

# MiVoice 4222 Office (DBC 222) for MiVoice MX-ONE

DIRECTIONS FOR USE



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# 1

## INTRODUCTION

These directions for use describe the user procedures to handle the features available for MiVoice 4222 Office, hereafter called DBC 222 and for one extra key panel DBY 419.

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, 2.8 Loudspeaker function on page 9

This telephone can be equipped with a headset, 11.5 Headset function on page 64

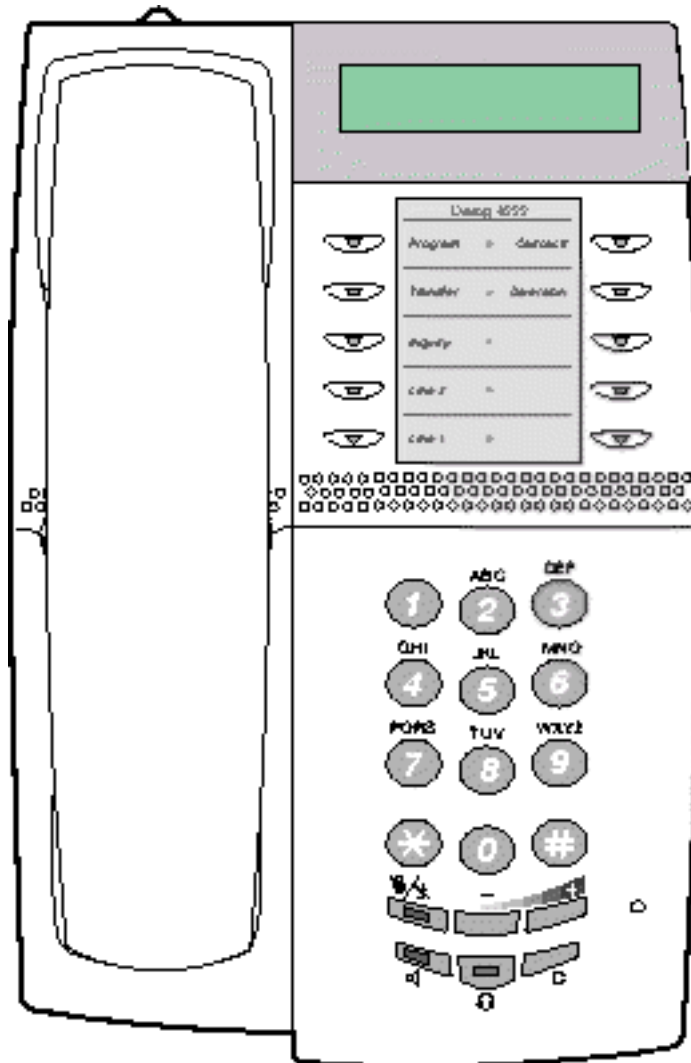
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## 2

## TELEPHONE INSTRUMENT DBC 222

## 2.1

## DBC 222



The DBC 222 has an alphanumeric display with 2 rows of 20 characters and a hands-free and loudspeaking function.

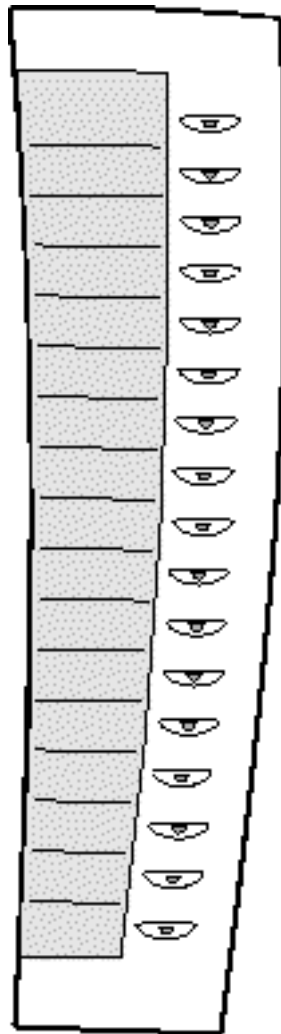
The Diversion-key and Call back-key above are default placed on those keys. They can be moved or removed if you wish.

The headset key will allow you to activate/deactivate this voice transmission mode.

One extra key panel DBY 419 01 can be connected.

## 2.2

## DBY 419 01



The DBY 419 01 is an extra key panel with 17 extra keys, each one provided with a LED which can be added to a DBC 222.

The extra keys are programmable keys (TNS), and they can be programmed in the same way as TNS keys on the telephone.

## 2.3

## KEY FUNCTIONS FOR DBC 222

The following are the key functions for DBC 222:

### **Program**

The Programming-key is used for programming features.

### **Diversion**

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

### **Line 1**

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

### **Line 2**

The Line 2-key is used for initiating calls, and 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.

In idle, activates the silent ringing.

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

**Speaker**

The Speaker-key is used for loudspeaking 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 the 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.

**Headset-key**

To activate/deactivate the headset mode.

## 2.4

### 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, 9.2 Additional directory number, ADN on page 45 .

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, 9.13 Multiple represented directory number, MDN on page 52 .

## 2.5

### DISPLAY

A display text can be terminated by three dots (...) or by exclamation mark (!) and this means:

- ... Functions are available for the user or an activity is ongoing. Example: if the text Busy... is shown, the user can make call back. If the text Calling... appears, the user knows that connecting is ongoing.
- ! Feedback on an action that cannot be performed by the system. Example: if the text Congestion! is shown, there is nothing the user can do but trying later.

## 2.5.1 DISPLAY LAYOUT

The display on has 2 rows with 20 characters.

- The first row is used to indicate either charging information ( 5.2 Display of charging on page 27 ), number translation (diversion, internal group hunting, common bell), traffic state (text), incoming call, last parked party or time and date.
- The second row is used to indicate connected party and/or incoming call with diversion.

Incoming call information is displayed only if the call is addressed to your own access line or to a supervised extension ( 9.13 Multiple represented directory number, MDN on page 52 ).

## 2.5.2 DISPLAY MESSAGES WHEN THE TELEPHONE IS IDLE

### 2.5.2.1

#### *Normal*

The time and date information is shown on the first row and your own directory number is displayed on the second row.

15:45	04Jul 1990
	40345

### 2.5.2.2

#### *Diverted*

The diversion information is shown on the first row and your own directory number is displayed on the second row.

DivertedTo	40174
	40345

## 2.5.3 DISPLAY MESSAGES WHEN MAKING AN OUTGOING CALL

### 2.5.3.1 *Normal*

The traffic state information is indicated as a text on the first row and the called number information is indicated on the second row.

In the example below the user is calling an extension with number 40345 which is free.

Calling...
40345

### 2.5.3.2 *Diverted*

The dialed number and the reason for the diversion are indicated on the first row and the called party is shown on the second row.

In the example below the user has dialled number 40345 which has direct diversion to number 40174. The text **>Direct** is an abbreviation for direct diversion.

40345 >Direct
40174

## 2.5.4 DISPLAY MESSAGES FOR AN INCOMING CALL

### 2.5.4.1 *Normal*

The calling party number is indicated on the first row. If the number has ten digits or fewer, information will be displayed as a flashing number. Otherwise the number will be displayed steadily.

In the example below, number 40353 is the calling party.

40353

### 2.5.4.2 *Diverted*

The diverting extension number and the reason for the diversion are indicated on the first row and the calling party number is indicated on the second row as a flashing number information.



In the example below the display information shows that extension 40353 has dialed number 40345 which has direct diversion to your extension (that is, receiving the call).

40353 >Direct
40345

#### 2.5.5

### DISPLAY MESSAGES WHILE MAKING AN INQUIRY CALL

The last parked party number is displayed on the first row with a corresponding text and the inquiry call connection is displayed on the second row.

In the example below extension 40353 is parked while the user is connected to number 40174.

40353 On hold
40174

## 2.6

### SOFT-KEYS

Not applicable.

## 2.7

### MENU-KEY FUNCTION

Not applicable.

## 2.8

### LOUDSPEAKER FUNCTION

#### 2.8.1

#### WARNING TONE

Not applicable.

#### 2.8.2

#### HANDSFREE

This function offers you the possibility of dialing and monitoring the progress of a call as well as having a conversation without using the handset.

##### 2.8.2.1

*To make calls*

- Dial the wanted number.
- Press the Clear-key to finish your call.

### 2.8.2.2 *To receive calls*

- Press the Line 1 or the Line 2-key or any other key that indicates a call.

### 2.8.2.3 *To change from handsfree to handset*

- Lift the handset.

### 2.8.2.4 *To change from handset to handsfree*

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

### 2.8.2.5 *To change from handsfree to headset*

- Press the Headset-key.

### 2.8.2.6 *To change from headset to handsfree*

- Press the Speaker-key.
- Press the Headset-key.

### 2.8.2.7 *To clear the call*

- Press the Clear-key.

## 2.8.3 CALL PROGRESS MONITORING

**Note:** Not applicable.

## 2.8.4 LOUDSPEAKING

This function offers you the possibility of speaking in the handset and at the same time letting the conversation be heard in the loudspeaker.

### 2.8.4.1 *To make calls*

- Lift the handset.
- Press the Speaker-key.
- Dial the wanted number.
- Wait for answer.

### 2.8.4.2 *To change from loudspeaking with handset to handset*

- Press the Speaker-key.

2.8.4.3 *To change from handset to loudspeaking with handset*

- Press the Speaker-key.

2.8.4.4 *To change from loudspeaking with handset to loudspeaking with headset*

- Press the Headset-key.

2.8.4.5 *To change from loudspeaking with headset to loudspeaking with handset*

- Lift the handset.

2.8.4.6 *To clear the call*

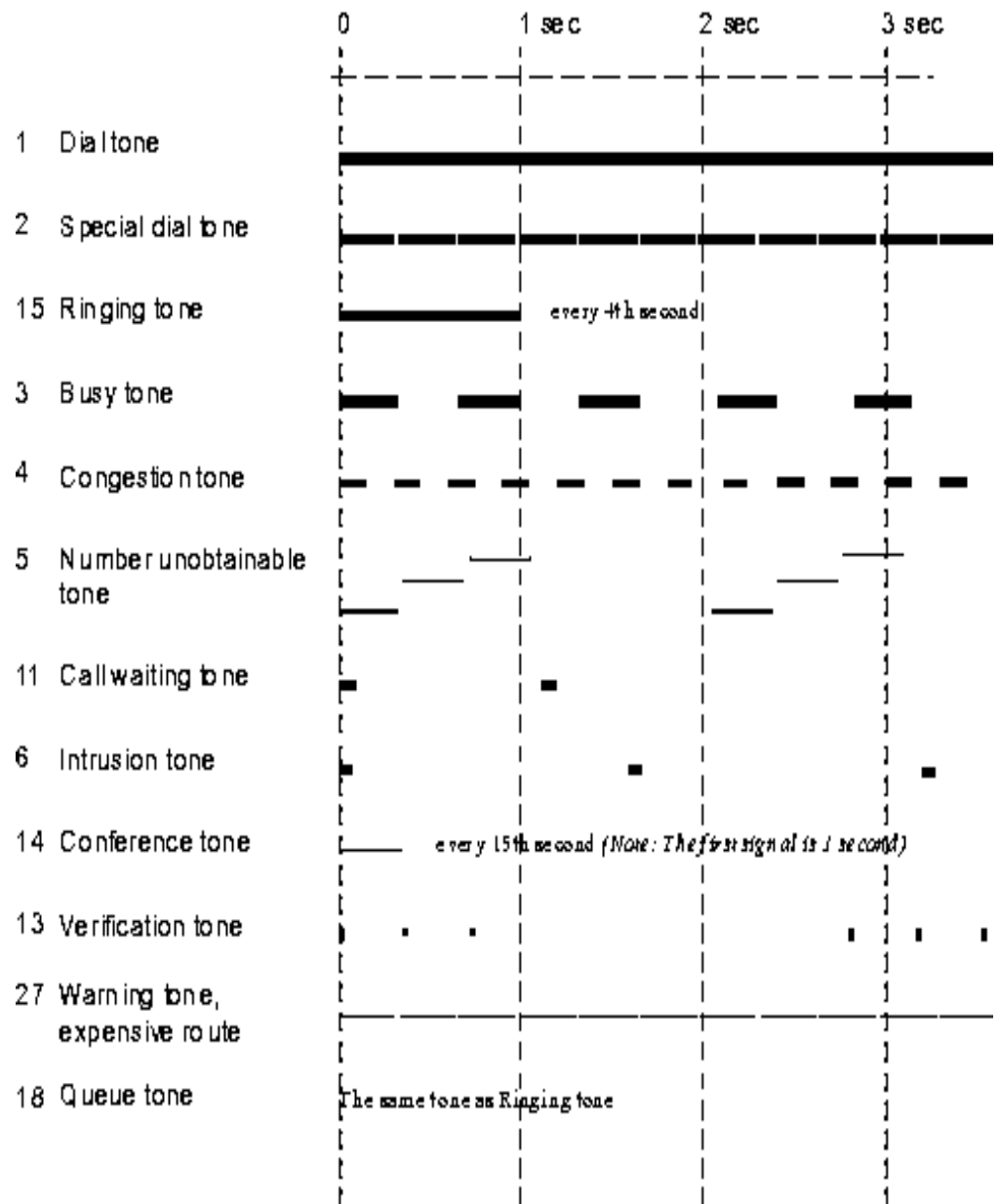
- Press the Clear-key.

## 2.9 TONES AND RINGING SIGNALS

### 2.9.1 TONE CHARACTERISTICS

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

# Tone characteristics

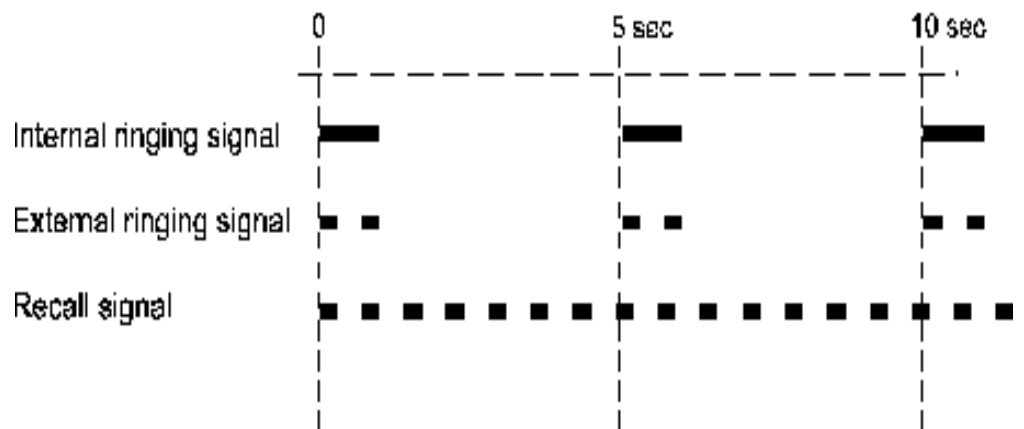


## 2.9.2

## RINGING SIGNALS

The following types of ringing signals are described:

## Ringing signals



In addition to these signals, melodies can be programmed. These are stored locally in the telephone and can be used as a substitute for the ordinary ringing signals, see 10.9 To program ringing signal melody on page 60 for details.

### 2.9.3

#### RINGING OPTIONS

The following ringing options can be programmed for triple access lines, additional lines and multiple represented lines, 10.7 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

**Note:** Options 5 and 6 do not apply for multiple represented lines.

### 2.9.4

#### 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 ( 10.7 To program ringing options on page 59 ).

### 2.9.5

#### 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.

## 2.9.6

## LAMP INDICATIONS

<b>Off</b>	Indicates free or non-requested function.
<b>Fast flash</b>	Indicates an incoming call.
<b>Slow flash</b>	Indicates a parked call.
<b>Lit with fast blink</b>	Indicates a key that is using the line.
<b>Lit</b>	Indicates an activated function or a supervised line is busy (multiple representation).

## 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.

### 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 TO RECEIVE A SECOND CALL

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

You have a call on the Line 1-key and a second call is signaled 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 a 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.

### 3.4 DO NOT DISTURB, DND

This feature is used to prevent incoming calls from being 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 giving information about this feature.

### 3.4.1 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.

### 3.4.2 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.

## 3.5 IMMEDIATE SPEECH CONNECTION

With this feature a call is signaled with a tone burst after which the call is answered automatically (you get a speech connection) in handsfree mode ( 2.8 Loudspeaker function on page 9 ).

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

### 3.5.1 PERMANENTLY ACTIVE

To have the feature permanently active program the ring option with permanent immediate connection with single tone burst on the line-key ( 10.7 To program ringing options on page 59 ).

### 3.5.2 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 ( 10.7 To program ringing options on page 59 ). Now you can control the automatic answer with the function key AUTO-ANSWER. When the lamp lights up, 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).



## 3.6

### 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.

## 4 OUTGOING CALLS

### 4.1 TO CALL ANOTHER EXTENSION

You can call another extension either by dialing the latter's number or an 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.

4.5 Automatic call back on page 20 .

##### **Paging**

Dial 7.

Use 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.

4.5 Automatic call back on page 20 .

##### **Call waiting**

- Dial 5.
- Wait for answer.

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

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

##### **Intrusion**

- Dial 4.

5.3 Intrusion on page 27 .

#### **Paging**

- Dial 7.

Use 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 number.

### **4.2.2 INDIVIDUAL PBX OPERATOR**

Use this to talk to a specific PBX operator.

- Lift the handset (dial tone).
- Dial the individual directory number of the 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 abbreviated dialing**

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

4.12 Speed dialing on page 24 .

### **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 a congestion tone this probably means you are not permitted to call the area in question:

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

## 4.4 AUTHORIZATION CODE

Refer to the directions for use of AUTHORIZATION CODE FOR EXTENSION.

## 4.5 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 is 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 a different 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 in your office.

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

### 4.5.1 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 re-call you on your Line 1.

### 4.5.2 TO ANSWER

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

### 4.5.3 TO CANCEL A SINGLE CALL BACK

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

### 4.5.4 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.

## 4.6 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.

### 4.6.1 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 re-call you on your Line 1.

### 4.6.2 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 canceled. After answer, the dialed external number is automatically transmitted, you may need to dial any remaining digit(s).

### 4.6.3 TO CANCEL A CALL BACK TO EXTERNAL LINE

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

## 4.7 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.

## 4.8 DIAL BY NAME

Not applicable.

## 4.9 EXTERNAL NUMBER REDIAL

### 4.9.1 TO REDIAL LAST EXTERNAL NUMBER

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

### 4.9.2 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.

#### 4.9.2.1 *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.

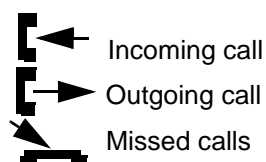
#### 4.9.2.2 *To redial a stored number using the redial key*

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

## 4.10 NUMBER LOG

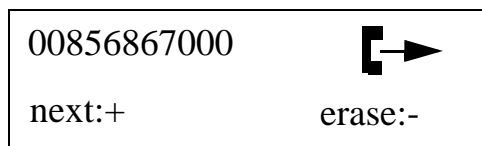
You can access the number log by pressing the NLOG function key, however this is not possible when you are making, receiving or having an ongoing call.

There are three icons indicating missed, incoming or outgoing calls:



If there is a missed call, the lamp on the NLOG key is flashing. When you have checked the missed call, the lamp is turned off.

Press the NLOG key to show the number log. The display shows the first entry in the number log.



**Figure 1: Example of an entry of an outgoing call**

If you want to call the number in the log, press the Line key.

Below there is a list of the keys that can be used in the name and number log:

**Line key**

Call the stored number

**+ volume key**



Scroll through the list

**- volume key**



Delete the number showed in the display.

**Note.** It is not possible to scroll back with this key, it is only used for deleting items in the number log.

**0 (on the keypad)**

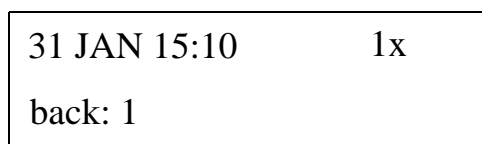
Show the time and date of the call and also the number of call attempts. To go back to the log, press **1** on the key pad.

**C (clear key)**

Exit from the number log list.

To check the time and date for a call in the number log:

- Press NLOG key to show the number log
- Press 0, to read out the time and date for the call.



**Figure 2: Example of the time and date for a call**

In the example the call arrived (or was initiated) January 31 at 15:10 and it has been only one call attempt (indicated with 1x). Press 1 to return to the previous menu.

Press the C-key to exit from the number log.

## 4.11

## 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.

## 4.12 SPEED DIALING

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

### 4.12.1 COMMON SPEED DIAL 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.

### 4.12.2 INDIVIDUAL SPEED DIAL 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, see 10.6 To program Abbreviated Numbers on page 59 for programming.

#### To use

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

### 4.12.3 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 dialed, see 10.4 To program Dial-by-Function key on page 58 for programming.

#### To use

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

## 4.13 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, 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.

### 4.13.1 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 dialed digits are treated as function keys in case of individual parking or as DTMF tones in case of common parking.



#### 4.13.2

### 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 is active or if refer back is used when suffix dialing is active, the feature is canceled when referring back to the originating party.

## 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), 3.3 To receive a second call on page 15 .

##### 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*

5.9 Parking on page 30 .

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 27 .

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

5.7 Transfer on page 28 .

Your telephone now rings to announce the waiting call.

## 5.2 DISPLAY OF CHARGING

Not applicable.

## 5.3 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 a busy tone.

Before the intrusion is performed 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.

## 5.4 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.

### 5.4.1 TO INTRUDE

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

## 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 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 27 ).
- Transfer ( 5.7 Transfer on page 28 ).
- Conference ( 5.8 Conference on page 28 ).

## 5.7 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 to be transferred.

### 5.7.1 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.

### 5.7.2 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 performed.

## 5.8 CONFERENCE

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

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

The following is an example of display information when you are the conference leader:

### DBC 222

15:45	04Jul 1990
Conference leader	

The following is an example of display information when you are a conference member:

### DBC 222

15:45	04Jul 1990
Conference member	

#### 5.8.1 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.

#### 5.8.2 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.

#### 5.8.3 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 a busy tone and to reach the member in question you must use the Intrusion procedure, 5.3 Intrusion on page 27 .

- 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 the conference member in question from the conference.

Returning to the conference is possible as follows:

- Return to the conference together with the consulted conference member - dial 3.

- Refer back to the conference - you will return to the conference and the consulted conference member will be disconnected from the conference.
- Clear the call and then refer back - the consulted conference member will be disconnected from the conference.
- Make an Inquiry call - the consulted conference member will be disconnected from the conference.

## 5.8.4

## 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.

## 5.9

## PARKING

## 5.9.1

## INDIVIDUAL

You can park an ongoing call temporarily and then readmit it on your own telephone.

**To park**

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

**To readmit the call**

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

## 5.9.2

## COMMON

You can park an ongoing call temporarily and readmit 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 on all telephones where the number is multiple represented when the line is multiple represented).
- Replace the handset.

**To readmit 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 readmit 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 readmit a call from a telephone that has that number multiple represented**

- Press the key that multiple represents that line.

## 5.10

### TIMER

Not applicable.

## 5.11

### CUSTOMER IDENTITY STORAGE USING FEATURE CODE

This function allows a customer identity (CID) to be associated with 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 can 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.

## 6

## CALL FORWARDING

### 6.1

### DIVERSION

#### 6.1.1

#### DIRECT DIVERSION

If you are unable to accept calls you can have them directly 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 the 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 performed after 3 signals, that is, 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 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 TO CANCEL 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# (special dial tone and the diversion lamp is turned ON).
- 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 43 .

To order follow-me from another telephone:

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

#### 6.2.4

#### TO CANCEL 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

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

- Lift the handset (dial tone).

- Dial \*22# (a display message requesting an external number).
- Dial the route access code and the external number# (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

## TO CANCEL EXTERNAL 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 (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

Refer to the directions for use for PERSONAL NUMBER.

## 7 MESSAGES

### 7.1 INTEGRATED VOICE MAIL

Not applicable

### 7.2 MANUAL MESSAGE WAITING, MMW

#### 7.2.1 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.

#### 7.2.2 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.

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

- Press the Program-key (the program lamp turns ON and all other lamps turns OFF).
- Press the MMW-key (the display indicates the number that requested message waiting).
- Press the Program-key (the program lamp is turned OFF).

#### 7.2.4 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.

#### 7.2.5 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.

## 7.3 RECORDED VOICE ANNOUNCEMENT

### 7.3.1 INTRODUCTION

This section describes the programming procedures to record, play or erase the RVA message stored in the VSU board.

Before the programming procedure can be started, a voice directory number has to be assigned to a VSU board via the I/O command. After that, this directory number can be called from a DTS or from a PBX operator assistant console. After the connection, the voice messages in the VSU board can be recorded, played or deleted.

When a PBX operator assistant calls the directory number, the end to end DTMF mode has to be entered manually. The programming procedures are the same as those for the DTS.

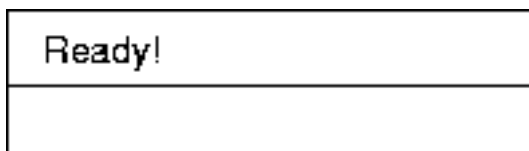
**Note:** No text message will be displayed on the PBX operator assistant console.

In the programming session, the message number is in the range 1-250.

### 7.3.2 VOICE PROGRAMMING INITIATION

When the programming session is established, the text message, **Ready!**, is displayed.

From then on, you can enter a procedure, either to play, erase or record a message.

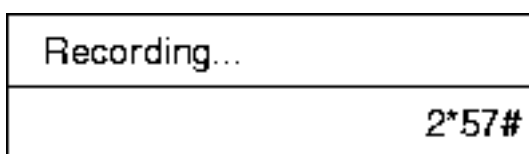


**Figure 3: Programming initiation**

### 7.3.3 VOICE MESSAGE RECORDING

#### 7.3.3.1 Start message recording

To start recording, enter the procedure, 2\*the message number#. When the recording procedure has been entered, you can hear a short tone that indicates that the message recording has started. The text message, **Recording...** and the keys that you entered are displayed.



**Figure 4: Message recording**

## 7.3.3.2

*Stop recording*

The recording stops when the # key is pressed and the message is stored. The text message, **Ready!**, is displayed. Then you are allowed to either play, erase or record a message.

## 7.3.4

## VOICE MESSAGE PLAYING

## 7.3.4.1

*Start message playing*

If the selected message is recorded, it is possible to play the message by pressing the procedure, 1\*the message number#. The text message, **Playing...**, and the procedure are displayed.

Playing...
1*57#

**Figure 5: Message playing**

## 7.3.4.2

*Stop playing*

The playing stops either when the # key is pressed or when the message is ended. When the playing stops, the text message, **Ready!**, is displayed. After that, you are allowed to either play, erase or record a message.

## 7.3.5

## VOICE MESSAGE ERASING

## 7.3.5.1

*Start message erasing*

If the selected message is recorded, it is possible to erase the message by pressing the procedure, 3\*the message number#.

When the message is erased from the VSU board, the text message, **Ready!**, is displayed. If the procedure fails to erase the message an error message is displayed, see section Resume from fault conditions.

Ready!

**Figure 6: Message erasing**



### 7.3.6

## RESUME FROM FAULT CONDITIONS

During the recording, playing or erasing of messages, one of the following fault conditions may occur:

**Digit time out**

Time out when an incomplete procedure is dialed. The inter-digit time out duration is 15 seconds.

**Message not stored**

Attempt to play or erase non-recorded message.

**Message timed out**

During the recording, the maximum message length is reached. The duration is a time, set in the system, and the recommended value is 60 seconds.

**Procedure rejected**

The procedure has been rejected.

**Memory full**

No more free recording space.

**Wrong format**

The entered procedure is not recognized.

To resume from the fault condition to a new programming session, press the first key of a new procedure, that is, 1, 2, or 3, depending on the new procedure.

## 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 signaled 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, that is, 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 dialed 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

Group member can logoff from a particular group, which it is part of by executing the following procedure.

#### **Using a procedure**

- Lift the handset (dial tone).
- Dial #29\* Group number# (special dial tone).
- Replace the handset

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

Group member can logon to a particular group, which it is part of by executing the following procedure.

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

- Lift the handset (dial tone).
- Dial \*29\* Group number# (special dial tone).
- Replace the handset

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

##### **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 will have forced or optional account code dialing.

##### **Forced**

means that the user must have dialed 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. In this case the call is always accepted.

The procedure for account code normally has to be dialed 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 overwritten.

### 9.2 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:

#### 9.2.1 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.

#### 9.2.2 TO RECEIVE A CALL IN HANDSFREE MODE

Not applicable.

#### 9.2.3 TO TERMINATE THE CALL

- Press the Clear-key or replace handset.

### 9.2.4 TO MAKE A CALL

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

### 9.2.5 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.

### 9.2.6 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 canceled from the ODN, the diversion is also ordered or canceled for all ADNs assigned to your extension. The same rules are applied as if the procedure to order or cancel the diversion have been dialed from the ODN and each ADN on the extension.
- When DND is ordered or canceled from the ODN, DND is also ordered or canceled for all ADNs assigned to your extension. The same rules are applied as if the procedure to order or cancel DND had been dialed 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 canceled.

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

## 9.3 ALARM EXTENSION

An alarm telephone is assigned characteristics similar to an alarm centre. 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 is connected to the exchange over a 2-wire connection for simultaneous voice and data communications.

## 9.5 DATA PRIVACY

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

#### To order data privacy

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

## 9.6 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.

## 9.7 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.

## 9.8 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 canceled by the feature general cancellation:

- Call back (all call back missions are canceled).
- Diversion/follow-me/external follow-me.
- Manual Message Waiting/Message Diversion.
- Do not disturb.
- 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 dialed 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 using 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 people (extension users), that is, 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, that is, request that your incoming calls 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 (that is, 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 of 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 first had to be 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*

- Lift handset and await dial tone
- Key \* 23 \* reason for absence (one digit) \* estimated time/date of return (four digits) #

alternatively

- Key \* 23 \* reason for absence (one digit) #
- Await verification tone, replace handset

#### 9.10.2.2

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

- Lift handset and await dial tone
- Key \* 230 \* extension number with ongoing follow me \* reason for absence (one digit) \* estimated time/date of return (four digits) #

alternatively

- Key \* 230 \* extension number with ongoing follow me \* reason for absence (one digit) #
- Await verification tone, replace handset

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 by 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.

- Lift handset and await dial tone
- Key # 23 \* terminal number (2-5 digits) #

alternatively

- Key # 23 #
- Await verification tone, replace handset

#### 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.

- Lift handset and await dial tone
- Key # 230 \* extension number with ongoing follow me \* terminal number (2-5 digits) #

alternatively

- Key # 230 \* extension number with ongoing follow me #
- Await verification tone, replace handset

#### 9.10.4

### TO ORDER DIVERSION

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

You can choose from the following types of diversion:

- Diversion direct
- Diversion on no reply
- Diversion on busy

The message diversion position first had to be programmed as your individual diverttee 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:

- 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:

- Lift handset and await dial tone
- Key \* 23 \*
- 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 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 to 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 (that is, print out calling party number, date, time, and so on).

### 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 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.

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

#### 9.13.1.1 *To receive a call*

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

If the calling party information is shown or not, is set by the system administrator.

#### 9.13.1.2 *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 the 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.

#### 9.13.1.3 *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.

#### 9.13.1.4 *Parking*

5.9 Parking on page 30 .

#### 9.13.1.5 *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/canceled from the multiple represented line-key is related to your own directory number except for the diversion feature.

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

#### 9.13.2.1 *To receive a call*

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

If the calling party information is shown or not, is set by the system administrator.

#### 9.13.2.2 *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).

#### 9.13.2.3 *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 redialed as for Dial-by-Function key (4.12.3 Dial-by-Function key on page 24).

## 9.14 NAME IDENTITY

Refer to the directions for use for NAME IDENTITY.

## 9.15 NIGHT SERVICE

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

### 9.15.1 NIGHT SERVICE COMMON

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

### 9.15.2 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.

### 9.15.3 NIGHT SERVICE UNIVERSAL

All incoming calls are signaled on universal signaling devices, that is, a bell. In order to answer the call use the following procedure:

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

### 9.15.4 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 canceled 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.

## 9.16 SIMPLIFIED INTERCEPTION

### 9.16.1 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 used 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/canceled

from the place of origin, from a secondary extension, from the divertee 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 divertee position for the entire PBX.

## 9.16.2 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.

## 9.16.3 CALLS TO AN EXTENSION WITH ONGOING MESSAGE DIVERSION

- From the extension, dial the extension number (for example, 1234)
- Press the \* key

## 9.16.4 TO ORDER FROM AN EXTENSION

When you leave your room and wish to leave a message for callers via an 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.

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 by four digits, as hour + minutes, that is., 1430, month + day, that is, 1206, or day + month, that is., 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.

## 9.16.5 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 now hear normal dial tone
- Replace the handset.

## 9.17

## PARALLEL RINGING

If an extension part of parallel ringing list tries to activate/deactivate any of the below features, then the procedure is performed on the main directory number but not on itself.

- Call diversion for non-generic extension
- Do not disturb
- External follow-me
- Follow-me
- General Cancellation
- Individual Repeated Distribution or Personal Number
- Message diversion



## 10

## SETTINGS

If you have a frequent need for 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

### 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 ( 4.5 Automatic call back on page 20 ). (\*)
- Call waiting ( 5.1 Call waiting on page 26 ).
- Common parking/Call Pick-up ( 5.9.2 Common on page 30 and 3.6 Individual call pick up on page 17 ).
- Conference ( 5.8 Conference on page 28 ).
- Dial-by-Function key ( 4.12.3 Dial-by-Function key on page 24 ).
- Diversion ( 6.1 Diversion on page 32 ). (\*)
- Do not disturb, DND ( 3.4 Do not disturb, DND on page 15 ). (\*)
- External number redial ( 4.9 External number redial on page 22 ).
- Immediate speech connection in loudspeaking mode (automatic answer, 3.5 Immediate speech connection on page 16 ). (\*)
- Intrusion ( 5.3 Intrusion on page 27 ).
- Night service (allows you to select a specific exchange line to your telephone during non-office hours, 9.15 Night service on page 53 ).

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

### 10.2

### FUNCTIONS THAT MUST BE REQUESTED

- Additional lines ( 9.2 Additional directory number, ADN on page 45 ).
- Dedicated intercom link (when you need a permanently available internal communication link).
- Free on Second line ( 3.3 To receive a second call on page 15 ).
- Malicious call tracing, MCT ( 9.12 Malicious call tracing, MCT on page 51 ).
- Manual message waiting ( 7.2 Manual message waiting, MMW on page 38 ).
- Message Waiting ( 9.10 Interception service on page 48 ).
- Multiple representation ( 9.13 Multiple represented directory number, MDN on page 52 ).
- Personal number ( 6.4 Personal Number on page 37
- Own external line.

## 10.3

## 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 .

## 10.4

## 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**

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

**To erase**

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

## 10.5

## 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 10.4 To program Dial-by-Function key on page 58 section are used to program a feature code on a function key.

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

## 10.6 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) of the maximum programmable 21 characters, only the last 20 will be shown on the display. The numbers can be extension numbers or external numbers.

### 10.6.1 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.

### 10.6.2 TO ALTER AN INDIVIDUAL ABBREVIATED NUMBER

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

### 10.6.3 TO ERASE AN ABBREVIATED NUMBER

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

### 10.6.4 TO ERASE ALL NUMBERS PROGRAMMED BY THE EXTENSION

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

## 10.7 TO PROGRAM RINGING OPTIONS

The ringing signal of your telephone can be individually programmed, see 2.9.3 Ringing options on page 13 , which 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).
- Press the Line 1-key (the display shows digit 0-6).
- Dial digit (0-6).
- Press the Line 1-key (the line 1 lamp is turned OFF).
- Press the Program-key (the program lamp turns OFF).

#### **To verify**

- Press the Program-key (the program lamp turns ON and all other lamps turn OFF).
- Press the Line 1 (the display shows digit 0-6).
- Press the Program-key (the program lamp turns OFF).

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.

## 10.8

### 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).
- 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 is turned OFF).

## 10.9

### TO PROGRAM RINGING SIGNAL MELODY

There is a possibility of changing the normal ringing signal to melodies for all three different ringing signals, internal, external and call back. The number of possible tones is 40 for **internal call** and **external call** and 20 for **call back**.

Upon delivery, there are three different default melodies installed on the telephone for internal, external and call back.

If a melody is programmed and activated, the corresponding LED is lit when the melody mode is entered.

**Note:** If no melody is programmed for the selected ring signal, the selection will be ignored.

### 10.9.1

#### MELODY MODE

##### To enter

To enter melody mode press **C** , **\*** and **7** simultaneously during at least 1 second.

The display shows

DBC 222

Melody Mode

##### To exit

Press #.

If no key is pressed for 30 seconds, the telephone returns to idle. In this case nothing is stored. See also **To save a melody** .

### 10.9.2

## PROGRAMMING MODE

### To enter

Press **Program**

The display shows

DBC 222

Program Melody

### 10.9.3

## SELECT RINGING TYPE

To select the wanted ringing type to program, press **Line 1**, **Line 2** or **Inquiry** for Internal call, External call or Call Back respectively. The corresponding LED starts flashing.

In the display the corresponding message will be seen.

DBC 222

Program Intern
<

Program Extern
<

Program Callback
<

### 10.9.4

## CREATING A MELODY

The telephone has the capability to handle a range of tones. See the figure and table below to find out which notes and notations correspond to which key. If the key is pressed and held down for a longer time than 0.5 second, a long tone will be the result. (Shown with a capital letter, for example D). The sign + shows that the tone has been risen one octave.

The tones are placed on the keypad as follows:

1 c	2 d	3 e
4 f	5 g	6 a
7 b	8 +c	9 +d
*	0	#

In addition to this, the following signs are used:

#	Decreases or increases the pitch tone steps. Press once to sharp ( # ) twice to flat ( b ) and a third time to get back to normal. # must be pressed after the tone.
*	Press to insert a short pause. Shown with a <b>p</b> in the display. Press and hold to insert at long pause. Shown with a <b>P</b> in the display.
Vol. +/-	Placing the cursor within the melody. Press and hold to get to the beginning or to the end of the melody.
0	The inserted note is raised one octave. A higher octave is shown with a plus sign (+) before the note.
C	Erases the tone to the left of the cursor. If Clear (C) is pressed and held down, the whole melody will be erased.

### Explanation of terms

#### Pitch steps:

When a tone is raised or lowered to the next half-tone.

#### Pause:

A number of pauses can be stored continuously. A maximum of 38.

#### Octave:

An interval between eight tones.

## 10.9.5

### TO SAVE A MELODY

To save a melody press the corresponding line key, (with the flashing LED), and then PROGRAM. If this sequence is not followed, nothing will be stored and the earlier settings are retained. With this procedure the melody mode is entered again.

## 10.9.6 TO ACTIVATE

Enter melody mode, then press the selected melody key, the LED will lit. Exit melody mode with #.

## 10.9.7 CHECK THE MELODY

There are three possibilities of checking the melody:

- When a melody is activated in programming mode, the stored melody is played.
- If the loudspeaker key is pressed in programming mode, the activated melody will be played.
- In program mode it is also possible to scroll through the activated melody, note by note, with the VOL keys (-/+).

## 10.9.8 EXAMPLE

CddDDppCCCC#d#d#D#DppDDDbAGppppGFG

The example above, the James Bond's theme, shows in the first position a long tone, in the sixth position a pause and in the eleventh position a raised d.

**Note:** A maximum of 20 characters can be shown simultaneously.

**Note:** The b between D and A is not the tone b, it shows a decreased tone step.

## 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 in 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

This function offers you the possibility of using a headset. Headset mode must be activated (by means of the Headset-key).

**Note:** The headset itself is ordered separately.

#### 11.5.1 TO MAKE CALLS

- Press the Headset-key.
- Dial the wanted number.
- Wait for an answer.

#### 11.5.2 TO CHANGE FROM HEADSET MODE TO HANDSET

- Lift the handset.
- Replace the handset.



### 11.5.3 TO CHANGE FROM HANDSET TO HEADSET MODE

- Press the Headset-key.

### 11.5.4 TO CHANGE FROM HEADSET MODE TO LOUDSPEAKING WITH HEADSET

- Press the Speaker-key.

### 11.5.5 TO CHANGE FROM LOUDSPEAKING WITH HEADSET TO HEADSET MODE

- Press the Speaker-key.

### 11.5.6 TO CLEAR THE CALL

- Press the Clear-key.

## 11.6 HEADSET PRESET FUNCTION

### Headset Preset

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

When you use a headset for your telephone, you can change the setting to get calls connected to the headset instead, so called Headset Preset.

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

Also handsfree and loudspeaking work as usual, that is, when the Loudspeaker key is pressed, the call is temporarily connected to the loudspeaker.

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

### To activate Headset Preset :

- Press the headset key and hold for at least 4 seconds. A short acknowledgement tone signal is heard, and the headset key lamp flashes for a few seconds.

### To cancel Headset Preset :

- Press the loudspeaker key and hold for at least 4 seconds.

A short acknowledgement tone signal is heard, and Loudspeaker key lamp flashes for a few seconds.

### To check the current setting

- Press Line 1. Either the Loudspeaker or Headset key lamp is turned on, indicating the current preset setting.
- Press C.

## 11.7

## HEARING LEVEL FUNCTION

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

**To change the level :**

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

The display shows:

DBC 222

Setting Mode
Set Hearing Level

- Press **#** to finish setting. When the extra amplification has been selected, the Line 1 key lamp turns off.

**Note:** A level change also effects a headset connected to the headset outlet.

## 11.8

## DISPLAY CONTRAST

**To adjust the contrast:**

- Press **C\*5** simultaneously for at least 1 second. A tone signal is heard, and the display shows Setting Mode.
- Press the Program key to enter the Display Contrast setting menu.

The display shows:

DBC 222

Setting Mode
Display Contrast

- Press the volume key **+** to increase the contrast.
- Press the volume key **-** to reduce the contrast.
- Press **#** to finish setting.

## 11.9

## EXTRA HANDSET

The extra handset is used in parallel with the ordinary handset allowing another person to listen to an ongoing call. The extra handset is connected to the handset outlet under the telephone.

**To switch between the speaking party and the listening party :**

- Press the headset key to switch between the speaking and listening party.

**Note:** When speaking, due to speech quality, only one person at the time will speak.

## 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

### 13.1

### OPTION UNIT

The DBY 420 01 allows connection of either:

**Extra bell**

Activated in parallel with the ring signals

**Busy signal**

Activated during speech

**Combined Extra Bell and Busy signal**

Activated in parallel with the ring signals and steady active during speech

**Note:** Calls on another free line (that is, line 2) does not activate the Extra bell function.

For installation of the DBY 420 01 option unit, see installation instructions for *TELEPHONE SETS DBC 222 01, DBC 223 01, DBC 224 01, DBC 225 01, KEY PANEL UNIT DBY 419 01 AND OPTION UNIT DBY 420 01*.

**To check or change the function (after mounting of the DBY 420 01 to the DBC 222 telephone):**

- Press **C \*** and **1** simultaneously for 1 second. The display now shows **OPTION PROGRAMMING**.

The present function is indicated by the lamp on the Line 2 key.

**Off**

Extra bell (default setting)

**On**

Busy signal

**Flashing**

Combined Extra bell and Busy signal

**To change the function:**

- Repeatedly press the Line 2 key to set the requested function.

**To exit the programming mode:**

- Press **#**

## LIST OF FEATURES AND PROCEDURES

Table 1

Features	Procedure
AUTOMATIC CALL BACK	
- to order:	6
- busy extension or no reply	6 external number#
- busy external line	
- 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 dialing numbers
CONFERENCE	3
CUSTOMER IDENTITY STORAGE	*77*customer identity#
DATA PRIVACY	*41#wanted number
DISPLAY CONTRAST	C*5
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#

<p>Diversion to individual answering position, to paging</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> </ul>	<p>*218#</p> <p>#218#</p>
<p>Diversion to paging from divertee position</p> <ul style="list-style-type: none"> <li>- to order (dial from divertee extension)</li> <li>- to cancel (dial from your own extension)</li> </ul>	<p>*218*your own extension number#</p> <p>#218#</p>
<p>Diversion to individual answering position, to extra paging number</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> </ul>	<p>*218*extra paging number#</p> <p>#218*extra paging number#</p>
<p>DO NOT DISTURB</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> </ul>	<p>*27#</p> <p>#27#</p>
<p>EXTERNAL FOLLOW-ME</p> <ul style="list-style-type: none"> <li>- to order</li> <li>- to cancel</li> <li>- to order from another extension</li> <li>- to cancel from another extension</li> </ul>	<p>*22#route access code and external number#</p> <p>#22#</p> <p>*22* extension number to divert # route access code and external number#</p> <p>North America: *23* extension number to divert # route access code and external number#</p> <p>#22* diverted extension number #</p> <p>North America: #23* diverted extension number #</p>
<p>FOLLOW-ME</p> <ul style="list-style-type: none"> <li>- to order from own extension</li> <li>- to cancel from own extension</li> <li>- to cancel from answering position</li> <li>- to order new follow-me position</li> <li>- to order from another extension</li> <li>- to cancel from another extension</li> </ul>	<p>*21*B-number#</p> <p>#21#</p> <p>#21*A-number#</p> <p>*21*A-number*C-number#</p> <p>*21*extension number to divert * number of follow-me position#</p> <p>#21*diverted extension number#</p>
<p>GENERAL DEACTIVATION</p>	<p>#001#</p>
<p>GROUP DO NOT DISTURB</p> <ul style="list-style-type: none"> <li>- to order (from master extension)</li> <li>- to cancel (from master extension)</li> <li>- to bypass (from master extension)</li> </ul>	<p>*25*group number#</p> <p>#25*group number#</p> <p>*60*extension number#</p>
<p>HEADSET PRESET</p> <ul style="list-style-type: none"> <li>- to activate</li> <li>- to deactivate</li> </ul>	<p>Press the headset key</p> <p>Press the speaker key</p>

HEARING LEVEL	C * 5
INDIVIDUAL ABBREVIATED NUMBERS	
- to program and alter	*51*abbreviated number* translated number#
- to use	**abbreviated number
- to erase individual abbreviated number	#51*abbreviated 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#
MELODY MODE	C*7
NIGHT SERVICE	
Universal	8
Flexible	
- to order	*84*route number* external line number#
- to cancel	#84#
NUMBER PRESENTATION RESTRICTION	*42# B-number
OPTION UNIT SETTING	C*1
RINGING SIGNAL MELODY	C*7



15

LIST OF ABBREVIATED NUMBERS

Individual

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

Common

Abbr. No.	Complete translated number	Name