for each of the menus that can be selected when the **Settings** key has been pressed. When you are navigating through the menus, the selected menu is highlighted with a black frame.



\*\*) This menu is set to view-only. Modifications can only be performed by the system administrator.

\*\*\*) Only shown when Proxy Server is set to “Yes”.

**Note:** Since the Dialog 4422 IP Office can be used in different networks, some functions might not be supported by your system.

# Tones & Signals

Tones are audible in the handset.

**Dial tone**

(System ready to accept digits.)



**Special dial tone**

(System ready to accept digits.  
The special dial tone indicates an active diversion, an active absence information or waiting messages.)



**Ringing tone**

(Ringing signal to called party)



**Busy tone**

(Called party is busy)



**Number unobtainable tone**

(Called number not accessible or vacant)



**Call Waiting tone**



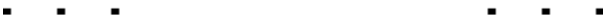
**Congestion tone**

(Call cannot be executed due to congestion or called party blocked)



**Verification tone**

(Verification that ordered function is accessed)



**Intrusion tone**

(Sent to all parties during Intrusion)



Ringing signals are emitted from the phone.

**Internal ringing signal**



**External ringing signal**



**Automatic Callback signal**



**Note:** The tones and ringing signals in this guide refer to the standard system but may vary between countries.

# Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons.

Please note the following:

- **Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.**
- **Avoid using a phone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.**
- **Do not use the phone to report a gas leak in the vicinity of the leak.**
- **Use only the power cord indicated in this guide.**
- **The handset may attract and retain small metal objects in the earcap region.**

## Start the Phone – Log On/Off

All system settings for your IP phone must be set by the system administrator before you can use the phone.

When this is done, and the phone is connected to the local network (LAN), your phone starts the start-up procedure automatically when connected to the mains.

**Notes:**

*The phone does not work during a power failure. After a power failure the phone will restart automatically. However, when a password is requested, you must log on before the phone can be used again.*

---

## Reset the phone

If your phone does not work properly, you can use the following procedure to reset the phone. This procedure will also clear the Call list. After the procedure you must log on again to use the phone.



**Press simultaneously for at least one second to reset the phone.**

## Start the Phone

### Connect the phone to the local network.

See the Installation section, “[Install Cables](#)” on page 91.

If an external power adapter is used:

### Connect the adapter to the mains and connect the plug from the adapter to “POWER” on the underside of your phone.

See the Installation section, “[Install Cables](#)” on page 91.

After a few seconds the Headset key lamp will light for about five seconds, then the display shows:

**Use administrator mode to  
change IP settings x**

The **x** indicates a timer counting down seconds. If no key is pressed during this time, “no change” is selected automatically.

**Notes:** *The administrator mode is used to change the IP settings of the phone. All administrator mode changes should be done by your system administrator.*

*If you want to use the previously stored settings, you can speed up the procedure by pressing the Loudspeaker key.*

Now the display informs you that the phone is connecting to the server and that the software is loading. This takes about 15 seconds. After a self-test, the phone is ready for log on.



### Update software

If a new software for your IP-telephone has been made available on your LAN by your system administrator, the following displays might appear:

**A new bootrom version  
is available, update? xx**

**A new application version  
is available, update? xx**

The **xx** indicates a timer counting down seconds. If no key is pressed during this time (approximately. 60 seconds), “Yes” is selected automatically. You can speed up the procedure by pressing the Loudspeaker key.



#### **Press to update the software (=Yes).**

The software download takes about 30 seconds, then the startup procedure continues automatically.

**Note:** *It is important that you do not disconnect the power from the phone while the new software is being downloaded and saved. If a power failure occurs, the software must be downloaded again.*



If you want to continue to use the previously stored settings:

#### **Press to use the current version of the software (=No).**

## Log on

### Log on menu, if SOS call function is disabled:

User not logged on!  
Log on with: **5446**



The extension number that was used for the last log on is automatically shown. If the displayed number is your number:

**Press to log on.**

If the displayed number is not your own (i.e., the phone has been logged on by someone else with the shown number):



**Dial your extension number.**

The displayed number is automatically erased when you start dialling. The display shows the digits you entered.



**Press to log on.**

If a password is not required, the display shows your extension number, and the phone is ready for use.

07:30 am 12 Nov 2003  
**EXTENSION 5446**

### Log on menu, if SOS call function is enabled:

For SOS calls, dial 112  
Log on with: **5446**

If the SOS call function is enabled, the text **For SOS calls, dial 112** is shown. The number for SOS calls might vary between countries.

If a password is requested, the display shows:

Enter password:

**Notes:** *The password is obtained from the system administrator and can only be changed by the administrator.*



**Enter your password.**

**Press to log on.**

The display shows your name and extension number, and the phone is ready for use.

07:30 am 12 Nov 2003  
SMITH JOHN 5446

## Log off



**Press to log off.**

Press and hold the key for at least one second.

The text **Log off?** is displayed.



**Press to confirm (within four seconds).**

The Log on menu is displayed.

User not logged on!  
EXTENSION 5446

# Incoming Calls

A ringing signal, a flashing Line key lamp and the display indicate an incoming call.

## Answer Calls

When you receive an incoming call, the display shows:



**Lift the handset to accept the call.**

### To another extension (Call pick-up)

You can answer a call to another extension from any phone in your office.



**Call the ringing extension.**

You receive busy tone.

**6**

**Press.**

**Note:** The number for answering calls to another extension may differ from country to country, see table "[Alternative Programming for Camp-on, Automatic Callback, Call pick-up, Intrusion](#)" on page 79.

### Answer a second call

See "[Call Waiting](#)" on page 31.

# Outgoing Calls

## Make Calls

To make internal and external calls:



**Enter either a directory number to make an internal call.**

**Or:**

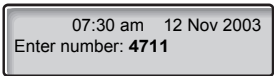
**0**



**Enter the digit(s) for external line access and the desired public number.**

***Note:** Which digit to press for external line access depends on the configuration of the system.*

The display shows the entered number, for example:



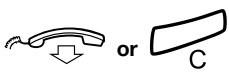
After entering the number, the number is dialled immediately.

Monitor the call progress via the loudspeaker. When the connection has been established, the display shows the other party's name (only internal) and number.



**Lift the handset.**

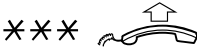
***Note:** For faster calling, see sections "[Common Abbreviated Numbers](#)" on page 24 and "[Dial-by-Name](#)" on page 24.*



**Replace the handset or press to end the call.**

## Last External Number Redial

When you initiate an external call, the system automatically stores all dialled digits, regardless of whether the call was successful or not. Stored numbers can consist of a maximum of 32 digits.



**Press to redial the last dialled external number and lift the handset.**

**Note:** You can also redial a number by using the Call List, see section "[Call List](#)" on page 26.

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## Automatic Callback

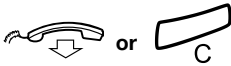
You call an extension and receive busy tone or get no answer. This can also be used if no external line is free:

**5**

**Press.**

Verification tone.

**Note:** The number for Automatic Callback may differ from country to country, see table "[Alternative Programming for Camp-on, Automatic Callback, Call pick-up, Intrusion](#)" on page 79.



**Replace the handset or press to finish the procedure.**

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



**Lift the handset when you are called back.**

The requested extension is called automatically.

## Busy Extension

You call an extension and receive busy tone.

### Camp-on

You can notify a busy extension of your call by sending a call waiting tone (if this function is allowed).

**4**

#### **Press to camp-on.**

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

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

*The number for Camp-on may differ from country to country, see table “[Alternative Programming for Camp-on, Automatic Callback, Call pick-up, Intrusion](#)” on page 79.*

### Intrusion

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

**8**

#### **Press to intrude.**

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

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

*The number for Intrusion may differ from country to country, see table “[Alternative Programming for Camp-on, Automatic Callback, Call pick-up, Intrusion](#)” on page 79.*

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## Diverted Extension

See chapter “[Bypass Call Forwarding](#)” on page 40.

## Abbreviated Numbers

By using Abbreviated Numbers, you can make calls simply by pressing a few keys. Frequently used external numbers are stored as Common Abbreviated Numbers in the exchange.

Your personal most frequently used external numbers can be stored and used on the programmable keys on the telephone or on the keys 0 to 9.

---

## Common Abbreviated Numbers

External numbers are stored centrally in your BusinessPhone Communication Platform. Common Abbreviated Numbers can be dialled from every extension that has the authority to do so.



### Enter the Common Abbreviated Number.

Please refer to your telephone directory.

---

## Dial-by-Name

If you frequently use certain functions or call certain numbers, you may program them on the programmable keys of your telephone. Stored numbers can consist of a maximum of 24 digits. For programming them, see chapter “[Programmable Keys](#)” on page 65.

To use the function or call the number, just press the key.

Head Office



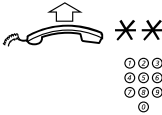
**Press to make a call (pre-programmed).**



## Individual Abbreviated Numbers

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

**Note:** To program individual abbreviated numbers, your extension has to be authorized by the system administrator.



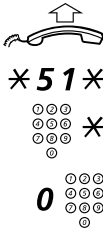
**Lift the handset and press.**

**Enter the Abbreviated Number.**

A number between 0 and 9.

### Program Individual Abbreviated Numbers

To program external numbers on the digit keys **0** to **9**:



**Lift the handset.**

**Enter programming mode.**

**Select an Abbreviated Number between 0 and 9 and press.**

**Enter the digit(s) for external line access and dial the public number.**

The number can consist of up to 24 digits.

**Note:** Which digit to press for external line access depends on the configuration of the system.

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

**# Press.**



### Cancel one specific Individual Abbreviated Number

**Lift the handset.**

**Press.**

**Enter an Abbreviated Number between 0 and 9 and press.**



### Cancel all Individual Abbreviated Numbers

**Lift the handset.**

**Press.**

Confirmation tone.

---

## Call List

The phone keeps a Call List with up to 50 entries that includes missed calls, incoming calls, outgoing calls and answered calls.

**Note:** *If a power failure occurs, the list is cleared.*

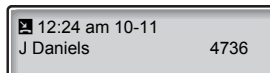
*If the network does not display the number of an incoming call, the call will be stored in the call list, however, it can not be called.*



**Press to access the Call List.**

**Note** *The Call List can also be accessed via the web server, see section "[Web Server](#)" on page 84*

If you have missed or new calls in the Call List, the key is flashing. The latest call is shown in the display:



See section "[Display symbols](#)" on page 11 for an explanation of the Call List symbols.

As an alternative, the Call List can also be accessed via the web server. See section "[Web Server](#)" on page 84.



### **Scroll through the list**

**Press to show the next call (+) or the previous call (-) in the list.**



### **Call a list entry**

**Lift the handset to call the shown phone number.**



### **Remove a list entry**

**Press to remove the shown entry from the Call List.**



### **Exit the Call List**

**Press to exit the Call List.**

## During Calls

The BusinessPhone Communication Platform allows you to handle calls in many different ways. You can switch between handset and monitoring, mute the microphone, make an inquiry, transfer the call, establish a conference or put the call on hold to perform other tasks.

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### Monitoring

This function lets you listen to the call via the loudspeaker while the handset is on hook, e.g. while waiting for a called busy extension to become free, passive listening to an ongoing telephone conference, etc. You have an ongoing conversation via the handset.



**Press to switch the loudspeaker on.**



**Replace the handset.**

When the loudspeaker key lamp is lit, you monitor the call via the loudspeaker. The handset (including the microphone) is disconnected. The Mute key lamp is also lit to inform you that there is no microphone connected.



**Press to end the call.**

**Note:** You can adjust the volume, see section [“Handset and Loudspeaker Volume”](#) on page 76.



### From Monitoring to handset

**Lift the handset.**

Continue your conversation via the handset.

## Mute



You have an ongoing conversation.

### **Press to switch the microphone on or off.**

When the lamp is lit, the person on the line will not be able to hear the conversation in your room.

---

## Inquiry

During an ongoing conversation you want to make an inquiry to an internal or external party.

**Line** 



### **Press.**

The first call is put on hold.

### **Enter the number of the third party.**

When the third party answers, you can switch between the calls, create a conference or end one of the calls.

### **Refer back**

You can switch between the connected parties:

**Line**  **2**

### **Switch between calls.**

**Line**  **1**

### **Press to terminate.**

## Transfer

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

**Line**



**Press.**

### **Enter the number of the third party.**

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

**Note:** Please read the notes and warnings in section *"Useful Hints"* on page 90.



### **Replace the handset.**

The call is transferred.

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

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

### **Callback**

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

## Call Waiting

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



### **Press.**

The ongoing call is terminated and the waiting call will be signalled on your phone.



### **Press the flashing Line key.**

## Conference

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



### **Press.**



### **Enter the number of the third party.**

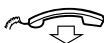


### **Press to establish a three party conference.**

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

### **Repeat the procedure to include other persons in the conference.**

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



### **Replace the handset to leave the conference.**

## Individual Hold

You have an ongoing conversation. Now you want to put the ongoing call on hold for a short while.

**Line** 

**Press the Line key.**

The lamp flashes slowly.



**Replace the handset.**

**Line** 

**Press again to retake the call that has been put on hold.**

---

## Common Hold

Pick-up on another extension:



**Enter the number of the extension that put the call on hold.**

**6**

**Press.**



## Send Message

To send a message to an extension when you receive busy tone or get no answer.

### Callback message

To send a Call Me message.

**9 #**      **Press to send.**

### Voice message

To send a Voice message.

**9 9**      **Press and speak.**

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

**9**      **Press and speak to re-record.**

**#**      **Press to send.**

# Call Forwarding

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position. The alternate answering position can either be a pre-programmed one ([Diversion when your extension is not active](#) and a common one for: [Fixed Diversion](#), [Diversion when there is no answer](#) and [Diversion when your extension is busy](#)) or an individual one.

If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

Depending on the type of diversion, you are also able to record your Personal Greeting for your mailbox, see section "[Change your Personal Greeting](#)" on page 49.

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

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## Diversion when there is no answer

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

---

## Diversion when your extension is busy

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

## Diversion when your extension is not active

If your extension is not active (logged off) your system administrator can program it to automatically divert calls to a pre-programmed diversion address.

---

### Fixed Diversion

This function directs your calls to a pre-programmed diversion address (e.g. mailbox system or secretary).

#### Activate Fixed Diversion

**\* 2 1 #**



**Press to activate the diversion.**

Verification tone. You can make outgoing calls as usual. A special dial tone and the display indication reminds you that a Call Forwarding is active.

**Press to finish the procedure.**



#### Cancel diversion

**# 2 1 #**



**Press to cancel diversion.**

Verification tone.

**Press to finish the procedure.**

New incoming calls will be signalled on your phone again

## Individual Diversion

This feature allows you to divert your calls to internal and external diversion address, e.g. to any directory number, a colleague's extension, an external number or a common abbreviated number (e.g. your mobile phone).

### Program and activate Internal Diversion

Divert your calls to an internal answering position.

**\* 2 1 \***



**#**



**Press.**

**Enter the internal diversion address.**

**Press to activate the diversion.**

Verification tone. You can make outgoing calls as usual. A special dial tone and the display indication reminds you that Call Forwarding is active.

**Press to finish the procedure.**

**Note:** An Individual Internal Diversion cannot be activated if an Individual External Diversion is already activated.

### Cancel Internal Diversion

**# 2 1 #**



**Press to cancel the diversion.**

Verification tone.

**Press to finish the procedure.**

New incoming calls will be signalled on your phone again.

### **Program and activate External Diversion**

Divert your calls to a new external diversion address:

**Note:** To use the external diversion function, your extension has to be authorized by the system administrator.

**\* 2 2 \***

**Press.**

**0** 

**Enter the digit(s) for external line access and enter the new external diversion address.**

A maximum of 24 digits.

**Note:** Which digit to press for external line access depends on the configuration of the system.

**#**

**Press to activate the diversion.**

Verification tone. You can make outgoing calls as usual. A special dial tone and the display indication reminds you that Call Forwarding is active.



**Press to finish the procedure.**

**Note:** Before you leave, call your extension to check if the External Diversion has been set up correctly. Individual External Diversion can also be used via the DISA function, see section "[Other Useful Features](#)" on page 59.

### **Cancel External Diversion**

**# 2 2 #**

**Press.**

Verification tone.



**Press to finish the procedure.**

New incoming calls will be signalled on your phone again.

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

### **Re-activate External Diversion**

Divert your calls to an external diversion address.

**\*22\*#**



**Press to activate the programmed External Diversion.**

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

**Press to finish the procedure.**

## Follow-me

If you are in another room, you can still answer your calls by forwarding them to where you are. To activate Follow-me, Individual Internal Diversion must be active on your telephone.

### Activate Follow-me

**Note:** This procedure has to be executed from the telephone the calls are diverted to (your defined diversion address).

**\* 2 1 \***

**Press.**



**Enter your own extension number and press.**



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

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



**Press to finish the procedure.**

### Cancel Follow-me

Follow-me and Individual Diversion can also be cancelled from the answering position.

**# 2 1 \***

**Press.**



**Enter your own extension number.**



**Press.**

Verification tone.



**Press to finish the procedure.**

## Bypass Call Forwarding

Bypass Call Forwarding allows you to call a specific extension even if Call Forwarding is activated on this extension.

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

**\*60\***

**Press.**



**Enter extension number.**

**#**

**Press.**

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



# Absence Information

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

**Note:** *When you have activated a diversion to the mailbox with a Personal Greeting, callers will receive this greeting even if you have activated the Absence Information, see section [“Change your Personal Greeting”](#) on page 49.*

You can inform your callers with:

- **Pre-defined texts**  
Enter the reason for your absence and the date and time of your return.
- **Voice information**  
Record a voice message and mention the reason of your absence.

# Enter Information

To store text or voice information.

✱23✱

**Press to enter the information mode.**

**Select Pre-defined Text or Voice Information.**

## Pre-defined texts



**Enter Info Code.**



**Enter Completing Info from the table below.**

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

#

**Press to enter the information.**

Internal callers receive the information on the display (or as spoken information to callers without a display phone).

External callers will be routed to the operator who also has access to your absence info.



**Press to finish the procedure.**

*Pre-defined text example:*

*Vacation, back June 27*

**\* 2 3 \***

**Press.**

**5**

**Enter code.**

**0 6 2 7**

**Enter month and day.**

**#**

**Press.**

Information active.



**Press to finish the procedure.**

5 VACATION  
**BACK Jun 27**

### **Voice information**

**\* 2 3 \***

**Press to enter information mode.**

**9**

**Press and speak.**

**\***

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

**9**

**Press and speak to re-record.**

**#**

**Press to activate.**



**Press to finish the procedure.**

Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absence info.

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

## Change Information

### Save

**\* 2 3 \* #**



**Press to deactivate and save for later use.**

Information is passive.

**Press to finish the procedure.**

### Use saved information

When the information is switched off:

**\* 2 3 \* #**



**Press to activate saved information.**

Information is active.

**Press to finish the procedure.**

### Erase information

**# 2 3 #**



**Press to erase an active information.**

**Press to finish the procedure.**

# Mailbox System

While you are away from the office, callers can leave messages in your mailbox. You are also able to configure your mailbox with your personal greeting, see section “[Change your Personal Greeting](#)” on page 49.

The first time you enter the mailbox system (only possible from own extension), you might be requested to change your password if it is default (0000). See section “[Change Password](#)” on page 52 or follow the voice announcements.

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

## Activate the Mailbox

Divert your extension to the mailbox system.

**✱ 2 1 ✱**

**Press.**



**Enter the number of the mailbox system.**

Ask the system administrator for the defined mailbox system number.

**#**

**Press to activate the diversion.**

Verification tone.



**Press to finish the procedure.**

**Note:** For daily use, it is recommended to ask your system administrator to define the mailbox as your pre-programmed diversion address. Once this is defined, you only have to enter \*21# to activate your mailbox.

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

---

## Deactivate the Mailbox

**# 2 1 #**



**Press.**

Verification tone.

**Press to finish the procedure.**

New incoming calls will be signalled on your phone again.

**Note** The mailbox is still active if is defined as pre-programmed diversion address for the feature [Diversion when there is no answer](#) and [Diversion when your extension is busy](#).

## Access the Mailbox

The following mailbox functions can be accessed from your own extension, any other internal extension or from an external position (e.g. mobile phone)

- Listen to available messages
- Change your personal greeting
- Send messages
- Set up Outcall (External) Notification (configuration dependent)
- Change your password

### Access the mailbox from your own extension

**Message**



#### **Press**

Listen and follow the voice announcements in the main menu.

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

### Access the mailbox from any other extension



#### **Enter the directory number of the mailbox system.**

Listen and follow the voice announcements in the main menu.

### Access the mailbox from an external position (e.g. mobile phone)



#### **Enter the public number of your company.**



#### **Enter the directory number of the mailbox system.**

Listen and follow the voice announcements in the main menu.

## Listen to your Messages

Received messages are divided into the following three categories:

- New messages (not heard); indicated by a flashing message LED and a special dial tone.
- Heard messages; indicated by a lighting message LED and a special dial tone.
- Stored messages; not indicated.

**Note:** Messages are deleted from the system after a certain time. Please ask your system administrator regarding this.

### Access the mailbox.

(See chapter “[Access the Mailbox](#)” on page 47.)

Listen and follow the voice announcements in the main menu.

## 1

### Select to listen to available messages

**Note:** If there are no messages in your mailbox, the option to listen to your messages will not be available.



### Select one of the three message categories (new, heard, stored).

Listen to your messages and follow the voice announcements in the dedicated menu.

- play message again
- forward a message
- get date and time info
- pause during play
- play previous message
- store message
- play next message
- erase message

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



**Press to finish the procedure.**



### **Forward a Voice Message**

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, i.e. it can be deleted without deleting the original message.*

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

## **Change 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.

### **Access the mailbox.**

(See chapter “[Access the Mailbox](#)” on page 47.)

Listen and follow the voice announcements in the main menu.

## **2**

### **Select to change your Personal Greeting.**



### **Select the desired diversion type**

Listen and follow the dedicated voice announcements.

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



### **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.*

## Send Messages via your Mailbox

With this function, the mailbox system allows you to record and send messages from your mailbox to any other internal mailbox without calling the respective mailbox owner. A recorded message can either be sent to one or to multiple mailboxes.

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

### Access the mailbox.

(See chapter “[Access the Mailbox](#)” on page 47.)

Listen and follow the voice announcements in the main menu.

## 3

### Select to record and send messages.

Listen and follow the dedicated voice announcements.

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 “[Send Message](#)” on page 33.*

---

## Outcall (External) Notification

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

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

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

- Notification with mailbox access:  
You acknowledge the notification via your password (has to differ from the default value 0000). See section “[Change Password](#)” on page 52 to select a new password. You have full access to the mailbox system.

- Notification without mailbox access:  
You get a short voice announcement 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 pre-programmed time, the connection is cancelled and repeated later (ask the system administrator for the programmed number of notification attempts).*

#### **Access the mailbox.**

(See chapter “[Access the Mailbox](#)” on page 47.)

Listen and follow the voice announcements in the main menu.

## **4**

#### **Select to set up outcall notification.**

Listen and follow the dedicated voice announcements.

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

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



**Press to finish the procedure.**

## Change Password

### Change the password via your mailbox

#### **Access the mailbox.**

(See chapter "[Access the Mailbox](#)" on page 47.)

Listen and follow the voice announcements in the main menu.

**5**



#### **Select to change the password.**

Listen and follow the dedicated voice announcements.

#### **Press to finish the procedure.**

### Change the password via the telephone

**# \* 7 2 \***

#### **Press to select a new password.**



#### **Enter your present password.**

The default password is 0000.



#### **Press.**



#### **Enter your new password.**

**#**

#### **Press.**

Verification tone.



#### **Press to finish the procedure.**

## Dictaphone Function

If you want to record and retrieve personal voice messages you, can use the Dictaphone function. A Dictaphone message is treated as a normal message. For information on how to retrieve Dictaphone messages, see section “[Listen to your Messages](#)” on page 48.

### Record message

To start the recording:



**Lift the handset.**

**\* 5 8 #**

**Press and record your message.**

The maximum recording time is four minutes and 15 seconds.

Select options below:

**\***

**Press to play-back.**

**9**

**Press and speak to re-record.**

**#**

**Press to stop the recording and save the message.**



**Press to finish the procedure.**

# Group Features

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

## Key system

With this function, all (or selected) external lines are represented by pre-programmed keys on all phones. For each external line, a Function key has to be programmed. Which means that you are able to monitor the state of traffic for every programmed external line (e.g. free, busy). You can also establish an external call by pressing the External Line key.

### Answer an external call

To answer an external call, just press the flashing key. (Depending on the programming of the system, an incoming external call will be announced with a flashing Line key and a ringing signal.)



**Press (pre-programmed).**  
Speech connection with the caller.

### Make an external call

To initiate an external call, just press the External Line key. The external line will be seized automatically.



**Press a free Line key (pre-programmed).**



**Dial the desired number.**  
If you make external calls in this way, you do not have to dial the digit(s) for external call access first.

## Supervision/Telephone Attendance

A Function key can also be programmed for Supervision and handling calls for a group of extensions. If a Supervision/Attendance key is programmed on your telephone, you are able to call the other group members or answer incoming calls for the group by pressing the key and monitor the activity of other extensions (free, busy, called).

### Traffic situation

Michael 

**Ongoing conversation (lamp is on).**

Michael 

**Free extension (lamp is off).**

Michael 

**The extension is called (flashing lamp).**

### Pick-up calls for the group

Your colleague's extension is indicated on your phone by a pre-programmed key.

Michael 

**Press to answer the calls directly (pre-programmed).**

A flashing lamp beside the key indicates an incoming call.

### Call a group-member

Michael 

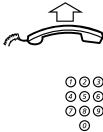
**Press to make a call (pre-programmed).**

**Note:** If the key is flashing, you will automatically pick-up your colleague's ongoing call.

---

## Group Call-pick-up

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



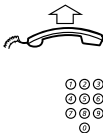
**Lift the handset.**

**Enter the group Call-pick-up code.**

---

## Common Bell

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



**Lift the handset.**

**Enter the Common Bell pick-up code.**

Please ask your system administrator for the Common Bell pick-up code.

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

**Note:** *You can also place the Common Bell pick-up code on a programmable key.*

---

## Group Hunting

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



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

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

### Log in

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

To log in to one specific hunt group:

**\* 2 8 \***

**Press.**



**Enter the hunt group number.**

Please ask your system administrator for the configured number.

**#**

**Press.**

Verification tone.



**Press to finish the procedure.**

To log in to all hunt groups:

**\* 2 8 \***

**Press.**

Verification tone.

**\* #**

**Press.**



**Press to finish the procedure.**

### Answer calls

**Answer Group Hunting calls in the normal way.**

## Log out

**To log out from one specific hunt group:**

**# 2 8 \***

**Press.**



**Enter the hunt group number.**

Please ask your system administrator for the configured number.

**#**

**Press.**



**Press to finish the procedure.**

07:30 am 12 Nov 2003  
PBX GRP . LOGGED OUT

**To log out from all hunt groups:**

**# 2 8 \* \* #**

**Press.**



**Press to finish the procedure.**

## Other Useful Features

By using these features your productivity will be increased, e.g. you can set reminders for important meetings, place the cost for external calls on separate accounts, listen to music via the loudspeaker and much more...

---

### Tandem Configuration

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

#### To activate the Tandem configuration

**\* 2 8 #**

**Press to log on the secondary telephone.**



For incoming calls:

- Both telephones are treated as 1 single extension.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

# 2 8 #



### To deactivate the Tandem configuration

**Press to log off the secondary telephone.**

**Press to finish the procedure.**

For incoming calls:

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

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

### Transferring a call between members of a Tandem configuration

Line



**Press.**

**Enter own extension number.**

**Press to finish the procedure.**

## Reminder

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

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

\* 3 2 \*



**Press.**

**Enter Reminder time and press.**  
(00-23) hour + (00-59) minute.

**Press to finish programming.**

When the Reminder time is reached, your phone rings with recall signal.

# 3 2 #

**Cancel Reminder****Press to cancel all settings.****Press to finish the procedure.****Doorphone**

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

**Answering Doorphone calls****Lift the handset.**

You will be in speech connection with the calling party.

**Opening of the doorlock**

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

**Line** **Press.****Enter the door-opener's directory number.**

Please ask your system administrator for the number.

**Note:** You can also place the door-opener's directory number on a programmable key.

## Direct Inward System Access (DISA)

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

**Note:** To 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, see section "[Change Password](#)" on page 52.

You can also divert calls from your office extension to your external position, see section "[Call Forwarding](#)" on page 34. During the procedure you will be prompted for your password.



**Enter the public number of your company.**



**Followed by the DISA directory number.**

Ask the system administrator for the defined DISA directory number.

Listen and follow the voice announcements.

**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, see section "[Account Number](#)" on page 63.

**0**



**Enter the digit(s) for external line access and the desired public number.**

**Note:** Which digit to press for external line access depends on the configuration of the system.

**Or:**

**Use the External Diversion function.**

Procedure, see section "[Call Forwarding](#)" on page 34.

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

## 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 prerequisites apply:

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

The Account Numbers can also be used via the DISA function, see section "[Direct Inward System Access \(DISA\)](#)" on page 62.

### Verified or own Account Number

Before an outgoing call:

✖ 9 ✖

**Press.**

○○○  
○○○  
○○○  
○ #

**Enter Account Number and press.**

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

## DTMF Tones

The DTMF function - also known as Suffix Dialling - is used to control answering machines or any other telecommunication devices. This function is permanently active during a call.

○○○  
○○○  
○○○  
○

**Make an internal or external call to reach the desired device.**

When your call is answered you can continue to dial digits which will be sent as DTMF digits (tone signals) to the called device in order to activate the desired functions.

# Least Cost Routing

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

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

## Use Least Cost Routing

0



**Enter the digit(s) for external line access and the desired public number.**

The usual way of making an outgoing external call.

**Note:** Which digit to press for external line access depends on the configuration of the system.

## Calling Least Cost Routing

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

0



**Enter the LCR code.**

Please ask your system administrator for the LCR code.

**Enter the digit(s) for external line access and the desired public number.**

**Note:** Which digit to press for external line access depends on the configuration of the system.

*You can also place the LCR code on a programmable key.*



# Settings

In order to satisfy your personal needs, the BusinessPhone Communication Platform and your IP telephone are equipped with many options for an individual configuration.

The following settings and programmable functions are available when you have logged on to your IP telephone:

- Programmable keys
- Ring signal tone character settings
- Time and date format settings
- Time and date settings
- Language settings
- Hearing level
- Display the network settings

---

## Programmable Keys

If you frequently use certain functions or call certain numbers, you may store them on the programmable keys of your telephone. Stored numbers can consist of a maximum of 24 digits. To use the function or call the number, just press the key.

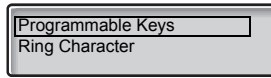
**Note** *To allocate a **Supervision function** to a programmable key please contact your system administrator.*

**Settings**



### Press to enter the Settings menu.

The display shows the first two configuration options with the Programmable Keys option selected (highlighted with a black frame):



**Note** The programming can also be performed via the web server, see section "[Web Server](#)" on page 84.



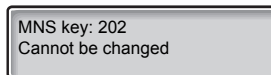
**Press to select the Programmable Keys menu.**



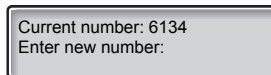
**Press a programmable key.**

**Note:** The Settings, Call List, Message and Line key are pre-defined and cannot be used as programmable keys.

Additionally, if a **Supervision function** has been programmed by the system administrator, the key can not be programmed by you and the display shows:



If the key has been programmed previously by you, the function or telephone number programmed is shown in the display.



**Press to keep the current number programming.**

**Or:**



**Enter a new number.**

Internal directory number, function code or line access code + public number.



**Press to store the entered number.**

Wait until the following display will be shown again.





**Press to return to the main Settings menu.**

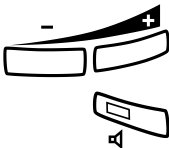
**Press to exit the Settings mode.**

**Note:** You can remove the transparent cover for writing the names beside the keys, see section "[Install Card](#)" on page 96.

# Ring Signal Tone Character

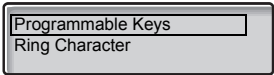
There are 10 different programmable ring signal tone characters on your phone, each corresponding to a digit between 0 and 9.

**Settings**



**Press to enter the Settings menu.**

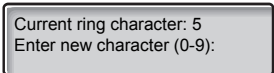
The display shows the first two configuration options:



**Press + or - until the Ring Character option is selected.**

**Press.**

The current tone character is displayed (example):



**Press a digit to select a new character (0-9).**

The phone rings with the chosen character.



**Press to store the selected character.**

**Settings**



**Press to return to idle mode.**

If you want to return to the previous menu, press the C-key.

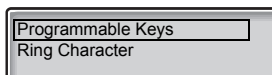
## Time Format

You can change the way the time (format) is presented in the display. The time can be shown in 24 or 12 hour clock mode.

**Settings** 

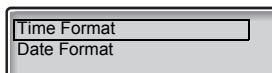
**Press to enter the Settings menu.**

The display shows the first two configuration options:



**Press + or - until the Time & date option is selected.**

**Press.**



The display shows the available configuration options with the Time Format option selected.

**Press.**

The current time format is selected and the radio button is checked (see example).



**Press + or - to change between the 12 hour and 24 hour mode.**

**Press to store the selected time format.**

The time format is changed.

**Press to return to idle mode.**

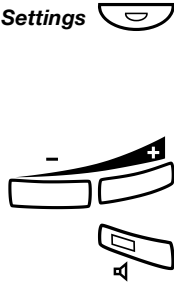
If you want to return to the previous menu, press the C-key.

**Settings** 

# Date Format

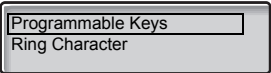
You can change the way the date (format) is presented in the display. The date can be shown in eight ways (note that there are five alternatives for the DD-MM-YYYY format):

<i>Format</i>	<i>Example</i>
• DD MM YYYY	22 02 2003
• DD MMM YYYY	22 Feb 2003
• WW DD MMM YYYY	Th 22 Feb 2003
• YYMMDD	030222
• YYYY-MM-DD	2003-02-22
• MM/DD/YYYY	02/22/2003
• DD-MM-YYYY	22-02-2003
• WW DD-MM-YYYY	Th 22-02-2003



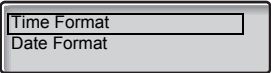
**Press to enter the Settings menu.**

The display shows the first two configuration options:

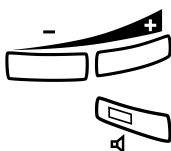


**Press + or - until the Time & date option is selected.**

**Press.**



The display shows the available configuration options with the Time Format option selected.

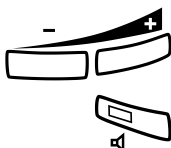


**Press + or - until the Date Format option is selected.**

**Press.**

The current date format is selected and the radio button is checked.

<input type="radio"/>	27 11 2003
<input checked="" type="radio"/>	27 Nov 2003



**Press + or - until the desired format is selected.**

**Press to store the selected date format.**

The date format is changed.

**Settings**



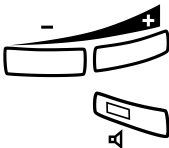
**Press to return to idle mode.**

If you want to return to the previous menu, press the C-key.

# Set the Time

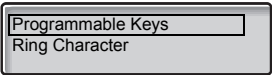
The menu for setting the time is only available if no time server is installed in your system.

**Settings**



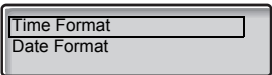
**Press to enter the Settings menu.**

The display shows the first two configuration options:



**Press + or - until the Time & date option is selected.**

**Press.**

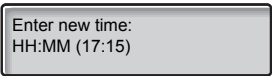


The display shows the available configuration options with the Time Format option selected.

**Press + or - until the Time option is selected.**

**Press.**

The current time is shown (see example):



**Enter the new time (HH:MM).**

**Press to store the entered time.**

**Press to return to idle mode.**

If you want to return to the previous menu, press the C-key.

**Settings**





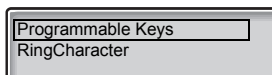
## Set the Date

The menu for setting the date is only available if no time server is installed in your system.

**Settings** 

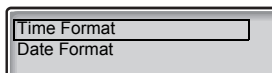
**Press to enter the Settings menu.**

The display shows the first two configuration options:



**Press + or - until the Time & date option is selected.**

**Press.**

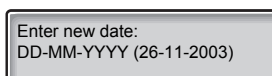


The display shows the available configuration options with the Time Format option selected.

**Press + or - until the Date option is selected.**

**Press.**

The current date is shown (see example).



**Enter the new date (DD-MM-YYYY).**

**Press to store the entered date.**

**Press to return to idle mode.**

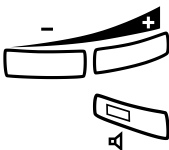
If you want to return to the previous menu, press the C-key.

**Settings** 

# Language

You can change the display menu language for your phone. Available languages are listed when the Language menu is selected.

**Settings**

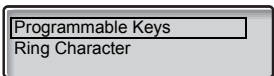


**Settings**



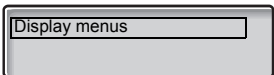
**Press to enter the settings menu.**

The display shows the first two configuration options:



**Press + or - until the Language option is selected.**

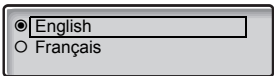
**Press.**



The display shows the Display menus option selected.

**Press.**

The current language is selected and the radio button is checked. (default: English).



**Press + or - until the desired language is selected.**

**Press to store the selected language.**

The display language is changed.

**Press to return to idle mode.**

If you want to return to the previous menu, press the C-key.

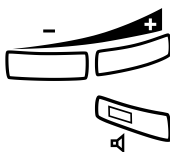
## Display contrast

The display contrast can be changed.

### Change the contrast on the display

**Settings** 

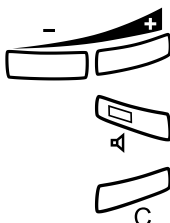
**Press**



**Press + or - until the Display Contrast option is selected.**

**Press.**

The display shows:



**Press + or - to decrease or increase the contrast.**

**Press to store the contrast level.**

**Press to return to the previous menu.**

**Settings** 

**Press to return to idle mode.**

## Handset and Loudspeaker Volume

Use the Volume keys to change the volume of the handset or loudspeaker during a call.

Adjust the handset listening volume when the handset is off hook. Adjust the loudspeaker volume when dial tone is heard via the loudspeaker, or during a monitoring call.



**Press to change the volume.**

The handset and loudspeaker volume level is stored.

**Note:** *If a power failure occurs, the individual volume settings will be reset to their defaults.*

### Hearing aid compatibility and hearing level

Since your telephone has a built-in inductive coupler for the hard-of-hearing, anyone so desiring can use the telecoil in his/her hearing aid while telephoning.

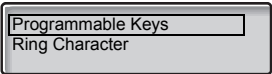
You can also increase the hearing level to +6 dB in the handset and headset:

**Settings**



**Press.**

The display shows the first two configuration options:



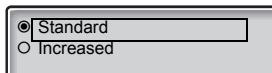
**Note** *The programming can also be performed via the web server, see section "[Web Server](#)" on page 84.*



**Press + or - until the Hearing Level option is selected.**

**Press.**

The current hearing level is selected and the radio button is checked.



**Press + or - to change between the values Standard and Increased.**



**Press to store the selected hearing level.**



**Press to return to idle mode.**

If you want to return to the previous menu, press the C-key.

## Ring Signal Volume

Use the Volume keys to adjust the ring signal volume when the phone is idle or ringing. Adjusted volume is stored.



**Press to change the volume.**

**Note:** *The volume will return to the default level in case of a power failure.*

## Mute Ring Signal

You can suppress the ring signal for an incoming call.



**Press to suppress the ring signal.**

The ring signal is switched off for the current call.

## Silent Ringing



If you do not want to be disturbed by the ring signal but still want to be able to answer an incoming call, you can switch off the ring signal. Incoming calls are only indicated by a flashing line lamp and display information.

### **Press to switch off the ring signal.**

The Mute key lamp is switched on to indicate silent ringing. The ring signal will automatically be switched on the next time you lift the handset or press any key.

---

## Network Settings

The following network options are available for viewing only:

- DHCP
- IP Address
- Subnet Mask
- Default Gateway
- SW server, DHCP
- SW server
- Proxy Server
- Gatekeeper Discovery
- Gatekeeper
- Password (IP telephone)

**Note:** *If you have a question concerning your network settings, please consult your system administrator.*

# Alternative Programming for Camp-on, Automatic Callback, Call pick-up, Intrusion

The associated number for using the Camp-on, Automatic Callback, Call pick-up or the Intrusion function may vary from country to country. If you cannot use a code for a specific function, maybe your exchange system has been programmed with a different associated number.

Because this User Guide describes only the default programming, the following table shows the most common settings in some of these countries that are known for a different programming.

	<i>Austria, Belgium, Brazil, Denmark, Germany</i>
Camp-on	5
Automatic Callback	6
Call pick-up (Answer calls to another extension)	8
Intrusion	4

# Accessories

This chapter describes optional features that can be used together with your BusinessPhone telephone.

---

## Headset (optional)

To install the headset, see section "[Install Cables](#)" on page 91. The following headset functions are available.

### Answer calls



#### **Press to answer.**

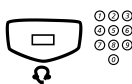
The Headset key lamp is turned on.

**Note:** When the phone is set for Headset Preset, you can also press the flashing Line key to answer the call. See section "[Headset Preset](#)" on page 82.



#### **Press to terminate the headset call.**





### **Make calls**

#### **Press and dial the number.**

The Headset key lamp is turned on.

**Note:** When the phone is set for Headset Preset, you can also dial the number directly without pressing the Headset key, or press a Line key instead of the Headset key. See section "[Headset Preset](#)" on page 82.

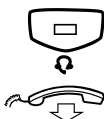


#### **Press to terminate the call.**



### **From headset to handset**

#### **Lift the handset.**



### **From handset to headset**

#### **Press.**

The Headset key lamp is turned on.

#### **Replace the handset.**



### **From headset to monitoring**

#### **Press.**

The Loudspeaker key lamp is turned on.



### **From monitoring to headset**

#### **Press.**

The Headset key lamp is turned on.

## Headset Preset

By default, the phone is set for calls to be connected to the loudspeaker when you answer or make calls by pressing a Line key, also called **Loudspeaker Preset**. Also, when you dial the number without lifting the handset, the call is automatically connected to the loudspeaker.

When you use a headset for your phone, you can change the settings to get calls connected to the headset instead, also called **Headset Preset**.

**Notes:** *Regardless of the type of preset setting, when you lift the handset the call is always connected to the handset.*

*Monitoring works as usual, i.e. when the Loudspeaker key is pressed, the call is temporarily connected to the loudspeaker.*

*Activation and cancellation of Headset Preset can only be done when the phone is in idle mode.*

To activate Headset Preset:



**Press and hold for at least 4 seconds.**  
A short acknowledging tone signal is heard.



To cancel Headset Preset:

**Press and hold for at least 4 seconds.**  
A short acknowledging tone signal is heard.

To check the current preset settings:



**Line 1**



**C**

**Press.**  
Either the Loudspeaker or Headset key lamp is turned on, indicating the current preset settings.

**Press.**



### **Headset volume**

Use the Volume keys to change the volume of the headset.

#### **Press to change the volume.**

The set headset volume level is stored.

For people with impaired hearing, the headset hearing volume level can be extra amplified. Use the same procedure as described in section “[Handset and Loudspeaker Volume](#)” on page 76.

---

## **Pull-out Leaf (optional)**

The pull-out leaf is used for a personal phone number list and is installed under the phone. See also section “[Install Pull-out Leaf \(optional\)](#)” on page 93.

Use the Designation Card Manager to make and print your own card for the pull-out leaf. The Designation Card Manager is included on the Telephone Toolbox CD for the BusinessPhone Communication Platform.

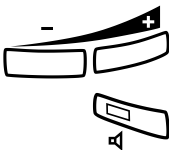
# Web Server

You can access your IP phone from a PC web browser to edit the Call List and certain settings (web server password and hearing level).

## Read Out the IP-Address of the Web Server

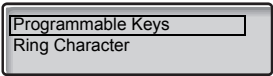
Before you can access the web server, you need to find out the IP address through your telephone display.

**Settings** 



**Press.**

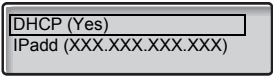
The display shows the first two configuration options:



**Press + or - until the Network option is selected.**

**Press.**

The display shows the first two network configuration options:



The second option shows the IP address assigned to the telephone.

**Write down the IP address.**

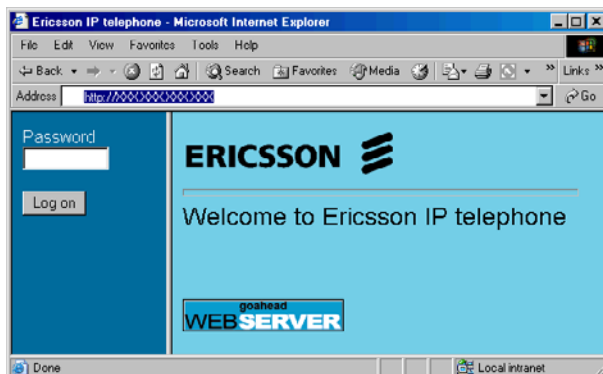
**Settings** 

**Press to return to idle mode.**

## Access the Web Server

**http://XXX.XXX.XXX.XXX**

**Enter the IP address in the address field of your web browser.**  
The web browser shows:



**Note:** *If the access to the web server failed, please check the proxy settings of your web browser and the address on your phone display. If your phone has been unplugged from the network for some days, the address might have been changed.*

### Enter the web server password.

Default password: *Welcome (Case sensitive!)*

Change the web server password to your own personal password. If you have forgotten your password, contact your system administrator. See section “[Settings](#)” on page 87.

### Log on

#### Click.

On the left-hand side, a menu is displayed with the following options:

- Call List
- Settings
- Log off

## Call List

### **Access the web server.**

See chapter [“Access the Web Server”](#) on page 85.

### **Click on the Call List folder in the menu on the left-hand side.**

If there are entries in the Call List, they will be listed in a table. Each entry can be modified by clicking on the respective link in the first column.

#### **(Name)**

**Click.**

**Select one of the options below:**

#### **Delete**

**Click to delete the name and number from the Call List.**

**Or:**

#### **Call**

**Click to call the number.**

**Or:**

#### **Back**

**Click to return to the Call List menu without making any changes.**

### **Delete all Call List entries**



**Delete call list**

**Click.**

## Settings

The Settings menu provides following options:

- Change web server password
- Programmable keys
- Hearing level

### Change web server password

#### **Access the web server.**

See chapter “[Access the Web Server](#)” on page 85.

#### **Click on the Settings folder in the menu on the left-hand side.**

The Settings sub-menu will be displayed.

#### ● **Change password**

XXXXXXXX

XXXXXXXX

**Change**

**Click.**

#### **Enter the new password.**

The password needs to consist of a least 6 characters.

**Move the cursor to the next field and enter the new password again.**

**Note:** *The password is case sensitive!*

**Click to confirm.**

#### ● **Log off**

**Click to exit.**

**Or:**

**Click any menu to continue.**

**Settings - Programmable Keys**

**Access the web server.**

See chapter “[Access the Web Server](#)” on page 85.


**Click on the Settings folder in the menu on the left-hand side.**

The Settings sub-menu will be displayed.

● **Programmable Keys**

**Click.**

The key layout of the telephone will be displayed in a table.

Programmable Keys	
<a href="#">Settings key</a>	
<a href="#">00043181100</a>	<a href="#">202</a>
	Message waiting key
Line 1 key	Call list key

The Line, Call list and Settings key are fixed, supervision (MNS) keys can be programmed by the system administrator, all others can be programmed with up to 24 digits each.

**Click on the link of the desired key to modify its programming.**

(See figure above). The new dialog shows the current programming and a text field for entering a new number.

Enter a new number

**Enter the new number in the dedicated text field.**

**Save**      **Click to store the changes.**

Delete the current programming

**Delete**      **Click to delete the current programming.**

Exit the key programming dialog.

**Back**      **Click to exit without making changes and to go back to the key selection.**



### **Settings - Hearing level**

#### **Access the web server.**

See chapter “[Access the Web Server](#)” on page 85.

#### **Click on the Settings folder in the menu on the left-hand side.**

The Settings sub-menu will be displayed.

#### **● Hearing level**

##### **Click.**

The current level is shown in bold characters.

##### **Change**

##### **Click to change the level.**

The new level is shown in blue characters.

#### **● Log off**

##### **Click to exit.**

**Or:**

**Click any menu to continue.**

## Useful Hints

### Connections Between External Lines

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

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

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

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

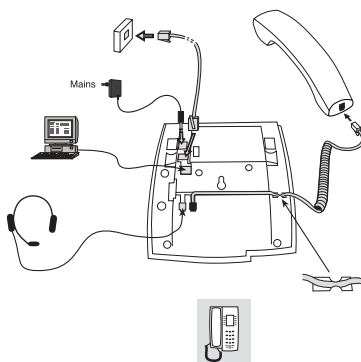
If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by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

Please ask your system administrator or contact our service center for more information.

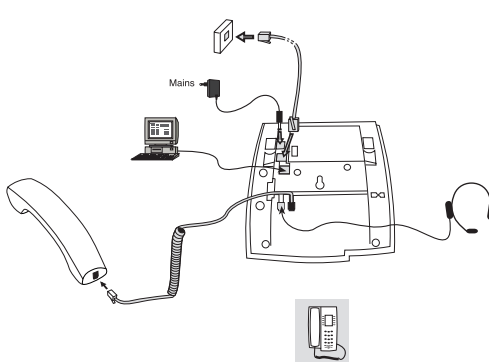
# Installation

## Install Cables

Handset cable to the left



Handset cable to the right



The handset cable has to be plugged in "HANDSET", and the cable to the local area network has to be plugged in "LAN". If an external power adapter is used this has to be plugged in "POWER". You can put the cable to the handset in the notch underneath the telephone. When only one single wall terminal for the local network is available, a PC can be connected to "PC" to be connected to the network via the phone.

### Change cables

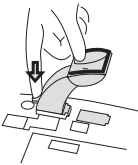
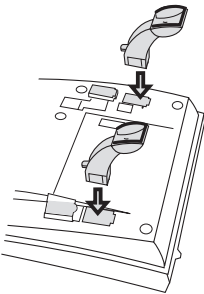
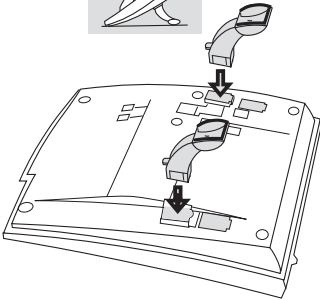
To remove a cable, use a screwdriver to unlock the stop.

# Install Stands and Adapt Telephone

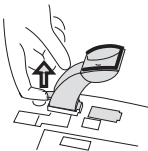
Position high



Position low

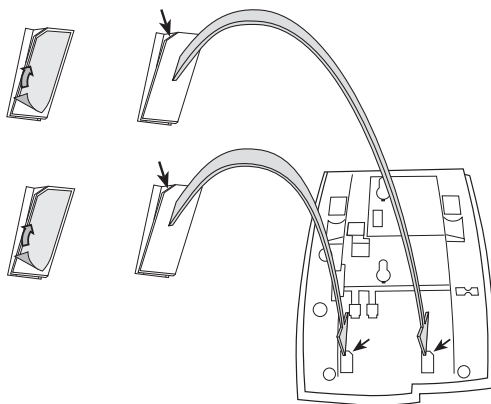


Press to fasten stand

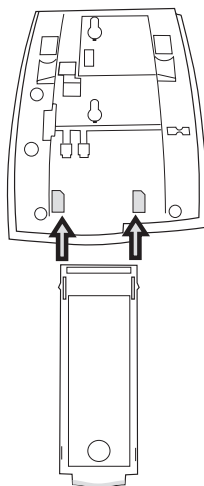


Release to remove stand

## Install Pull-out Leaf (optional)



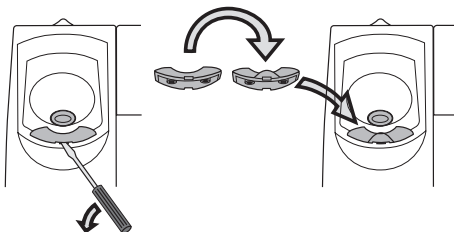
- 1 Remove the protective film from the guiding rails.**
- 2 Attach the guiding rails to the bottom of the phone, observing the direction of the “cut” corner.**



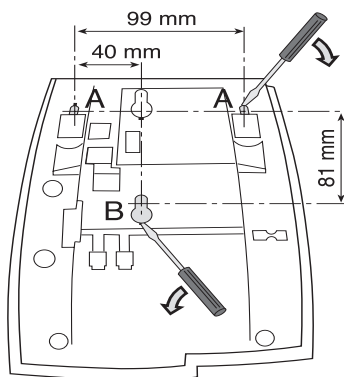
- 3 Insert the pull-out leaf.**

## Wall Mounting

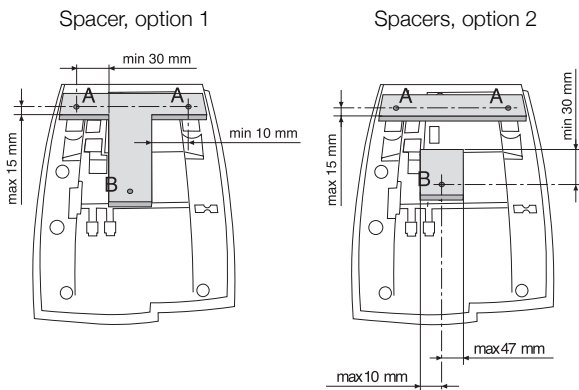
The phone can be wall mounted, useful for instance in conference rooms or public areas.



- 1 Use a screwdriver to remove the handset hook.**
- 2 Turn the hook upside down and insert.**



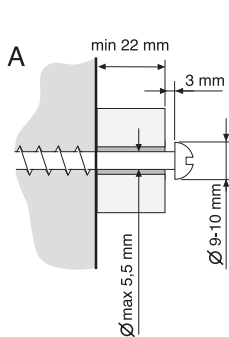
- 3 Use a screwdriver to remove the three plastic covers.**
- 4 Drill wall holes according to measure.**



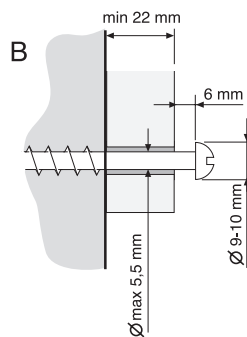
## 5 Mount spacer(s) according to measures.

Option 1 is recommended. Spacer(s) are not supplied.

Two upper screws  
and spacer



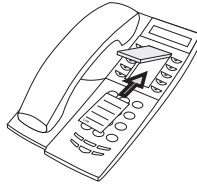
One lower screw  
and spacer



## 6 Mount screws according to measures and attach the phone.

## Install Card

Use the Designation Card Manager to make and print your own designation cards. The Designation Card Manager is included on the Telephone Toolbox CD for BusinessPhone Communication System. For more information, please contact your Ericsson Enterprise certified sales partner.



---

## Placing the Telephone

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
- Do not place your telephone near sources of extreme heat, e.g. near the radiator.
- Make sure that the line cable isn't creased.

---

## Cleaning the Telephone

Use a slightly moistened (not wet) soft cloth or an anti-static cloth and wipe off the telephone carefully. Do not use rough cloth, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.



# Troubleshooting

This section contains information on how to solve common operational problems. Go through the following steps if you encounter any problems. If this does not solve the problem, contact your system administrator. If others have similar problems, there may be a system error.

---

## Fault Check List

### 1. Read the Installation chapter.

To make sure that you have done everything correctly and that everything is properly connected.

### 2. Disconnect all extra equipment.

If your telephone is working properly when done, the problem lies in the extra equipment.

### 3. Connect a functioning telephone instead of the faulty one.

If that telephone is working properly, the problem is probably in your telephone, contact your system administrator.

### 4. Check for operational problems.

If operational problems are found, the problem is in the telephone network, contact the local telephone service or the local telephone company.

### 5. Reboot the telephone.

**Press and hold for at least one second.**



# Glossary

**Abbreviated Number Dialling**

Initiating a call to a pre-programmed number by dialling a code or pressing a key. There are common short-numbers, which means that all extensions can use them. See section [“Abbreviated Numbers”](#) on page 24.

**Account Number**

To place call costs on an Account Number. See section [“Other Useful Features”](#) on page 59.

**Automated Attendant**

A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination. See section [“Other Useful Features”](#) on page 59.

**Callback**

An indication to a busy extension, to inform the person that you want to speak to him/her. See sections [“Mailbox System”](#) on page 45 and [“Outgoing Calls”](#) on page 21.

**Camp-on**

To place (queue) a call to a busy extension. See section [“Outgoing Calls”](#) on page 21.

**Dial-by-Name**

Initiation of a call by operating a single key. Internal numbers (or Common Abbreviated Numbers) can be stored on each extension. See section [“Abbreviated Numbers”](#) on page 24.

**Direct Inward System Access (DISA)**

If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section [“Other Useful Features”](#) on page 59.

**Directory number**

Numbers with 1 – 8 digits which are assigned to extensions, hunting groups, common bell, external lines, Common Abbreviated Numbers, etc.

**Diversion**

Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are four possibilities:

- Direct, which means that all calls to an extension are forwarded directly.
- On no reply, which means that a call is forwarded if it is not answered within a certain time.
- On busy, which means that a call is forwarded if the extension is busy.
- When not active, which means that the call is forwarded if the extension is logged off.

See section [“Call Forwarding”](#) on page 34.

**Diversion Bypass**

This is useful for letting urgent calls through to an extension where diversion is active. See section [“Call Forwarding”](#) on page 34.

**Extension**

All telephones connected to the PBX have a unique internal number (up to 8 digits).

**Information**

Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds:

- Pre-programmed text information.
- Voice information.

**Intrusion**

To intrude on an ongoing call when a requested extension is busy. See section “[Outgoing Calls](#)” on page 21.

**Least Cost Routing**

A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance).

**Mailbox**

The mailbox system controls the messages that are left for or sent by you when you are absent. See section “[Mailbox System](#)” on page 45.

**Message**

A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of message:

- Call Me message.
- Voice message.

See section “[Send Message](#)” on page 33.

**Mute**

To switch the microphone temporarily off. See section “[During Calls](#)” on page 28.

**Password (System)**

A four-digit code needed to e.g. retrieve messages from the mailbox system or to enter the DISA system. You can set your own Password. See section “[Change Password](#)” on page 52.

**PBX**

Private Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

**Pre-defined text**

Pre-programmed absence information. See section “[Absence Information](#)” on page 41.

**SOS calls**

SOS calls can be made even if the user is logged off. See section “[Log on menu, if SOS call function is enabled:](#)” on page 18.

**Third party**

A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section “[During Calls](#)” on page 28.

**Tie line**

An external line from the private network.

**Transfer**

During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section “[During Calls](#)” on page 28 and “[Useful Hints](#)” on page 90.

**Trunk line**

A trunk line is the same as an external line. Can be either digital, analog or IP based.

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