

# MiVoice 4220 Lite (DBC220) for MiVoice MX-ONE

DIRECTIONS FOR USE



## NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

## TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at [legal@mitel.com](mailto:legal@mitel.com) for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2016, Mitel Networks Corporation

All rights reserved

# 1

## INTRODUCTION

These directions for use describe the user procedures to handle the features available for MiVoice 4220 Lite, hereafter called DBC220.

All the procedures, suffix digits, tone messages and times used in this document are according to the standard application system.

Not all exchanges are equipped with all features. By categorization, it is possible to vary the number of features assigned to each individual extension. The person (department) responsible for telecommunications in your organization will inform you which features have been assigned to you.

\*\*\*\*\*

This telephone can be used without lifting the handset.

When stated Lift the handset before dialing a procedure or a telephone number you can dial directly without lifting the handset, 2.7 Loudspeaker function on page 6.

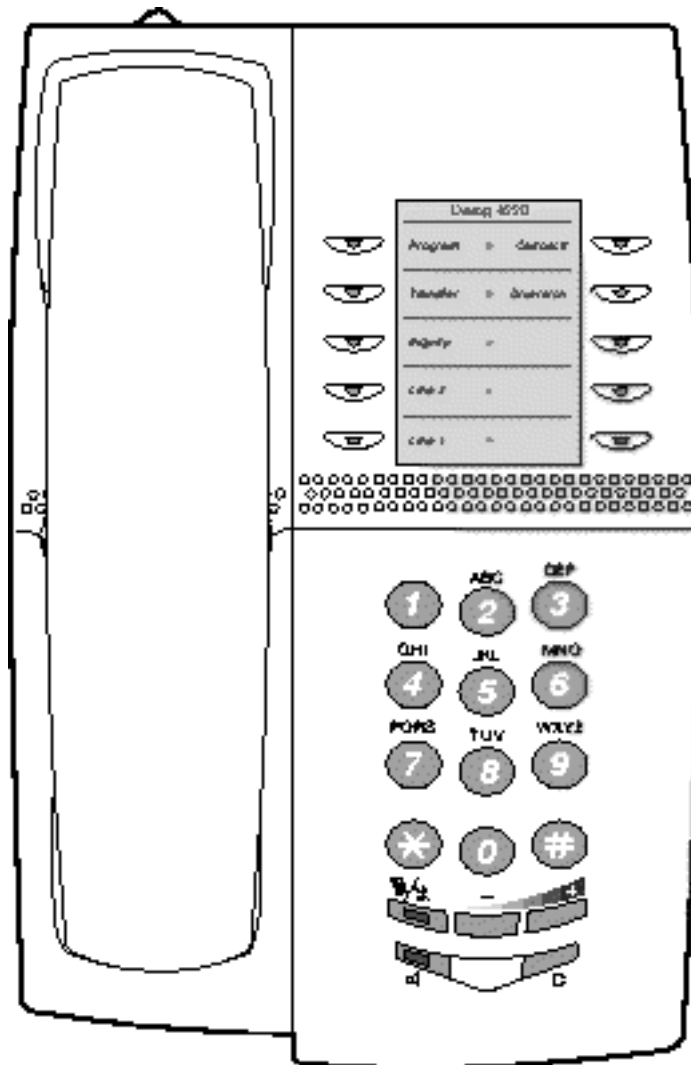
\*\*\*\*\*

## 2

## TELEPHONE INSTRUMENT DBC 220

### 2.1

### DBC 220



**Figure 1:**

The DBC 220 is a digital telephone for basic functions (without display).

### 2.2

### KEY FUNCTIONS FOR DBC 220

The following are the key-functions for DBC 220:

#### **Program**

The programming-key is used for programming of features.

#### **Line 1**

The Line 1-key is used for initiating and receiving calls.

**Line 2**

The Line 2-key is used for initiating calls, can also be used for receiving calls.

**Inquiry**

The Inquiry-key is used only for initiating calls.

**Mute**

In speech, the mute-key is used to disconnect the microphone. When the Mute-key has been pressed you can confer and the connected party will not hear you.

In idle, activates the silent ringing.

In ringing, cancels the ring signal for the current call and activates silent ringing for next call.

**Speaker**

The Speaker-key is used for monitor mode connection.

**Clear**

The Clear-key is used to disconnect a call.

**Transfer**

The Transfer-key is used for transferring calls.

**Call back**

The Call back-key is used to activate call back at busy or no answer.

**Function keys**

There are 5 function keys with LED that can be used for programming of facilities or Dial-by-Function key.

**Volume +**

To control the volume for incoming speech (handset and loudspeaker) and the ringing volume as well, increasing the level.

**Volume -**

To control the volume for incoming speech (handset and loudspeaker) and the ringing volume as well, decreasing the level.

**Diversion**

The Diversion-key is used to activate/deactivate diversion and follow-me.

## 2.3

### TRIPLE ACCESS LINE

Your telephone has two incoming/outgoing lines, Line 1 and Line 2 (your extension number) and one Inquiry-key on which you can only make calls. You can make or receive calls on Line 1 and Line 2 by pressing the corresponding key and make calls by pressing the Inquiry-key. When pressing a line key the previous call will automatically be parked.

You can also have additional lines (additional directory numbers) assigned to keys on your telephone for making and receiving calls, 5.11 Additional directory number, ADN on page 24.

The telephone can also supervise other telephones by means of Multiple represented directory number assigned to a key and from this line key you can make and receive calls, 5.12 Multiple represented directory number, MDN on page 25.

## 2.4

### DISPLAY

**Note:** Not applicable.

## 2.5 SOFT-KEYS

**Note:** Not applicable.

## 2.6 MENU KEY FUNCTION

**Note:** Not applicable.

## 2.7 LOUDSPEAKER FUNCTION

### 2.7.1 WARNING TONE

**Note:** Not applicable.

### 2.7.2 HANDS-FREE

**Note:** Not applicable.

### 2.7.3 CALL PROGRESS MONITORING

This function offers you the possibility to dial and monitor the progress of a call without using the handset. You cannot speak with the other party.

#### 2.7.3.1 *To make calls*

- Press the Speaker-key (dial tone).
- Dial wanted number.
- Wait for answer.

#### 2.7.3.2 *To change from handset to monitoring*

- Press the Speaker-key.
- Replace the handset.

#### 2.7.3.3 *To change from monitoring to handset*

- Lift the handset.

#### 2.7.3.4 *To clear the call*

- Press the Clear-key.

### 2.7.4 LOUDSPEAKING

**Note:** Not applicable.

## 2.8 TONES AND RINGING SIGNALS

### 2.8.1 TONE CHARACTERISTICS

The different tone signals sent from the exchange to your telephone are as follows:

## Tone characteristics

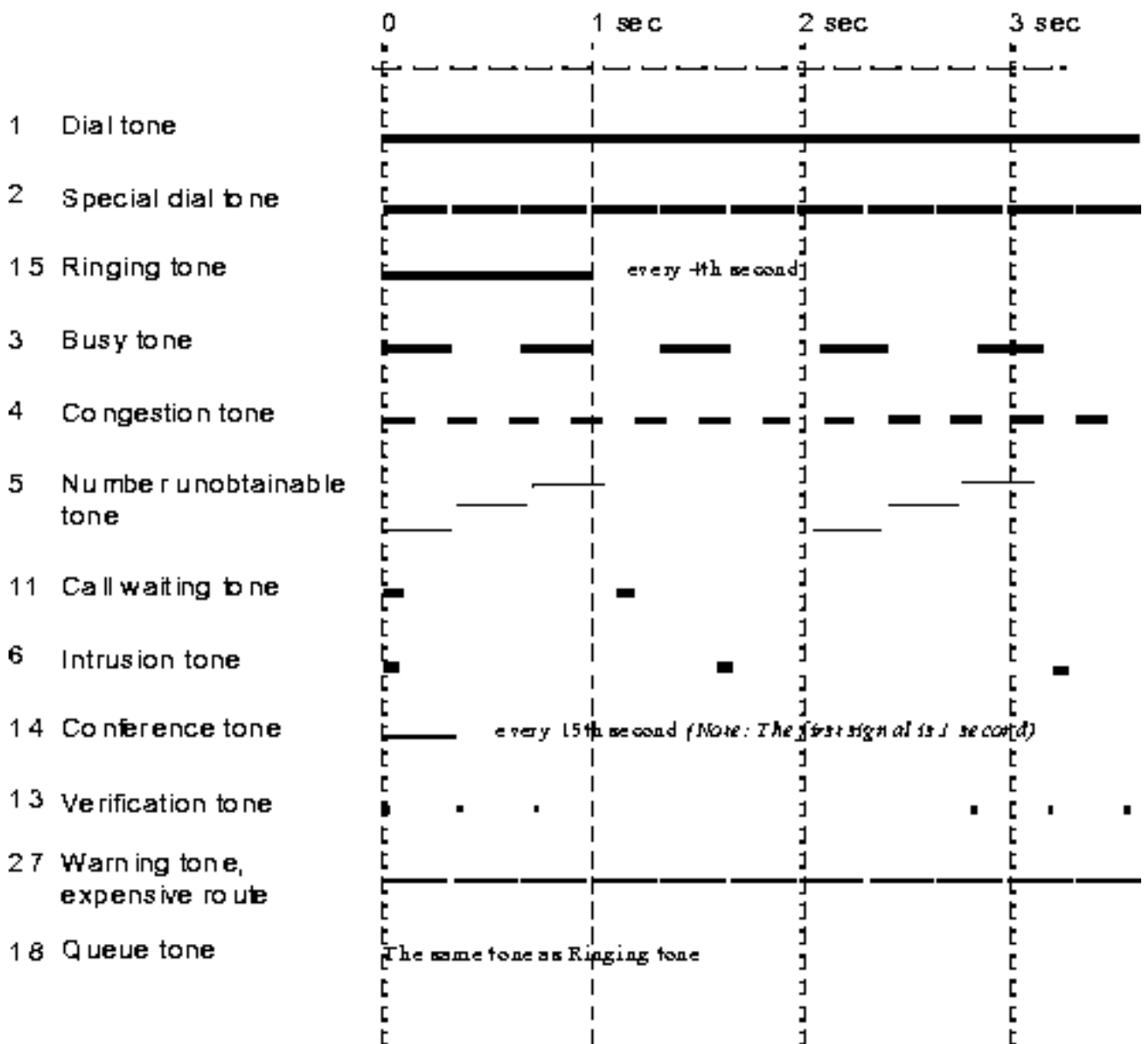


Figure 2:

## 2.8.2

## RINGING SIGNALS

The following types of ringing signals are described:

## Ringing signals

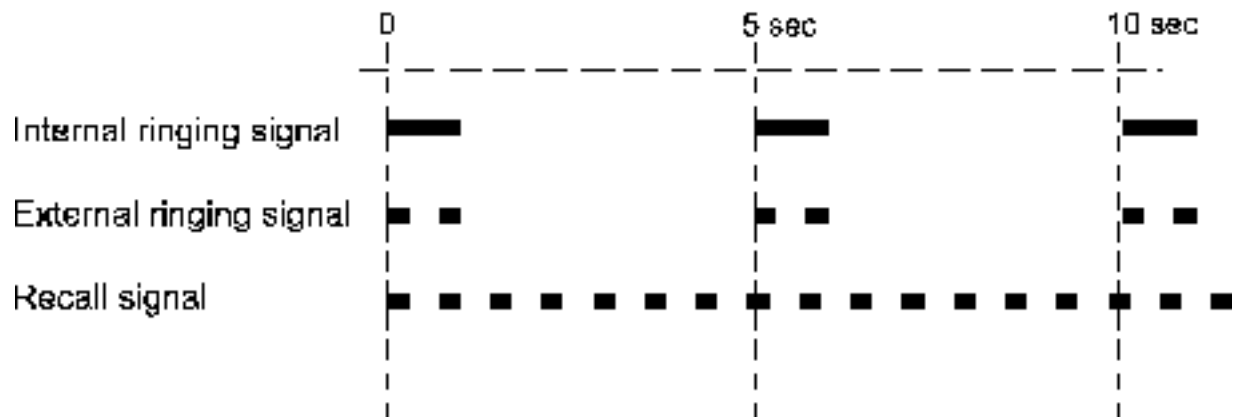


Figure 3:

## 2.8.3

## RINGING OPTIONS

The following ringing options can be programmed for triple access lines, additional lines and multiple represented lines, 10.1.7 To program ringing options on page 59.

- 0 =**  
silent
- 1 =**  
periodic ringing signal
- 2 =**  
delayed periodic ringing signal
- 3 =**  
one muted ringing signal
- 4 =**  
one muted delayed ringing signal
- 5 =**  
immediate speech connection with single tone burst controlled by function key
- 6 =**  
permanent immediate connection with single tone burst

The options 5 and 6 do not apply for multiple represented lines.

## 2.8.4

## RINGING SIGNAL VOLUME

You can control the ringing signal volume by pressing the + key and the - key when the telephone is idle (no call connected), when the telephone is ringing or when you are in programming mode (10.1 Programming of features on page 57).



## 2.8.5

### SILENT RINGING

If the Mute key is pressed during idle or when ringing, the tone ringer will not be activated for the subsequent call(s). The indication for the LED for Line 1 will be flashing at incoming call. The silent ringing function will be active until you activate a function in the telephone, for example lift the handset or press the key. To indicate that the function is active the Mute LED is lit.

## 2.8.6

### LAMP INDICATIONS

#### **Off**

Indicates free or non-requested function

#### **Fast flash**

Indicates an incoming call

#### **Slow flash**

Indicates a parked call

#### **Lit with fast blink**

Indicates a key that is using the line

#### **Lit**

Indicates an activated function or a supervised line is busy (multiple representation)

## 2.9

### CHOICE OF LANGUAGE

**Note:** Not applicable.

## 3 INCOMING CALLS

An incoming call is announced by ringing signals and a flashing lamp. There are two different ringing signals, one for internal and one for external calls. If parallel ringing is activated, the call will ring on more than one telephone.

### 3.1 RECEIVING CALLS ON LINE 1-KEY (NORMAL CASE)

- Lift the handset.

### 3.2 RECEIVING CALLS ON ANY OTHER KEY

- Lift the handset.
- Press the key that indicates an incoming call.

### 3.3 IMMEDIATE SPEECH CONNECTION

With this feature a call is signalled with a tone burst after which the call is answered automatically (you get a speech connection) in call progress monitoring mode (2.7 Loudspeaker function on page 6).

This feature can be permanently active or activated by means of a special programmed automatic answer key.

#### 3.3.1 PERMANENTLY ACTIVE

For having the feature permanently active you have to program the ring option with permanent immediate connection with single tone burst on the line-key (10.1.7 To program ringing options on page 59).

#### 3.3.2 ACTIVATED BY AUTOMATIC ANSWER-KEY

First you have to program the ring option with immediate speech connection with single tone burst controlled by function key on the line-key (10.1.7 To program ringing options on page 59). Now you can control the automatic answer with the function key AUTOMATIC ANSWER. When the lamp lits, the calls will be answered automatically.

**To order**

- Press the Automatic answer-key (the automatic answer lamp is turned ON).

**To cancel**

- Press the Automatic answer-key (the automatic answer lamp is turned OFF).

### 3.4 TO RECEIVE A SECOND CALL

A new incoming call (second call) can be indicated on a free line-key even if there is another line-key that is already in speech.

You have a call on the Line 1-key and a second call is signalled on the Line 2-key (the Line 2 lamp flashes and a muted ringing signal is heard).

A second call can only be accepted when the function key Free on Second line is activated on your telephone or the calling party has initiated a call waiting (and your telephone has category for receiving call waiting calls). Two incoming calls cannot be indicated simultaneously on the line-keys.

The second call can be answered in one of the following ways:

**After terminating the ongoing call**

- Press the Clear-key to terminate the ongoing call.
- Press the Line 2-key to answer.

**After parking the ongoing call**

- Press the Line 2-key to answer (the ongoing call is automatically parked).

**After transferring the ongoing call**

- Press the Inquiry-key.
- Dial the extension number or the external number.
- Press the Transfer-key (the ongoing call is transferred).
- Press the Line 2-key to answer.

## 3.5

### INDIVIDUAL CALL PICK UP

If you hear your telephone ringing when you are in a colleague's room, you can answer your call from the colleague's extension. In the same way, you can help out nearby colleagues by answering their calls if they happen to be out of their rooms. To answer these calls, you just pick up the nearest telephone and use the following procedure:

**To pick up a call**

- Lift the handset (dial tone).
- Dial the extension number (busy tone).
- Press the Park/Pick up-key or dial 8.

## 3.6

### DO NOT DISTURB, DND

This feature is used to avoid that incoming calls are indicated in a telephone. However you can still use the telephone for outgoing calls as usual.

The calling party receives a number unobtainable tone and a display message is informing about this feature.

#### 3.6.1

#### TO ORDER DO NOT DISTURB

**Using DND-key**

- Press the DND-key (the DND lamp is turned ON).

**Using a procedure**

- Lift the handset (dial tone).
- Dial \*27# (the DND lamp is turned ON).

- Replace the handset.

**Note:** For an additional line, the DND lamp is not affected, but the ADN led itself will flash.

### 3.6.2

#### TO CANCEL DO NOT DISTURB

##### **Using DND-key**

- Press the DND-key (the DND lamp is turned OFF).

##### **Using a procedure**

- Lift the handset (special dial tone).
- Dial #27# (dial tone and the DND lamp is turned OFF).
- Replace the handset.

## 4 OUTGOING CALLS

### 4.1 TO CALL ANOTHER EXTENSION

You can call another extension either by dialing the latter's number or abbreviated number:

- Lift the handset (dial tone).
- Dial the wanted extension number or the abbreviated number.

#### 4.1.1 CALLED EXTENSION IS FREE AND ANSWERS

- Pass on your message to the extension.

#### 4.1.2 CALLED EXTENSION IS FREE BUT DOES NOT ANSWER

##### **New call**

- Replace the handset and call later.

##### **Automatic call back**

- Dial 6.
- Replace the handset.

4.4 Automatic call back on page 15.

##### **Paging**

Dial 7.

Utilize paging if your exchange has this feature.

#### 4.1.3 CALLED EXTENSION IS BUSY

##### **New call**

- Replace the handset and call later.

##### **Automatic call back**

- Dial 6.
- Replace the handset.

4.4 Automatic call back on page 15.

##### **Call waiting**

- Dial 5.
- Wait for answer.

If call waiting towards the wanted extension cannot be executed due to categorization you will continue to receive busy tone.

**Note:** If the busy extension selects to ignore the call waiting indication you can initiate automatic call back.

##### **Intrusion**

- Dial 4.

5.2 Intrusion on page 20.

### **Paging**

- Dial 7.

Utilize paging if your exchange has this feature.

## 4.2 TO CALL THE PBX OPERATOR ASSISTANT

### 4.2.1 COMMON PBX OPERATOR ASSISTANT

- Lift the handset (dial tone).
- Dial the common PBX operator assistant number.

### 4.2.2 INDIVIDUAL PBX OPERATOR ASSISTANT

Use this to talk to a specific PBX operator

- Lift the handset (dial tone).
- Dial the individual directory number of PBX operator.

## 4.3 TO MAKE AN EXTERNAL CALL

### 4.3.1 NORMAL EXTERNAL CALLS

You can make an external call either by the usual dialing procedure or by dialing an abbreviated number.

#### **Using dialing procedure**

- Lift the handset (dial tone).
- Dial the route access code and wait for a new dial tone.
- Dial the wanted subscriber number.

#### **Using speed dialing**

- Lift the handset (dial tone).
- Dial the wanted abbreviated number.

4.10 Speed dialing on page 17.

### 4.3.2 EXTERNAL CALLS ON INDIVIDUAL EXTERNAL LINE

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

### 4.3.3 FORBIDDEN AREA CODE

If you dial an area code and receive congestion tone this probably means you are not permitted to call the area in question:

- Call the PBX operator and ask for help in establishing the call.

## 4.4 AUTOMATIC CALL BACK

If a called extension (in your exchange or private network) is busy or not answering, you can request the system to call back automatically as soon as the extension will be free or when it has been used (in cases where no answer has been obtained). You can have several call backs activated at the same time. A call back made from another line than the triple access line will be referred to the triple access.

Please note that when you return to your office, by lifting and replacing the handset you will inform the system that you are present at your office.

While waiting for an answer to call back you can make and receive calls as usual.

### 4.4.1 TO ORDER

When you meet busy or no answer.

- Press the Call Back-key or dial 6 (the call back lamp is turned ON).
- Replace the handset.

**Note:** Call back from an additional line will recall you on your Line 1.

### 4.4.2 TO ANSWER

Answer in the normal way within 8 seconds otherwise the Call Back will be cancelled. After answer the system will call the extension number on which you made the call back.

### 4.4.3 TO CANCEL A SINGLE CALL BACK

- Lift the handset (dial tone).
- Dial #37\*extension number#.
- Replace the handset.

### 4.4.4 TO CANCEL ALL CALL BACKS

- Lift the handset (dial tone).
- Dial #37# (the call back lamp is turned OFF).
- Replace the handset.

This procedure cancels call backs to internal parties, busy extensions in private network as well as call back to busy external lines.

## 4.5 AUTOMATIC CALL BACK IF ALL EXTERNAL LINES ARE BUSY

You can initiate automatic call back, if you receive busy tone because all external lines are busy. You can only have one call back on busy external line activated at the same time.

While waiting for an answer to call back you can make and receive calls as usual.

## 4.5.1

## TO ORDER

- Press the Call back key or dial 6 (dial tone).
- Dial the complete external number, part of it or no number.
- Dial # (the call back lamp is turned ON).
- Replace the handset.

**Note:** Call back from an additional line will recall you on your Line 1.

## 4.5.2

## TO ANSWER

When a suitable external line becomes free, you will be called back. Answer in the normal way within 8 seconds otherwise the call back will be cancelled. After answer, the dialled external number is automatically transmitted, you may need to dial any remaining digit(s).

## 4.5.3

## TO CANCEL A CALL BACK TO EXTERNAL LINE

- Lift the handset (dial tone).
- Dial #37\*route access code#.
- Replace the handset.

## 4.6

## BYPASS

**Ordered by an extension**

If you urgently need to talk to a person whose calls are currently being diverted (Direct diversion, diversion to paging, follow-me, external follow-me and message diversion) and you have a category for bypass:

- Lift the handset (dial tone).
- Dial \*60\*wanted number#.
- Wait for answer.

**Ordered by help of assistance**

- Request assistance from the person answering the call (the answering position or the PBX operator).

The answering position can always call the diverted extension and also transfer calls to the latter.

## 4.7

## DIAL BY NAME

**Note:** Not applicable.



## 4.8 EXTERNAL NUMBER REDIAL

### 4.8.1 TO REDIAL LAST EXTERNAL NUMBER

- Lift the handset (dial tone).
- Dial \*\*\* while in idle state or with dial tone. The last dialled external number is automatically redialled.

### 4.8.2 TO REDIAL ANY EXTERNAL NUMBER

By using the external number redial key you can store an external number and redial that same number later on. You can have several external number redial keys for storing different numbers.

#### 4.8.2.1 *To store an external number*

- Press the Redial-key after receiving busy tone or no answer or in conversation. The external number is stored until a new number is stored.

#### 4.8.2.2 *To redial a stored number using the redial key*

- Lift the handset (dial tone).
- Press the Redial-key. The external number is redialled but it will be kept until a new number is stored.

## 4.9 NAME AND NUMBER LOG

**Note:** Not applicable.

## 4.10 SPEED DIALING

A lot of time can be saved by programming frequently needed telephone numbers either in the exchange or on your own telephone.

### 4.10.1 COMMON SPEED DIALING NUMBERS

External telephone numbers that are of importance, and frequently used by everybody in the company are provided directly by the exchange. These abbreviated numbers consist of 1-5 digits.

**To use**

- Lift the handset (dial tone).
- Dial the abbreviated number.

## 4.10.2

## INDIVIDUAL SPEED DIALING NUMBERS

Up to ten of your most important and frequently needed telephone numbers can be programmed on your telephone as individual abbreviated numbers from 0-9, 10.1 Programming of features on page 57 for programming.

**To use**

- Lift the handset (dial tone).
- Dial \*\*Digit.

## 4.10.3

## DIAL-BY-FUNCTION KEY

Any function key can be programmed with a telephone number and labelled with a name. This means that when you press that function key the desired telephone number is automatically dialled, 10.1 Programming of features on page 57.

**To use**

- Lift the handset (dial tone).
- Press the Dial-by-Function key.

## 5 DURING CALLS

### 5.1 CALL WAITING

If you urgently wish to contact an engaged extension, you can indicate to that extension that there is a call waiting. The call waiting is indicated either by a tone (engaged extension is an analog extension) or as a second call (engaged extension is a digital system telephone). If the called extension is not allowed to receive Call Waiting signals, you will continue to hear a busy tone. If the busy extension ignores the Call waiting tone, you can initiate Call back.

The capability of initiating or receiving a call waiting indication is controlled by a category (programmed by the system administrator).

#### 5.1.1 TO REQUEST CALL WAITING INDICATION

##### **When meeting busy**

- Press the Call waiting-key or dial 5.
- Wait for an answer.

**Note:** If the busy extension ignores the call waiting indication, you can initiate automatic call back.

#### 5.1.2 TO ANSWER A CALL WAITING CALL

Call Waiting is indicated as an incoming call on Line 2-key (lamp flashes and a muted ringing signal is heard), 3.4 To receive a second call on page 10.

##### 5.1.2.1 *To terminate an ongoing call*

- Replace the handset.

Your telephone now rings to announce the waiting call.

##### 5.1.2.2 *To park an ongoing call*

5.8 Parking on page 22.

Your telephone now rings to announce the waiting call.

##### 5.1.2.3 *To refer back between parked party and current call partner*

5.5 Refer back on page 21.

##### 5.1.2.4 *To transfer an ongoing call*

5.6 Transfer on page 21.

Your telephone now rings to announce the waiting call.

## 5.2

## INTRUSION

Depending on the authorization of your extension there is another option for getting through to a busy extension. You can use Intrusion which means that you are connected to the ongoing call after a short tone burst.

### To order intrusion when meeting busy

- Press the Intrusion-key or dial 4.

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

Before the intrusion is executed a warning tone is sent to the parties in the ongoing call. During the time the three parties are connected a warning tone will be heard.

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

## 5.3

## INTRUSION ON A SPECIFIC EXTERNAL LINE

If the external line is busy you can intrude. You can use Intrusion which means that you are connected to the ongoing call after a short tone burst.

### 5.3.1

### TO INTRUDE

- Dial \*44\*individual external line number# and external destination code (busy tone).
- Press the Intrusion-key or dial 4.

## 5.4

## INQUIRY

During the course of an ongoing call, you may call another extension or subscriber.

### To use

You have a speech connection on one of the line-keys.

- Press the Inquiry-key or any idle line-key (Line 1 or 2). The connected party is automatically parked.
- Dial the extension/external number.

### To revert to original party

- Press the Clear-key (if you have finished the inquiry).
- Press the line-key that is parked.

Other features available during inquiry are:

- Refer back ( 5.5 Refer back on page 21 ).
- Transfer ( 5.6 Transfer on page 21 ).
- Conference ( 5.7 Conference on page 21 ).

## 5.5 REFER BACK

During inquiry you can switch between the connected party and the calls parked on Line 1 and Line 2 or Inquiry-key.

### To use

- Press the Line 1 or the Line 2 or the Inquiry-key.

### To end

- Press the Line 1 or the Line 2 or the Inquiry-key.
- Press the Clear-key.

## 5.6 TRANSFER

You can transfer a call to another extension (in your exchange or private network), subscriber or the PBX operator. If you have more than one parked call it will be the last parked call that will be transferred.

### 5.6.1 TRANSFER AFTER ANSWER

- Make an inquiry call (press the Inquiry-key and wait for dial tone).
- Dial the extension or external number and wait for answer.
- Announce the call.
- Press the Transfer-key.

### 5.6.2 TRANSFER BEFORE ANSWER

- Make an inquiry call (press the Inquiry-key and wait for dial tone).
- Dial the extension or external number and wait for ringing tone.
- Press the Transfer-key.

**Note:** If the wanted extension is busy or transfer to this extension is forbidden the transfer will not be executed.

## 5.7 CONFERENCE

You can establish speech connections with up to seven parties. Only the conference leader (i.e. the person initiating the conference call) can invoke participants.

**Note:** The conference tone can by categorization be disabled.

### 5.7.1 TO INITIATE A CONFERENCE

- A call to the first party is established on Line 1-key.
- Press the Inquiry-key or the Line 2-key.
- Dial the second party's extension number (inform about the conference).
- Press the Conference-key or dial 3.

During the conference, conference tone will be heard.

## 5.7.2 TO ADD A NEW PARTY IN A CONFERENCE

- Press the Inquiry-key or any idle line-key (Line 1 or 2).
- Dial the new party's extension number (inform about the conference).
- Press the Conference-key or dial 3.

## 5.7.3 INTERNAL CONSULTING DURING A CONFERENCE

As a conference leader you can make an Inquiry call to one of the conference members.

Doing this you will get busy tone and to reach him/her you must use the Intrusion procedure, 5.2 Intrusion on page 20.

- Press the Inquiry key (dial tone).
- Dial the extension number (busy tone).
- Press the Intrusion key or dial 4.

You will now be connected to this conference member outside the conference for consultation. You can also release him/her from the conference.

Returning to the conference is possible as follows:

- 1) Return to the conference together with the consulted conference member - dial 3.
- 2) Refer back to the conference - you will return to the conference and the consulted conference member will be disconnected from the conference.
- 3) Clear the call and then refer back - the consulted conference member will be disconnected from the conference.
- 4) Make an Inquiry call - the consulted conference member will be disconnected from the conference.

## 5.7.4 TO LEAVE A CONFERENCE

- Replace the handset.

**Note:** A tone burst is heard each time a participant enters or leaves the conference. The conversation is changed back to a normal two party connection when there is only two parties left. When the conference leader leaves the conference the conference will continue and the first one to park the conference will be the new conference leader.

## 5.8 PARKING

### 5.8.1 INDIVIDUAL

You can park an ongoing call temporarily and then re-admit it on your own telephone.

#### **To park**

- Press the line-key where you have the call in conversation.

- Replace the handset.

**To re-admit the call**

- Press the line-key where you have the call parked.
- You have now speech connection with the original conversation partner.

## 5.8.2

### COMMON

You can park an ongoing call temporarily and re-admit it on your own telephone or on someone else's telephone.

**To park**

- Press the Park/Pick-up-key or dial 8 (lamp indicates common parking in all telephones where the number is multiple represented when the line is multiple represented).
- Replace the handset.

**To re-admit a call from your own telephone**

- Press the line-key where you have the call parked.
- You have now speech connection with the original conversation partner (lamp indicates busy on all telephones where your number is multiple represented when the line is multiple represented).

**To re-admit the call from any telephone**

- Dial the extension number where the call is parked (busy tone).
- Press the Park/Pick-up or dial 8.

**To re-admit a call from a telephone that has your number multiple represented**

- Press the key that multiple represents your line.

## 5.9

### DATA PRIVACY

The feature data privacy is used to allow you to make calls without any disturbances such as intrusion. The feature is automatically cancelled when the call is finished.

**To order data privacy**

- Lift the handset (dial tone).
- Dial \*41# (dial tone).
- Dial the wanted number.

## 5.10

### SUFFIX DIALING (DIALING DURING SPEECH)

When communicating with and controlling a voice mail system, or for example, retrieving information via your telephone about your bank account, you need to use Dual Tone Multi-Frequency (DTMF) signals, this is known as suffix dialing. The suffix dialing function can either be permanently active for all calls in the exchange or activated by a feature code for each call.

### 5.10.1 SUFFIX DIALING - PERMANENTLY ACTIVE

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

If your system is set up to check the parking status in case of permanently active suffix dialing, the post dialled digits are treated as function keys in case of individual parking or as DTMF tones in case of common parking.

### 5.10.2 SUFFIX DIALING - ACTIVATED BY A FEATURE CODE

The suffix dialing feature is activated by dialing the digit 9 in speech. The digits keyed in after the feature is activated will be transmitted as DTMF signals along the connected line. This allows you, when in speech mode, to access other features (such as conference calls and parking) without having these on function keys.

If a call is parked when suffix dialing was active or if refer back is used when suffix dialing was active, the feature is cancelled when referring back to the originating party.

## 5.11 ADDITIONAL DIRECTORY NUMBER, ADN

You can be assigned one or more additional directory numbers. These are programmed on free function keys on your telephone. When using the additional line, use the following procedures:

### 5.11.1 TO RECEIVE A CALL

Incoming call to an additional line-key is indicated by a flashing lamp (the additional line-key's lamp) and a ringing signal is heard.

- Lift the handset (dial tone).
- Press the additional line-key.

### 5.11.2 TO RECEIVE A CALL IN HANDS-FREE MODE

- Press the additional line-key.

### 5.11.3 TO TERMINATE THE CALL

- Press the Clear-key or replace the handset.

### 5.11.4 TO MAKE A CALL

- Lift the handset (dial tone).
- Press the Additional line-key (dial tone).
- Dial the wanted number.

### 5.11.5 USING FEATURES FROM AN ADDITIONAL LINE

Features have the same procedure as for triple access line if nothing else is stated with the exception that the additional line-key has to be pressed after lifting the handset.



## 5.11.6 MULTIPLE DIRECTORY DIVERSION AND DND

This facility allows you to order and cancel the following features for all ADNs on the telephone, without doing the procedure for each ADN:

- When follow-me, direct diversion or message diversion is ordered or cancelled from the ODN, the diversion is also ordered or cancelled for all ADNs assigned to your extension. The same rules are applied as if the procedure to order or cancel the diversion had been dialled from the ODN and each ADN on the extension.
- When DND is ordered or cancelled from the ODN, DND is also ordered or cancelled for all ADNs assigned to your extension. The same rules are applied as if the procedure to order or cancel DND had been dialled from the ODN and each ADN on the extension.
- When general cancellation is ordered from the ODN, the features follow-me, direct diversion, message diversion and DND initiated for the ADNs are also cancelled.

This facility is controlled by a category (programmed by the system administrator).

## 5.12 MULTIPLE REPRESENTED DIRECTORY NUMBER, MDN

The directory number assigned to the telephone can be multiple represented in other digital system telephones. That is, the directory number is represented as a key on other digital system telephones.

This key can also be assigned a Dial-by-Function key, in order to get the best use of the keys on the telephone.

### 5.12.1 MULTIPLE REPRESENTED DIRECTORY NUMBER WITHOUT DIAL-BY-FUNCTION KEY

#### 5.12.1.1 *To receive a call*

An incoming call to a directory number that is multiple represented is indicated (with lamp flashes and/or ringing signal) in all telephones where the number is represented.

#### 5.12.1.2 *To answer a call*

The incoming call can be answered by any telephone (where the number is multiple represented as a key) by lifting the handset and pressing that key. After answer that telephone will be in speech with the calling party and all the other telephones having the number multiple represented will indicate that the number is busy by turning the corresponding lamp ON. During this time the represented number will be out of use (on the triple access line the Line 2-key and Inquiry-key can be used for making calls but not receiving calls) until the call is disconnected by the answering party.

#### 5.12.1.3 *To make a call*

Any telephone that has a key that represents another number can use that key to initiate a call by pressing the key. All other telephones that have that number multiple represented will indicate that the number is busy by turning the corresponding lamp

ON. During this time the represented number will be out of use (on the triple access line the Line 2-key and Inquiry-key can be used for making calls but not receiving calls) until the call is disconnected by the answering party.

#### 5.12.1.4

#### *Parking*

5.8 Parking on page 22.

#### 5.12.1.5

#### *Using features from a multiple represented directory number*

Features have the same procedure as for triple access line if nothing else is stated with the exception that the multiple represented line-key has to be pressed after lifting the handset. All features activated/cancelled from the multiple represented line-key is related to your own directory number except for the diversion feature.

### 5.12.2

### MULTIPLE REPRESENTED DIRECTORY NUMBER WITH DIAL-BY-FUNCTION KEY, MNS

#### 5.12.2.1

#### *To receive a call*

An incoming call to a directory number that is multiple represented is indicated (with lamp flashes and/or ringing signal) in all telephones where the number is represented.

#### 5.12.2.2

#### *To answer a call*

The incoming call can be answered by any telephone (where the number is multiple represented as a key and there is one of Line 1 or Line 2 idle for answering calls) by lifting the handset and pressing that key. After pressing the line-key the call will be automatically transferred to an idle Line 1 or Line 2. After the answer that telephone will be in speech with the calling party and all the other telephones having the number multiple represented will be idle (they can receive new calls).

#### 5.12.2.3

#### *To make a call*

Any telephone that has a key that represents another number can use that key to initiate a call by pressing the key when there is no incoming call on that line. The number initiated on this key will be redialled as for Dial-by-Function key (4.10.3 Dial-by-Function key on page 18).

## 5.13

## CUSTOMER IDENTITY STORAGE USING FEATURE CODE

This function allows a customer identity (CID) to be associated to an external caller by dialing a feature code when an external call is connected to the extension.

#### **To enter a customer identity**

- You are in speech with an external party.
- Park the external party by pressing a free line key on your telephone, wait for dial tone.

- Dial \*77\*wanted customer identity# (dial tone). The wanted customer identity is a number that can consist of 1 to 20 digits.
- You could now either return to the external party by pressing the line key of the parked call or prepare for a transfer of the external party by dialing the number you want to transfer to.

## 5.14 DISPLAY OF CHARGING

**Note:** Not applicable.

## 5.15 TIMER

**Note:** Not applicable.

## 5.16 NUMBER PRESENTATION RESTRICTION

This function allows the user to restrict its name and number presentation per call on the B-party display.

To order the restriction of the name and number presentation from your telephone:

- Dial \*42# and wait for dial tone
- Dial B-number

## 6

## CALL FORWARDING

### 6.1

### DIVERSION

#### 6.1.1

#### DIRECT DIVERSION

If you are unable to accept calls you can have them direct diverted to an individual or, if no such position exists, three predetermined common answering positions.

Depending on type of calling party (internal, private net or external party) the calls are diverted to either the individual or common answering position. This is set by the system administrator.

When your telephone is diverted you can still make calls from it as usual.

As a reminder that your telephone is diverted you will hear a special dial tone each time you lift the handset to make a call and the Diversion lamp indicates that your triple access line is diverted.

##### 6.1.1.1

*To order from your own telephone*

##### **Using the diversion-key**

- Press the Diversion-key (the diversion lamp turns ON).

**Note:** If this is done during reception of dial tone the diversion-key has to be pressed twice.

##### **Using a procedure**

- Lift the handset (dial tone).
- Dial \*21# (special dial tone and the diversion lamp turns ON).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

##### 6.1.1.2

*To cancel from your own telephone*

##### **Using the diversion-key**

- Press the Diversion-key (the diversion lamp turns OFF).

##### **Using a procedure**

- Lift the handset (special dial tone).
- Dial #21# (dial tone, the diversion lamp turns OFF).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

##### 6.1.1.3

*To order from the answering position*

- Lift the handset (dial tone).
- Dial \*21\*own extension number\*diversion position extension number# (special dial tone).

- Replace the handset.

#### 6.1.1.4

*To cancel from the answering position*

- Lift the handset (dial tone).
- Dial #21\*own extension number# (dial tone).
- Replace the handset.

### 6.1.2

#### DIVERSION ON NO ANSWER

If you are unable to accept calls you can have them diverted to a predefined individual answering position.

When your telephone is diverted you can still make calls from it as usual.

Diversion on no answer is executed after 3 signals, i.e. about 14 seconds. Different times are possible depending on whether a call has been answered or not before this call.

**To order**

- Lift the handset (dial tone).
- Dial \*211# (special dial tone).
- Replace the handset.

**To cancel**

- Lift the handset (dial tone).
- Dial #211# (dial tone).
- Replace the handset.

### 6.1.3

#### DIVERSION ON BUSY

If you are unable to accept calls you can have them diverted to a predefined individual answering position.

When your telephone is diverted you can still make calls from it as usual.

**To order**

- Lift the handset (dial tone).
- Dial \*212# (special dial tone).
- Replace the handset.

**To cancel**

- Lift the handset (dial tone).
- Dial #212# (dial tone).
- Replace the handset.

### 6.1.4

#### DIVERSION TO PAGING

**To order**

- Lift the handset (dial tone).

- Dial \*218# (special dial tone and the diversion lamp turns ON).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

**To cancel**

- Lift the handset (special dial tone).
- Dial #218# (dial tone and the diversion lamp turns OFF).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

### 6.1.5

## DIVERSION TO PAGING FROM DIVERTEE POSITION

**To order**

- Lift the handset (dial tone) of the divertee position.
- Dial \*218\*your own extension number# (special dial tone in the divertee position and the display on your own extension changes to Diversion to paging).
- Replace the handset.

**To cancel**

- Lift the handset (special dial tone) of your own extension position.
- Dial #218# (dial tone and the diversion lamp turns OFF).
- Replace the handset.

### 6.1.6

## DIVERSION TO EXTRA PAGING NUMBER, USED BY VISITORS

**To order**

- Lift the handset (dial tone).
- Dial \*218\*extra paging number# (special dial tone and the diversion lamp turns ON).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

**To cancel**

- Lift the handset (special dial tone).
- Dial #218\*extra paging number# (dial tone and the diversion lamp turns OFF).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

## 6.2

## FOLLOW-ME

This feature makes you accessible by telephone at any location in the private network that your exchange belongs to. For example, when you are working in another room and want your calls to follow you to that answering position.

When your telephone has follow-me you can still make calls from it as usual.

As a reminder that your telephone has follow-me you will hear a special dial tone each time you lift the handset to make a call and the Diversion lamp indicates that your triple access line has follow-me.

## 6.2.1

### TO ORDER FOLLOW-ME FROM YOUR OWN TELEPHONE

#### **Using the diversion key**

- Lift the handset (dial tone).
- Press the Diversion-key.
- Dial the extension number of the answering position.
- Press the Diversion-key (special dial tone and the diversion lamp is turned ON).
- Replace the handset.

#### **Using a procedure**

- Lift the handset (dial tone).
- Dial \*21\*the extension number of the answering position# (special dial tone and the diversion lamp is turned ON).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

## 6.2.2

### CANCELING FOLLOW-ME FROM YOUR OWN TELEPHONE

#### **Using the diversion key**

- Press the Diversion-key (the diversion lamp is turned OFF).

#### **Using a procedure**

- Lift the handset (special dial tone).
- Dial #21# (dial tone and the diversion lamp is turned OFF).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

## 6.2.3

### ORDERING FOLLOW-ME FROM ANOTHER TELEPHONE

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

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

- Lift the handset (dial tone).
- Dial \*21\*own extension number#.
- Replace the handset.

If you are a member of an internal group hunting group, this procedure makes you temporarily out of the group, 8.4 Internal group hunting on page 41.

To order follow-me from another telephone:

- Lift the handset (dial tone).

- Dial \*21\*own extension number\*the extension number of the new answering position# (special dial tone).
- Replace the handset.

#### 6.2.4 CANCELING FOLLOW-ME FROM ANOTHER TELEPHONE

- Lift the handset (dial tone).
- Dial #21\*own extension number# (dial tone).
- Replace the handset.

#### 6.2.5 ORDERING FOLLOW-ME REMOTELY

With this feature you can order follow-me of any extension number from any telephone.

The prerequisite is that all the involved telephones have the right service profile.

Follow the steps below to activate follow-me for another extension number:

1. Lift the handset (dial tone).
2. Dial \* 21 \* *extension number to divert* \* *extension number of the new answering position #*
3. Replace the handset.

#### 6.2.6 CANCELLING FOLLOW-ME REMOTELY

Follow the steps below to terminate Follow-me for another extension:

1. Lift the handset (dial tone).
2. Dial # 21 \* *diverted extension number #*
3. Replace the handset.

### 6.3 EXTERNAL FOLLOW-ME

Calls to your telephone number can be forwarded to any external telephone number you want by using external follow-me.

When your telephone has external follow-me you can still make calls from it as usual.

As a reminder that your telephone has external follow-me you will hear a special dial tone each time you lift the handset to make a call and the Diversion lamp indicates that your triple access line has external follow-me.

#### 6.3.1 ORDERING EXTERNAL FOLLOW-ME FROM YOUR OWN PHONE

- Lift the handset (dial tone).
- Dial \*22#
- Dial the route access code and the external number# (the verification tone and the diversion lamp is turned ON).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.



## 6.3.2 CANCELING EXTERNAL FOLLOW-ME FROM YOUR OWN PHONE

### Using the diversion key

- Press the Diversion-key (the diversion lamp is turned OFF).

### Using a procedure

- Lift the handset (dial tone).
- Dial #22# (dial tone and the diversion lamp is turned OFF).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

## 6.3.3 ORDERING EXTERNAL FOLLOW-ME REMOTELY

With this feature you can order external follow-me of any extension number from any telephone.

The prerequisite is that the involved telephones have the right service profile

Follow the steps below to order external follow-me for another extension:

1. Lift the handset (dial tone).
2. Dial \* 22 \* *extension number to divert* #
3. Dial *route access code and the external number* #
4. Replace the handset.

## 6.3.4 CANCELING EXTERNAL FOLLOW-ME REMOTELY

Follow the steps below to terminate External follow-me for another extension:

1. Lift the handset (dial tone).
2. Dial # 22 \* *diverted extension number* #
3. Replace the handset.

## 6.4 PERSONAL NUMBER

### 6.4.1 GENERAL

This section describes the user procedures for handling the personal number feature. Every personal number can have up to 5 profiles. You can activate or deactivate them by using the Personal Number key, or by dialing a procedure. The latter can be done:

- From your own telephone assigned to the personal number, PN.
- From the operator assistant.

No matter which method is used, the current active profile is shown in the display of your own telephone. If no profile is active, the display shows the normal idle state.

However, if the Boss-secretary service is initiated, PN profile1 is reserved. This results in limiting the number of PN profiles to four (profiles 2,3,4 and 5). The Boss-secretary service can be activated and deactivated by both the boss and secretaries by dialing a procedure. The feature can also be deactivated by the system administrator. When the

Boss-secretary service is active, active profile1 is shown in the display of boss telephone, and Personal number key LED lights on both the boss' and the secretaries' telephones. If the Boss-secretary service is inactive, the display shows the normal idle state.

## 6.4.2

## PROCEDURES

The value of Profile is 1 to 5.

PN indicates the personal number of the extension with the facility available. In most cases the personal number is the same number as your directory number.

Please contact your system administrator in order to change the contents of the profile.

### 6.4.2.1

#### *From your own telephone*

##### **Activation**

The procedure used is:

\*10\*Profile#

To change the active profile the same procedure is used with the new profile number.

##### **Deactivation**

The procedure used is:

#10#

## 6.4.3

## PROFILE DESIGNING AND ORDERING

The search profiles are installed or changed by the system administrator. In order to set up your profiles, copy the setting form, fill in your new or changed profiles, and give it to your system administrator.

### 6.4.3.1

#### *Important when designing your search profiles*

- Avoid a ringing time longer than 45 seconds for your profiles. Usually the caller hangs up after 3-6 ringing signals. If you do need a longer ringing time, the maximum time is 60 sec.
- Consider the time you need to react and answer on each answering position in your profiles. You might need up to 15 seconds to react and answer on a desk telephone, and 20-25 seconds for a mobile telephone.
- There must be an answering position at the end of every profile (voice mail or operator assistant/secretary). If not, calls might end up unanswered.
- Consider what should happen when you are busy on a telephone. The available options are:
  - Busy (the search will stop here)
  - Activate Free on 2nd (if available)
  - Diversion to Voice mail
  - Diversion to the operator assistant

- If an answering machine, a FAX or other answering service is used as an early answering position, it might interrupt the searching, so it is recommended to put it last in the search order.
- Design the different profiles to fit your most used positions. Make sure you use as few answering positions as possible for each profile. Profile examples:
  - In office
  - At home
  - On travel
  - Absent/not reachable
- Consider to associate a name to the personal number profile. The maximum length for the name is 10 characters. Name for personal number profile examples are:
  - In office
  - At home
  - On travel
  - On Vacation
  - In Hospital

#### 6.4.3.2

*How to fill in a setting form for search profiles, examples:*

**Name: In office**

**Table 1**

Search order	Type of telephone or answering position*	Telephone number	Ringing time (seconds)	Busy choice
1	Desk	1234	10	
2	Mobile	0706666666	25	
3	Voice Mail	1299		
4				

\* Examples: Desk, Mobile, External, Voice mail, operator assistant

**Name: At home**

**Table 2**

Search order	Type of telephone or answering position*	Telephone number	Ringing time (seconds)	Busy choice
1	External	222222	20	
2	Mobile	0706666666	25	
3	Voice Mail			
4				

\* Examples: Desk, Mobile, External, Voice mail, operator assistant

**Name: Boss**

**Table 3**

Search order	Type of telephone or answering position*	Telephone number	Ringing time (seconds)	Busy choice
1	Desk	4521	10	Busy
2	Desk	4522	15	Busy
3	Desk	4523	10	Busy
4	Desk	4524		

\* Examples: Desk, Mobile, External, Voice Mail, operator assistant.

#### 6.4.3.3

*Setting form for the Personal number search profiles*

Name..... Department.....

Telephone No..... Account.....

**Profile 1 Name .....**

**Table 4**

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**Profile 2 Name .....**

**Table 5**

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**Profile 3 Name.....**

**Table 6**

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**Profile 4 Name .....**

**Table 7**

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**Profile 5 Name .....****Table 8**

Search order	Type of telephone or answering position	Telephone number	Ringing time (seconds)	Busy choice
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

## 7 MESSAGES

### 7.1 MANUAL MESSAGE WAITING, MMW

#### 7.1.1 MANUAL MESSAGE WAITING INDICATION

A function key with a lamp on a digital system telephone can be initiated as a manual message waiting key (MMW-key).

If there is a message waiting, the corresponding lamp will be ON and you will hear a special dial tone after lifting the handset.

#### 7.1.2 CALLING THE PARTY THAT REQUESTED MANUAL MESSAGE WAITING

- Press the MMW-key that is ON and a call is initiated to the number that requested message waiting. The lamp is turned OFF after answer.

#### 7.1.3 CHECKING THE PARTY THAT REQUESTED MANUAL MESSAGE WAITING

**Note:** Not applicable.

#### 7.1.4 ORDER MANUAL MESSAGE WAITING INDICATION

**To order manual message waiting to another extension**

- Lift the handset (dial tone).
- Dial \*31\*extension number#.
- Replace the handset.

#### 7.1.5 CANCEL MANUAL MESSAGE WAITING INDICATION

**To cancel manual message waiting to another extension**

- Lift the handset (dial tone).
- Dial #31\*extension number#.
- Replace the handset.

**To cancel manual message waiting at own extension**

- Lift the handset (dial tone).
- Dial #31#.
- Replace the handset.

## 8 GROUP FEATURES

### 8.1 CALL PICK UP GROUP

#### 8.1.1 OWN GROUP

If you are a member of a call pick up group you can answer calls to any other member (extension) in the group:

- Lift the handset (dial tone).
- Dial \*8# and answer the call.

#### 8.1.2 ALTERNATIVE ANSWER GROUP

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

- Lift the handset (dial tone).
- Dial \*8# and answer the call.

### 8.2 COMMON BELL GROUP

Calls to a Common Bell Group are signalled on a common bell. As long as there is a call in the queue, it will be announced by the signal. The following procedure is used to pick-up a common bell call:

- Lift the handset (dial tone).
- Dial \*8#.

### 8.3 GROUP DO NOT DISTURB

The group do not disturb feature allows a user (with a directory number defined as master extension by a command) to mark a group of extensions as group do not disturb, i.e. calls to extensions in the group are not indicated.

An extension with group do not disturb activated can still make outgoing calls in the normal way.

The master extension category can be assigned either to a triple access line or to an additional line.

#### 8.3.1 TO ORDER GROUP DO NOT DISTURB

An extension defined as master extension can activate group do not disturb by dialing the following procedure:

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



### 8.3.2 TO CANCEL GROUP DO NOT DISTURB

An extension defined as master extension can cancel group do not disturb by dialing the following procedure:

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

### 8.3.3 BYPASS OF GROUP DO NOT DISTURB

An extension defined as master extension can bypass the group do not disturb feature by dialing the following procedure:

- Lift the handset (dial tone).
- Dial \*60\*extension number#.

The call is indicated on the dialled extension number.

## 8.4 INTERNAL GROUP HUNTING

An internal group hunting number is a common directory number for a group of extensions (triple access lines or additional lines). Calls to the group will be indicated at a free extension in the group.

### 8.4.1 TO ANSWER A GROUP CALL

A group call is answered in the normal way.

### 8.4.2 TO LEAVE A GROUP TEMPORARILY

By making follow-me to your own extension number you can leave an internal group hunting group temporarily:

#### **Using the diversion key**

- Lift the handset (dial tone).
- Press the Diversion-key.
- Dial the own extension number.
- Press the Diversion-key (special dial tone and the diversion lamp is turned ON).
- Replace the handset.

#### **Using a procedure**

- Lift the handset (dial tone).
- Dial \*21\* own extension number# (special dial tone and the diversion lamp is turned ON).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

## 8.4.3

## TO RE-ENTER THE GROUP

To re-enter an internal group hunting group the follow-me to your own extension number has to be cancelled.

**Using the diversion-key**

- Press the Diversion-key (the diversion lamp is turned OFF).

**Using a procedure**

- Lift the handset (special dial tone).
- Dial #21# (dial tone and the diversion lamp is turned OFF).
- Replace the handset.

**Note:** For an additional line, the diversion lamp is not affected.

## 8.4.4

## TO DIVERT THE GROUP TO AN ANSWERING POSITION

The calls to the internal group hunting group can be diverted to an answering position. To do that, you must have the category master extension.

- Lift the handset (dial tone).
- Dial \*24\*the group number\*the answering position# (special dial tone).
- Replace the handset.

## 8.4.5

## TO REVERT TO THE INTERNAL GROUP HUNTING GROUP

- Lift the handset (dial tone).
- Dial #24\*the group number# (dial tone).
- Replace the handset.

## 9 OTHER FEATURES

### 9.1 ACCOUNT CODE

#### 9.1.1 GENERAL

The feature account code provides two different functions:

- Charge a call to an account code instead of charging it to the calling extension's number.
- Prevent unauthorized telecommunication usage by forcing the user to dial an account code before dialing an external number.

Extensions and the external numbers for Least cost routing can be initiated with account code categories. With these two categories it is possible to decide if the user shall have forced or optional account code dialing.

##### **Forced**

means that the user must have dialled a valid account code before the destination number otherwise the call is rejected.

##### **Optional**

means that it is not necessary with an account code for the call. The call is in this case always accepted.

The procedure for account code normally has to be dialled before the wanted number. It is also possible to tie an account code to an ongoing call, both incoming and outgoing. Any previous stored account code will then be over-written.

### 9.2 AUTHORIZATION CODE

#### 9.2.1 GENERAL

To each authorization code a CIL (Call Information Logging) code is affiliated. The CIL code is used as the calling party's identity.

To each authorization code a common category or common service profile is affiliated. This is the category or service profile which is used, instead of the extension's, when a call is made using an authorization code.

Authorization code is divided into two different functionality groups:

- Common authorization code

This is a code that does not have to be affiliated to any directory number in the system. The authorization code can however be limited to one telephone. The authorization code cannot be changed by the user.

The common authorization code provides two different functions:

- Locking/unlocking of an extension. When locked a lower common category code or common service profile is used.
- Authorization code dialing. This enables the calling party to use other categories or service profiles than those the extension is programmed with.

- Individual authorization code

This is a code that is always affiliated to a directory number in the system.

The individual authorization code provides three different functions:

- Locking/unlocking of an extension. When locked a lower common service profile is used.
- Authorization code dialing. This enables the calling party to use other categories or service profiles than those the extension is programmed with.
- Changing the authorization code from the phone. This enables the authorization code user to change the code when suitable.

Using Last Number Redial on external calls after dialing with common/individual authorization code:

- An UNLOCKED extension is allowed to use LNR without a call discrimination check.
- A LOCKED extension is allowed to use LNR together with a call discrimination check.

## 9.2.2

## PROCEDURE

### 9.2.2.1

#### *Dialing from extension with common authorization code*

A specific procedure dialled from the extension must be used when making an authorization code call. The procedure is:

- Dial \* FC \* authorization code #,  
where FC is the function code for common authorization code dialing.
- Verification tone is received.
- Continue with external number.

The authorization code call will only be accepted if the authorization code is valid.

The common service profile associated with the authorization code will be used for the call, except if the authorization code cannot be verified, then the default common service profile will be used instead. If the category/common service profile of the authorization code is too low for dialled external number, the call is rejected.

### 9.2.2.2

#### *Locking extension with common authorization code*

A specific procedure dialled from the extension will lock the extension. The procedure is:

- Dial \* FC \* authorization code #,  
where FC is the function code for common authorization code locking/unlocking.
- Verification tone.

The extension will only be locked if the authorization code is valid, the CIL code corresponds to the extension's directory number and the extension is not already locked by either common authorization code or individual authorization code. Calls from a locked extension, when no authorization code is given, will use the default common service profile.

Calls from a locked extension, using a valid authorization code will use the common service profile associated with the authorization code.

#### 9.2.2.3

##### *Unlocking extension with common authorization code*

The extension can be unlocked in the same manner as for locking. The procedure is:

- Dial # FC \* authorization code #,  
where FC is the function code for common authorization code locking/unlocking.
- Verification tone.

The extension will only be unlocked if the CIL code corresponds to the extension's directory number and is not locked by individual authorization code.

Calls from an unlocked extension, when no authorization code is given, will use the common category or common service profile programmed for that extension.

#### 9.2.2.4

##### *Dialing with individual authorization code from own telephone*

A specific procedure dialled from the extension must be used when making an authorization code call. The procedure is:

- Dial \* FC \* authorization code #,  
where FC is the function code for individual authorization code dialing.
- Verification tone is received.
- Continue with external number.

The authorization code call will only be accepted if the authorization code is valid.

If the category of the authorization code is too low for dialled external number, the call is rejected.

#### 9.2.2.5

##### *Dialing with individual authorization code from other telephone*

A specific procedure dialled from the extension must be used when making an authorization code call. The procedure is:

- Dial \* FC \* authorization code \* DIR #,  
where FC is the function code for individual authorization code dialing and DIR is your own directory number.
- Verification tone is received.
- Continue with external number.

The authorization code call will only be accepted if the authorization code can be verified and is valid.

If the category of the authorization code is too low for dialled external number, the call is rejected.

#### 9.2.2.6

##### *Locking extension with individual authorization code*

A specific procedure dialled from the extension will lock the extension. The procedure is:

- Dial \* FC \* authorization code #,

where FC is the function code for individual authorization code locking/unlocking.

- Verification tone is received.

The extension is only locked if the authorization code is valid and the extension is not already locked by either common authorization code or individual authorization code.

Calls from a locked extension, when no authorization code is given, will use the default common service profile if it is a generic extension or the minimum common category if it is other extensions.

Calls from a locked extension, using a valid authorization code, will use the common category or common service profile associated with the authorization code.

#### 9.2.2.7

##### *Unlocking extension with individual authorization code*

The extension can be unlocked in the same manner as for locking. The procedure is:

- Dial # FC \* authorization code #,  
where FC is the function code for individual authorization code locking/unlocking.
- Verification tone is received.

The extension is only unlocked if the authorization code is valid and if the extension is locked with individual authorization code.

Calls from an unlocked extension, when no authorization code is given, will use the common category or common service profile programmed for the extension.

#### 9.2.2.8

##### *Changing individual authorization code*

The individual authorization code can only be changed from your own telephone.

A specific procedure dialed from the extension must be used when changing a individual authorization code. The procedure is:

- Dial \* FC \* previous authorization code \* new authorization code #,  
where FC is the function code for changing of individual authorization code.
- Verification tone is received.

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

## 9.3

### ALARM EXTENSION

An alarm telephone is assigned characteristics similar to an alarm center. A call to this extension obtains automatic intrusion if the extension is busy. Up to 7 callers can be connected to the alarm extension at the same time.

## 9.4

### DATA COMMUNICATION

In a data communication environment the telephone can be used together with an asynchronous terminal or an IBM compatible PC/industry standard PC as an integrated voice/data terminal. The telephone together with a terminal adapter unit are connected to the exchange over a 2-wire connection for simultaneous voice and data communications.

## 9.5 DIRECT INDIALING

Normally the exchange has a direct indialing possibility, which enables external subscribers to call you directly without needing to go via the PBX operator.

## 9.6 EMERGENCY STATE

In the event of an emergency the PBX operator can switch the exchange into emergency state. Only extensions with the appropriate category will be permitted to initiate calls in this state.

If you have not been assigned this category and try to make a call you will not receive any dial tone.

## 9.7 FREE SEATING

### 9.7.1 GENERAL

These directions for use describe the user procedures for handling the free seating feature. You can log on and log off free seating by dialing a procedure.

All the procedures used in this document are according to the standard application system.

Log on can be done:

- From a DTS, mobile extension or ATS telephone.

Log off can be done:

- From a DTS, mobile extension or ATS telephone.
- From an external user via DISA.
- From the PBX operator assistant.
- By a new log on from another telephone using the same free seating number.

### 9.7.2 PROCEDURES

#### 9.7.2.1 *Activation*

The procedure used is:

**\*11\*RAC\*FEN#**

**Note:** When you make a log on request to a host telephone a congestion tone will be heard. The display will show congestion on the host telephone.

#### 9.7.2.2 *Deactivation*

The procedure used is:

**#11#**

### 9.7.2.3 *From a PBX operator assistant*

Log off can be done from a PBX operator assistant console.

## 9.8 GENERAL CANCELLATION

The following procedure is used to request general cancellation:

- Lift the handset (dial tone).
- Dial #001#.
- Replace the handset.

The following initiated features are simultaneously cancelled by the feature general cancellation:

- a) Call back (all call back missions are cancelled).
- b) Diversion/follow-me/external follow-me.
- c) Manual Message Waiting/Message Diversion.
- d) Do not disturb.
- e) Flexible night service.

**Note:** For an additional line, the call back missions from the triple access line are cancelled as well.

## 9.9 HOT-LINE (NON-DIALLED CONNECTION)

### 9.9.1 DIRECT HOT-LINE

An extension number (triple access and additional number) can be defined as a direct hot-line. When the handset on the telephone is lifted or a line-key is pressed a call is automatically generated to a predefined extension position or external subscriber. The only call that can be placed from this type of line is the direct hot-line call.

### 9.9.2 DELAYED HOT-LINE

An extension number (triple access and additional number) can be defined as a delayed hot-line. When the handset on the telephone is lifted or a line-key is pressed a timer is started and if no digit is dialled before the timer expires the call is automatically generated to a predefined extension position or external subscriber. Otherwise the call is treated as a normal call.

## 9.10 INTERCEPTION SERVICE

### 9.10.1 GENERAL

By utilizing the interception service facility you can obtain effective interception (diversion) of incoming calls when you are unable to answer your telephone.



The task of an interception computer is, quickly and simply, to store and display information about those persons (extension users), e.g., employees of a company, who use the PBX. Messages to and from users can be registered simply in the interception computer. This takes place at special answer positions, message diversion positions.

A typical answer position is an extension or operator assistant connected to the interception computer. You initiate message diversion for your extension, i.e., request that your incoming calls will be diverted to a message diversion position, by dialing a code on your extension telephone. Included in the code is the reason for absence and (possibly) estimated time of return.

It is possible to set the format of the date not only for the extension display but also the format of the date sent to the interception computer.

When a person calls your extension and is diverted to an answer (divertee) position, your diversion information will appear on the answer position. The person serving the answer position can then inform the caller why you are absent, your estimated time of return and pass on a message (if any) from you to the caller. A message from the caller can be accepted and registered in the interception computer by the person serving the answer position.

When you call your designated answer position directly from your extension you can learn whether any messages exist for you and, if so, their contents. You can also leave messages there for callers.

Message waiting is a special function which notifies your telephone that the interception computer has a message stored for you. Notification is in the form of a short ring signal repeated at regular intervals (5-30 minutes) or a special dial tone. Digital system telephones can be programmed instead for notification by means of a flashing function key. Also, analog telephones may be equipped with a message waiting lamp and programmed instead for notification by means of the lamp steady on. The notification remains as long as any non-printed out message remains. No notifications will be supplied as long as your telephone remains in the message diverted, direct diversion or follow me state. The message waiting facility is optional and is programmed into the PBX from a terminal.

When you terminate an ongoing message diversion any incoming messages to you will be printed out automatically on the printer connected to the interception computer. Messages to you can also be printed out from a message printout position.

A message printout position is an extension position equipped with a printer connected to the interception computer. If messages have arrived during the period you were absent you can call the message printout position and request that the messages be printed out. The person serving the message printout position then prints out your messages by keying a code on her/his telephone.

## 9.10.2

### TO ORDER MESSAGE DIVERSION

You can have your incoming calls diverted to (intercepted by) a designated message diversion position by keying a code on your telephone. The code includes reason for absence and also (if known) your estimated time of return. The reason for absence is indicated by a single digit (0-9). The significance of the digit value has been programmed into the interception computer (e.g., 1 = meeting, 2 = business trip).

-

Ascertain what is applicable for your interception computer.

The estimated time of return is indicated with four digits. These digits can mean MMDD (month + day) or HHMM (hour + minute) depending on your stated reason for absence.

If the time or return is set to be the date, it is possible to have it as MMDD (month + day) or DDMM (day + month).

The message diversion position must first have been programmed as your common divertee position.

It is also possible to order message diversion for your extension from the terminal situated at the message diversion position.

#### 9.10.2.1

*To order from your extension telephone*

**Table 9**

<ul style="list-style-type: none"> <li>Lift handset and await dial tone</li> <li>Key * 23 * reason for absence (one digit) * estimated time/date of return (four digits) #</li> </ul> <p>alternatively</p> <ul style="list-style-type: none"> <li>Key * 23 * reason for absence (one digit) #</li> <li>Await verification tone, replace handset</li> </ul>
--

#### 9.10.2.2

*To order from the follow me position for ongoing follow me extension*

**Table 10**

<ul style="list-style-type: none"> <li>Lift handset and await dial tone</li> <li>Key * 230 * extension number with ongoing follow me * reason for absence (one digit) * estimated time/date of return (four digits) #</li> </ul> <p>alternatively</p> <ul style="list-style-type: none"> <li>Key * 230 * extension number with ongoing follow me * reason for absence (one digit) #</li> <li>Await verification tone, replace handset</li> </ul>
--

Via an I/O terminal it is possible to program the PBX so that the message diversion receives higher priority than direct diversion or follow me. If this is not the case then, for message diversion to function, it will be necessary to cancel the ongoing follow me.

#### 9.10.3

### TO CANCEL MESSAGE DIVERSION

To cancel an ongoing message diversion you key a predetermined code on your telephone. When you do this, any messages for you will be printed out on the printer which identity (number) you can state in the extension code. If you omit this number from the code the messages will be printed out at a predetermined terminal (printer).

The identity of the printer is stated with 2-5 digits. The number of digits to be used is programmed into both the PBX and the interception computer.

- Ascertain what is applicable for your PBX.

It is also possible to cancel an ongoing message diversion for your extension from the terminal at the message diversion position.

#### 9.10.3.1

#### *To cancel from your extension telephone*

Cancellation means that any waiting messages for your extension will be printed out.

**Table 11**

- |   |
|---|
| <ul style="list-style-type: none"><li>• Lift handset and await special dial tone</li><li>• Key # 23 * terminal number (2-5 digits) #</li></ul> alternatively <ul style="list-style-type: none"><li>• Key # 23 #</li><li>• Await verification tone, replace handset.</li></ul> |
|---|

#### 9.10.3.2

#### *To cancel from the follow me position*

Cancellation means that any waiting messages for the extension with ongoing follow me will be printed out.

**Table 12**

- |   |
|---|
| <ul style="list-style-type: none"><li>• Lift handset and await dial tone</li><li>• Key # 230 * extension number with ongoing follow me * terminal number (2-5 digits) #</li></ul> alternatively <ul style="list-style-type: none"><li>• Key # 230 * extension number with ongoing follow me #</li><li>• Await verification tone, replace handset.</li></ul> |
|---|

#### 9.10.4

#### TO ORDER DIVERSION

You can have your incoming calls diverted to a message diversion position by utilizing diversion facilities.

You can choose from the following types of diversion:

- Diversion direct
- Diversion on no reply

- Diversion on busy

The message diversion position must first have been programmed as your individual divertee position.

### 9.10.5

## TO CANCEL MESSAGE WAITING NOTIFICATION

Should you experience notification of message waiting as disturbing or for some other reason wish to shut off notification, you can do this by dialing a code on your telephone.

To cancel notification:

**Table 13**

- Lift handset and await dial tone
- Key # 91#
- Await verification tone, replace handset

### 9.10.6

## PRINTOUT OF MESSAGE(S) FROM A MESSAGE PRINTOUT POSITION

From a message printout position and by keying a code on the position's telephone you can initiate a printout of messages addressed to a specific extension. The code contains the extension number whose messages are to be printed out.

To order a printout:

**Table 14**

- Lift handset and await dial tone
- Key \* 23 \* extension number #
- Await verification tone, replace handset

## 9.11

## LEAST COST ROUTING

### 9.11.1

## GENERAL

The Least Cost Routing Facility can be accessed by dialing Least Cost Routing Access Code (LAC).

By using Least Cost Routing Access Code you will automatically be routed over the cheapest available route. You cannot choose the cheapest route yourself, this is performed automatically by LCR.

## 9.11.2 PROCEDURE

### 9.11.2.1 *Outgoing call by using LAC*

- Lift hand set
- Dial LAC If provided a dial tone is received.
- Continue with the external number If no free trunk is selected a busy tone is received. On-hook queuing is possible by dialing the suffix digit for call-back towards the busy route. If the selected route is marked as expensive you will receive Expensive Route Warning Tone which will make it possible for you to interrupt the further routing of the call.
- Replace the handset when the call is completed.

## 9.12 MALICIOUS CALL TRACING, MCT

This feature allows you, before the call is disconnected, to signal to the public switched telephone network (PSTN) that you have received a malicious call. If the calling subscriber clears the call, the external line can be held for a limited period of time, during which you can invoke the feature. This information is used by the PSTN to record information about the origin of the call (i.e. print out calling party number, date, time...etc).

### 9.12.1 TO ORDER MALICIOUS CALL TRACING

- Press the MCT-key.

The system acknowledges with a tone message indicating if the MCT request was accepted or rejected.

## 9.13 NIGHT SERVICE

During night service, incoming external calls are transferred to any selected extension or group of extensions.

### 9.13.1 NIGHT SERVICE COMMON

All incoming calls are routed to one extension, and calls are answered in the normal way.

### 9.13.2 NIGHT SERVICE INDIVIDUAL

One or more of the external lines in the exchange are routed to the designated extension, and calls are answered in the normal way.

### 9.13.3 NIGHT SERVICE UNIVERSAL

All incoming calls are signalled on universal signalling devices, e.g. a bell. In order to answer the call use the following procedure:

- Lift the handset (dial tone).
- Dial 8.

#### 9.13.4

### NIGHT SERVICE FLEXIBLE

Flexible night service permits you to select an external line and connect it directly to Line 1, 2 or an additional line on your telephone. This is convenient when you are expecting important calls after office hours and you wish to get them without delay. Details about external line numbers can be obtained from the PBX operator. The following procedures are used:

#### **To activate flexible night service**

- Lift the handset (dial tone).
- Dial \*84\*route number\*external line number#.
- Replace the handset.

#### **To cancel flexible night service**

- Lift the handset (dial tone).
- Dial #84#.
- Replace the handset.

**Note:** This service is only valid for manual lines.

**Note:** If you forget to cancel flexible night service it will be cancelled automatically one hour after the exchange has been switched back into day service, provided that flexible night service has been operative for at least one hour.

## 9.14

### RECORDED VOICE ANNOUNCEMENT (RVA)

#### 9.14.1

#### LISTEN TO RVA

In certain call situations you may listen to recorded announcements.

#### 9.14.2

#### RECORDING RVA

**Note:** Not applicable

## 9.15

### SIMPLIFIED INTERCEPTION

#### 9.15.1

#### GENERAL

The simplified interception feature has been introduced in order to render the telephone interception function more effective. It improves the operator assistant's possibilities of providing concise and rapid answers to callers.

The simplified interception facility is a simplified version of the interception service facility. The operator assistant console is utilized for the presentation of absence information.

Absence information in this context means the reason for diversion and the time/date of the sought user's return.

Message diversion procedure is used to program an extension to divert to its answering position specifying absence information. Message diversion can be ordered/cancelled from the place of origin, from a secondary extension, from the diverttee position to which the extension has ongoing follow-me or from the operator assistant.

The answer position for message diversion is a common or an individual operator assistant who has been initiated as a common diverttee position for the entire PBX.

## 9.15.2 EXTENSION PROCEDURES

The following codes are used:

**FC1** = Message diversion feature code activated from the place of origin.

**FC2** = Message diversion feature code activated from another extension.

## 9.15.3 CALLS TO AN EXTENSION WITH ONGOING MESSAGE DIVERSION

- From the extension, dial the extension number (e.g., 1234)
- Press the \* key

## 9.15.4 TO ORDER FROM AN EXTENSION

When you leave your room and wish to leave a message for callers via a operator assistant, use the following procedure to switch your telephone into the message diversion mode.

- Lift the handset
- Key \* FC1 \* absence code \* time #
- You will now hear special dial tone
- Replace the handset.

### Figure 4:

- The code, reason for diversion, comprises one digit (0-9) and is determined internally by each individual customer.
- Time, estimated time of return, is stated with four digits, as hour + minutes, e.g., 1430, month + day, e.g., 1206, or day + month, e.g., 0612. The date format adopted is set by a parameter.

When the time of day or date is not to be stated:

- key # immediately after the code.

## 9.15.5 TO CANCEL FROM AN EXTENSION

When you return you cancel your ongoing message diversion in the following manner:

- Lift the handset
- Key # FC1 #
- You will hear normal dial tone
- Replace the handset.

Figure 5:



## 10 SETTINGS

### 10.1 PROGRAMMING OF FEATURES

If you have a frequent need of the features provided by the telephone and the exchange, you can program them for single key access which will save you a lot of time. The programming is done either by yourself or by the system administrator.

#### 10.1.1 FREELY PROGRAMMABLE FUNCTIONS

Features that you, as an end user, can place on any free button, both with and without a LED, without any help from the system administrator.

- Call Back ( 4.4 Automatic call back on page 15 ). (\*)
- Call waiting ( 5.1 Call waiting on page 19 ).
- Common parking/Call Pick-up ( 5.8.2 Common on page 23 and 3.5 Individual call pick up on page 11 ).
- Conference ( 5.7 Conference on page 21 ).
- Dial-by-Function key ( 4.10.3 Dial-by-Function key on page 18 ).
- Diversion ( 6.1 Diversion on page 28 ). (\*)
- Do not disturb, DND ( 3.6 Do not disturb, DND on page 11 ). (\*)
- External number redial ( 4.8 External number redial on page 17 ).
- Immediate speech connection in loudspeaking mode (automatic answer, 3.3 Immediate speech connection on page 10 ). (\*)
- Intrusion ( 5.2 Intrusion on page 20 ).
- Night service (allows you to select a specific exchange line to your telephone during non-office hours, 9.13 Night service on page 53 ).

(\*) To get an enhanced functionality (i.e. LED indication and toggle functionality) these function keys should be placed by the system administrator.

#### 10.1.2 FUNCTIONS THAT MUST BE REQUESTED

- Additional lines ( 5.11 Additional directory number, ADN on page 24 ).
- Channel switching (speech transfer between DTS and multimedia).
- Dedicated intercom link (when you need a permanently available internal communication link).
- Free on Second line ( 3.4 To receive a second call on page 10 ).
- Malicious call tracing, MCT ( 9.12 Malicious call tracing, MCT on page 53 ).
- Manual message waiting ( 7.1 Manual message waiting, MMW on page 39 ).
- Multiple representation ( 5.12 Multiple represented directory number, MDN on page 25 ).
- Personal number ( 6.4 Personal Number on page 33 ).
- Own external line.

- Redirection of calls to  $S_0$ .

## 10.1.3

## PROGRAMMABLE FUNCTION KEYS

To order the features that you want from your system administrator, please use the order form, see information for ORDER FORM FOR DBC 22X.

## 10.1.4

## TO PROGRAM DIAL-BY-FUNCTION KEY

You can program internal and external numbers that you often use as single key access numbers on function keys. For single key access calls you press the required function key.

**To program**

- Press the Program-key (the program lamp turns ON and all other lamps turn OFF).
- Press the selected key (the lamp turns ON).
- Dial the number or the feature code.
- Press the selected key (the lamp turns OFF).
- Press the Program-key (the program lamp turns OFF).

**To verify**

**Note:** Not applicable.

**To erase**

- Press the Program-key (the program lamp turns ON and all the other lamps turn OFF).  
(The previous step is not needed if the prog lamp is already ON)
- Press the selected key (the lamp turns ON).
- Press the Clear-key (the number information is erased).
- Press the selected key (the lamp turns OFF).
- Press the Program-key (the program lamp turns OFF).

## 10.1.5

## TO PROGRAM A FUNCTION

If you have frequent use of certain functions (that can be activated by a feature code) you can program them for single key access. When you wish to order a function you just press the relevant function key.

The same procedures as described in 10.1.4 To program Dial-by-Function key on page 58 are used to program a feature code on a function key.

The following functions can normally also be accessed with digits dialled on the telephone or they can be allocated to function keys.

## 10.1.6 TO PROGRAM ABBREVIATED NUMBERS

You can program individual abbreviated numbers on all ten digit keys of your telephone. The complete number can comprise a maximum of 20 digits plus \* (Indicating the second dial tone from the public network). The numbers can be extension numbers or external numbers.

### 10.1.6.1 *Programming an abbreviated number*

- Lift the handset (dial tone).
- Dial \*51\*digit (0-9)\*telephone number#.
- Replace the handset.

That is, the system translates the digit into the telephone number.

### 10.1.6.2 *To alter an individual abbreviated number*

Use the same procedure as for programming individual numbers. The existing number will be erased automatically.

### 10.1.6.3 *To erase an abbreviated number*

- Lift the handset (dial tone).
- Dial #51\*digit (0-9)#.
- Replace the handset.

### 10.1.6.4 *To erase all numbers programmed by the extension*

- Lift the handset (dial tone).
- Dial #51#.
- Replace the handset.

## 10.1.7 TO PROGRAM RINGING OPTIONS

The ringing signal of your telephone can be individually programmed. 2.8.3 Ringing options on page 8 that describes the possible options for the ringing signal.

### **To program**

- Press the Program-key (the program lamp turns ON and all other lamps turn OFF)
- Dial digit (0-6).
- Press the Line 1-key (the Line 1 lamp is turned OFF).
- Press the Line 1-key.
- Release the Program-key (the program lamp turns OFF).

### **To verify**

**Note:** Not applicable.

The same procedure is used to program ringing signal options for additional lines and multiple represented lines. Press the corresponding additional line/multiple represented line-key and dial the corresponding digit in the same way as above.

#### 10.1.8

#### TO PROGRAM RINGING SIGNAL TONE CHARACTER

Ringing signals are generated in the telephone loudspeaker by a tone ringer. The selection of one of ten different ringing signals tone characters can be made in programming mode. Each tone corresponds to a digit between 0 to 9. The following procedure is used:

- Press the Program-key (the program lamp turns ON and the display indicates the current ringing tone programmed for the telephone)
- In on-hook with no speaking, the Program-key must be pressed and held down during the programming sequence (the program lamp turns ON and all other lamps turn OFF).
- Press a digit-key. The telephone acknowledges with a ringing signal with a tone that corresponds to the pressed digit. You may try different characters until you find a satisfactory one.
- Press the Program-key (the program lamp turns OFF).

#### 10.1.9

#### TO PROGRAM RINGING SIGNAL MELODY

**Note:** Not applicable.

## 11 MISCELLANEOUS

### 11.1 TELEPHONE REGISTER (OPTIONAL)

On the tray underneath your telephone you can note, for example, all common abbreviated numbers.

### 11.2 LABELING

Lift the protective cover underneath the handset and write your extension's number. Label your individually programmed function keys, by lifting the overlay slightly and remove the strip. Write the number or function in the field next to the appropriate key with a pencil. Put the strip back and snap the overlay into position on the right side by pressing the three tabs under the edge of the front cover.

Use the Designation Card Manager CD-ROM to make and print your own designations.

### 11.3 CLEANING

Wipe your telephone clean with a damp cloth. If needed use water and a mild soap solution.

### 11.4 WALL MOUNTING

The telephone can be wall mounted without using a special console. This can be used for instance in conference rooms or public areas.

### 11.5 HEADSET FUNCTION

**Note:** Not applicable.

### 11.6 HEADSET PRESET FUNCTION

**Note:** Not applicable.

### 11.7 HEARING LEVEL FUNCTION

For people with impaired hearing, the handset hearing volume level can be extra amplified.

**To change the level**

- Press **C \* 5** simultaneously for at least 1 second. A tone signal is heard. Key lamp **ON** indicates amplified volume level. Key lamp **OFF** indicates default volume level.
- Press line 1 key to set or reset the volume level.

- Press # to finish setting  
when extra amplification has been selected, the line 1 key lamp turns off.

## 11.8 DISPLAY CONTRAST

**Note:** Not applicable.

## 11.9 EXTRA HANDSET

**Note:** Not applicable.

## 12 APPLICATIONS

The digital system telephones belonging to the exchange can be used in different applications which can be programmed within the exchange.

### 12.1 SECRETARIAL SUPERVISION

In order to improve the availability and service level within an organization, secretarial supervision can be arranged. This allows a secretary to supervise and intercept incoming calls to members of a group and make inquiry calls to its members.

Secretarial supervision groups are set up by your system administrator.

### 12.2 EXECUTIVE-SECRETARIAL SERVICE

For improvement of the availability and service level of management, executive-secretarial links can be set up. This allows secretaries to supervise and intercept incoming calls to the executive and make inquiry calls as well.

Executive-secretarial links are set up by your system administrator.

Also see extra facility description for BOSS-SECRETARY.

### 12.3 KEY SYSTEMS (MULTIPLE REPRESENTATION)

In order to increase the availability of special groups within an organization such as a service department or a unit within a bank environment, key systems can be set up. A number of incoming lines to an organizational unit can be distributed to all members within that group. A call on any of the lines can be answered by anybody within the key system group.

Key system within your organization can be set up by your system administrator.

## 13

## ACCESSORIES

**Note:** Not applicable



## 14

## LIST OF FEATURES AND PROCEDURES

Table 15

Features	Procedure
AUTOMATIC CALL BACK	
- to order:	
- busy extension or no reply	6
- busy external line	6 external number#
- to cancel:	
- busy extension or no reply	#37*extension number#
- busy external line	#37*external number#
- all ordered call backs	#37#
BYPASS	*60*B-number#
CALL PICK UP	
- individual	8
- group	8
CALL WAITING	
- to initiate call waiting	5
COMMON SPEED DIALING NUMBERS	see List of speed dial numbers
CONFERENCE	3
CUSTOMER IDENTITY STORAGE	*77*customer identity#
DATA PRIVACY	*41#wanted number
DIVERSION	
Diversion to common answering position	
- to order from your own telephone	*21#
- to cancel from your own telephone	#21#
- to order from the answering position	*21*A-number*B-number#

- to cancel from the answering position	#21*A-number#
Diversion to individual answering position, direct	See common
Diversion to individual answering position, on no answer	
- to order	*211#
- to cancel	#211#
Diversion to individual answering position, on busy	
- to order	*212#
- to cancel	#212#
Diversion to individual answering position, to paging	
- to order	*218#
- to cancel	#218#
Diversion to paging from diverttee position	
- to order (dial from diverttee extension)	*218*your own extension number#
- to cancel (dial from your own extension)	#218#
Diversion to individual answering position, to extra paging number	
- to order	*218*extra paging number#
- to cancel	#218*extra paging number#
DO NOT DISTURB	
- to order	*27#
- to cancel	#27#
EXTERNAL FOLLOW-ME	
- to order	*22#route access code and external number#

- to cancel	#22#
- to order from another extension	*22* extension number to divert # route access code and external number# North America: *23* extension number to divert # route access code and external number#
- to cancel from another extension	#22* diverted extension number # North America: #23* diverted extension number #
FOLLOW-ME	
- to order from own extension	*21*number of follow-me position#
- to cancel from own extension	#21#
- to cancel from answering position	#21*diverted extension number#
- to order new follow-me position	*21*extension number to divert * number of follow-me position#
- to order from another extension	*21*extension number to divert * number of follow-me position#
- to cancel from another extension	#21*diverted extension number#
GENERAL CANCELLATION	
- to order (from master extension)	*25*group number#
GROUP DO NOT DISTURB	
- to cancel (from master extension)	#25*group number#
- to bypass (from master extension)	*60*extension number#
HEARING LEVEL	
INDIVIDUAL SPEED DIALING NUMBERS	
- to program and alter	*51*speed dial number* translated number#
- to use	**speed dial number
- to erase individual abbreviated number	#51*speed dial number#

- to erase all abbreviated numbers	#51#
INQUIRY	
- to initiate	Inquiry
- to revert to original party	Line 1 or Line 2
INTERNAL GROUP HUNTING	
- to leave group temporarily	*21*own extension number#
- to re-enter group	#21#
- to divert the group	*24*PBX group number*answering position#
- to revert to the group	#24*PBX group number#
INTRUSION	4
INTRUSION ON SPECIFIC EXTERNAL LINE	
- to intrude	*44*individual external line number#
LAST EXTERNAL NUMBER REDIAL	***
MALICIOUS CALL TRACING	
- to order	Press the MCT-key
MANUAL MESSAGE WAITING	
- to order	*31*extension number#
- to cancel	#31#
NIGHT SERVICE	
Universal	8
Flexible	
- to order	*84*route number* external line number#
- to cancel	#84#
NUMBER PRESENTATION RESTRICTION	*42# B-number

# 15 LIST OF SPEED DIALING NUMBERS

## Individual

Table 16

Speed No.	Complete translated number	Name
**1		
**2		
**3		
**4		
**5		
**6		
**7		
**8		
**9		
**0		

## Common

Table 17

Abbr. No.	Complete translated number	Name