

# MiVoice 4422 IP Office (DBC 422) for MiVoice MX-ONE

DIRECTIONS FOR USE



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# 1

## IMPORTANT SAFETY INSTRUCTIONS AND INTRODUCTION

### IMPORTANT SAFETY INSTRUCTIONS (ENGLISH)

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

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power cord indicated in this manual.

SAVE THESE INSTRUCTIONS

### IMPORTANTES MESURES DE SÉCURITÉ (FRANÇAIS)

Certaines mesures de sécurité doivent être prises pendant l'utilisation de matériel téléphonique afin de réduire les risques d'incendie, de choc électrique et de blessures. En voici quelquesunes:

- Ne pas utiliser l'appareil près de l'eau, p.ex., près d'une baignoire, d'un lavabo, d'un évier de cuisine, d'un bac à laver, dans un sous-sol humide ou près d'une piscine.
- Éviter d'utiliser le téléphone (sauf s'il s'agit d'un appareil sans fil) pendant un orage électrique. Ceci peut présenter un risque de choc électrique causé par la foudre.
- Ne pas utiliser l'appareil téléphonique pour signaler une fuite de gaz s'il est situé près de la fuite.
- Utiliser seulement le cordon d'alimentation indiqué dans ce manuel.

CONSERVER CES INSTRUCTIONS

## INTRODUCTION

These directions for use describe the user procedures to handle the features available for MiVoice 4422 IP Office, hereafter called DBC 422, when the telephone is used with MX-ONE Service Node.

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. This can affect the display information. The person (department) responsible for telecommunications in your organization will inform you which features that have been assigned to you.

The DBC 422 is an IP telephone conforming to the H.323 standard. The telephone support Dynamic Host Configuration Protocol (DHCP) for determination of IP addresses. To determine if the phone is using the H.323 protocol, see 10.2 Checking the SW version on page 68

\*\*\*\*\*

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.

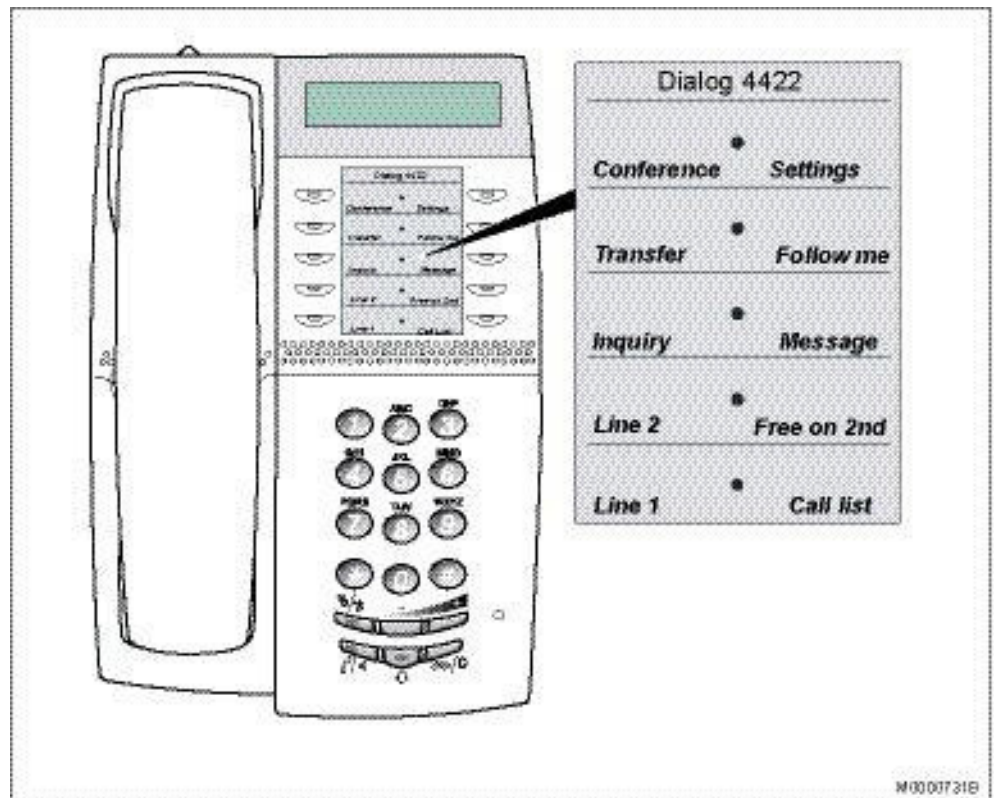
For more information, see 2.15 Loudspeaker and Headset Functions on page 23.

For more information, see 13 Miscellaneous on page 83.

\*\*\*\*\*

## 2 TELEPHONE DBC 422

### 2.1 DBC 422



**Figure 1: DBC 422**

The DBC 422 has a graphical display which corresponds approximately to 2 rows of 20 characters. However the number of rows and characters per row are dependent of the character size and the font.

The DBC 422 01 has a loudspeaking and a headset function.

The DBC 422 02 has a hands-free and a headset function.

Most of the functions assigned to the function keys in the figure (Conference, Follow-me and so on.) can be moved and removed, except the functions **Line 1**, **Line 2** and **Inquiry** that are fixed. The placing of the functions, as shown in the figure above, is the default setting. This can be changed by the system administrator.

By removing one of these functions, the key can instead be used as a Dial-by-function key or as a Monitoring key.

### 2.2 KEY FUNCTIONS FOR THE DBC 422

The key functions for the DBC 422 are:

**Call List****Conference****Follow-me****Free on 2<sup>nd</sup>****Inquiry****Line 1****Line 2****Message****Settings****Transfer**

The **Clear** key is used to:

Disconnect a call

Exit from a menu or leave the settings mode

Log off from the system when pressed for 1 second

The **Call List** key is used to access the list of outgoing and incoming calls.

The lamp is blinking to indicate that there are unanswered incoming calls.

When accessing the call list, the lamp will be steadily lit.

The **Conference** key is used for making conference calls.

The **Follow-me** key indicates activation/deactivation of Follow-me and absence information.

The **Free on 2<sup>nd</sup>** key is used to activate the possibility to receive a second call while you already have an active call.

The **Headset** key is used for headset connection. By pressing and holding it down for 4 seconds the headset preset mode is activated 1). To deactivate, see Speaker key.

The **Inquiry** key is used only for initiating calls.

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

The **Line 2** key is used for initiating calls, can also be used for receiving a second call.

The **Message** key lamp indicates that you have a message and by pressing the key the message is retrieved.

The **Mute** key is used to interrupt the speech connection. When the Mute key has been pressed you can confer and the connected party will not hear. By pressing it in idle or ringing state the silent ringing is activated. Any key pressing will deactivate the silent ringing again.

The **Speaker** key is used for hands-free connection. By pressing and holding it down for 4 seconds, the loudspeaker preset mode is activated 1). To deactivate, see Headset key. In settings mode and in the call list this key is used for selecting and storing data. It is also used as the logon key and as call key.

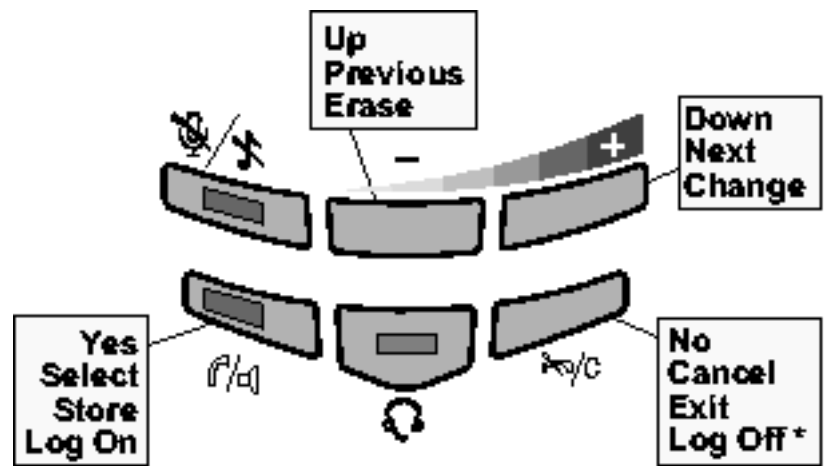
The **Settings** key is used to switch, enter and exit the programming mode.

The **Transfer** key is used for transferring calls.

The **Volume** keys control the volume for incoming speech (handset, headset and loudspeaker) and the ring volume. The **+** key increases the level and the **-** key decreases the level.

The **+** and **-** keys are also used to navigate in the settings mode and in the call list, see Figure 2 on page 7.

1) For more information, see 2.15.5 Headset Preset on page 26.



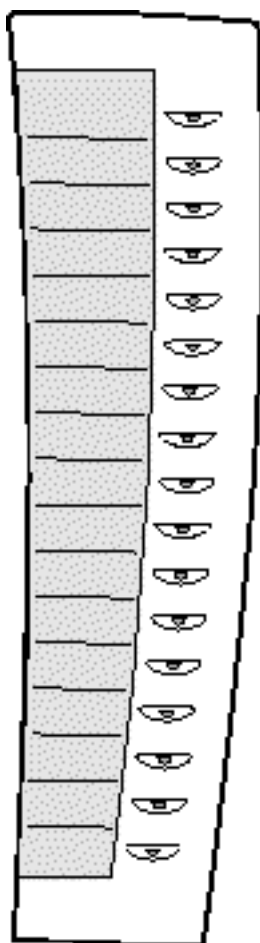
\* Keep pressed for at least 1 sec

Figure 2: Hidden Key Functions

## 2.3 SOFT KEYS

**Note:** Not applicable.

## 2.4 EXTRA KEY PANEL DBY 419 01 (ONLY FOR DBC 422 02)



**Figure 3: DBY 419 01**

One extra key panel can be connected to the DBC 422 02. The key panel has 17 programmable keys that for example can be used as **Dial-by-function** key and **Monitoring** keys.

## 2.5 POWER FEEDING

The telephone is fed by an external 24 V AC/AC adapter or alternatively through the IP network (LAN) from a power hub. The power must be connected to the telephone before any use. See installation instructions for *DBC 422*.

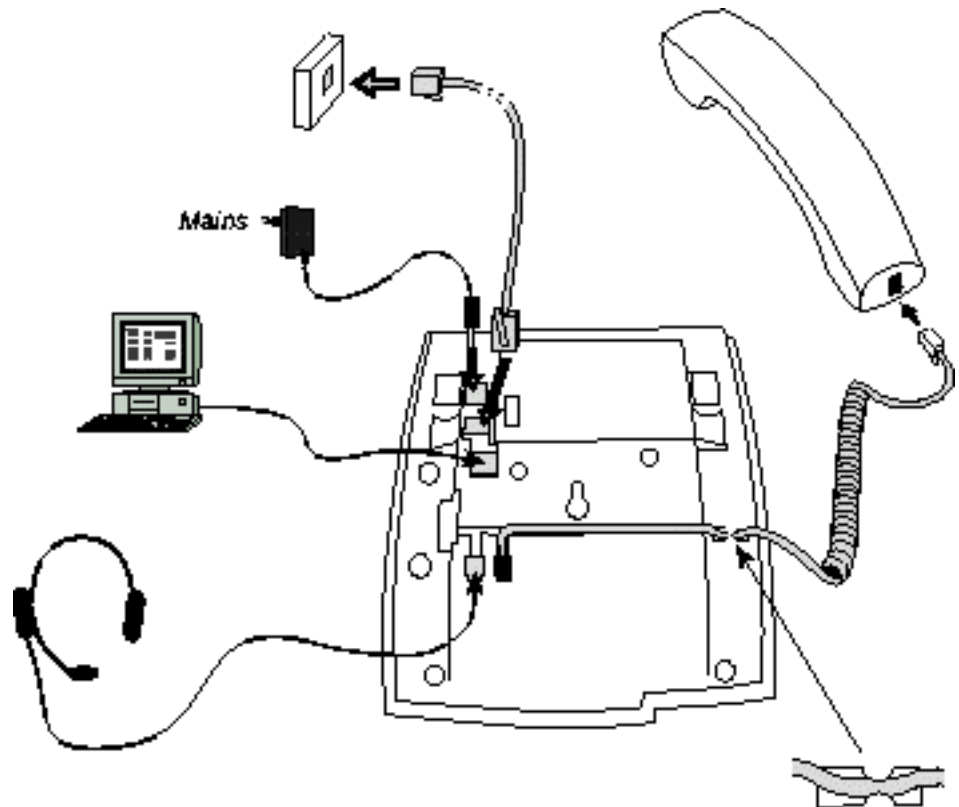
During a power failure the telephone does not work.

## 2.6 CONNECTING THE TELEPHONE

### 2.6.1 CONNECTING THE TELEPHONE

Connect the headset, the power, and the LAN cable, see Figure 4 on page 9.





**Figure 4: Connecting the Telephone**

If your PC will use the same LAN outlet as your telephone, connect the PC as shown in on page 9.

**Note:** When the telephone is starting, a connected PC will loose the LAN connection for approximately 10 seconds.

## 2.7

## STARTING THE TELEPHONE

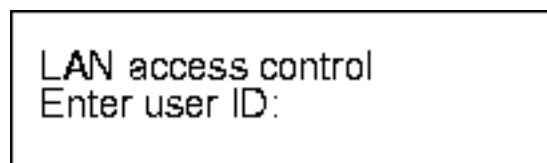
Make sure that the telephone is connected to the IP network (LAN).

### 2.7.1

### LAN AUTHENTICATION (ONLY FOR DBC 422 02)

The telephone conforms to the 802.1x standard for LAN authentication. If this function is implemented on the LAN, the telephone must be authenticated before it can be used.

The user must enter a valid user identity and password to gain access to the LAN, see the following figure:



**Figure 5:**

After the user identity has been entered and the **Speaker** key has been selected, the user must also enter the password and press the Speaker key. For how to enter the user identity and password, see 2.8.1 End-user is Allowed to Log on and Log off on page 12.

If the log on is accepted the telephone will proceed with the normal start up sequence. If the log on fails, the telephone will show the log on menu again:

After submitting the password a second time (after failing the first log on), there may be a delay for up to one minute.

## 2.7.2

### STARTING THE TELEPHONE, NORMAL CASE

Normal case means that new software is not loaded with the telephone.

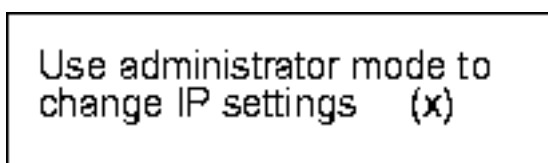
#### DBC 422 01

After connecting the power, the headset lamp is lit after around 5 seconds. After another 5 seconds the lamp is switched off.

#### DBC 422 02

After connecting the power, the Mute lamp is lit after around 5 seconds. After another 5 seconds the lamp is switched off.

The display will show:

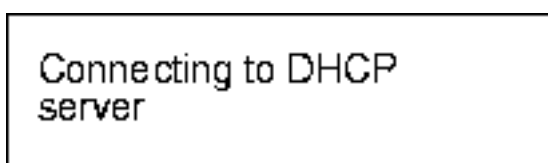


**Figure 6:**

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

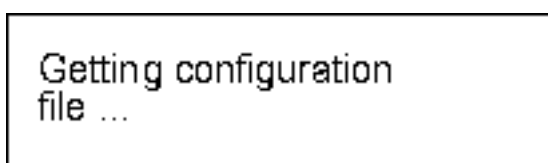
The administrator mode is used to change the IP settings in the telephone. This mode is reserved for the maintenance personnel.

If the **Speaker** key is pressed, the telephone will use the previously stored settings.



**Figure 7:**

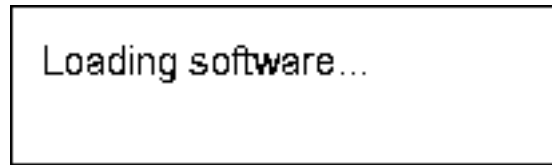
The IP telephone gets the IP addresses from the network.



**Figure 8:**

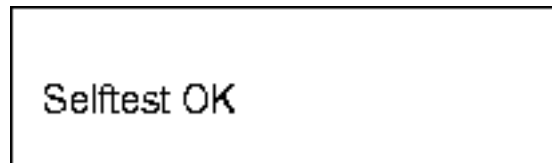
The telephone checks if new software has to be loaded. If the software is to be updated, see 2.7.3 Updating Telephone Software on page 11 .

If the current version of software will be used the following is shown:



**Figure 9:**

The software is loaded internally in the telephone. It takes about 15 seconds. You do not have to do anything.



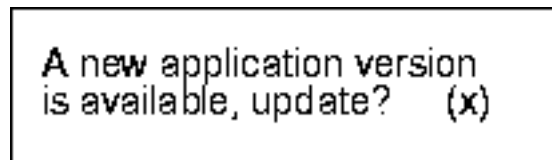
**Figure 10:**

The telephone performs a test that the data circuits in the telephone work. Next display that is shown, see 2.8 Logging on the Telephone on page 12 .

### 2.7.3

## UPDATING TELEPHONE SOFTWARE

When the telephone is started and discovers that new software is to be loaded, the following menu is shown:

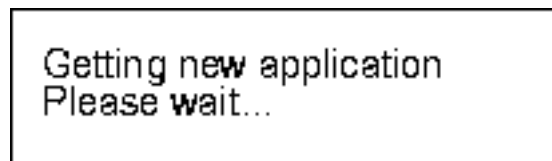


**Figure 11:**

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

If C is pressed, the telephone will use the current version of the software. Continue, see 2.7.2 Starting the Telephone, Normal Case on page 10 .

If the Speaker key is pressed, the telephone starts to update the software, which is shown in the next menu:



**Figure 12:**

The software is loaded from the software server. This will take about 1/2 minute.

The next menu shows:



**Figure 13:**

It is important that you do not disconnect the power to the telephone while this text is shown in the display. This takes about 1/2 minute. If there is a power failure during this phase, the telephone has to load the software once more.

After the software has been saved the telephone will continue with the Log on screen, see 2.8 Logging on the Telephone on page 12.

## 2.8

## LOGGING ON THE TELEPHONE

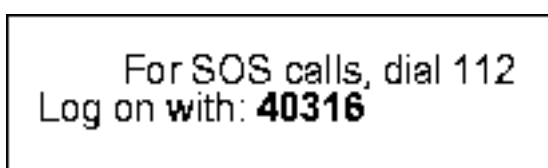
The following options exist:

- The end-user is allowed to log on and log off the telephone. This is the most common option, see 2.8.1 End-user is Allowed to Log on and Log off on page 12.
- The telephone is always logged on with a default number. The end-user cannot log on or log off. This option can be used for telephones in conference rooms, receptions and so on, see 2.8.2 Telephone is Always Logged On on page 13.
- The telephone is always logged on with a default number, as in option 2, but you as an end-user can log on with your individual number and get your personal categories. This option can be used in a free seating environment, see 2.8.3 Logging On with an Individual Number on page 13.

### 2.8.1

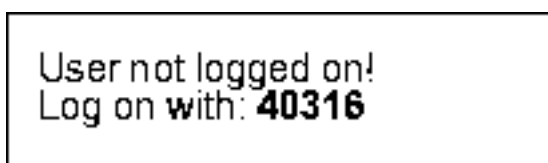
### END-USER IS ALLOWED TO LOG ON AND LOG OFF

When the telephone is logged off the display shows:



**Figure 14:**

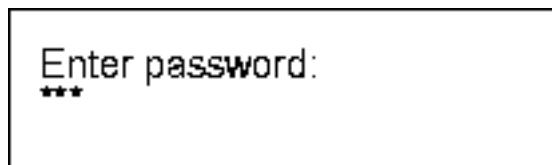
If the emergency call function is disabled the display shows:



**Figure 15:**

Now the telephone is ready for registration to the system. The directory number used at the previous log on is shown. If the number is to be changed, enter your directory number. Press the Speaker key to log on.

If the exchange requires that you enter a Personal Identity Number (PIN), the following menu is shown:



**Figure 16:**

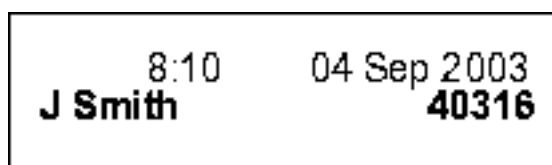
The PIN is the same as the Individual Authorization Code, see 4.13 Authorization Code on page 40. Only digits can be used as PIN.

To change the PIN, see 10.13.1 Change PIN on page 74.

Enter the digits of the PIN. To erase a digit, press the **Clear** key, once for each digit.

Press the **Speaker** key to log on.

The telephone is now ready for making and receiving calls.

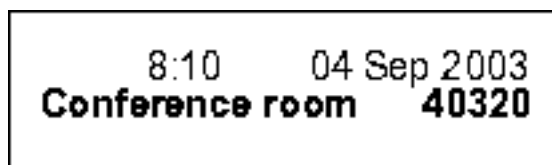


**Figure 17:**

## 2.8.2

### TELEPHONE IS ALWAYS LOGGED ON

The telephone is logged on with the default number. The idle menu shows:



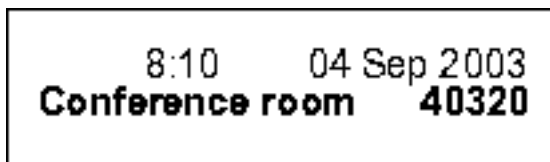
**Figure 18:**

It is not possible to log off.

## 2.8.3

### LOGGING ON WITH AN INDIVIDUAL NUMBER

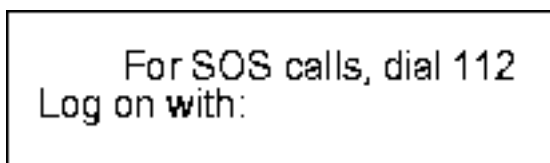
The telephone is logged on with the default number. You can log on with your individual number and get your personal categories.

**Figure 19:**

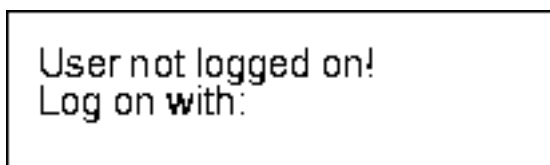
To log on with your individual number, do the following:

- 1) Press the **C** key and hold it down for 1 second.
- 2) **Change user?** is shown in the display. Press the **Speaker** key to confirm.

The display shows:

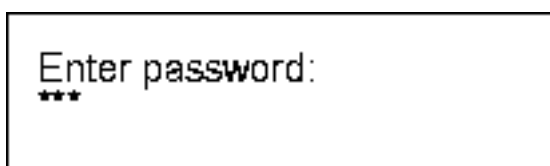
**Figure 20:**

If the emergency call function is disabled the display shows:

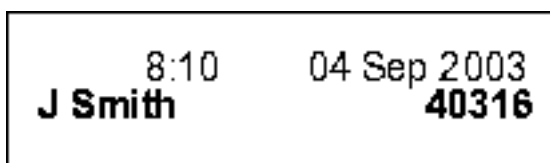
**Figure 21:**

Enter your individual directory number. Press the **Speaker** key to log on.

If the exchange requires that you enter a PIN, the following menu is shown:

**Figure 22:**

Enter your PIN and press the **Speaker** key.

**Figure 23:**

Now the telephone is ready for making and receiving calls.

The telephone will automatically be logged off with your individual number during the night and logged on with the default number.

When you log off the individual number, the telephone will register automatically with the default number.

## 2.9

### LOGGING OFF

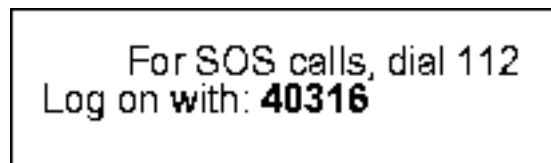
You can log off your IP telephone when you do not want to use it any more.

To log off your IP telephone, do the following:

- 1) Press the **C** key and hold it down for 1 second. This does not work during a call.
- 2) **Log off?** is shown in the display. Press the **Speaker** key to confirm.

**Note:** If it is not possible to log off, the system administrator has set the telephone with the option that log off is not allowed.

If the telephone has the option that the end-user is allowed to log off (see 2.8.1 End-user is Allowed to Log on and Log off on page 12 ) the display shows:



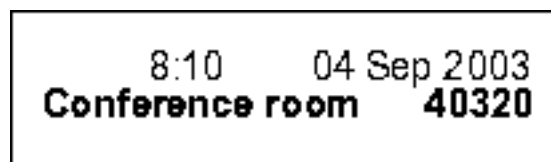
**Figure 24:**

If the emergency call function is disabled the display shows:



**Figure 25:**

If the telephone has the option with default number and possibility to log on with the individual number (see 2.8.3 Logging On with an Individual Number on page 13 ) the display will show:



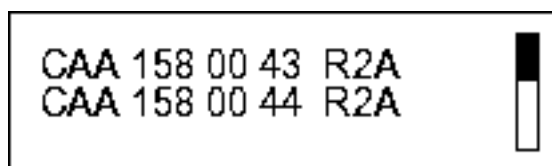
**Figure 26:**

## 2.10

### CHECKING SOFTWARE VERSION

It is possible to check the software version in the telephone by pressing the buttons **C**, **\*** and **4** simultaneously for at least one second.

The program revision is shown in the display for 5 seconds and then all the pixels are turned on for one minute. To get to the original mode again press the **#** key.



**Figure 27:**

The name, the product number and the version of each software unit are shown.

An alternative is to use the information menu, see 10.2 Checking the SW version on page 68.

## 2.11

## FAULT LOCATING

This section contains information on how to solve common operational problems, and warnings that might occur.

**Table 1**

Fault	Probable cause	Action or comment
The telephone is locked up	Disturbance on the LAN	Restart the telephone by pressing the keys <b>C</b> (clear), <b>mute</b> and <b>#</b> simultaneously for one to two seconds
The access warning triangle is displayed in the display	Disturbance on the LAN or in the PBX	Some of the features may not work, but the telephone can be used for receiving and making calls
<b>No network connection</b> is displayed	There is no connection to the LAN	Check that the LAN cable between the LAN outlet and the telephone is connected

## 2.12

## TRIPLE ACCESS LINE

Your telephone has two incoming/outgoing access lines, **Line 1** and **Line 2** (with the same 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 or common parked.

## 2.13

## DISPLAY (ONCE THE USER IS LOGGED ON)

### 2.13.1

### DISPLAY LAYOUT

The display on the telephone has a graphical display with 128x25 pixels.



The display area is divided into two rows with the following possible information: Row 1: <Time & Date> <Traffic state> <Icons> <Parked name and number>

Row 2: <User name & Extension number> <Calling/Called name & number> <Volume level bar> <Absence reason>

During start and log on, when showing the Call list or when the phone is in setting mode, the display is adapted to fit each situation.

### Display Symbol Explanations

The volume icon is shown in the display in the idle and telephony mode:



#### Access warning

Flashes when there is reduced access to system services. Some features may not work. This happens when the telephone is registered towards another PBX than the ordinary one.



#### Diversion and Follow-me indicator

Indicates that the calls to the telephone are forwarded to another extension.



#### Security

Indicates that the ongoing call is secure between the A and B party. The media (speech) and signaling is encrypted.



#### Volume level bar

Indicates in idle mode or ringing mode the ring signal volume, or in speech mode the loudspeaker or earpiece volume.

The following icons can be shown in other display menus. The pictures are examples from the Call list and the Date Format menus.

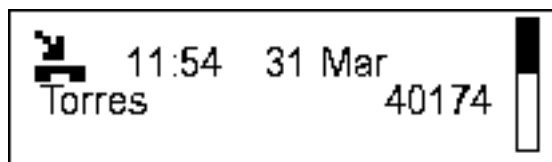


Figure 28:

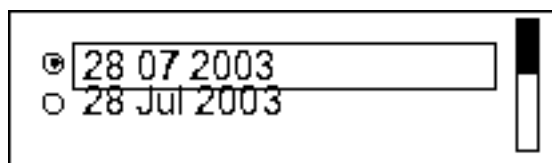


Figure 29:



#### New missed call

Indicates a new missed and not checked incoming call. The figure shows the number of call attempts.

**Missed call**

Indicates a missed but checked incoming call. The figure shows the number of call attempts.

**Incoming call**

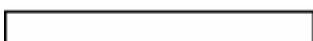
Indicates an answered incoming call.

**Outgoing call**

Indicates an outgoing call.

**Bar indicator**

Indicates the shown part of the total list, and where that part is positioned in the list.

**Selection frame**

Indicates the subject to be called or selected in the list.

**Setting indicators**

Indicates the current setting in the list

## 2.13.2

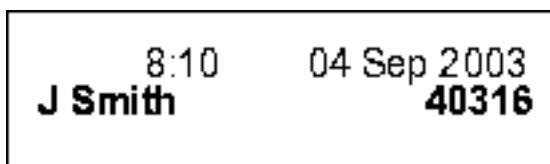
## DISPLAY MESSAGES WHEN THE TELEPHONE IS IDLE

## 2.13.2.1

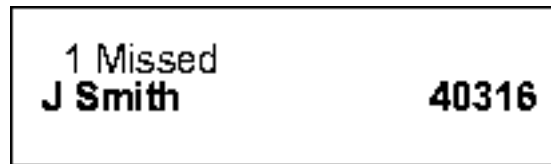
*Normal*

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

In the example below J Smith's extension number is 40316.

**Figure 30:**

If a call to the telephone has not been answered the following menu is shown when the telephone is idle:



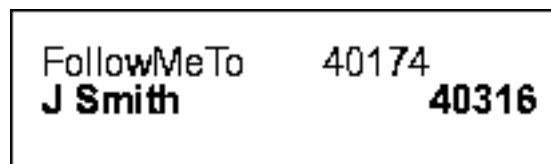
**Figure 31:**

The Call list lamp will also flash as a reminder that there are missed calls.

#### 2.13.2.2

##### *Diverted*

In the example below the user J Smith has follow me to number 40174.



**Figure 32:**

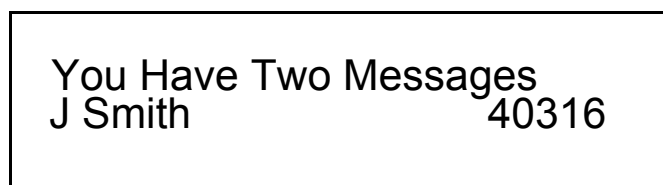
#### 2.13.2.3

##### *Display Text*

The text received from CSTA is shown on the top row. Date and Time is overwritten by the text.

The display text from CSTA has higher priority over the display information of other features like Direct Diversion or Follow Me

In the example below user J Smith has display text received from the CST Application is "You have two messages"



**Figure 33:**

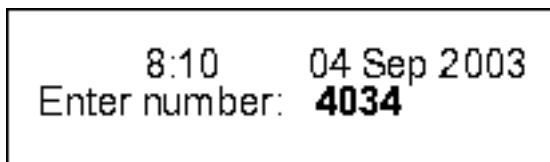
#### 2.13.3

### DISPLAY MESSAGES WHEN MAKING AN OUTGOING CALL

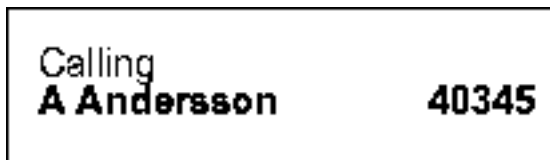
##### 2.13.3.1

##### *Normal*

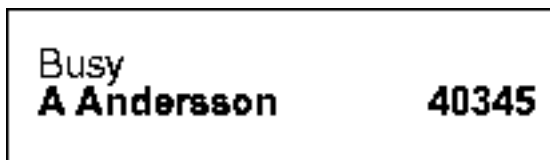
In the example below J Smith with the directory number 40316, is calling an extension with the number 40345 (the complete number is not keyed).

**Figure 34:**

After entering the complete number and if the dialed number is free the display will look like this:

**Figure 35:**

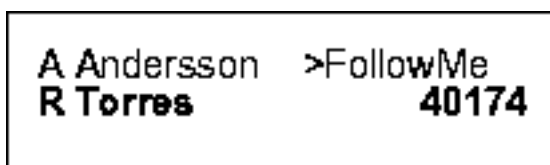
When the dialed number is busy the display will look like this:

**Figure 36:**

#### 2.13.3.2

#### *Diverted*

In the example below J Smith (40316) has dialed the number to A Andersson (40345) which has follow me to R Torres (40174).

**Figure 37:**

The character > is a symbol for diverted calls.

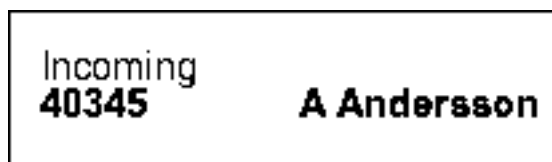
#### 2.13.4

#### DISPLAY MESSAGES FOR AN INCOMING CALL

##### 2.13.4.1

##### *Normal*

In the example below, A Andersson with the number 40345 is the calling party.



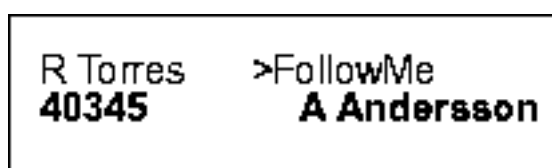
**Figure 38:**

The number of the incoming call is flashing.

#### 2.13.4.2

#### *Diverted*

In the example below the calling party, A Andersson (40345) has called R Torres (40174) which has follow me to your telephone with the name J Smith (40316).



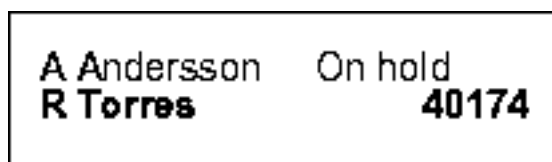
**Figure 39:**

The number of the incoming call is flashing.

#### 2.13.5

#### DISPLAY MESSAGES WHILE MAKING AN INQUIRY CALL

In the example below, extension 40345 (A Andersson) is parked while the user is connected to number 40174.

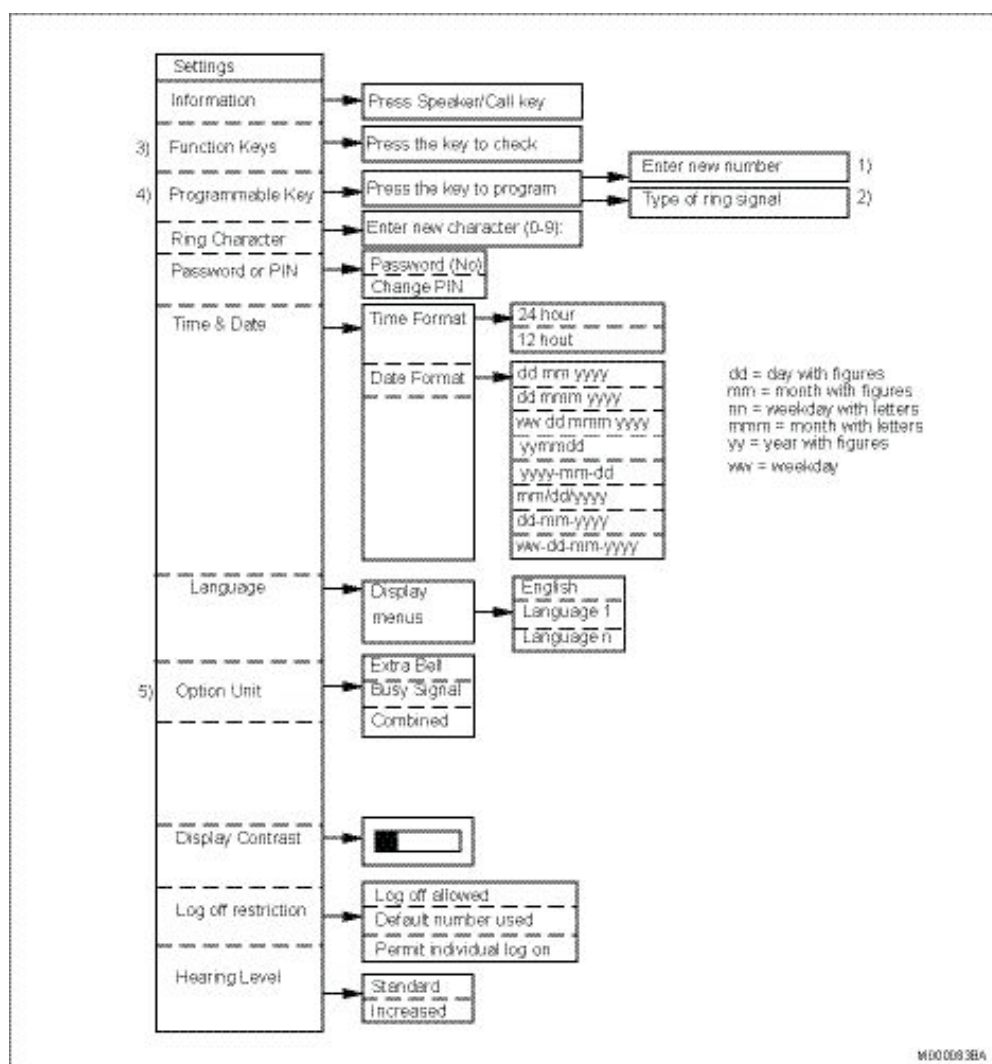


**Figure 40:**

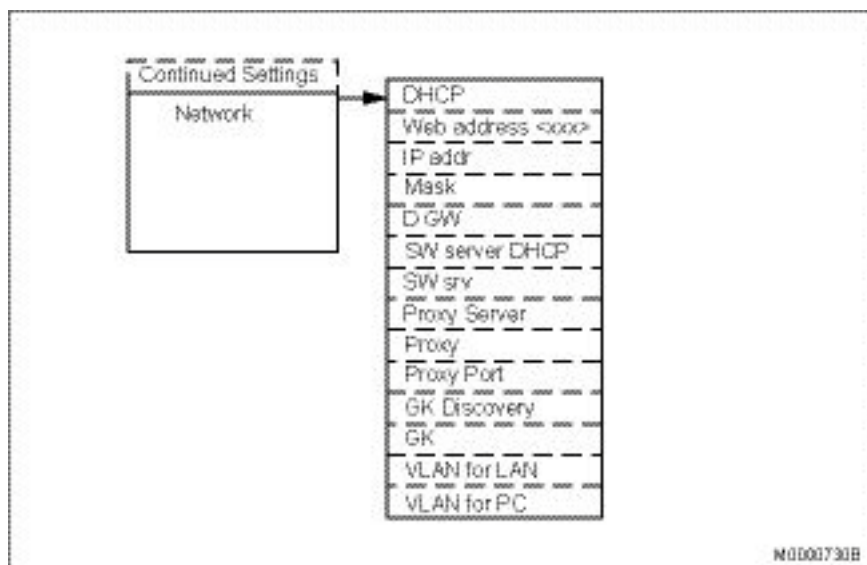
## 2.14

## MENU STRUCTURE

In this section the structure is shown for each of the menus that can be selected with the **Settings** key.

**Figure 41:**

- 1) Dial-by-function key
- 2) Monitoring key or Line key
- 3) If there are no function keys to program this menu is not shown
- 4) If there are one or more function keys that can be programmed, this menu is shown
- 5) Option unit DBY 420 01 is only possible to use with DBC 422 02.



**Figure 42:**

## 2.15 LOUDSPEAKER AND HEADSET FUNCTIONS

### 2.15.1 HANDS-FREE WITH LOUDSPEAKER (ONLY FOR DBC 422 02)

This function offers the possibility to dial and monitor the progress of a call as well as having a conversation without using the handset.

**Note:** For the hands-free function to work in a good way, it is important that the telephone is placed on a plane desk. All four feet must stay steadily on the desk.

#### 2.15.1.1 *Making Calls*

To make a call, dial the wanted number.

#### 2.15.1.2 *Receiving Calls*

To receive a call, press the **Line 1** or the **Line 2** key that indicates an incoming call with a fast flashing lamp.

#### 2.15.1.3 *Changing from hands-free to Handset*

Lift the handset to change from hands-free to the handset.

#### 2.15.1.4 *Changing from Handset to hands-free*

Press the **Speaker** key to change from the handset to hands-free.

#### 2.15.1.5 *Changing from hands-free to Headset*

Press the **Headset** key to change from hands-free to a headset.

#### 2.15.1.6 *Changing from Headset to hands-free*

Press the **Speaker** key to change from a headset to hands-free

#### 2.15.1.7 *Clearing a Call*

Press the **Clear** key to clear a call.

### 2.15.2 MONITOR MODE (ONLY FOR DBC 422 01)

This function offers the possibility to initiate a call by dialing the digits without lifting the handset and to monitor the progress of a call in the loudspeaker. As soon as you want to speak you must use the handset microphone because this is the only microphone in the DBC 422 01 telephone.

#### 2.15.2.1 *Making Calls*

- 1) Dial the wanted number.
- 2) When the other party answers, lift the handset.

#### 2.15.2.2 *Receiving Calls*

**Note:** Not applicable.

#### 2.15.2.3 *Changing from Monitor to Handset*

Lift the handset to change from monitor to the handset.

#### 2.15.2.4 *Changing from Handset to Monitor*

To change from a handset to a monitor, press the **Speaker** key and replace the handset.

#### 2.15.2.5 *Changing from Monitor to headset*

Press the **Headset** key to change from monitor to headset.

#### 2.15.2.6 *Changing from headset to monitor*

Press the **Speaker** key to change from headset to monitor.

#### 2.15.2.7 *Clearing a Call*

Press the **Clear** key to clear a call.



## 2.15.3 LOUDSPEAKING WITH HANDSET (ONLY FOR DBC 422 01)

This function offers the possibility to speak in the handset and at the same time let the conversation be heard in the loudspeaker.

### 2.15.3.1 *Making Calls*

- 1) Lift the handset.
- 2) Press the **Speaker** key.
- 3) Dial the wanted number.
- 4) Wait for answer.

### 2.15.3.2 *Changing from Loudspeaking with Handset to Handset*

Press the **Speaker** key to change from loudspeaking with handset to a handset.

### 2.15.3.3 *Changing from Handset to Loudspeaking with Handset*

Press the **Speaker** key to change from handset to loudspeaking with the handset.

### 2.15.3.4 *Changing from Loudspeaking with Handset to Loudspeaking with Headset*

Press the **Headset** key to change from loudspeaking with a handset to loudspeaking with a headset.

### 2.15.3.5 *Changing from Loudspeaking with Headset to Loudspeaking with Handset*

Lift the handset and press the **Speaker** key to change from loudspeaking with a headset to loudspeaking with a handset.

### 2.15.3.6 *Clearing a Call*

Press the **Clear** key to clear a call.

## 2.15.4 HEADSET

This function offers the possibility to use a headset when making or receiving calls.

### 2.15.4.1 *Making Calls*

- 1) Press the **Headset** key. (Not needed in headset preset mode.)
- 2) Dial the wanted number.

### 2.15.4.2 *Receiving Calls*

Press the **Headset** key to receive a call.

#### 2.15.4.3 *Changing from Headset to Handset*

Lift the handset to change from a headset to the handset.

#### 2.15.4.4 *Changing from Handset to Headset*

- 1) Press the **Headset** key.
- 2) Replace the handset.

#### 2.15.4.5 *Clearing a Call*

Press the **Clear** key to clear a call.

### 2.15.5 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**. When the **Speaker** key is pressed in this mode the call is connected to the loudspeaker as long as the **Speaker** key is active.

**Note:** Independent the type of preset setting, when you lift the handset the call is always connected to the handset. Activation and cancellation of Headset Preset can only be done when the phone is in idle mode.

#### 2.15.5.1 *Activating Headset Preset Mode*

Press the **Headset** key and hold it down for 4 seconds. A ring signal is heard as acknowledgement.

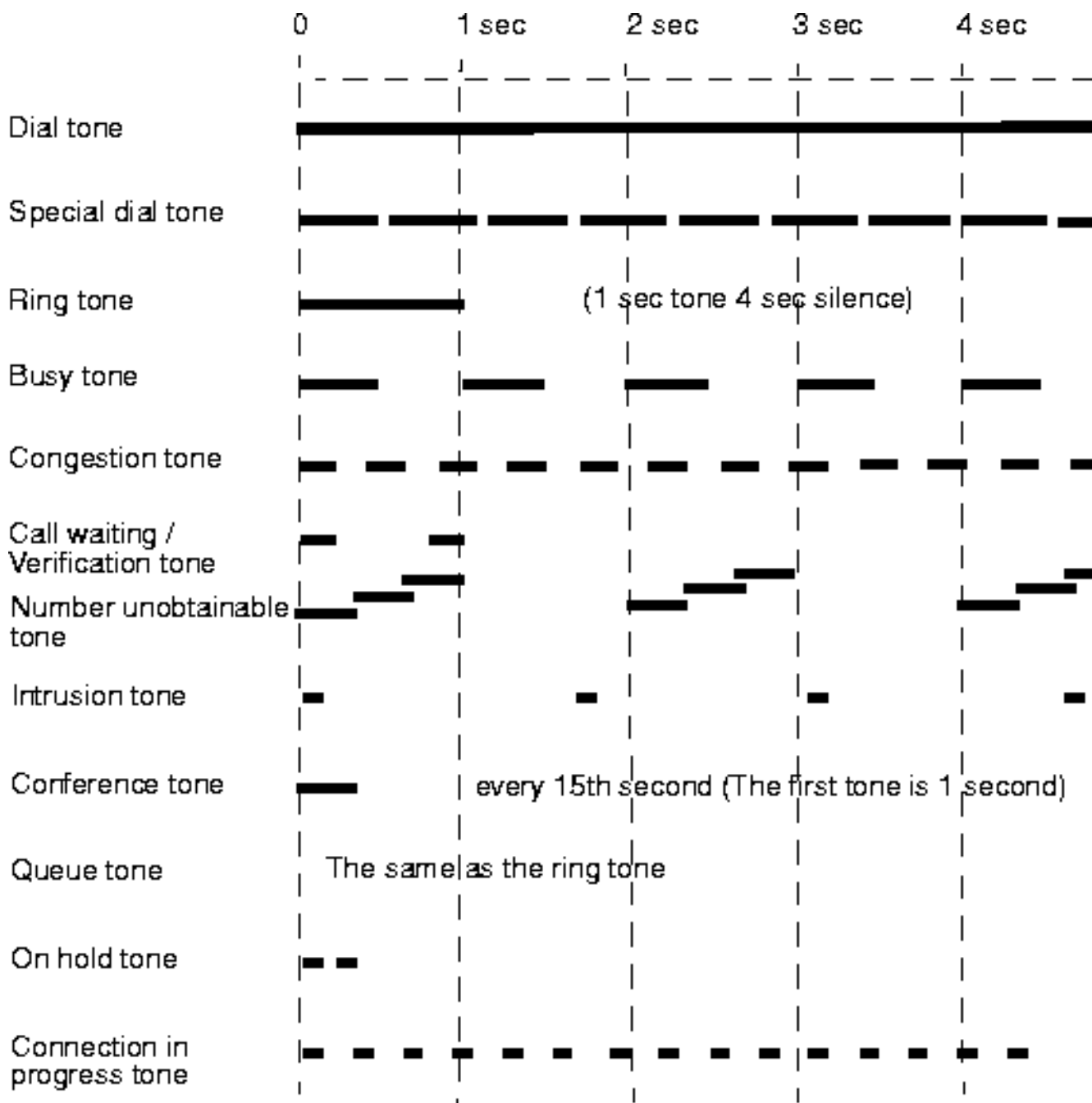
#### 2.15.5.2 *Deactivating Headset Preset Mode*

Press the **Speaker** key and hold it down for 4 seconds. A ring signal is heard as acknowledgement.

## 2.16 TONES AND RING SIGNALS

### 2.16.1 TONE CHARACTERISTICS

The telephone tone signals are as follows:



**Figure 43:**

These are the standard tones, but they can differ depending on the market.

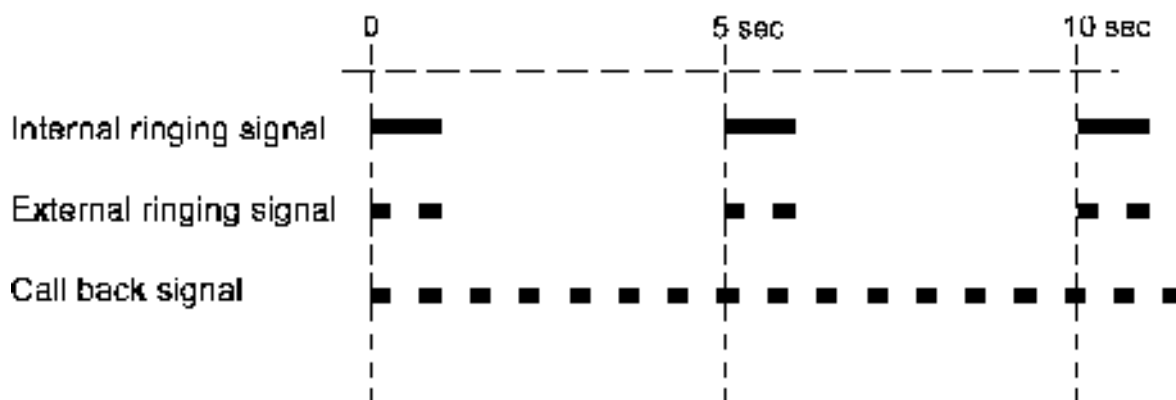
**Note:** The conference tone can be disabled by the system administrator.

## 2.16.2

### RING SIGNALS

The following types of ring signals can be generated:

## Ringling signals



**Figure 44:**

**Note:** The ring signal can differ depending on the market.

At an incoming call on the free on second line the telephone rings only the first period and with a low level. This is valid for both the internal and external ring signal.

### 2.16.3

#### RINGING OPTIONS

The following ringing options can be programmed on the Monitoring and Line keys:

- 0 =** Silent.
- 1 =** Periodic (repetitive) ring signal.
- 2 =** Delayed start of the periodic ring signal.
- 3 =** One muted ring signal. Only one ring signal is generated with a low level.
- 4 =** One delayed and muted ring signal.

To change the ringing option, see 10.5 Programming the Ring Signal Type on a Line or Monitoring key on page 69 .

### 2.16.4

#### RING SIGNAL VOLUME

You can control the ring signal volume by pressing the + key and the - key when the telephone is idle (no call connected) or when the telephone is ringing.

### 2.16.5

#### SILENT RINGING

If the **Mute** key is pressed while the telephone is idle or when ringing, the tone ringer will not be activated for the subsequent call(s). The lamp for Line 1 or Line 2 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 a key. To indicate that the function is active the Mute lamp is lit.

## 2.16.6

### LAMP INDICATIONS

**Off**

Indicates free or non-requested function

**Fast flash**

Indicates an incoming call

**Slow flash**

Indicates a parked call or a common parked call

**Lit with fast blink**

Indicates a key that is using the line

**Lit**

Indicates an activated function

## 3 INCOMING CALLS

An incoming call is announced by ring signals and a flashing lamp. There are two different ring signals, one for internal and one for external calls. If the feature parallel ringing is activated, the call will ring on more than one telephone, see 3.8 Parallel Ringing on page 31.

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

Lift the handset to receive calls.

### 3.2 RECEIVING CALLS ON THE LINE 2 KEY

Lift the handset and press the **Line 2** key to receive calls.

### 3.3 RECEIVING CALLS ON ANY OTHER KEY

- 1) Lift the handset.
- 2) Press the **Monitoring** key that indicates an incoming call.

### 3.4 AUTOMATIC ANSWER

With this feature a call is announced with one ring signal after which the call is answered automatically (you get speech connection) in handsfree mode. As an alternative the call can be answered immediately without any ring signal.

This feature is set by the system administrator. The following options are available:

- With delay, which means that one ring signal is heard before the call is answered
- No delay, the call is answered immediately

You can check if the telephone is using this feature in the **Settings - Auto answer** menus.

### 3.5 RECEIVING A SECOND CALL

A new incoming call (second call) can be indicated even if there is another Line key that is already in speech. Two incoming calls cannot be received simultaneously on the Line keys.

- The function key **Free on 2nd** must be activated on your telephone.

In this case you can have a call on the **Line 1** key and a second call is signalled on the **Line 2** key (the Line 2 lamp flashes and a muted ring signal is heard).

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

#### **After terminating the ongoing call**

- a) Press the **Clear** key to terminate the ongoing call.
- b) 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 or common parked).

#### **After transferring the ongoing call**

- a) Press the **Inquiry** key.
  - b) Dial the number to the party to which the call will be transferred.
  - c) Press the **Transfer** key (the ongoing call is transferred).
  - d) Press the **Line 2** key to answer
- The calling party has initiated call waiting (and your telephone has category for receiving call waiting calls). In this case you can have a call on the **Line 2** key and a muted ring signal or call waiting tone is heard, based on configuration in terminal.

For information how the waiting call can be answered, see section 5.2.2 Answering a Call Waiting Call on page 44.

## **3.6 IMMEDIATE SPEECH CONNECTION**

**Note:** Not applicable.

## **3.7 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, pick up the nearest telephone and use the following procedure:

#### **To pick up a call**

- 1) Lift the handset (dial tone).
- 2) Dial the extension number (busy tone).
- 3) Press the digit **8**.

## **3.8 PARALLEL RINGING**

Parallel ringing makes it possible to ring several terminals simultaneously whenever there is an incoming call. Parallel ringing can prevent the caller from hanging up the telephone due to the long chain of ring signals. The terminals included in the parallel ringing list are initiated by the system administrator but Parallel ringing can temporarily be prevented by the end-user.

There is a main extension in the Parallel ringing list. Only incoming calls to the main extension are distributed to the parallel ringing list. Incoming calls to the other extensions will ring only on their respective extensions and they will not be distributed to the other extensions in the list.

### 3.8.1 TO ANSWER A CALL

The call can be answered on any of the ringing telephones.

### 3.8.2 TO PREVENT THE PARALLEL RINGING TEMPORARILY

It is possible to prevent the parallel ringing for a telephone in the parallel ringing list by initiating Follow-me.

#### 3.8.2.1 *Prevent ringing on one of the telephones*

If you want to prevent ringing on one of the terminals in the list, initiate Follow-me to your own extension number, see section 6.2.1 Ordering Follow-me From Own Phone on page 54.

#### 3.8.2.2 *To restore the parallel ringing*

It is possible to restore parallel ringing for a telephone by deactivating the Follow-me.

#### 3.8.2.3 *For one of the telephones in the list*

When the ringing has been prevented for one single telephone in the list, cancel Follow-me from this telephone, see 6.2.2 Canceling Follow-me From Your Own Phone on page 54.

#### 3.8.2.4 *For all the telephones in the list*

When the ringing has been prevented for all terminals in the list, cancel Follow-me from the main extension, see 6.2.2 Canceling Follow-me From Your Own Phone on page 54.



## 4 OUTGOING CALLS

### 4.1 CALLING ANOTHER EXTENSION

You can call another extension by:

#### Using a dialing procedure

- 1) Lift the handset (dial tone).
- 2) Dial the wanted extension number.

#### Using the Contacts shortcut procedure (only for DBC 422 02)



Figure 45:

- 1) Press and hold down one of the **2 - 9** keys for 1 second. The Contacts entry starting with the same letter as the letter above the key is displayed. Example: If the **2** -key is pressed for 1 second the Contacts entries starting with the letter **A** are displayed.
- 2) Press the **+** or **-** keys to search for other entries in the phone book. Press the speaker key or lift the handset to call the number.

#### Using a Dial-by-function key

- 1) Lift the handset (dial tone).
- 2) Press the **Dial-by-function** key.

#### Using a Monitoring key

- 1) Lift the handset (dial tone).
- 2) Press the **Monitoring** key to the monitored telephone.

#### 4.1.1 CALLED EXTENSION IS FREE AND ANSWERS

Start your conversation.

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

##### **New call**

Replace the handset and call later.

##### **Automatic callback**

- 1) Press the digit **6** .
- 2) Replace the handset

For more information, see 4.5 Automatic Callback on page 36.

#### 4.1.3 CALLED EXTENSION IS BUSY

##### **New call**

Replace the handset and call later.

##### **Automatic callback**

- 1) Press the digit **6** .
- 2) Replace the handset.

For more information, see 4.5 Automatic Callback on page 36.

##### **Call waiting**

- 1) Press the digit **5** .
- 2) Wait for answer.

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

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

##### **Intrusion**

Press the digit **4** .

For more information, see 5.6 Intrusion on page 47.

#### 4.1.4 CALLED EXTENSION HAS MESSAGE DIVERSION ENABLED

When a caller is calling to a party which has message diversion active, the caller's display shows the absence information and the caller can manually request to be diverted by pressing the \* key. Otherwise the call will be terminated after a timeout.

## 4.2 CALLING THE PBX OPERATOR

#### 4.2.1 COMMON OPERATOR

- 1) Lift the handset (dial tone).
- 2) Dial the common operator number.

## 4.2.2 INDIVIDUAL OPERATOR

Use this to talk to a specific operator:

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

## 4.3 MAKING AN EXTERNAL CALL

### 4.3.1 NORMAL EXTERNAL CALLS

You can make an external call by:

#### Using dialing procedure

- 1) Lift the handset (dial tone).
- 2) Dial the external access code and the wanted subscriber number.

**Using Contacts shortcut procedure** (only for DBC 422 02)



**Figure 46:**

- 1) Press and hold down one of the **2 - 9** keys for 1 second. The Contacts entry starting with the same letter as the letter above the key is displayed. Example: If the **2**-key is pressed for 1 second the Contacts entries starting with the letter **A** are displayed.
- 2) Press the + or - keys to search for other entries in the phone book. Press the speaker key or lift the handset to call the number.

### 4.3.2 CALLS ON AN INDIVIDUAL EXTERNAL LINE

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

### 4.3.3 FORBIDDEN AREA CODE

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

Call the operator assistant and ask for help in establishing the call.

## 4.4 SPEED DIALING

### 4.4.1 COMMON SPEED DIALING NUMBERS

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

#### To use

- 1) Lift the handset (dial tone).
- 2) Dial the speed dialing number.

### 4.4.2 INDIVIDUAL SPEED DIALING NUMBERS

**Note:** Not applicable.

### 4.4.3 DIAL-BY-FUNCTION KEY

For more information, see 10.4 Programming a Dial-by-Function Key on page 69.

**Note:** Not applicable for individual speed dialing numbers.

### 4.4.4 CALL BY NAME (CONTACTS) ONLY FOR DBC 422 02

With this function you can make a call from the Contacts:

When the telephone is in idle mode, follow the procedure for Contacts shortcut procedure as described for normal external calls, see 4.3.1 Normal External Calls on page 35 .

## 4.5 AUTOMATIC CALLBACK

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

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

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

#### 4.5.1 ORDERING

When the other party is busy or does not answer, do the following:

- 1) Press the digit **6** (or the function key programmed with this feature). It can take a couple of seconds before the procedure is performed. The display shows Accepted for some seconds.
- 2) Replace the handset.

#### 4.5.2 ANSWERING

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

#### 4.5.3 CANCELING A SINGLE CALLBACK

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

#### 4.5.4 CANCELING ALL CALLBACKS

- 1) Lift the handset (dial tone).
- 2) Dial # 37 #.
- 3) Replace the handset.

This procedure cancels callbacks to internal parties, busy extensions in private network as well as callback to busy external lines.

### 4.6 AUTOMATIC CALLBACK IF ALL EXTERNAL LINES ARE BUSY

You can initiate automatic callback, if you receive busy tone because all external lines are busy. You can only have one callback 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 ORDERING

- 1) Press the digit **6** (or the function key programmed with this feature) for dial tone.
- 2) Dial the complete external number, part of it or no number.
- 3) Dial #.
- 4) Replace the handset.

#### 4.6.2 ANSWERING

When a suitable external line becomes free, you will be called back. Answer in the normal way within 8 seconds otherwise the callback will be cancelled. After answer, the

dialed external number is automatically transmitted, you may need to dial any remaining digits.

#### 4.6.3 CANCELING A CALLBACK TO AN EXTERNAL LINE

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

### 4.7 BYPASS

#### 4.7.1 ORDERED BY AN EXTENSION

If you urgently need to talk to a person whose calls are currently being diverted (Follow-me, External follow-me and Message diversion) or who has do-not-disturb active, and you have a category for bypass:

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

#### 4.7.2 ORDERED BY ASSISTANCE

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

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

### 4.8 DIAL BY NAME

Call using the Contacts list, see 4.4.4 Call by Name (Contacts) Only for DBC 422 02 on page 36.

### 4.9 NAME AND NUMBER LOG

For more information, see 10.15 Call List on page 74 .

### 4.10 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, do the following:

- 1) Dial \*42# and wait for dial tone
- 2) Dial the B-number

## 4.11 RE-DIALING NUMBERS

### 4.11.1 RE-DIALING THE LAST EXTERNAL NUMBER

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

### 4.11.2 MISSED CALLS FROM THE LIST IN THE TELEPHONE MEMORY

Your telephone keeps a call list with 50 positions. In the call list, the telephone numbers of the missed calls (if supported by the network) are stored together with the incoming, outgoing and answered calls.

The list is cleared if power failure occurs or another user (extension number) logs on to the same telephone.

To use the list with missed calls, do the following:

- 1) Press the **Call List** key.
- 2) Browse the list by pressing the + and - keys.
- 3) Call the wanted number by pressing the **Headset** key, the **Speaker** key or lift the handset.

### 4.11.3 LAST DIALED NUMBER FROM THE LIST IN THE TELEPHONE MEMORY

Your telephone keeps a call list with 50 positions. In the call list the last dialed numbers are stored together with the incoming and answered calls in time order.

The list is cleared if power failure occurs or if another user (extension number) logs on with this telephone.

To use the list, do the following:

- 1) Press the **Call List** key.
- 2) Browse the list by pressing + and - keys.
- 3) Call the wanted number by pressing the **Headset** key, the **Speaker** key or lift the handset.

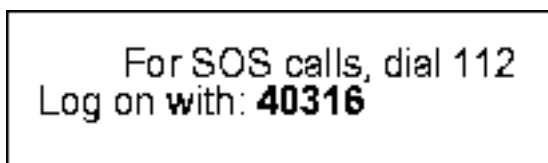
## 4.12 EMERGENCY CALL (SOS CALLS)

### The telephone is logged on

If the telephone is logged on to the exchange, dial the emergency number (SOS number).

**The telephone is logged off**

If the telephone is logged off from the exchange, it is still possible to make an emergency call if this feature is enabled. The following menu is shown:

**Figure 47:**

Dial the emergency number and wait for the answer. After the call is terminated, it is possible for the emergency centre to call back to your telephone, although it is logged off.

**Note:** The emergency number 112 is an example and can be different on different markets.

If the emergency call function is disabled the display shows:

**Figure 48:**

In this case you must log on the telephone first, see 2.8 Logging on the Telephone on page 12 .

**4.13****AUTHORIZATION CODE****4.13.1****GENERAL**

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

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

Authorization code is divided into two different functionality groups:

- Common authorization code

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

The common authorization code provides two different functions:

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



- Individual authorization code

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

The individual authorization code provides three different functions:

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

Using Last Number Re-dial (LNR) on external calls after dialing with common/individual authorization code:

- An **unlocked** extension is allowed to use LNR without a call discrimination check.
- A **locked** extension is allowed to use LNR together with a call discrimination check.

## 4.13.2 PROCEDURE

### 4.13.2.1

#### *Dialing from an Extension with a Common Authorization Code*

A specific procedure dialed from the extension must be used when making an authorization code call:

- 1) Dial *\*72\* authorization code#*, where 72 is the standard function code for common authorization code dialing.
- 2) A verification tone is received.
- 3) Continue with the external number.

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

The common service profile associated with the authorization code will be used for the call, except if the authorization code cannot be verified, then the default common service profile will be used instead.

If the category/common service profile of the authorization code is too low for dialed external number, the call is rejected.

### 4.13.2.2

#### *Locking an Extension with a Common Authorization Code*

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

- 1) Dial *#73\* authorization code#*, where 73 is the standard function code for common authorization code locking/unlocking.
- 2) A verification tone is received.

The extension will only be locked if the authorization code is valid, the CIL code corresponds to the extension's directory number and the extension is not already locked by either common authorization code or individual authorization code.

Calls from a locked extension, when no authorization code is given, will use the default common service profile.

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

#### 4.13.2.3

##### *Unlocking an Extension with a Common Authorization Code*

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

- 1) Dial *\*73\* authorization code#* , where 73 is the standard function code for common authorization code locking/unlocking.
- 2) A verification tone is received.

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

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

#### 4.13.2.4

##### *Dialing with an Individual Authorization Code from Own Telephone*

A specific procedure dialed from the extension must be used when making an authorization code call:

- 1) Dial *\*75\* authorization code#* , where 75 is the standard function code for individual authorization code dialing.
- 2) A verification tone is received.
- 3) Continue with the external number.

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

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

#### 4.13.2.5

##### *Dialing with an Individual Authorization Code from Another Telephone*

A specific procedure dialed from the extension must be used when making an authorization code call:

- 1) Dial *\*75\* authorization code \* DIR#* , where 75 is the standard function code for individual authorization code dialing and DIR is your own directory number.
- 2) A verification tone is received.
- 3) Continue with the external number.

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

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

#### 4.13.2.6

##### *Locking an Extension with an Individual Authorization Code*

A specific procedure dialed from the extension will lock the extension:

- 1) Dial *\*76\* authorization code#* , where 76 is the standard function code for individual authorization code locking/unlocking.
- 2) A verification tone is received.

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

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

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

#### 4.13.2.7

##### *Unlocking an Extension with an Individual Authorization Code*

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

- 1) Dial **#76\* *authorization code#*** , where 76 is the standard function code for individual authorization code locking/unlocking.
- 2) A verification tone is received.

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

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

#### 4.13.2.8

##### *Changing an Individual Authorization Code*

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

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

- 1) Dial **\*74\* *previous authorization code* \* *new authorization code#*** , where 74 is the standard function code for changing of individual authorization code.
- 2) A verification tone is received.

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

## 5 DURING CALLS

### 5.1 ADDITIONAL DIRECTORY NUMBER (ADN)

**Note:** Not applicable.

### 5.2 CALL WAITING

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

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

#### 5.2.1 REQUESTING CALL WAITING INDICATION

To send a call waiting signal to the busy number, do the following:

1. Press the **digit 5**.
2. Keep handset off hook. If the called party answers your call waiting request, the call will be established. If the called party does not want to answer your call, you will continue to hear the ring tone until you go on hook.

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

#### 5.2.2 ANSWERING A CALL WAITING CALL

When you get a call waiting indication (call waiting tone or ring signal and **Line 2** is flashing), there are the following possibilities:

1. Park the ongoing call.
2. End the ongoing call.

If you want to park the ongoing call, do the following to answer the call waiting call:

1. When the ongoing call is on **Line 1** and the **Line 2** flashes to indicate the call waiting call.
2. Press the **Line 2** key. The call on **Line 1** is automatically parked.
3. To retrieve the other call press the line key again.

If you want to end the ongoing call and then answer the call waiting call:

1. End the ongoing call.
2. Wait for ring signal.
3. Lift the handset to answer the waiting call.

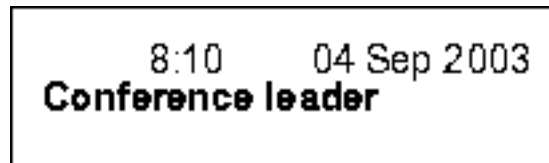
## 5.3

## 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.

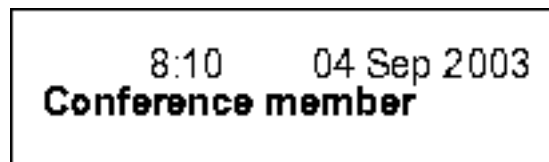
**Note:** The conference tone can by categorization be disabled.

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



**Figure 49:**

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



**Figure 50:**

### 5.3.1

### INITIATING A CONFERENCE

To initiate a conference, do the following:

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

During the conference, conference tone will be heard.

### 5.3.2

### ADDING A NEW PARTY IN A CONFERENCE

To add a new party in a conference, do the following:

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

### 5.3.3

### INTERNAL CONSULTING DURING A CONFERENCE

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

Doing this you will get busy tone and to reach the member you must use the Intrusion procedure, see 5.6 Intrusion on page 47 .

- 1) Press the **Inquiry** key (dial tone).
- 2) Dial the extension number (busy tone).
- 3) Press **4** .

You will now be connected with this conference member outside the conference for consultation. You can also release the conference member from the conference.

Returning to the conference is possible as follows:

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

#### 5.3.4

### LEAVING A CONFERENCE

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.

## 5.4

### STORING CUSTOMER IDENTITY USING FEATURE CODE

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

To enter a customer identity when you are talking with an external party, do the following:

- 1) Park the external party by pressing a free access key on your telephone, wait for dial tone.
- 2) Dial *\*77\* wanted customer identity#* (dial tone). The wanted customer identity is a number that can consist of 1 to 20 digits. Press the **Clear** key.
- 3) You could now either return to the external party by pressing the access key of the parked call or press the free access key again and prepare for a transfer of the external party by dialing the number you want to transfer to.

This feature requires that the monitoring of the extensions is started.

## 5.5

### DISPLAY OF CHARGING

**Note:** Not applicable.

## 5.6 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 the other party is busy, press the digit 4.

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

## 5.7 INTRUSION ON A SPECIFIC EXTERNAL LINE

**Note:** Not applicable.

## 5.8 INQUIRY

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

When you have a speech connection on one of the Line keys, do the following to make an inquiry:

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

To revert to the original party, do the following:

- 1) Press the **Clear** key (if you have finished the inquiry).
- 2) Press the **Line** key that is parked.

Other features available during inquiry are:

- Refer back, see 5.11 Refer Back on page 50.
- Transfer, see 5.14 Transfer on page 50.
- Conference, see 5.3 Conference on page 45.

## 5.9 MULTIPLE REPRESENTED DIRECTORY NUMBER (MDN)

The directory number assigned to a telephone can be multiple represented in other telephones. When the *directory number* is represented as a key on other digital system telephones, this key is called the MDN key. When an incoming call to the monitored extension is answered by pressing the MDN key on the monitoring telephone, the monitored telephone will be busy. An MDN key cannot be defined on an IP telephone.

It is possible to:

- Be multiple represented on a digital telephone as a specific line pick-up with a function key (MNS key).
- Supervise other extensions, see 5.9.1 Monitoring Key (MNS Key) on page 48 .

## 5.9.1

## MONITORING KEY (MNS KEY)

It is possible to monitor and answer calls to other extensions from a programmable function key on the IP telephone. This function is also called Multiple represented directory number with dial-by-function key (MNS key) and is often used in Boss-Secretary applications.

The following status can be indicated on the **Monitoring** key:

- The monitored extension is free (lamp is off)
- An incoming call to the monitored extension (lamp with fast flash and the calling party number is shown in the display)
- The monitored extension is busy (lamp is lit)
- The monitored extension has performed common parking (lamp with slow flash)

The **Monitoring** keys are initiated by the system administrator.

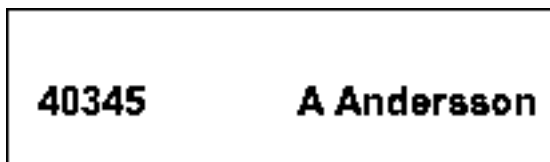
When you log on to another IP telephone the **Monitoring** keys are automatically moved to the new IP telephone.

## 5.9.1.1

*Receiving a Call*

An incoming call to the monitored telephone is indicated on your IP telephone by the Monitoring key that starts flashing and a ring signal can also be heard. The type of ring signal can be changed by the end user, see 10.5 Programming the Ring Signal Type on a Line or Monitoring key on page 69 .

The display will show the calling party number. If the calling party information is shown or not, is set by the system administrator.



**Figure 51:**

## 5.9.1.2

*Answering a Call*

The incoming call can be answered in your telephone in one of the following ways:

- Lift the handset and press the **Monitoring** key. Wait until the *connection in progress tone* has become silent and start to talk.
- Press the **Monitoring** key. If loudspeaker preset mode is selected, you can only listen to the other party but if you want to speak to the other party, use the handset. Wait until the *connection in progress tone* has become silent and start to talk.
- Press the **Monitoring** key. If headset preset mode is selected, the call will go on with headset connection. Wait until the connection in progress tone has become silent and start to talk.

If you already have an ongoing call in your telephone, you can still answer the new call. When the **Monitoring** key is pressed, the first call is automatically parked or common parked and the new call will be active.



### 5.9.1.3 *Making a Call*

It is possible to make a call to the monitored extension by lifting the handset and pressing the **Monitoring** key.

### 5.9.1.4 *Parking*

If the monitored telephone has performed common parking, this is indicated with slow flashing on the **Monitoring** key. The parked call can be picked up in your telephone by pressing the **Monitoring** key.

## 5.10 PARKING

### 5.10.1 INDIVIDUAL

You can park an ongoing call temporarily and then readmit it on your own telephone, provided that your telephone is not MNS represented on other telephones.

#### **To park**

1. Press the **Line** key where you have the call in conversation or **Hold** (F3) menu key.
2. Replace the handset.

#### **To readmit the call**

- 1) Press the **Line** key where you have the call parked.
- 2) You are now connected to the original conversation partner.

#### **To readmit the call from any telephone**

**Note:** Not applicable.

### 5.10.2 COMMON

Common Parking is the ability for you to put a call on hold that can be picked-up from other monitoring telephones, but only if your telephone is MNS represented on the other telephones.

However common parking is not allowed if the ongoing call is connected to a conference (member or leader).

#### **To initiate common parking:**

1. Press the  
Line  
key where you have the call in conversation or  
Hold  
(F3) menu key.
2. Replace the handset.

#### **To pick up a common parked call:**

1. When the call is common parked the MNS key on the represented extension starts to blink.
  2. Press the blinking key to answer the call.
- or
3. Call from another extension to the extension on which common parking is initiated. Make a call pick-up either by pressing function key or by suffix dialing.

**To readmit the call:**

1. You cannot readmit the common parked call if any of the monitoring extensions answers the call. Otherwise, press the  
Line  
key where you have the call parked.
2. You are now connected to the original conversation partner.

## 5.11

### REFER BACK

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

**To use**

Press the **Inquiry** key, the **Line 1** or the **Line 2** key.

**To end**

- 1) Press the **Inquiry** key, the **Line 1** or the **Line 2** key.
- 2) Press the **Clear** key.

## 5.12

### SUFFIX DIALING (DIALING DURING SPEECH)

When communicating with and controlling a voice mail system, or for example, retrieving information through your telephone about your bank account, you need to use Dual Tone Multi-Frequency (DTMF) signals, this is known as suffix dialing. The suffix dialing function is permanently active for all calls in speech.

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

## 5.13

### TIMER

**Note:** Not applicable.

## 5.14

### TRANSFER

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

#### 5.14.1

#### TRANSFER AFTER ANSWER

- 1) Make an inquiry call (press the **Inquiry** key, the **Transfer** key or the **Conf/Transf** key and wait for dial tone).
- 2) Dial the extension or external number and wait for answer.
- 3) Announce the call.
- 4) Press the **Transfer** key.

#### 5.14.2

#### TRANSFER BEFORE ANSWER

- 1) Make an inquiry call (press the **Conf/Transf** key, the **Inquiry** key or the **Transfer** key and wait for dial tone).
- 2) Dial the extension or external number and wait for ring tone.
- 3) Press the **Transfer** key.

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

## 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 the type of calling party (internal, private network or external/public party) the calls are diverted to either the individual or common answering positions. 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 line is diverted.

See also Follow-me, which is a similar function.

##### 6.1.1.1

##### *To order from your own telephone*

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

- Lift the handset (or press a main line key).
- Dial \*21#. Special dial tone and the diversion lamp turns ON.
- Replace the handset.

##### 6.1.1.2

##### *To cancel from your own telephone*

##### **Using the soft-key Diversion**

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

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

- Lift the handset (special dial tone), or press a line key
- Dial #21#, (dial tone and the diversion lamp turns OFF).
- Replace the handset.

##### 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.

#### 6.1.1.5

#### *Diversion to paging*

Direct diversion to paging is also supported, but with separate procedures \*218/#218.

### 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 normally performed after 3 signals, that is, about 14 seconds. Different times are possible depending on whether or not a call has been answered before this call.

See also Personal Number, which is a similar function.

#### 6.1.2.1

#### *To order*

##### **Using procedure**

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

#### 6.1.2.2

#### *To cancel*

##### **Using procedure**

- 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 since you are already occupied with one or more calls, you can have the new call diverted to a predefined individual answering position.

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

See also Personal Number, which is a similar function (if busy option is used).

#### 6.1.3.1

#### *To order*

##### **Using procedure**

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

## 6.1.3.2

*To cancel***Using procedure**

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

## 6.2

## INTERNAL FOLLOW-ME

All calls to your extension are diverted to an extension of your choice, within the private network. 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 a text is shown in the display, you will hear a special dial tone each time you lift the handset to make a call, and the Follow-me lamp is lit.

## 6.2.1

## ORDERING FOLLOW-ME FROM OWN PHONE

**Follow-me key**

This key is used for indication that Follow-me is activated.

**Using a procedure**

- 1) Lift the handset (dial tone).
- 2) Dial \*21\* *the extension number of the answering position*# (special dial tone and follow me lamp is turned on).
- 3) Replace the handset.

## 6.2.2

## CANCELING FOLLOW-ME FROM YOUR OWN PHONE

**The Follow-me key**

Press the **Follow-me** key (the follow-me lamp is turned off).

**Using a procedure**

- 1) Lift the handset (special dial tone).
- 2) Dial #21# (ordinary dial tone, follow-me lamp is turned off).
- 3) Replace the handset.

## 6.2.3

## ORDERING FOLLOW-ME FROM ANOTHER PHONE

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

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

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

To order follow-me from another telephone:

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

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

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

To order remote programming of follow-me, do the following:

1. Lift the handset and wait for dial tone.
2. Dial *\*21\*extension number to divert \* extension number of the new answering position#*.
3. Wait for special dial tone.
4. Replace the handset.

#### 6.2.6 CANCELING FOLLOW-ME REMOTELY

To cancel remote programming of follow-me from another telephone than the telephone with the diverted number:

1. Lift the handset and wait for dial tone.
2. Dial *#21\*diverted extension number#*.
3. Replace the handset.

The indication of the active follow-me on the telephone with the diverted number disappears, if there is no additional diversion remaining.

### 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 a text message is shown in the display, a special dial tone each time you lift the handset to make a call and the follow-me lamp is lit.

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

#### Using the Follow-me key

This key is used for indication that Follow-me is activated.

#### Using a procedure

- 1) Lift the handset (dial tone).
- 2) Dial *\*22# route access code with external extension number of the answering position #* (a special dial tone and follow me lamp is turned on).
- 3) Replace the handset.

### 6.3.2 CANCELING EXTERNAL CALL FORWARDING FROM YOUR PHONE

#### Using the Follow-me key

Press the **Follow-me** key (the follow-me lamp is turned off).

#### Using a procedure

- 1) Lift the handset (dial tone).
- 2) Dial *#22#* (dial tone and the follow me lamp is turned off).
- 3) Replace the handset.

### 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 all the involved telephones have the right service profile.

To order programming of external follow-me for another extension, do the following:

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

The Follow-me key is lit and the display shows the external follow-me text, on the telephone that has been diverted.

### 6.3.4 CANCELING EXTERNAL FOLLOW-ME REMOTELY

To cancel the remote programming of external follow-me for another extension, do the following:

1. Lift the handset and wait for a dial tone.
2. Dial *#22\* diverted extension number #*.
3. Replace the handset.



## 6.4 MESSAGE DIVERSION (ABSENCE INFORMATION)

This feature activates or deactivates the message diversion service. For example, you can activate a message diversion telling the calling party that you are on lunch. The absence reason is shown at the PBX operator or in the caller's display.

When your telephone has message diversion you can still make calls as usual.

As a reminder that your telephone has message diversion you will hear a special dial tone each time you lift the handset to make a call.

### 6.4.1 ORDERING FROM YOUR EXTENSION TELEPHONE

To order message diversion from your extension telephone, do the following:

- Lift the handset and await dial tone.
- Enter one of the following:
  - *\*23\* reason for absence (one digit \* estimated time/date of return (four digits))#*
  - *\*23\* reason for absence (one digit) \**
- Await verification tone and replace the handset.

### 6.4.2 CANCELING MESSAGE DIVERSION FROM YOUR EXTENSION TELEPHONE

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

- Lift the handset and await special dial tone.
- Enter one of the following:
  - *#23\* terminal number (2-5 digits)#*
  - *#23#*
- Await verification tone and replace the handset.

### 6.4.3 CALLING AN EXTENSION THAT HAS MESSAGE DIVERSION ENABLED

- Dial the extension number, for example, 1234.
- In the caller's display, the absence information is displayed.
- Press the \* key to have the call diverted.

## 6.5 PERSONAL NUMBER

It is recommended to use Mitel BluStar Web to setup up personal number profiles. This section describes the handling of the personal number feature when dialing procedures from your own telephone.

## 6.5.1

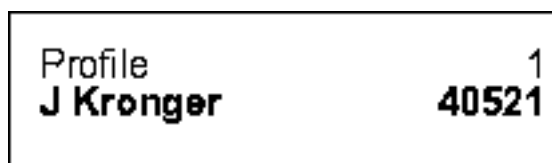
## GENERAL

Each personal number can have up to five profiles with the names **Profile 1**, **Profile 2**, **Profile 3**, **Profile 4** and **Profile 5**. It is not possible to change the names of the profiles.

You can activate or deactivate profiles by dialing a procedure from your own telephone assigned to the personal number (PN).

Alternatively the activation/deactivation can be done from the Mitel BluStar Web.

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



**Figure 52:**

## 6.5.2

## PROCEDURES

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

Please contact your system administrator in order to change the contents of the profile or use the Mitel BluStar Web.

## 6.5.2.1

*From Your Own Telephone*

The recommended value of the function code is 10, but other values can be used.

**Activation**

Dial \* 10 \* Profile #

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

**Deactivation**

Dial # 10 #

## 7 MESSAGES

### 7.1 MANUAL MESSAGE WAITING (MMW)

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

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

Press the **Message** key that is on and a call is initiated to the number that requested message waiting. After answer you have to dial the procedure to cancel manual message waiting so the lamp is turned off.

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

When calling the party that requested manual message waiting, the number is shown in the display.

#### 7.1.3 ORDERING MANUAL MESSAGE WAITING INDICATION

To order manual message waiting to another extension

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

#### 7.1.4 CANCELING MANUAL MESSAGE WAITING INDICATION

To cancel manual message waiting to another extension, do the following:

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

To cancel manual message waiting to another extension, do the following:

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

## 8 GROUP FEATURES

### 8.1 CALL PICK-UP GROUP

#### 8.1.1 OWN GROUP

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

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

#### 8.1.2 ALTERNATIVE ANSWER GROUP

One call pick up group can serve as an 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:

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

### 8.2 INTERNAL GROUP HUNTING

An internal group hunting number is a common directory number for a group of extensions. Calls to the group will be indicated at a free extension in the group.

#### 8.2.1 ANSWERING A GROUP CALL

A group call is answered in the normal way.

#### 8.2.2 LEAVING A GROUP TEMPORARILY

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

- 1) Lift the handset (dial tone).
- 2) Dial \*21\* *own extension number*# (special dial tone and the follow-me lamp is turned on).
- 3) Replace the handset.

#### 8.2.3 REENTERING THE GROUP

To reenter an internal group hunting group the follow-me to your own extension number has to be cancelled using a procedure:

- 1) Lift the handset (special dial tone).
- 2) Dial #21# (dial tone and the follow-me lamp is turned off).

- 3) Replace the handset.

## 8.3 GROUP DO NOT DISTURB

A number of extensions can be defined as a *do not disturb* group. A categorized extension can activate *do not disturb* for the whole group. The calls will be forwarded to an answering position defined for the whole group or the calling party receives a number unobtainable tone.

An extension with *group do not disturb* activated can still make outgoing calls as usual.

### 8.3.1 TO ORDER GROUP DO NOT DISTURB

A categorized extension can activate *group do not disturb* by dialling 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

A categorized extension can deactivate *group do not disturb* by dialling the following procedure:

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

### 8.3.3 BYPASS OF GROUP DO NOT DISTURB

A categorized extension or a PBX operator can bypass *group do not disturb* by dialling the following procedure:

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

The call is indicated on the telephone with the dialed extension number.

## 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 use by forcing the user to dial an account code before dialing an external number.

Extensions and the external numbers for Least Cost Routing (LCR) 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. The call is in this case 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.

#### 9.1.2 PROCEDURE

##### 9.1.2.1 *Pre-dialing of Account Code*

- 1) Lift the handset.
- 2) Dial the procedure for account code *\*61\* account code#*, where 61 is the standard function code for using account code. If provided, dial tone is received.
- 3) Continue with the external number. If the category check is negative (in case of forced account code dialing) the call is rejected.
- 4) After the conversation, replace the handset.

##### 9.1.2.2 *Dialing of Account Code in Speech*

**Note:** Not applicable.

### 9.2 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.

The IP telephone cannot be an alarm extension, but can call an alarm extension.

## 9.3 DATA PRIVACY

**Note:** Not applicable.

## 9.4 DIRECT IN-DIALING

Normally the exchange has a direct in-dialing possibility, which enables external subscribers to call you directly without needing to go through the operator assistant.

## 9.5 EMERGENCY STATE

In the event of an emergency the operator assistant 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.

## 9.6 FREE SEATING

Free seating existing by logging on an IP extension user on any IP terminal.

**Note:** The free seating feature using the procedure \*11\* n # is not applicable.

## 9.7 GENERAL DEACTIVATION

The following procedure is used to request general deactivation:

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

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

- Callback (all callback missions are cancelled).
- Follow-me/external follow-me.
- Manual Message Waiting/Message Diversion.
- Flexible night service.

## 9.8 HOT-LINE (NON-DIALED CONNECTION)

### 9.8.1 DIRECT HOT-LINE

An extension number can be defined as a direct hot-line. When the handset on the telephone is lifted or 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.

### 9.8.2 DELAYED HOT-LINE

**Note:** Not applicable.

## 9.9 INDIVIDUAL DO NOT DISTURB (DND)

You can activate this feature when you want to avoid incoming calls to your telephone. The calling party receives a number unobtainable tone or a busy tone or will be forwarded to the diversion position if it is defined by the system administrator.

### 9.9.1 TO ORDER DO NOT DISTURB

- 1) Lift the handset (dial tone).
- 2) Dial \*27#
- 3) Replace the handset.
- 4) A text in the display reminds you that DND is activated.

The telephone can still be used for outgoing calls as usual.

### 9.9.2 TO CANCEL DO NOT DISTURB

- 1) Lift the handset (special dial tone).
- 2) Dial #27#. Dial tone

## 9.10 LEAST COST ROUTING

### 9.10.1 GENERAL

The Least Cost Routing (LCR) function can be accessed by dialing the Least Cost Routing Access Code (LAC).

By using LAC you will automatically be routed over the cheapest available route. You cannot choose the cheapest route yourself, this is performed automatically by LCR.



## 9.10.2 PROCEDURE

### 9.10.2.1 *Outgoing call Using LAC*

- 1) Lift the handset
- 2) Dial LAC. If provided, a dial tone is received.
- 3) 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.
- 4) Replace the handset when the call is completed.

## 9.11 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).

The system administrator must assign the MCT feature to a function key.

To order Malicious Call Tracing, press the MCT key:

- If the request is successful, the lamp (LED) is lit, a text message is shown in the display and an acknowledge tone is heard.
- If the request fails, the lamp (LED) associated to the key flashes rapidly, a text message is shown in the display and a reject tone is heard.

## 9.12 MULTIPLE TERMINAL SERVICE, TAKE OWN CALL ON ANOTHER TERMINAL

A call in two-party speech can be taken/moved onto another terminal belonging to the same user, by dialing a service code. If more than one terminal has a call in speech no call will be picked.

If no call is picked, a further analysis is done to find if any other call can be picked (i.e. common bell, group call or universal night service).

To enable this function, do the following

- Dial \*8# from the new terminal.

Note: Finland and Sweden, press \*0#. U.S. and Canada, press \*59#.

## 9.13 NIGHT SERVICE

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

### 9.13.1 NIGHT SERVICE COMMON

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

### 9.13.2 NIGHT SERVICE INDIVIDUAL

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

### 9.13.3 NIGHT SERVICE UNIVERSAL

**Note:** Not applicable.

### 9.13.4 NIGHT SERVICE FLEXIBLE

Flexible night service permits you to select an external line and connect it directly to Line 1, 2 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 operator. The following procedures are used:

**To activate flexible night service**

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

**To cancel flexible night service**

- 1) Lift the handset (dial tone).
- 2) Dial *#84#*.
- 3) Replace the handset.

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

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

## 9.14 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

## 9.15 PERSONAL NUMBER KEY MONITORING (PEN KEY)

PEN key is used to activate or de-activate personal number list 1 on other extensions.

A typical example where this feature is used is in a boss secretary application; the telephone of the boss is monitored by the telephone of the secretary. The secretary can by pressing the PEN key on her telephone avoid any calls on the telephone of the boss and receive all these calls on her own telephone.

## 9.16 RECORDED VOICE ANNOUNCEMENT (RVA)

### 9.16.1 LISTENING TO RECORDED VOICE ANNOUNCEMENTS

In certain call situations you may listen to recorded announcements.

### 9.16.2 RECORDING RECORDED VOICE ANNOUNCEMENTS

**Note:** Not applicable

## 10

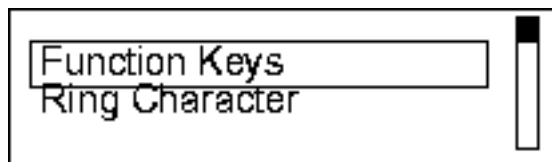
## SETTINGS

### 10.1

### PROGRAMMABLE FUNCTIONS IN THE TELEPHONE

After the telephone has been initiated you can change the following settings:

- Data assigned to programmable keys
- Ring character setting
- Time and date presentation
- Language setting
- Display contrast level
- Hearing level
- Presentation of password menu
- Network setting can be shown in the display but only the administrator can change the IP settings.



**Figure 53:**

You can browse through the menus by pressing the keys + and -.

By pressing **C**, you will return to the previous menu. When pressing the **C** key, data are not changed and you will return to the previous menu.

### 10.2

### CHECKING THE SW VERSION

To check the used SW:

1. Press the Settings key
2. Select the **Information** menu
3. The used protocol and the software version is shown on the display
4. Press the **C** key to return to the previous menu

### 10.3

### CHECKING THE FUNCTION KEYS

It is possible to check the use of the different function keys:

- 1) Press the Settings key
- 2) Select the **Function Keys** or the **Programmable Keys** menu
- 3) Press the function key that you want to check. The use of the key is shown on the display.

- 4) Press the **C** key to return to the previous menu

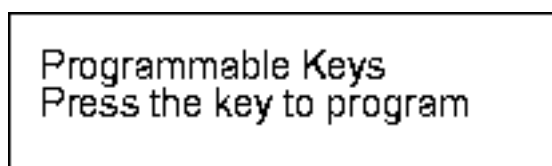
## 10.4

### PROGRAMMING A DIAL-BY-FUNCTION KEY

One prerequisite for programming a **Dial-by-function** key is that the system administrator has removed at least one of the functions assigned to the function keys by default. By removing these functions, the keys become available for programming of Dial-by-function keys.

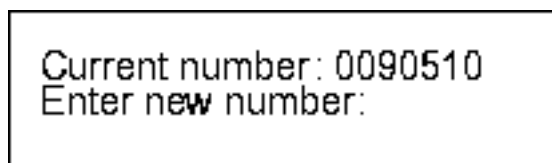
You can program numbers and procedures (\*, #) that you often use, on the function keys. To use a number or a procedure you press the key.

To program a key, press the **Settings** key and select the **Programmable Keys** menu by pressing the **Speaker** key. The following menu appears:



**Figure 54:**

After pressing one of the available programmable keys, the display will prompt the user to enter a number or a function code:



**Figure 55:**

In the example above, the selected key has the telephone number 0090510 assigned. If you want to change the number, enter the new number and save it by pressing the **Speaker** key. If you want to delete the last entered character press the - key.

If you want to erase the number assigned to a key, do not enter any new number, just press the **Speaker** key.

Press the Clear key to return to the previous menu.

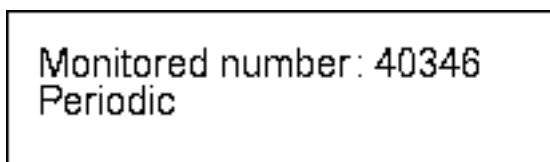
**Note:** To be able to program a Dial-by-function key, the telephone normally has to be logged on to the exchange (this is set by the system administrator).

## 10.5

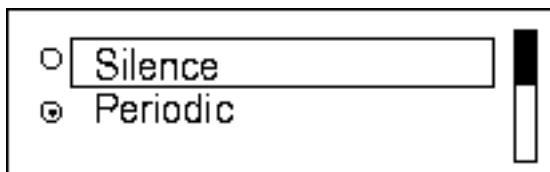
### PROGRAMMING THE RING SIGNAL TYPE ON A LINE OR MONITORING KEY

It is the system administrator who initiates a **Line** or **Monitoring** key. From the telephone you can change the type of ring signal for the key.

To change the type of ring signal for the **Line** or **Monitoring** key, press the **Settings** key and select the **Programmable Keys** menu by pressing the **Speaker** key. Press the wanted **Line** or **Monitoring** key and the following menu appears:

**Figure 56:**

The extension number of the monitored telephone is shown together with the current type of ring signal for the key. To change the current type of ring signal press the plus **+** key and the following menu appears:

**Figure 57:**

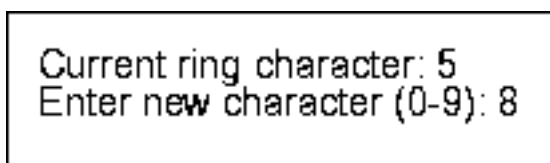
Press the **Speaker** key to select. Exit from this menu by pressing the **Clear** key.

## 10.6

## PROGRAMMING THE CHARACTER OF THE RING SIGNAL

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

Use the settings key to get to the **Settings** menu and select the **Ring Character** menu:

**Figure 58:**

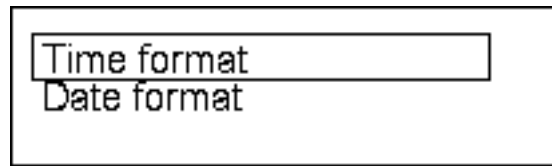
Press a digit to select a ring character. When the key is pressed, the telephone acknowledges with the corresponding ring character. You may try different characters until you find a satisfactory one.

Press the **Speaker** key to store your choice. Press **C** key to return to the idle mode.

## 10.7

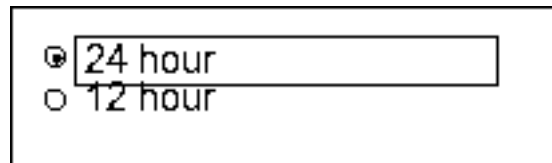
## CHANGING THE TIME AND DATE PRESENTATION FORMAT

The time and date are updated automatically from the exchange. In this menu you can only change the format in which the time and date are presented in the display.



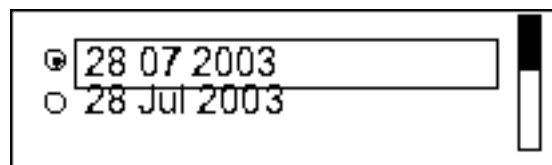
**Figure 59:**

Use the navigation keys to get to the **Settings** menu and select the **Time&Date** menu. If you want to change the time format, select the **Time Format** menu and the following is shown:



**Figure 60:**

To change between 12 hour and 24 hour mode press the - key and the **Speaker** key. If you want to change the date format, select the **Date format** menu and the following appears:



**Figure 61:**

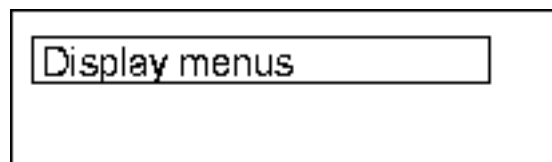
To browse through the different available formats, press the - or + keys. Select the wanted format by pressing the **Speaker** key.

## 10.8

## SETTING THE LANGUAGE

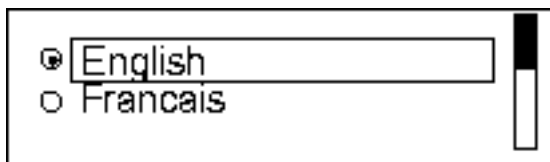
It is possible to use a number of languages in the telephone, but the administrator of the system must make the different languages available.

Use the Settings key to get to the **Settings** menu and select the **Language** menu. The display will show:



**Figure 62:**

Select **Display menus** to change language on the displayed texts, the display will for example show:



**Figure 63:**

You can browse through the different languages that are available for your telephone by pressing the - or + keys. Select the wanted language by pressing the **Speaker** key.

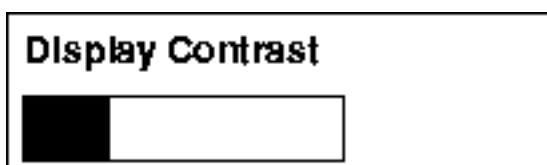
**Note:** The telephone must be registered to the PBX, otherwise it is not possible to change the language. In addition, the selected language must be available in the PBX.

## 10.9

### SETTING THE DISPLAY CONTRAST

It is possible to increase or decrease the contrast of the display.

Select the **Settings** menu and select the **Display Contrast** menu. The display will show:



**Figure 64:**

Increase the contrast level by pressing the + key. Decrease by pressing the - key. Save by pressing the **Speaker** key. Exit by pressing the **C** key.

## 10.10

### SELECTING OPTION UNIT (ONLY FOR DBC 422 02)

It is possible to select the function of the option unit in this menu:

**Extra Bell:**

The extra bell is activated in parallel with the ring signal.

**Busy Signal:**

The busy signal is activated in off-hook mode. The function can be used to control a Do-not-disturb lamp at the door.

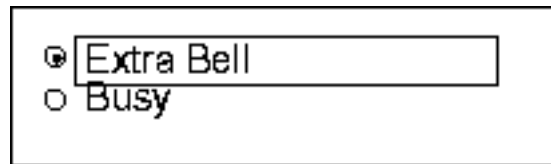
**Combined Bell/Busy Signal:**

Activated in parallel with the ring signals and steady active in off-hook mode. This indication can be used for lamp indication in, for example, office landscapes.

**Note:** A free on second call does not activate the extra bell function.

Select by the menu: **Settings - Option Unit** and the display will show:





**Figure 65:**

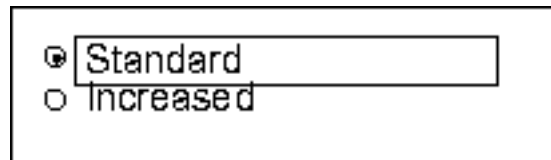
By pressing the + key the Combined Bell/Busy option is also selectable.

## 10.11

## SETTING THE HEARING LEVEL

It is possible to get increased hearing level in the handset and the headset.

Select the **Settings** menu and selecting the **Hearing Level** menu, the display will show:



**Figure 66:**

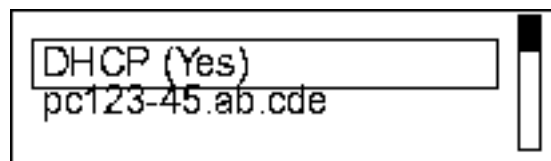
You can toggle between the two values Standard and Increased by pressing the - or + keys. Select the wanted level by pressing the **Speaker** key.

## 10.12

## CHANGING NETWORK SETTINGS

The network settings can be checked by selecting **Network** menu in the **Settings** menu. Changing of IP addresses, are handled by the maintenance personnel, see installation instructions for *DBC 422*.

An example of the **Network** menu is:



**Figure 67:**

## 10.13

## PASSWORD OR PIN MENU

Select **Settings** and then the **Password or PIN** menu. The following can be done from this menu:

- The end-user can change the PIN that is used when registering the telephone to the system

- If the end-user does not use a PIN or a password, it is possible to avoid showing the PIN or Password menu in the display each time the telephone is registered

### 10.13.1

## CHANGE PIN

To change PIN, do the following:

1. Select **Change PIN**
2. Enter the current PIN and press the **Speaker** key
3. Enter the new PIN and press the **Speaker** key
4. Confirm the new PIN and press the **Speaker** key

### 10.13.2

## SHOW PASSWORD MENU

Select **Password (No)** and press the **+** key to change between **Yes** or **No**. Press the **Speaker/Call** key to store the value.

If the system requests a password or PIN for the corresponding extension number and the password presentation menu is set to No, the password menu will still be displayed in the telephone when registering the telephone to the system.

## 10.14

## MANAGING CONTACTS (ONLY FOR DBC 422 02)

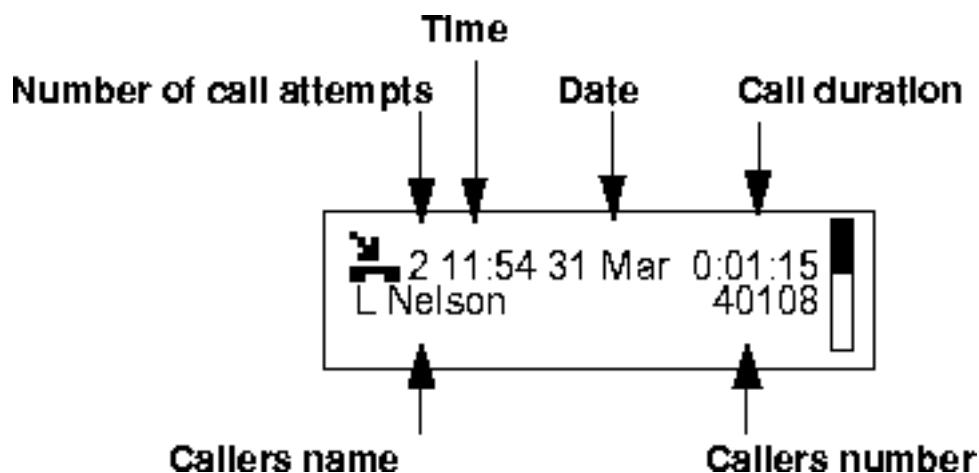
There is a local phone book in the telephone, called Contacts. It is possible to add, change or delete numbers and names in Contacts using the Web interface, see 11 Web Server on page 76 or using the PC application, see 12 My MIVOICE 4000 Contacts on page 81.

The name sent by the exchange for an incoming call will not be presented on the display if Contacts contains the same number but a different name, in that case the name in the Contacts will be presented on the display.

## 10.15

## CALL LIST

Your telephone keeps a call list with up to 50 positions. Use the **Call List** key to get to the **Call List** menu. In the call list the telephone numbers of the missed calls (if supported by the network) are stored together with the incoming, outgoing and answered calls.



**Figure 68:**

From this menu it is possible to make a call by selecting the wanted number with the + or - keys and press the **Speaker** key, **Headset** key or lift the handset.

For explanations of the icons, see 2.13.1 Display Layout on page 16 .

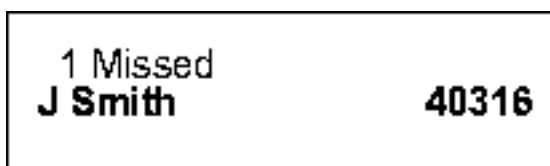
To delete the selected entry, do the following:

- 1) Press the **C** key
- 2) The question **Delete item?** appears
- 3) Press the **Speaker** key
- 4) Press the **Call List** key to exit from the call list

The call list is cleared if power failure occurs or if another user (extension number) logs on from this telephone.

Calls that are answered by pressing a **Monitoring** key are not stored in the call list.

Missed incoming calls are indicated on the display, see example below. The lamp on the call list key will also flash to help indicate this.



**Figure 69:**

## 11

## WEB SERVER

From the web browser in your PC, you can access your IP telephone to handle data in the telephone. The following can be done:

- Contacts (only for DBC 422 02): Add, change or delete entries in Contacts
- Call list: View the list, make a call to a number in the list and delete items. For DBC 422 02 it is also possible to add numbers to the Contacts list.
- Settings, programmable keys: Add, change and delete Dial-by-function key numbers. For DBC 422 02 it is also possible to change the ring type of the line and monitoring keys.
- Settings, hearing level: Select standard or increased.
- Settings, ring character: Select a digit between 0-9.
- Setting of the user's name in the display (only for DBC 422 01): If the exchange does not provide the name it is possible to set the name.
- Password: Change the web interface password (only for DBC 422 01).

The web address of your telephone has to be entered in the address field in your web browser. To know the web address there are two methods:

- Web address shown in the Network menu which is the normal case, see 11.1 Accessing the Web Interface with the Web Address on page 76.
- The IP address of the telephone, see 11.2 Accessing the Web Interface with the IP Address on page 77.

## 11.1

## ACCESSING THE WEB INTERFACE WITH THE WEB ADDRESS

The web address of your telephone has to be entered in the address field in your web browser. To know the web address, use the **Settings** key. In the showed list select **Network** and the second item is the web address.

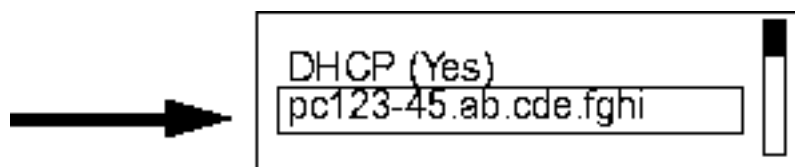


Figure 70:

The arrow shows which line to use. If the text string is too long, press the **Speaker** key to see the full text. In this example the following menu is shown:

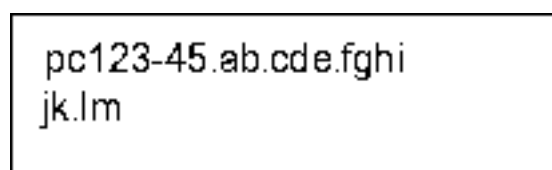


Figure 71:

Enter this web address in the address field in your web-browser in your PC.  
http://pc123-45.ab.cde.fghijk.lm  
In the web browser on your PC you will see:

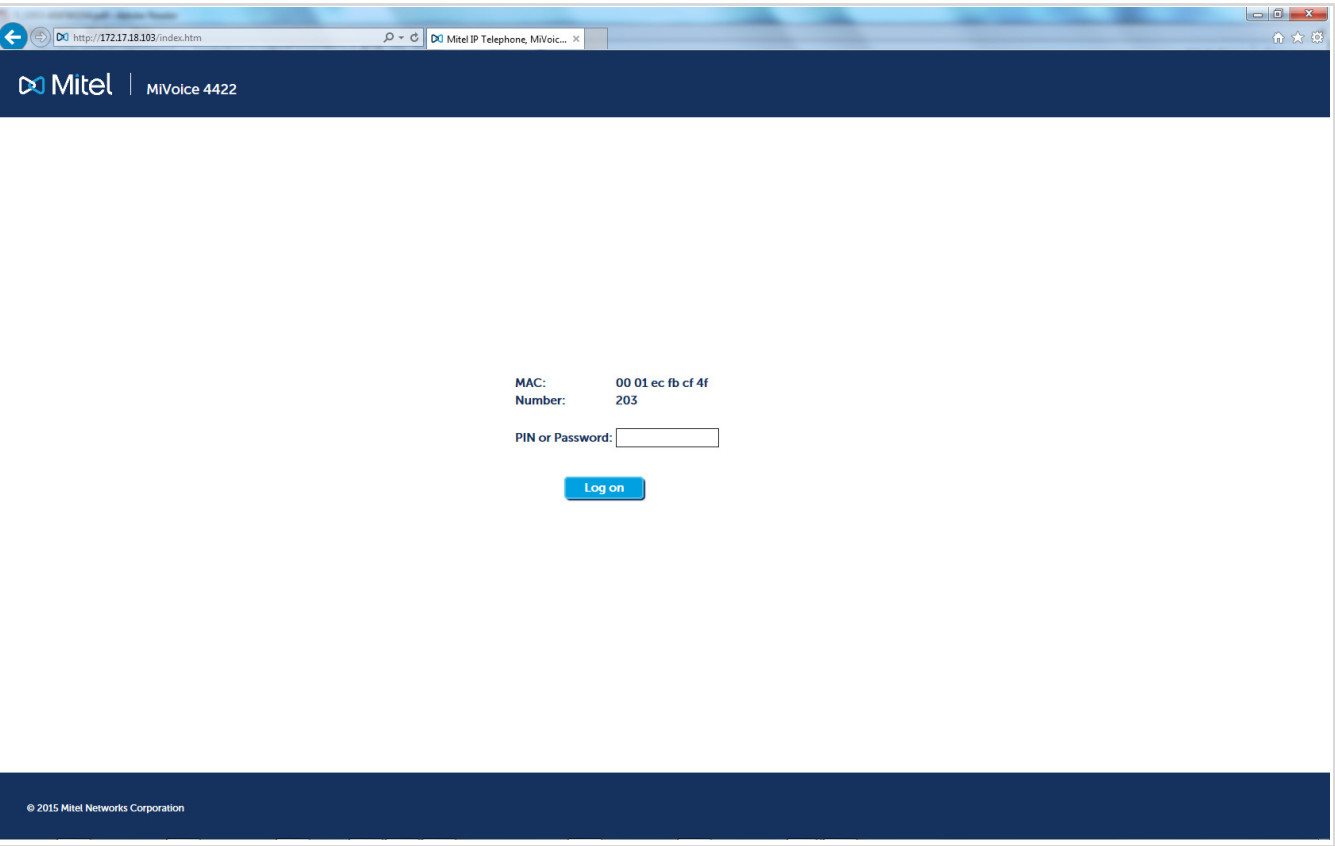


Figure 72: The Web Interface

If you fail to access this web page when using an previously used web address, check the web address on the display in your telephone. If your telephone has been disconnected from the LAN for a couple of days, this web address might have changed.

The description of the functions in the web interface, see 11.3 Using the Function in the Web Interface on page 78 .

11.2

ACCESSING THE WEB INTERFACE WITH THE IP ADDRESS

To know the IP address, use the **Settings** key. In the showed list select **Network** and the second item is the IP address.

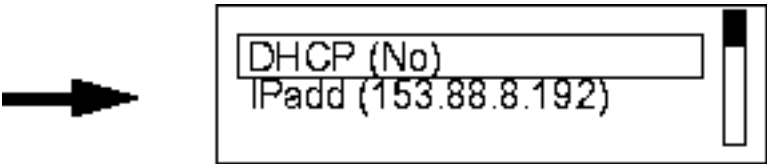
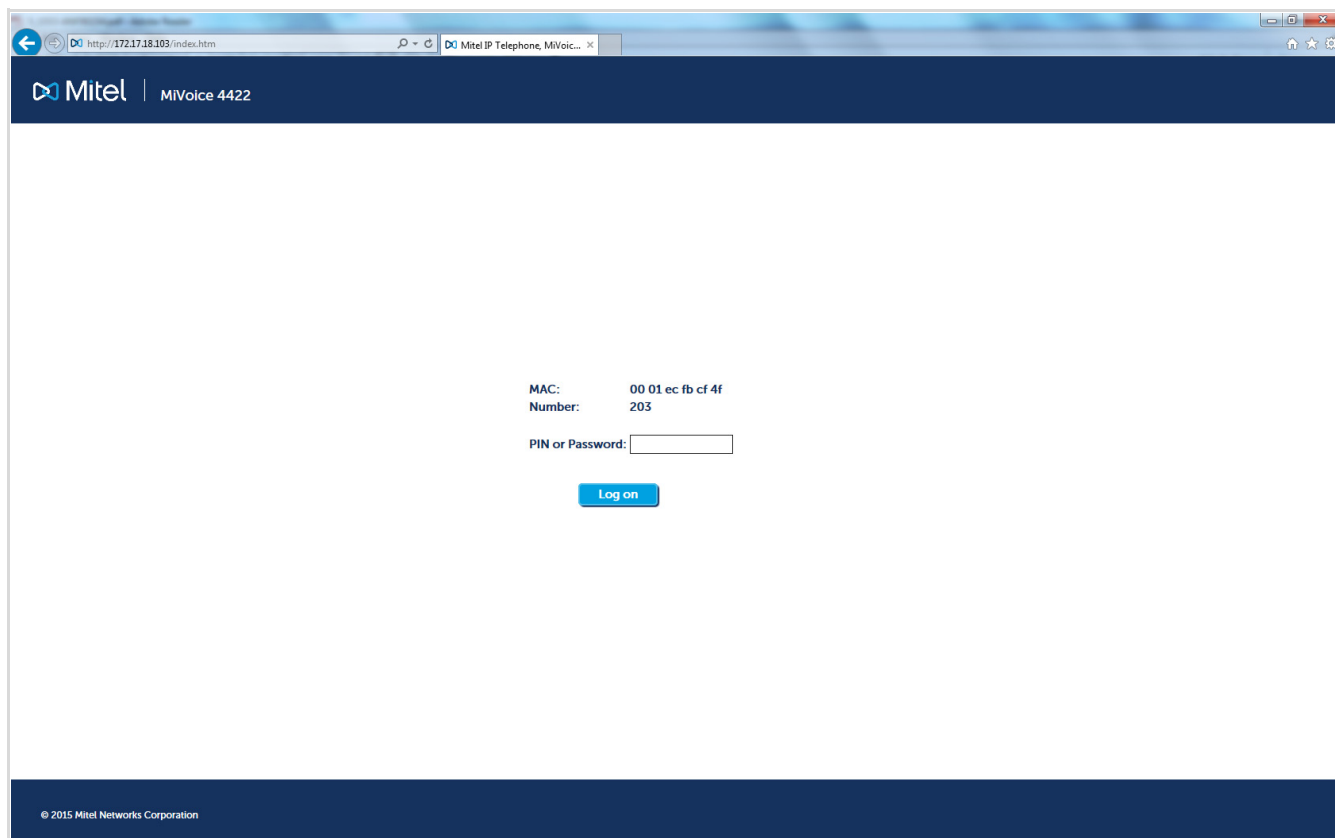


Figure 73:

The arrow shows which line to use. Enter this IP address in the address field in your web-browser in your PC. Example:

http://153.88.8.192

In your web browser you will see:



**Figure 74: The Web Interface**

For the description of the functions in the web interface, see 11.3 Using the Function in the Web Interface on page 78 .

## 11.3

## USING THE FUNCTION IN THE WEB INTERFACE

### DBC 422 02

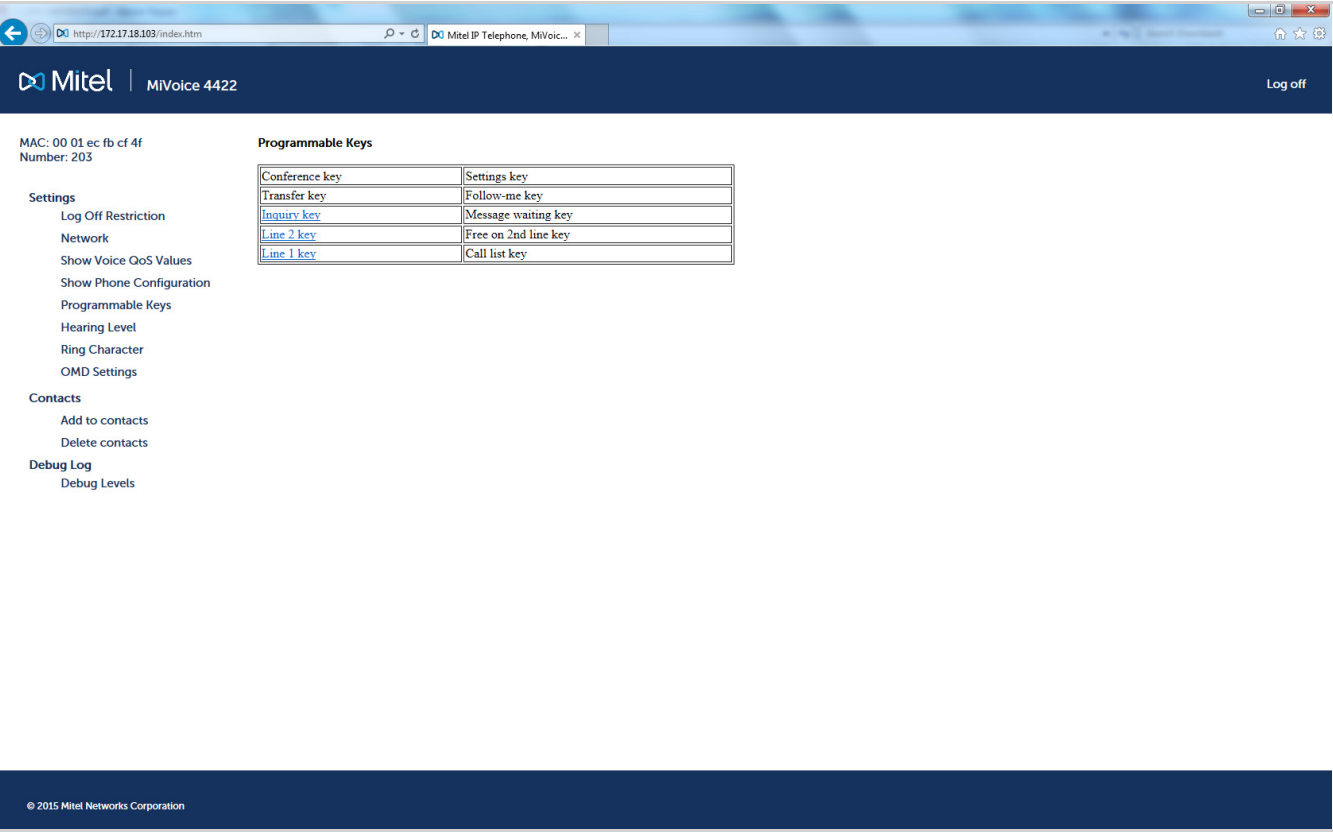
Log on to the telephone by entering the PIN in the **PIN or Password** text box. Use the same PIN as for logging on your telephone to the exchange. If you have no PIN for logging on to the exchange, it is not possible to log on tho the web interface. The PIN must be 4 digits or more.

Click on the **Log on** button.

### DBC 422 01

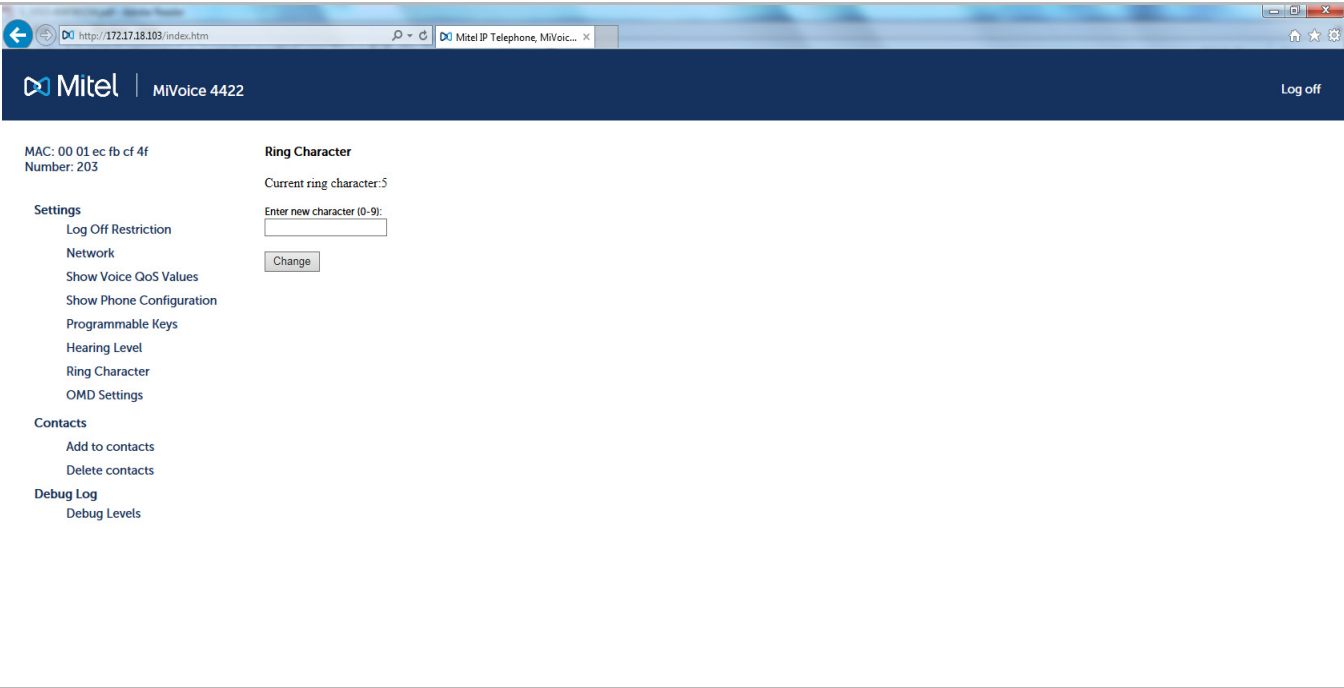
Log on to the telephone. Use the default password **Welcome** (case sensitive) the first time. Click on the **Log on** button.

Change the password to your own personal password. The password must be at least 6 characters. This password is not the same as the password used to log on the telephone to the exchange. If you have forgotten your password, contact the system administrator.



**Figure 75: Programmable Keys Web Page**

Click on the plus signs to show the sub menus. Click on the desired function.



**Figure 76: Changing the Ring Signal Type**

By clicking the **Change** button you can choose between different ring signal types. The same can be applied on **Line 2** , **Inquiry** or possible **MNS** keys.



## 12

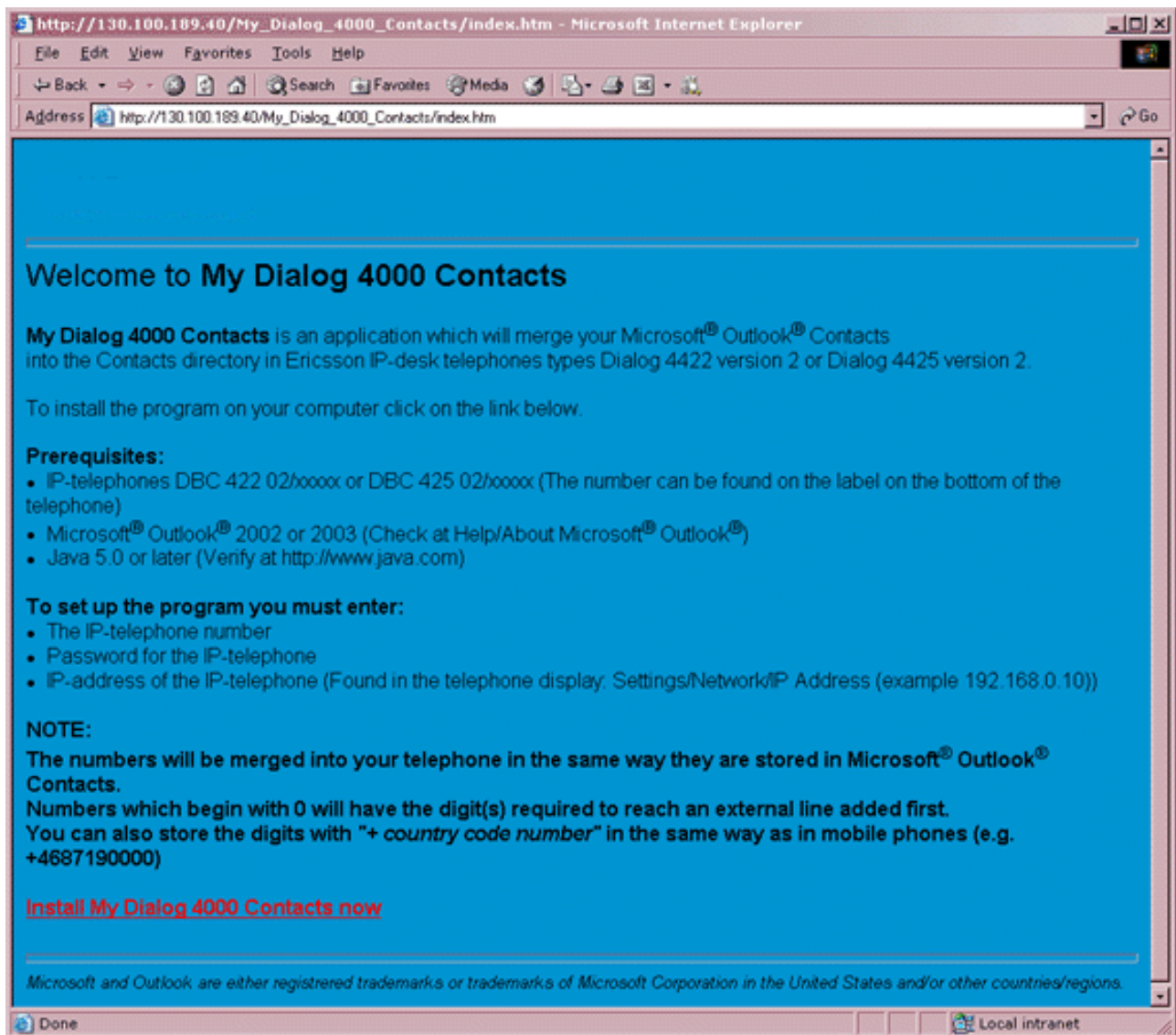
## MY MIVOICE 4000 CONTACTS

**Note:** This part only applies to DBC 422 02.

It is possible to use your Microsoft® Outlook® Contacts list as a base for the telephone Contacts list. The numbers will be merged into your telephone in the same way as they are stored in Microsoft Outlook Contacts. It is possible to have 1000 entries in Contacts.

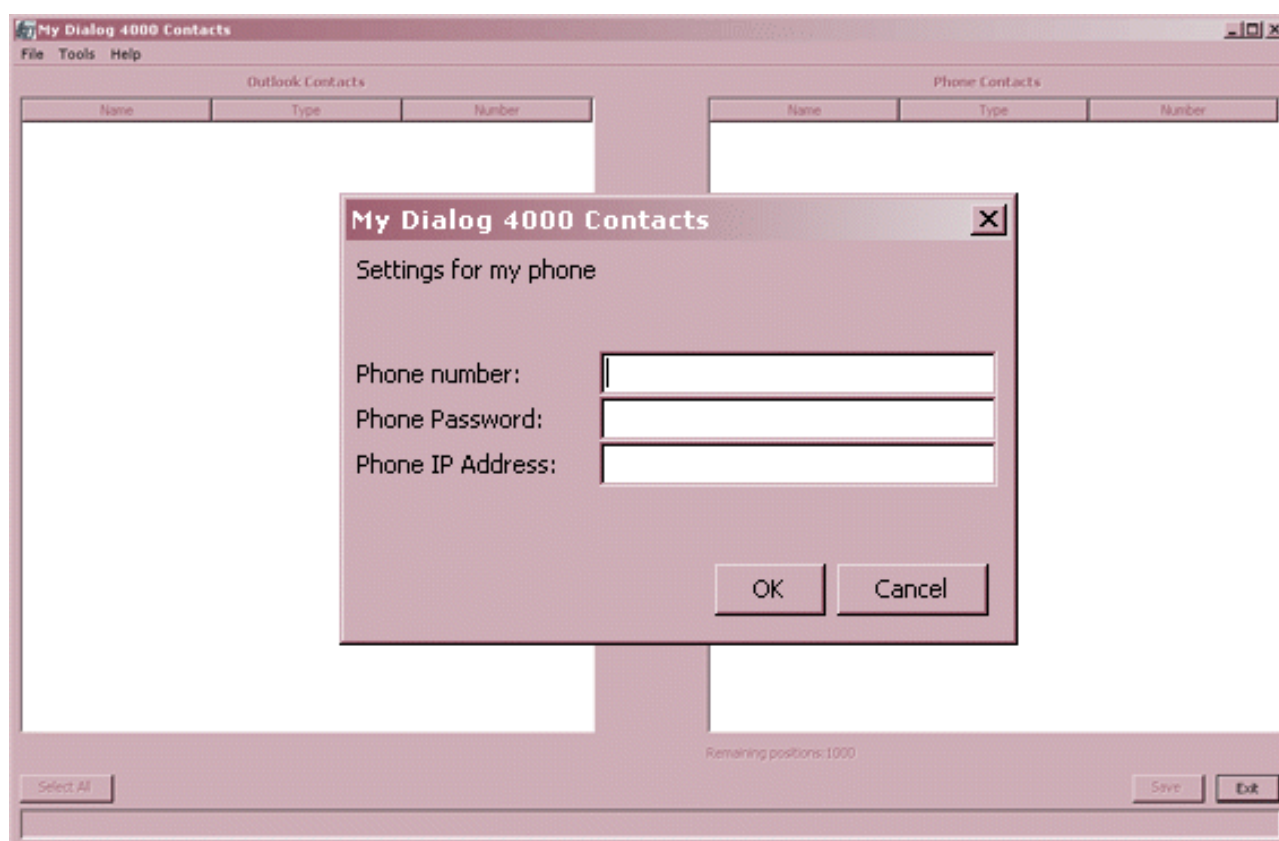
The application must be installed on your local PC, your system administrator should provide a link to the installation page.

Click on the **Install My MIVOICE 4000 Contacts now** link, see picture below.



**Figure 77: Installing My MiVoice 4000 Contacts**

When starting the application on the PC the following window appears



**Figure 78: Logging in to My MiVoice 4000 Contacts**

Enter the telephone number, PIN (same PIN as for the web interface), and the IP address of the DBC 422 02. The IP address can be found in the **Settings** menu of the telephone, see 11.2 Accessing the Web Interface with the IP Address on page 77.

It is possible to change the language version in the **Tools** menu.

All available contacts from Microsoft Outlook will be listed on the left hand side, all entries already in your telephone will be listed on the right hand side. It is possible to mark entries on the left hand side and click the Add button. The numbers are available in the telephone after the Save button has been pressed.

Numbers beginning with the digit 0 will be preceded by the digit or digits required to reach an external line. The digits can also be stored by adding the country code number after a plus sign, for example +46 8 719 0000.

## 13 MISCELLANEOUS

### 13.1 TELEPHONE REGISTER (OPTIONAL)

On the tray underneath your telephone you can note useful telephone numbers.

### 13.2 LABELLING

Label each function key according to their function when connected to MX-ONE. Lift the overlay slightly and remove the card.

Designation Card Manager (DCM) is a software tool for creating and printing own designation cards. Use the Designation Card Manager tool to print the correct card.

DCM is available on the Internet:

<http://www.aastra.com>

The DCM is also included on the CD *Enterprise Telephone Toolbox*, which can be ordered through E-shop and Pocket SolveIT. Pre-cut designation sheets for the different types of telephones can also be ordered.

Put the card into position, and snap the overlay into position.

### 13.3 CLEANING

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

### 13.4 WALL MOUNTING

The telephone can be wall mounted. This can be used for instance in conference rooms or public areas. See installation instructions for *DBC 422*.

### 13.5 HEADSET FUNCTION

For information, see 2.15.4 Headset on page 25.

## 14

## LIST OF FEATURES AND PROCEDURES

Table 2

Features		Procedure (AS Standard)	Alternatives
<b>ACCOUNT CODE</b>		*61*account code#	Finland, Norway: *71*
<b>AUTHORIZATION CODE</b>			
Common code:			
-	increase CoS	*72*authorization code#	Germany, The Netherlands, Sweden: *75* U.S. and Canada: *6*
-	lock extension	*73*authorization code#	U.S. and Canada: *71*
-	unlock extension	#73*authorization code#	U.S. and Canada: #71*
Individual (Regional) Authorization Code, RAC:			
-	increase CoS	*75authorization code#	Germany, The Netherlands, Sweden: *72*
-	lock extension	*76*authorization code#	
-	unlock extension	#76*authorization code#	
-	change code	*74*previous*new code#	
<b>AUTOMATIC CALL BACK</b>			
-	to order:		
	- busy extension or no reply	Press 6	
	- busy external line	Press 6	
-	to cancel:		

	- busy extension or no reply	#37*extension number#	U.S. and Canada #6*extension number#
	- busy external line	#37*external number#	U.S. and Canada #6*extension Number#
	- all ordered call backs	#37#	U.S. and Canada #6#
<b>BYPASS</b>		*60*B-number#	
<b>CALL PICK UP</b>			
-	individual	Press 8 (suffix)	France, New Zealand: 4 Sweden: 6
-	group	*8#, or 8 (suffix)	Finland and Sweden *0# U.S. and Canada *59#
<b>CALL WAITING</b>			
-	to initiate Call waiting	Press 5	France, New Zealand: 6 Sweden: 4
<b>CONFERENCE</b>		Press Conference key or Press 3 (suffix)	(or press 3, suffix)
<b>CUSTOMER IDENTITY STORAGE</b>		*77*customer identity#	
<b>DIAL-BY-FUNCTION KEY</b>			
-	to use	Lift handset and press dial-by-function key	
-	to program	to program numbers and procedures (*, #) that you often use on the function keys, use the Web interface	

<b>DIVERSION (see also Follow Me and Personal Number)</b>			
-	to activate direct diversion for own extension	*21#	Destination number must have been set by administrator.
-	to activate direct diversion for another extension (remotely)	*21*extension number to divert*#	
-	to terminate direct diversion for own extension	Press Diversion key, or #21#	
-	to terminate direct diversion for another extension (remotely)	#21*diverted extension number#	
-	to activate diversion on no answer for own extension	*211#	Destination number must have been set by administrator.
-	to activate diversion on no answer for another extension (remotely)	*211*extension number to divert#	
-	to terminate diversion on no answer for own extension	#211#	
-	to terminate diversion on no answer for another extension (remotely)	#211*diverted extension number#	
-	to activate diversion on busy for own extension	*212#	Destination number must have been set by administrator.
-	to activate diversion on busy for another extension (remotely)	*212*extension number to divert#	
-	to terminate diversion on busy for own extension	#212#	
-	to terminate diversion on busy for another extension (remotely)	#212*diverted extension number#	
<b>DO NOT DISTURB</b>			
-	group DND, to order	*25#	
-	group DND, to cancel	#25#	
-	individual DND, to order	*27#	
-	individual DND, to cancel	#27#	

<b>EMERGENCY CALL</b>		Dial emergency number	
<b>EXTERNAL FOLLOW-ME</b>			
-	to order	*22#route access code and external number#	U.S. and Canada: *23#
-	to cancel	Press Diversion key, or #22#	U.S. and Canada: #23#
-	to order from another extension	*22* extension number to divert # route access code and external number# North America: *23* extension number to divert # route access code and external number#	
-	to cancel from another extension	#22* diverted extension number # North America: #23* diverted extension number #	
<b>FOLLOW-ME</b>			
-	to order from own extension	*21*number of follow-me position#	UK: *2*
-	to cancel from own extension	Press Diversion key, or #21#	UK: #2#
-	to cancel from answering position	#21*diverted extension number #	
-	to order new follow-me position	*21*extension number to divert * number of follow-me position #	
-	to order from another extension	*21*extension number to divert * number of follow-me position#	

-	to cancel from another extension	#21*diverted extension number#	
<b>GENERAL DEACTIVATION</b>		#001#	U.S. and Canada #0#
<b>GROUP HUNTING and CASCADE RING GROUP</b>			
-	to leave all groups temporarily	*21*own extension number#	
-	to re-enter all groups	#21#	
-	to leave (log out of) a specific group temporarily	*29*group number#	
-	to re-enter (login to) a specific group	#29*group number#	
<b>INQUIRY</b>			
-	to initiate	Inquiry	
-	to revert to original party	Line 1, Line 2 or Inquiry	
<b>INTRUSION</b>		Press Intrusion key (or 4, suffix) when receiving a busy message	France, New Zealand, Sweden: 8
<b>LANGUAGE SELECTION</b>		Press the Settings key, select Language and then Display menus. Browse through the languages by pressing the - or + keys. Select the wanted language by pressing the Speaker key	
<b>LAST EXTERNAL NUMBER RE-DIAL</b>		***	Finland, Sweden: **0
<b>LEAST COST ROUTING</b>		Dial the LAC	
<b>MANUAL MESSAGE WAITING</b>			



-	to order	*31*extension number#	U.S. and Canada: *56*extension#
-	to cancel	#31#	U.S. and Canada: #56#
<b>MESSAGE DIVERSION</b>			
-	to order	*23*reason for absence* or *23*reason*return date/time#	U.S. and Canada: *24*extension#
-	to cancel	#23#	U.S. and Canada: #24#
<b>MESSAGE WAITING INDICATION</b>			
-	to cancel	#91#	
<b>MONITORING KEY (MNS KEY)</b>			
-	to answer a call	press Monitoring key	
-	to make a call to the monitored extension	lift handset and press Monitoring key	
-	pick up parked call	press Monitoring key	
<b>NIGHT SERVICE</b>			
	Universal	8	
	Flexible		
-	to order	*84*route number* external line number#	U.S. and Canada: *8*
-	to cancel	#84#	U.S. and Canada: #8#
<b>NUMBER PRESENTATION RESTRICTION (per call)</b>		*42# B-number	
<b>PARALLEL RINGING</b>			
-	to prevent ringing on one phone	initiate Follow-me to your own extension number	

-	to restore on one phone	cancel Follow-me from the phone	
-	to restore for all phones in the parallel ringing list	cancel Follow-me from the main extension	
<b>PARKING</b>		Press Line key of ongoing call	
<b>PARKING, COMMON</b>		Press Line key of ongoing call or press Hold key	
-	to answer a call	press Monitoring key	
-	to make a call to the monitored extension	lift handset and press Monitoring key	
-	pick up call on common hold	press Monitoring key	
<b>PERSONAL NUMBER (Call List)</b>			
-	to order/change	Press the Call List key, or *10*list number#	
-	to cancel (return to default list)	Press the Call List key, or #10#	
<b>REBOOT the phone</b>		Press the keys C, mute and # simultaneously for at least one second	
<b>REFER BACK</b>			
-	to initiate	press the Inquiry key and the Line 1 or Line 2 key	
-	to end	press the Inquiry key and the Line 1 or Line 2 key, then press the Clear key	
<b>SOFTWARE VERSION</b>		Press the keys C, * and 4 simultaneously for at least one second	

<b>SPEED DIALING, COMMON</b>		Dial the number, see List of common speed dial numbers	
<b>SPEED DIALING, INDIVIDUAL</b>		Dial the number, see List of individual speed dial numbers	
<b>TAKE CALL ON ANOTHER MULTIPLE TERMINAL, ANSWER TO COMMON BELL, GROUP CALL PICKUP, and Answer on NIGHT BELL (* and # in the service code can be excluded)</b>			
-	to order	8, or *8#	Finland and Sweden *0# U.S. and Canada *59#
<b>TRANSFER</b>		Press Transfer key	